

PARENT HANDBOOK



Trillium Bilingual
Montessori

Last Updated 20/02/2023

This document is available in hard copy and PDF format upon request. Please contact admin@tbmontessori.ca for more information.

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Welcome

To Trillium Bilingual Montessori

Trillium Bilingual Montessori has been in operation since 2008. It is a private, family-owned Montessori school. Mélanie Tremblay founded the school and now has the pleasure of working with both her children in the program. We are fully licensed under the Ministry of Education. TBM is taking part in the Canada Wide Early Learning Child Care (CWELCC) program, also known as the \$10/day childcare program.

All our programs operate under a certified Montessori teacher and/or an early childhood educator who maintain an updated first aid and CPR certification.

The Montessori Approach- Our Montessori-trained teachers will guide your child in our classrooms furnished with authentic Montessori materials. We follow the Montessori method and add our own flavour by offering bilingual programming.

Bilingual Programing- In our Montessori program, we offer a bilingual environment in both French and English. We promote a natural acquisition of the language by exposing children early to both languages. The most important thing we give them: a love of the language by taking away any negativity learning a new language can bring.

This parent handbook is designed to get to know our program better. Keep this guide handy as a reference throughout the year. If you have any questions, please contact us at admin@tbmontessori.ca.

Merci for choosing to become part of our family!



Our Vision

Foster a warm, inclusive, and supporting Montessori learning environment for all children and their families.

Our Mission

Care for the whole child while developing their unique learning path and promoting their independence.



Our Values and Beliefs



Programs We Offer

Pre-Casa Program (18-30 months)

Casa Program (30 months-4 years)

JK/SK Program (4-6 years)

View of the Child

"It is necessary that the child teach himself, and then the success is great."

-Dr. Maria Montessori

At Trillium Bilingual Montessori, we view the child as an independent being with limitless potential. Each child is an individual who needs to be guided, nurtured in an environment that offers a loving, caring, consistent and peaceful way of life. Each child's independence and uniqueness are fostered by the TBM teachers to allow each child to reach their maximum potential. Our holistic approach to teaching ensures the needs of the whole child are met to ensure every child's success.



Program Statement

1-Positive Interactions

By fostering a constructive environment and the development of positive engagements with children, their families and the teachers.

2-Fostering Exploration, Play and Inquiry

By nurturing a Montessori learning environment that peaks the child's curiosity and encourages their sense of exploration and play.

3-Health, Safety, Nutrition and Well-Being of Children

By ensuring that the health, safety and well-being of the child are met within our program at Trillium Bilingual Montessori, as well as promoting good nutrition and healthy eating habits in every child. By also encouraging each child to communicate and have a positive self-expression and by supporting the child as they develop self-regulation.

4-Relationship Among Children, Family, Staff and Community Partners

By engaging parents through open communication via a variety of options from in-person to virtual. By also ensuring to actively engage with community partners, enhancing our programs. And finally, by providing ongoing support to TBM staff in continuous professional learning and offering ongoing coaching and mentoring.

5-Pedagogical Document to Support

By offering ongoing daily reports to parents, including pictures and anecdotal observations, and ensuring that learning opportunities are created for the child. By ensuring that each child is successful in their learning outcomes and reviewing how our program is impacting the child, and by supporting and monitoring the teachers during their pedagogical documentation.

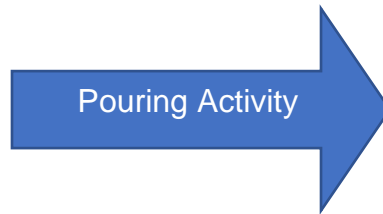
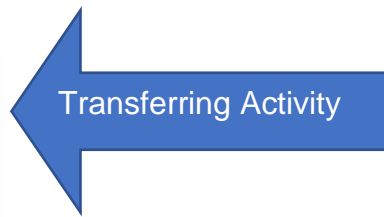
Parents/Guardians can view the full Program Statement [Here](#)



The 5 Areas of the Casa (JK/SK) Montessori Classroom

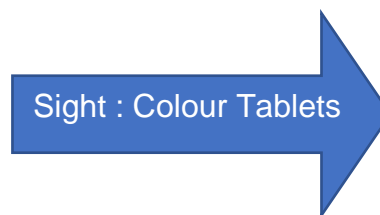
1. Daily Life Area

This area focuses on fine motor skills, developing the child's hand-eye coordination as well as the small hand muscles needed to learn to hold a pencil, and ultimately to write. As the name implies, daily life skills are included in this area. Activities here include using scissors, pouring liquids, transferring objects with tongs, holding a spoon, etc. We also reinforce good manners, care of self (doing zippers, buttons, laces) and care of the environment (Watering plants, wiping the table, sweeping)



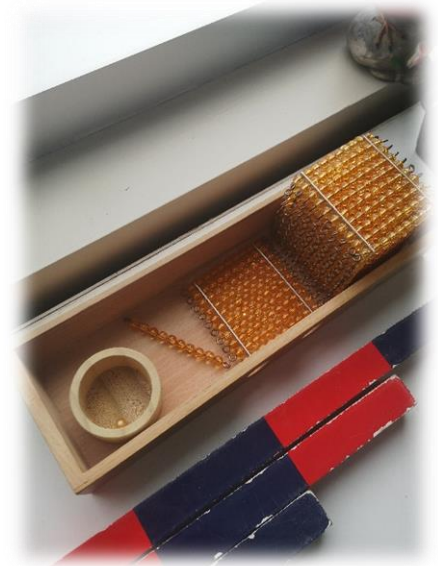
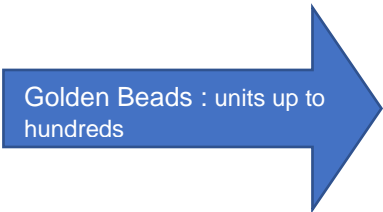
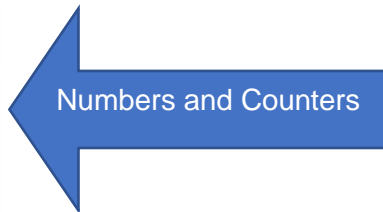
2. Sensorial Area

Here we work the senses. We have activities to refine taste, sight, smell, touch and hearing. Tasting activities are not kept on the shelf for sanitary purposes, instead we engage the child in conversations during snack and lunch time. The child explores materials specifically designed to enhance their senses.



