BLOOR WEST NURSERY SCHOOL
2026/2027 PARENT HANDBOOK

The Bloor West Nursery School (BWNS) is a licensed facility under the Child Care and Early Years Act, 2014 (CCEYA) and Ontario Regulation 137/15[1], and receives annual inspections from the Ministry of Education, Toronto Children's Services and Toronto Public Health. **Bloor West Nursery School is enrolled in the Canada Wide Early Learning and Child Care (CWELCC) System.**

BWNS is a not-for-profit organization operated by the School Director (RECE Teacher) and the Associate RECE Teacher, with policies set and guidance provided by a volunteer Board of Directors. The Board members include current and former parents of BWNS students and those with pedagogical training or interest. The Board meets regularly during the year. The teachers view each child as a unique individual and are keen to listen and observe as their students embark on their first school experience. Our teachers consider their own practices and approaches and the impacts they have on children, families, and others. BWNS strives to deliver a high quality program that enriches children's learning, development, health and wellbeing.

PROGRAM STATEMENT

The Bloor West Nursery School takes a holistic approach to nursery school. We believe that each child has been created unique, and our program is carefully crafted to foster social, physical, cultural and intellectual growth and stimulation. Equally, we view children as being competent, capable, curious and rich in potential. One of the primary goals is to help children become accustomed to routines and group socialization. BWNS offers a structured and safe environment where children can explore and play at their own pace. It is a program that helps prepare children for Junior Kindergarten. Our teachers are reflective in their teaching and will implement various strategies in communicating with students. The BWNS classroom is a warm, nurturing, safe and welcoming environment. The rules related to prohibited practices section included in this handbook apply to all staff, supply staff, students and volunteers at Bloor West Nursery School.

MULTICULTURAL VALUES

- Stories encouraging traditional values
- Variety of songs and music
- Special celebrations and holidays

SOCIAL SKILLS

- Gentle transition from home to school
- Communication and language skills
- Sharing, learning to interact and develop friendships

CREATIVE ARTS & CRAFTS

- Seasonal and holiday themes
- Sand, Play-Doh and water play
- Thematic songs and music
- Exploration of a variety of art materials

PHYSICAL DEVELOPMENT

- Indoor gymnasium activities
- Structured classroom free play
- Co-operative games/music & movement

ELECT PRINCIPLES[2]

The BWNS program is informed by the ELECT principles. More information is available in the document How Does Learning Happen? [1] See: https://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf

Principle 1: Positive experiences in early childhood set the foundation for lifelong learning, behaviour, health, and wellbeing.
Principle 2: Partnerships with families and communities are essential.
Principle 3: Respect for diversity, equity, and inclusion is vital.
Principle 4: An intentional, planned program supports learning.
Principle 5: Play and inquiry are learning approaches that capitalize on children's natural curiosity and exuberance. **Principle 6**: Knowledgeable, responsive, and reflective educators are essential.

ENGAGEMENT WITH PARENTS & ASSESSMENT OF THE CHILDREN
The teachers maintain ongoing communication with parents about their children's progress and the program throughout the school year in person, by telephone or through email. A portfolio on each student is kept throughout the school year and is sent home at the end of June.

PARENT & COMMUNITY INVOLVEMENT
A parent who has an occupation, talent or hobby or even a favourite story or song, suitable for presentation and discussion with the children, is welcome to share it with the class. In accordance with the BWNS Volunteer Policy, a Vulnerable Sector Screening and a TB test must be obtained before volunteering in the classroom (more information under Volunteer Policy).

CONTINUOUS PROFESSIONAL LEARNING & ASSESSMENT OF APPROACHES
The teachers will update their CPR training yearly and complete first aid training every three years. In addition the teachers will take professional in-class and online learning courses every year. The teachers regularly review the ELECT principles and refer to the Ministry's document on *How Does Learning Happen?* The Board of Directors fully supports the teachers in their journey to grow as educators.
Year-end review with teachers and the School Director includes a discussion of the Questions for Reflection that are located at the end of *How Does Learning Happen?* The ELECT Principles will be reviewed with the teachers to assist in assessing the impact of the program on children and their families. Input from parents on the strategies outlined in the Program Statement is welcome.

PROGRAM DEVELOPMENT

We incorporate themes into our teaching. Examples of themes identified as stimulating to preschoolers are: All About Me, Special Holidays, Seasons, Dinosaurs, Animals, Multiculturalism, Butterfly Observation and Community Helpers.
Music is incorporated into the program, occasionally using various props and rhythm instruments. The children learn to sing a variety of songs in English and French.
Activity Time allows the children to move around the room and engage in various activities. There are puzzles, cognitive toys, building blocks, a sensory area, science table and a dramatic play center among other activities. The children are encouraged to participate and experiment in the art area using chalk, paints, crayons, markers, and collage materials.

Creative Discovery Art takes place during activity time. Crafts are theme related and are completed daily. Both teachers work with all the children to encourage the use of the craft materials and to provide creative ideas.

PROGRAM DEVELOPMENT (CONTINUED)

The Gym Program is every day. There are bikes, balls, basketball hoop and various gross motor activities. The children learn to engage and play fun co-operative games.

Show and Tell is twice a month and theme related. Please refer to the days and theme in the monthly newsletter and calendar for Show and Tell.

Health and Safety: A nutritious snack is provided daily. Children also learn to wash their hands before and after snack, after using a tissue and after using the washroom.

- **Self-Regulation**: The teachers strive to support children's developing ability to self-regulate by being responsive and attuned to children's individual cues, arousal states, and responses to various stressors. Furthermore, they will help children learn strategies for becoming or staying calm and focused by enabling them to recognize and modulate their emotional states and impulses and become more aware of the effects of their actions on others.
- The children are encouraged to tidy up their toys in the classroom. The children learn where equipment belongs and to put it away neatly. This creates a sense of accomplishment and of working together.

COMMUNICATION WITH PARENTS

Newsletters and the school calendar are theme-related and issued at the beginning of each month via email by the teachers. The teachers also post current events and activities to the school's Facebook page. The teachers welcome open communication with all parents and care givers throughout the school year. Parents are encouraged to contact the teachers if they wish to discuss any issue regarding their child's experience at BWNS. A phone conversation or meeting will be set up (also see Specialized Services below). Likewise, the teachers will also contact the parent if necessary. The Board of Directors fully supports the teachers in their communication and the School Director