3. Mathematical Area

In the math area, the Montessori material allows the child to work with concrete representation of concepts, before moving into the abstract. The material allows for starting with the visual representation of quantities (0-9), moving on to the teens and eventually the tens, hundreds, and thousands. Once the child has mastered quantities they are moved on towards equations; addition, multiplication, subtraction, and division with up to 3 numbers.



4. Language Area

In Montessori, the approach to language is phonetics first using sandpaper letters. "A" (Aye) is taught as "A" (ah). This technique allows children to blend the sounds and read more effectively and easily. The child is introduced to 3 letter words and works up to diagraphs (sh, ch, oo, etc) until they are fluently reading. The child has access to a vast library of books and reading material.



5. Culture Area

Here, the child learns about the universe we live in. This area covers many topics such as botany, science, geography, geology, zoology, music and arts. There are a variety of activities from puzzle maps of continents and countries to flags of the world, to parts of the animal puzzles and leaf studies... the possibilities are endless in this area. The child also has access to simple instruments in the classroom as well as a rotating exposure to various art mediums and activities to chose from to express their creativity.



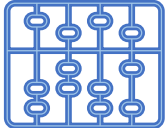

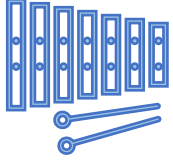


World Puzzle Map

Art (Coloring Autumn leaves)



The 5 Areas of the Pre-Casa Montessori Classroom

Area	Materials	Skills
Daily Life Area 	<ul style="list-style-type: none"> - Pouring, transferring, sorting, buttoning, zipper, Velcro frames, handwashing, toileting, etc. 	<ul style="list-style-type: none"> - Daily life skills, hand-eye coordination, fine motor skills, care of self and manners/courtesy
Sensorial Area 	<ul style="list-style-type: none"> - Pink tower, brown stair, colour tablets, bank, incumbent boxes, permanence box, colour matching objects/cards, matching shapes, etc. 	<ul style="list-style-type: none"> - Developing all 5 senses; hearing, sight, taste, touch and smell.
Mathematical Area 	<ul style="list-style-type: none"> - Sandpaper numbers, counting activities, matching activities and sequencing activities. 	<ul style="list-style-type: none"> - Learning quantities 1-5, numeral 1-5, counting in sequence up to 5, identifying more/less and sequencing before/after
Language Area 	<ul style="list-style-type: none"> - SPL, matching cards, variety of picture cards, conversation modeling, books and songs. 	<ul style="list-style-type: none"> - Develop the child's language, increase vocabulary, improve communication skills and practice correct pronunciation
Culture Area 	<ul style="list-style-type: none"> - Puzzles of animals, plants, map of the continents, music instruments, art mediums, etc. 	<ul style="list-style-type: none"> - the world around us. Introduction to the calendar, time and transitions, names of animals, plants, continents etc. Play music, follow a beat, use various art mediums and make simple art projects.





Waitlist and OneList

Trillium Bilingual Montessori uses the [OneList Waterloo Region](#) as its waitlist registry. Parents can register on [OneList](#) to join our waitlist.

- Once parents have added a child to our waitlist, they will receive an acknowledgement email.
- To book a tour of our facilities, contact us.
- Parents can update, change, or delete a child's application at any time.
- Occasionally parents may receive an email to confirm they are still looking for a space for their child.
- Parents must respond to emails in a timely fashion to maintain their place on the waitlist.
- We will contact parents when an opening becomes available for a child.
- A quick response before the deadline given will ensure parent can successfully secure a space for their child.
- Details about the registration process will be emailed to parents once they confirm wanting the available spot.



Trillium Bilingual Montessori *Child Care Centre Waiting List Policy and Procedures* can be viewed [here](#).



Enrolment at Trillium Bilingual Montessori

- Once a parent has confirmed that Trillium Bilingual Montessori has a space available for their child, they will be asked to fill out a Registration Package and sign authorization/confirmation forms.
- All the required forms are available through digital format or hardcopies.
- Unless requested otherwise, all forms will be sent by email.

As required by the Ministry of Education, parents/guardians must provide TBM with:

1. A completed and signed [registration form](#).
2. A copy of up-to-date immunization record OR [Immunization Exempt](#) Form OR [Medical Exempt](#) Form
3. A signed copy of the Understanding and Acknowledgement of the Parent Handbook.

You will also be registered on our parent communication App [HiMama](#) as well as our payment management portal [Tuio](#). If you have any questions, contact us at admin@tbmontessori.ca

Fees

Once your registration forms and all required documents have been received, we will register you on our payment management portal Tuio.

1. Upon receiving an invitation email from Tuio, log into the portal to update your payment method to enrol in our automatic monthly withdrawal program. There is no fee for automatic bank withdrawal. Tuio charges a fee (% of the total amount). Fees are available on Tuio.
2. Tuition fees are paid on an equal monthly payment plan. Late payments and NSF payments will be charged a \$25.
3. You will receive a confirmation of payment monthly after your automatic withdrawal occurs.
4. TBM does not issue credits or refunds for sick days, vacation days or unexpected closures (inclement weather or other natural disasters, extended unforeseen electrical or water shortage, etc.)
5. Extended closures, beyond 3 days, will follow overseeing authorities (ministry of education, ministry of health, public health) guidelines. Fees may be suspended for extended closures. For more details on specific scenarios, please contact us at admin@tbmontessori.ca.
6. Program fees are available on the last page of this document or online on our website.
7. Late fees: TBM charges late fees in addition to the monthly fees. Late fees are charged to parents who are late picking up their child AFTER 6:00 PM, at the rate of \$1/minute, starting at 6:01. Late fees are due in cash to the educator who stayed after 6:01.

Subsidy Program

Subsidies for our program are available through the Region of Waterloo [here](#). Applications must be filed through the region. Once a subsidy has been approved, the region will forward the confirmation letter to us at TBM if we have confirmed a space is available for your child.

Parents participating in the Region of Waterloo Childcare Subsidy Program:

1. Must ensure to have a confirmation of subsidy approval from the region of Waterloo before the child's start date.
2. The confirmation of subsidy must be received by TBM before the child's start date.
3. If the parent must pay a contribution to the subsidy, they must register in Tuio.

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4. Parents will be invoiced monthly, according to their daily attendance.
5. Subsidy invoices are sent out at the beginning of the next month, therefore the first payment is due after the first month is completed.
6. Parents will receive an electronic invoice monthly through Tuio.
7. Parents waiting for a subsidy may be eligible to have the child start attending if program fees are paid directly by the parent before the start date and will be refunded if the subsidy is approved for the same period.
8. Parents are responsible for all fees until the confirmation of subsidy is received at TBM.
9. All subsidy revisions or questions must be directed to the [Region of Waterloo subsidy program](#). TBM does not manage or make decisions regarding subsidies.

Receipts

Child tuition is considered 'childcare' and is 100% tax deductible up until age 6 years old. Annual receipts are issued in February for the previous tax year. Receipts reflect fees paid during given tax year. Receipts will be accessible on Tuio. Monthly receipts can be found on Tuio.



About Trillium Bilingual Montessori and our Programs

Program Hours

Regular Hours: 9:00 AM - 3:00 PM

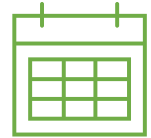
Extended Hours: 7:00 AM - 6:00 PM



We are open 12 months a year!

Late Departures:

Late fees will be applied when a child is picked-up after 6:01 at a rate of \$1.00/minute, in addition to regular monthly fees. Late fees are to be paid in cash to the educator who stayed late.



First Incident:

Parents will receive an email from the administrator remind them of the pick-up policy, our hours and late fees are applied.

Second Incident:

Parents will be formally notified by letter from the school principal. Late fees are applied.

Third Incident:

A third late incident may result in the **suspension of service** for the child.

Closures

Trillium Bilingual Montessori will close for:



- Statutory Holidays
 - o Closed on [Easter Friday](#) and [Easter Monday](#)
- Civic Holidays
- During the public schools' holiday break (dates vary yearly)
 - o 2023- [December 25, 2023](#) (last day Friday December 22, 2023)-
[January 5, 2023](#) (reopen on Monday, January 8, 2023)



Inclement Weather



When Region of Waterloo Region schools are closed due to inclement weather, we will also be closed.

Trillium Bilingual Montessori may close due to inclement weather. Notices will be sent on Himama and texted to parents by 7:00 AM on the day of the closure.

Refunds/credits or "replacement" days are not given for Inclement Weather days.



Required Items

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DON'T FORGET TO LABEL EVERYTHING with your child's first name and initial of last name. CHILDREN OFTEN DON'T KNOW WHAT BELONGS TO THEM.

1. **SHOES:** A pair of comfortable shoes or slippers for indoor use only. These must stay at the school.
2. **WATER BOTTLE:** A water bottle: preferably with a straw and a lid (to protect spout from germs)
3. **CLOTHING:** A complete change of clothes; shirt, pants, underwear, and socks (packed in a large Ziploc or small plastic bag)
4. **MORE CLOTHING:** Additional set of clothing or two if your child is actively potty training
5. **WIPES:** A package of wipes (flushable is preferred for toilet using children) in case of an accident
6. **BAG:** A plastic bag to put wet or soiled clothing
7. **BLANKET:** A small blanket for quiet time (to stay at school)
8. **STUFFIE:** A small stuffed animal for quiet time (to stay at school)

MEDICATION: Any **emergency medication** your child needs (an [Administration of Medication form](#) must be filled out)

Diaper or pull-up wearing children:

- At least 10-20 diapers (label the bag in which you bring them)
- Wipes (1 or 2 packs) labeled
- Any ointment or cream you want staff to use on your child during diapering (don't forget to sign a medication authorization form)

Any other item your child requires daily. If you are unsure, please contact us: admin@tbmontessori.ca



Communication, Contributions and Progress Reports



Hi Mama- At Trillium Bilingual Montessori we want to establish open lines of communication with every parent/guardian to provide daily updates about their child. Our staff will communicate through the Hi Mama App. Here parents/guardians will find:

	Daily pictures
	Progress updates
	Tracking of diaper changes or toilet use
	Daily Food Menus/Child's appetite
	Reminders
	Newsletters
	Program Emails
	Log in and Log out Time
	Attendance

In HiMama, Parents Can Also:

	Email Teachers and Administrators
	Comment on Pictures



	Mark their Child Absent
	Add their Own Pictures

Progress Reports:

TBM provides daily classroom updates. Progress Reports will be sent home every 4 months or so to give parents a 'snap shot' of your child's progress.

Parent Contribution

Parents/Guardians are always encouraged to contribute to the enhancement of our program. We love to receive cultural items from other countries and cultures to add to our classrooms from families. Parents are invited to get in touch with the head teacher if they would like to come in as a guest and share a special celebration, interesting skill, or anything they think children would like.

Social Media

Make sure to [LIKE US](#) on Facebook and [FOLLOW US](#) on Instagram to stay up to date on the latest news on early childhood development and research, updates, and information on our school. Our website also has a lot of information about our program, Montessori and children: www.trillium-montessori.com



Parent Issues and Concerns

At TBM, we want to ensure that parents' issues and concerns are dealt with effectively in an uncomplicated and clear process.

TBM staff works in partnership with families to ensure the best quality care is offered to every child and they strive to keep an open and honest line of communication open with each parent.

Reporting Parent Issues and Concerns

Parents are encouraged to report any issues or concerns they have as soon as they arise. Issues can be brought to our attention verbally or in writing. We have created a table below with examples to assist you on who to approach with your concerns.

Type	Examples	Contact
Program Related/ Classroom	Eating, progress, toileting, outdoor play, in class behaviours, etc.	Classroom Teaching Team Contact them directly on HiMama



Operational	Fees, Newsletter, Contact Information changes, Tuio, etc.	Administration admin@tbmontessori.ca
Staff/Volunteer/Student Conduct	Issues with classroom teachers, extended care staff, in-program volunteer or students, etc.	Principal melanie@tbmontessori.ca

At any time, parents can voice their issues and concerns directly to the Program Administrator Christeena Ping by email admin@tbmontessori.ca or by phone at 519-650-3899.

We take every suggestion, complaint and concern very seriously and we strive to resolve them in a quick and positive manner to the satisfaction of all parties involved.

Responding to Parent Issues and Concerns

As stating in our policy, we take every issue and concern seriously and it is critical that they are addressed in a professional, effective, and unbiased manner.

- Every issue will be kept confidential to all extend possible. Information may be shared with other parties to resolve issues effectively. Unless information must be disclosed for legal reasons, we will make every effort to protect the privacy of all parties, parents, child, staff, etc.
- Acknowledgement of the issue or a response to any concern brought forth by a parent/guardian will be acknowledged within 24 hours of initial notification. Follow-ups will be completed in a timely manner and updates will be given to the parent/guardian along the process.
- If a parent/guardian is not satisfied with the resolution of the issue or concern, they have the right to escalate their concern to any of the following authorities:
 - Ministry of Education: 1-877-510-5333 or information.met@ontario.ca
 - College of Early Childhood Educators: 1-888-961-8558 or information.met@ontario.ca (if the staff member involved is a RECE)
 - Family and Children’s Services: 519-576-0540
 - Waterloo Regional Police Services: 519-570-9777

Parents can view our complete policy on Parent Issues and Concerns [here](#).



Respectful Conduct and Interactions

All interaction between staff and children or parents will be conducted in a positive and respectful manner. In the event that any staff member, parent or child feels threatened, belittled, abused or uncomfortable by the words or conduct of another party, they have the right to end the interaction and report the incident to the principal. Once reported, the principal will contact all parties involved to ensure a respectful interaction can resume to solve/address the issue and find a positive resolution that respects and satisfy all parties involved.

Duty to Report Suspected Child Abuse

In Ontario, everyone, including members of the public and all professionals who work with children are required by law to report any suspected case of child abuse or neglect. Let's keep the children safe.

If a staff member observes or has concerns that a child is being abused or neglected, they will contact Family and Children Services to report the child.

If a parent/guardian expresses concerns that a child is being abused or neglected they will be advised to contact Family and Children Services to report directly.

The complete Child, Youth and Family Services Act, including the Duty to Report (section 125), can be found [here](#).

Field Trips



At Trillium Bilingual Montessori, we do not take field trips that require busing the children. Because we cannot ensure the safety of the children on buses (no car seats or seat belts), we make it a policy not to put children in harms way.

If, we plan an off-site excursion, parents will be notified well in advance and permission from each parent/guardian will be required.

Collection of Personal Information



All personal information collected by Trillium Bilingual Montessori is kept confidential and is only shared in compliance with Canada's [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#). If you have questions on how we collect, share and maintain personal information, please contact us directly admin@tbmontessori.ca.

Images/Pictures and Information



Hi Mama- Children's pictures will be shared on Hi Mama along with the children's first name and last initial if required. Parents of the children in the classroom have access to pictures and may occasionally be sent group pictures. Parents/Guardians who prefer not to share their child's image with any other parent, can request it at any time.

Pictures of the children will only be used on social media, advertising, or website if:

- Faces are hidden/obscured, and identification cannot be made.
- Faces are digitally blurred.



In the event a child's picture is to be used outside of the Hi Mama app, parents will be notified and asked permission before use. Consent must be given by a parent/guardian before a child's face is used.



Security Cameras (CCTV)

(Starting February 2022)

It is more and more common these days to have security cameras in businesses and homes. Childcare centers are also adding cameras inside their facilities to add an extra layer of protection for the children which offers parents peace of mind knowing that their child is never left alone or unsupervised at any time while in our care.

Security Cameras

TBM will be using security cameras in our facilities. Cameras are a good deterrent and protection against any property damage, vandalism, and theft.

Cameras will be added to all common areas, including the front down entrance as well as one camera facing the playground area.

Cameras will not be always monitored. Spot checks will be conducted, footage may be reviewed as needed and direct viewing may be used to view downstair entrance as required.

In-Program Cameras

Internal use only cameras will be added to each classroom. As well as adding an additional layer of safety for the children and peace of mind for the parents, they will also be used for training and safety of the staff.

TBM will always be protecting the anonymity and rights of all children and staff, as stated under the PIPEDA act.

ONLY DESIGNATED STAFF WILL HAVE ACCESS TO INTERNAL CAMERAS. No external individuals will be allowed to view footage, including, but not limited to parents. Any request by a third party to view footage will be denied. Only staff in a supervisory/director role will be allowed to view footage.

All camera footage will be saved on a secure, third-party cloud, with only the designated staff having access to the account and footage.

All footage will be automatically permanently deleted after 60 days. Video clip may be downloaded on an internal secure device if it is part of an ongoing investigation or training session. Once its purpose is no longer needed, it will be permanently deleted. Any unlawful actions caught on camera will be reported to the proper authorities.

No cameras will be recording washrooms.

Cameras will be in full view of anyone in the recording area. No “hidden cameras” will be used on TBM premises.

Parent Requests

Please only request review of footage for serious incidents. This is not something that will be granted otherwise.

Requests for video footage review will only be considered for the following reason:

- Child has received a non-witnessed serious injury (requiring medical attention; a broken bone, stitches, etc.)
- Child has reported abusive behaviour from an adult while at TBM (demeaning, physical harm, denial of basic needs such as food and water, etc.)



- Concern about the child's development and wants the TBM team to review their child's interaction in the classroom to decide if additional external support is needed
- Any other serious incident

Please note, TBM will **not be reviewing footage** for:

- any non-serious injury (bruise, scratch, bump, etc.)
- lost items
- children disagreements
- washroom monitoring
- eating or drinking
- any other "regular" daily occurrences

Parents must **ONLY** request a video footage review by the designated staff, in writing by emailing admin@tbmontessori.ca. Requests will be revised by the supervisory team and decisions will be made on a case-by-case basis.

Parent requesting review of footage, in writing at the above email, must include the following information:

- Name of the child
- Reason for request
- Date to be reviewed
- Time of day (if known) to be reviewed

Parents will **NOT** be allowed to view any video footage.

If a request to review footage is granted, parents will get a written account of the footage reviewed by the authorized TBM staff.

No confidential information will be given, included, but not limited to names of children or individuals on video.

Any non-compliance actions from staff witnessed on footage will be dealt with internally and be disclosed to authorities if any unlawful actions were witnessed for further investigation.



Health and Safety

Outdoor Play

“Activities in outdoor spaces that are designed to inspire investigation with bodies, senses, and minds improve children’s physical health and emotional well-being and enhance their capabilities for self-regulation, creative problem solving, and communication. Children’s self-discipline, self-awareness, and ability to focus also improve, as does their development of social skills such as cooperation and flexibility.” – Richard Louv, *How Does Learning Happen?*

In accordance with the *Child Care and Early Years Act* requirements for a minimum of 2 hours outdoor time daily for children, TBM incorporates outdoor programming as part of our everyday schedule. Children play outside for **1 hour before lunchtime** between 10:00 AM- 12:00 PM and **again for an hour** between 3:00-6:00 PM daily for children in the extended care program.

Outdoor Restrictions

All children are required to participate in full to outdoor programming unless they have a medical reason and a third-party health care provider’s note explaining any restrictions/modifications required for the child.

Parents/guardians must advise the school at the time of registration if modifications are required to ensure that TBM can meet the requirements or arrange for additional support for the child.

Staying Indoors

Children are not permitted to stay indoors during outdoor play. All children must go outside unless a medical exemption is obtained by a third-party health care provider. We do not have the resources, or the staff needed to keep individual children inside and to safely supervise them.

If it rains heavily or if the weather is too cold, we will modify the duration of the outdoor play or we will keep all the children inside for indoor play. Children are constantly monitored to ensure they are warm/cool and are safe while being outside.

Be Ready

Parents/Guardians must make sure every **child comes to school dressed according to the weather EVERYDAY.** The school has extra clothing if a child needs it, but it is the responsibility of the parent to ensure the child arrives dressed to participate in the outdoor programming.



Nutrition

Trillium Bilingual Montessori serves daily hot lunches prepared and catered by The Princess Pea. Balanced menus are developed in accordance with the [Canada Food Guide](#) recommendations. Monthly menus are posted on Hi Mama and on the parent information board at school.

We also serve 3 snacks daily; one in the morning, one after lunch and for children still in programming, at 4:30. Snacks are healthy and follow the [Canada Food Guide](#) guidelines.

An example of our monthly menu can be seen [here](#).

Homo milk is served with lunch. Water is available at any time during the day.

Menu Substitutions

If a child suffers from food allergies, sensitivity or for children with nutritional restrictions (vegan, vegetarian, halal, kosher or any other), we provide an adapted menu according to children's needs. If your child needs an adapted menu, please notify the school upon registration.

Nut-Free Facility

We are a nut-free facility. All our food is prepared in a nut-free facility and is made from nut-free ingredients.



Food from Home


We do not allow food from home to be brought into our facilities to avoid cross-contamination of allergens and may risk putting children suffering from allergies at risk. If your child has a medical condition that requires a special diet for a medical exemption can be obtained.



Parents who bring in food must follow the following guidelines:

- The licensee will provide a nutritious morning and afternoon snack. If a child is present at mealtime, they will be provided a meal by the licensee **unless special dietary and feeding instructions are on file**. Parents are required to develop a meal plan agreement with the supervisor or licensee prior to being permitted to send food from home for their child.
- The center will keep an up-to-date list of current children's allergies. If the child has a serious allergy to a food, that food will not be allowed to be served or brought from home.
- Parents of children bringing food from home will be given the allergy list with foods that cannot be brought in (restricted foods). Parents will receive an updated list when an update is made. This will be either emailed to them or sent via HiMama.
- If another child has a minor allergy (cannot be ingested) to a food brought from home, the children will be seated at different tables during meals.
- If an allergen food is sent in a child's lunch, the lunch will be refused, and parents will be kindly reminded that they must adhere to the restricted food list.
- Teachers must make sure that the lunch that is being served is allergen free and free of restricted foods. Staff will bring any concerns regarding bagged lunches to the parent's immediate attention.



- All lunches and drinks **MUST BE LABELLED** with the child's name.
- **Food from home must be PEANUT AND NUT FREE** 
- Food from home will be stored in a refrigerator when possible. Ice packs should be used in lunch bags in order to assure food quality/freshness/safety during times of transition.
- We encourage food sent from home to be nutritious choices and reflective of Canada's Food Guide. <https://food-guide.canada.ca/en/tips-for-healthy-eating/parents-and-children/>



According to Canada's Food Guide, a healthy plate includes:

- On half of the plate are vegetables and fruits (broccoli, carrots, blueberries, strawberries, green and yellow bell peppers, apples, red cabbage, spinach, tomatoes, potatoes, squash and green peas).
 - On one-quarter of the plate are protein foods (lean meat, chicken, variety of nuts and seeds, lentils, eggs, tofu, yogurt, fish, beans).
 - On the remaining one-quarter of the plate are whole grain foods (whole grain bread, whole grain pasta, wild rice, red quinoa, brown rice).
 - We do not permit unhealthy options such as candies, chips, pop, chocolate bars, etc. because of their low nutrient value and their high sugar content.
- Lunches from restaurants or fast-food establishments will not be permitted as we cannot confirm that the food was prepared in an environment free of peanuts and nuts.
 - If a child that has a food agreement with the licensee to permit food from home and the parent forgets to send snacks or lunch, the parents will be contacted and asked to bring lunch and snacks as soon as possible. Options from childcare will be offered to the child until the parent arrives.

Illness

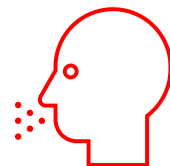
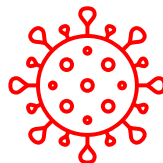
Though illnesses in children are often unavoidable, Trillium Bilingual Montessori staff practice daily disinfecting of tables and eating areas before the children eat. Hand washing regularly and before eating is practiced in all programs. We also disinfect materials, shelves, and high touch areas often to cut down on cross-contamination of illnesses. The staff guide and help the children learn about good hygiene daily.

To participate in our program, a child must be healthy. Daily health checks are performed by the staff to ensure the children are in good health. Ill children will be sent home to avoid contaminating and spreading illness to the staff and other children.

We ask that children with **a fever, vomiting or diarrhea be kept at home until at least 24 hours after the last episode or the end of the fever.**

Parents are asked to mark their child absent along with the reason of their absence on HiMama.

We follow the [exclusion guidelines from the Waterloo Region Public Health.](#)



Head Lice

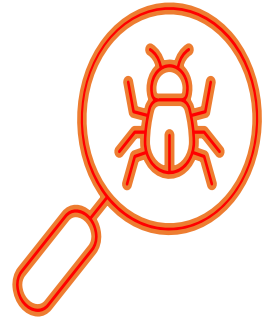
Even if head lice are not considered a medical condition, it is highly communicable and easily transferred between children.

If your child has head lice or nits (eggs), we ask that you let us know immediately so we can ensure to advise all parents to check their child's hair. Children with confirmed head lice or nits are required to be treated by a specialized anti-lice shampoo to remove all live lice and nits before returning to the school.

If a staff member suspects a child of having head lice or nits, parents will be contacted and will be asked for permission to check the child in a private area and staff's findings be reported to the parent. If infestation is suspected, the parent will be asked to pick up the child immediately and a treatment be applied before returning to the school.

When TBM is advised of a case of head lice in one of the children, parents of the child's classroom and any other children in close contact with the child will be advised. Children's names and personal information will be kept confidential.

For more information on head lice, [see here](#).



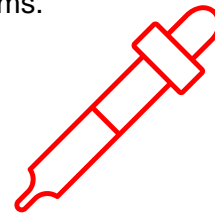
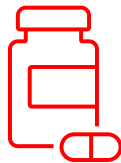
Administration of Medication

Prescription Medication

Trillium Bilingual Montessori will administer prescribed medication to children in our program. If you cannot administer the medication at home and it needs to be administered at school, please make sure to fill out the [Medication Forms Here](#). Medication cannot be administered without these forms.

All prescription medication brought to school must:

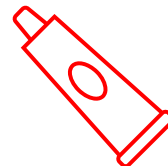
- ✓ Be in original dispensing container from the pharmacy
- ✓ Have original dispensing label from the pharmacy
- ✓ Child's Name
- ✓ Name of Medication
- ✓ Dosage
- ✓ Frequency
- ✓ Storage Instructions
- ✓ Expiry Date



Non-prescription Medication

Trillium Bilingual Montessori will administer non-prescription medication such as diaper cream, lip balm, sunscreen, etc. We will not administer fever-relievers (Tylenol, Advil, etc.). If your child has a fever, they must be kept at home until the fever is resolved. If you bring a non-prescription medication to the school, you must fill out a [label](#) for us to be allowed to administer it.

For more information or to get the full policy, see [here](#).


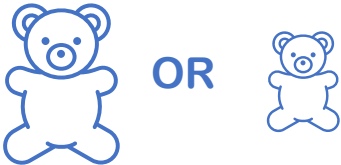





Discipline and Guidance

In all our programs at Trillium Bilingual Montessori, we believe in empowering the child and guiding the child towards a path of independence, self-discipline and success in every area of his/her life. We commit to developing and caring for the whole child as a complex human being learning to one day become a thriving adult.

When adult intervention is needed, our staff are required to use gentle, non-degrading, positive and effective discipline methods

Since positive discipline techniques align so well with the Montessori philosophy, TBM uses techniques pulled from this method. <https://www.positivediscipline.com/>

Discipline and Guidance Method	Details
	<p>Redirection</p> <p>Children engaging in negative behaviors are often redirected towards a more positive and productive activity.</p>
	<p>Giving Choices</p> <p>We encourage them to choose between limited options such as option A or option B, making sure that both options are good, not giving a good and bad option</p>
	<p>Modeling and Role Playing</p> <p>As part of our Montessori environment, teachers will take opportunities when they happen, to guide children through a situation by modeling or role playing for them.</p>
	<p>Natural Consequences</p> <p>A natural consequence is anything that happens naturally, with no teacher interference. When you stand in the rain, you get wet.</p>
	<p>Logical Consequences</p> <p>A logical consequence is given by the adult, but it differs from punishment since it allows the child a chance to stop the behavior before a consequence happens. A logical consequence is relatable, respectful, reasonable, and helpful to the child. It is a solution rather than a punishment.</p>



Supervision of Students and Volunteers

Trillium Bilingual Montessori sometimes hosts students and volunteers to participate in our programs. Our continuing commitment is to the continuing safety of the child in our program.

As such, we require the following:

- All students and volunteer provide a current and clear Vulnerable Sector Check (VSC) for those over the age of 18 years old.
- An Offence Declaration is required for anyone 13 years old and older.
- Students and volunteer must always be supervised by a program staff and never have unsupervised access to a child.
- Students and volunteer are not counted in staffing ratios to meet the minimum requirements (under the CCEYA)
- Students and volunteer must read, understand, and apply all TBM policies, procedures and philosophy. See the full policy [here](#).



Prohibited Practices

Trillium Bilingual Montessori supervising staff regularly observes and monitors the staff to ensure no prohibited practices are used in our programs. The use of any of the prohibited practices by a staff member will result in immediate disciplinary action and may result in immediate termination of employment. If parents witness any of the prohibited practices being applied or used by a staff member, we ask that you immediately notify the principal at melanie@tbmontessori.ca.

In accordance with the Child Care and Early Years Act (CCEYA), the following are prohibited practices in any licensed child care center.

1. Corporal punishment of a child
2. Physical restraint of a child, such as confining to a high chair, stroller or other device for the purpose of discipline or in lieu of supervision, unless used to prevent the child from harming himself or someone else, used only as a last resort and until the risk of harm is no longer imminent.



3. Locking the exits of the centre for the purpose of confining a child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies.
4. Use of harsh or degrading measures or threats or derogatory language directed at a child or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
5. Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Serious Occurrences

Our staff ensures that children are under constant supervision and despite the best safeguards put in place, serious occurrences may still occur (fire, weather disaster, serious or life-threatening injury or illness, etc.). All serious occurrences must be reported to the Ministry of Education and a Notification Form of Serious Occurrence must be posted for 10 at the school to ensure transparency and access to information for all parents.

Posting will include a brief description of the incident, outline of the follow-up actions taken and the outcome. Privacy of all individuals involved is respected and no identifying information will be disclosed. As necessary, long-term actions taken by the school will be added to prevent similar incidents in the future. A serious occurrence may be filed for a variety of reasons and does not necessarily mean that the school is out of compliance with the licensing requirements or that children are at risk in the program.

For a look at the complete policy on Serious Occurrence, [click here](#).

Injury and Incident Reporting

Even with constant and effective supervision practices, incidents and injuries to a child may still occur.

Minor Incidents are cared for by our staff the following ways:

- Console or reassure the child.
- Evaluate the injury (scrape, bump, scratch, etc.)
- First aid is applied if needed.
- Accident Report Form is completed by the staff.
- Parent is notified of the accident/incident via HiMama, text or phone by sending a copy of the report.

Serious Incidents that require medical attention will be dealt with in consultation with the parent of the child involved. A child may need to see a medical professional (doctor, dentist, etc.) for a follow-up. If a child seeks any medical treatment, we ask that you follow-up with TBM staff since we may need to update the incident/accident report.

Emergency incidents that require immediate medical intervention will be dealt with by calling 911 and ambulance will be called, and parents will be contacted immediately.

Parents can view our full Accident/Incident Reporting policy [here](#).



Emergency Management



If Trillium Bilingual Montessori needs to close the school due to inclement weather or any other emergency (no heat, no water, etc.), notices will be emailed and texted to parents by 7:00 AM on the day of the closure. If TBM needs to close during the programming, parents will be contacted by phone, text or email to request an early pick-up.

TBM staff are trained in emergency preparedness and response in case of fire, tornado or lock down procedures. Monthly fire drills are conducted with the children to ensure they are familiar with the process. Each classroom has a designated gathering area where attendance is taken. Should it be deemed unsafe for children and staff to return inside the building, children will take shelter at an emergency location.

Our emergency shelter location is the A&W across the parking lot.



If possible, a written notice will be placed at the door of the school notifying parent of where the children have been taken. Parents will be called, emailed or texted about the relocation of the children and advised to pick-up their child. All additional updates about the situation will be given through email.



View our full Emergency Management Policy [here](#).

Program/Information Changes

Attendance/Schedule Change

If your child attendance (days) or schedule (hours) need to change, we request that parents contact the administration as soon as possible, giving the most notice possible so we can accommodate your family as quickly as we can, subject to availability. Contact admin@tbmontessori.ca.

Withdrawal of Child

Parents who want to withdraw a child from any of our program must provide 2 calendar month's notice in writing by email or hard copy. Parents are financially responsible for the full duration of the notification period unless other arrangements have been made with the principal.

Termination of Services

TBM is committed to providing and maintaining an environment in which everyone (children, parents, employees) are safe, free from violence, threats, intimidation, bullying, hurtful or verbal abuse. Any disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate/diminish another's self esteem, whether deliberate or unintentional, including sexual harassment and discrimination will not be tolerated. It will be addressed immediately and may result in the termination of services of childcare or other legal consequences as needed (police reporting).

Failure to comply with TBM policies, including timely payment, may, at the sole discretion of the principal, result in termination of services.



Parent Checklist



Before you start...

Administration

- Complete and return registration forms
- Complete any medical, allergy or food restriction forms as needed
- Read the Parent Handbook
- Sign and return Parent Handbook Acknowledgement Form
- Tell the school about any concerns you have regarding your child



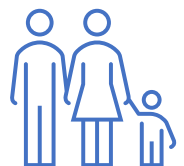
General Rules

- Label all your child's clothing, shoes, diapers, water bottles, containers, etc.
- Avoid any drawstrings on shirts or coats that can get caught while playing
- Avoid scarfs instead opt for neck warmers
- Keep a change of clothing at school in a Ziploc or a small disposable bag.
- Indoor shoes or slippers should be kept at school
- Keep contact/emergency sheet up to date
- Have a back-up plan when your child is ill and cannot be with other children
- Do not bring any food from home in the school; no leftover breakfast, snacks, birthday treats, etc. We are allergy conscious and are very vigilant about the food we serve and anything that comes in contact with our materials (to avoid cross-contamination)
- NO TOYS AT SCHOOL –all toys are to be left in the car and not enter the school. Children are welcomed to bring books, cultural items, nature items instead and can be shared with the classroom as an educational tool
- Your child may bring a comfort object if needed, preferably something that we can keep at school



Communication is important...

- If there is a routine or a transitional object that would ease your child's anxiety through tough times, please send it during the first few days.
- Toileting; any special instructions or requests, please advise the classroom teachers. If you are starting to toilet train at home let us know.
- When picking up your child earlier than usual, let us know. We will prepare your child for an early pick-up.
- If you can't pick up your child at the regular time or if someone else will be picking up your child, let us know and let your child know (if possible) that someone else will be picking up that day.
- Any change in your contact information or your emergency contact person must be given to the school as soon as possible.
- Advise us or any change in living situation.
- Advise us or any food or allergy your child has developed.
- Please provide any updates to your child's health records, immunization, medication, etc.
- Provide any custody agreement, changes in parental rights or any restrictive access or updates.



Tuition Fees

Please contact admin@tbmontessori.ca for our current tuition fees.

Parental Agreement

Once you have read TBM Parent Handbook, please sign the acknowledgement form using the digital form link below.

Upon reading completion of the Parent Handbook, at least one of the child's parents/guardians must provide a digital signature (unless legal custody agreement state otherwise) and return this document to the school.

I, _____, parent/guardian of _____

- ✓ Have read, understand and will comply with the rules and regulations as outlined in the Parent Handbook.
- ✓ Understand that failure to follow the rules and regulation as outlined in the Parent Handbook can result in the termination of services.
- ✓ I have clarified any questions I may have had regarding the Parent Handbook with the school before signing this document.
- ✓ I understand that by signing this document digitally, it is legally binding.

Please go to the digital version of the document: [HERE](#) to sign and return it to the school.



Trillium Bilingual Montessori-Tuition Fees



Canada Wide Early Learning and Child Care (CWELCC)-Fee Reduction Program

Prices reflect the regular fees as they were on April 1, 2022 for full time programs, 5 days per week.
Effective October 2022, a 25% total fee reduction was applied.
Effective January 2023, additional 50% fee reduction will be applied

PreCasa (18-30 months)

Hours	Reg. Monthly Fees on April 1, 2022	Base Fees Effective January 2023
Regular 9:00-3:00	\$1,210.00/month	\$571.73
Extended 7:00-6:00	\$1,500.00/month	\$708.75

Casa (31 months-6 years)

Hours	Reg. Monthly Fees on April 1, 2022	Base Fees Effective January 2023
Regular 9:00-3:00	\$1,110.00/month	\$524.48
Extended 7:00-6:00	\$1,200.00/month	\$567.00

Additional Fees (non-based fees)

Late Pick-Up Fees

-TBM will add late fees to monthly fees. Late pick-up fees are charged for children picked-up after 6:00 PM, starting at 6:01 at the rate of \$1/minute.

Late Payment Fees

-Tuition fees are due on the first of the month. Late payments (starting on the 2nd) will be charged \$25.

Non Sufficient Funds (NSF)

-Payments returned or rejected by the payment system (TUJO) will be charged an NSF fee of \$25.

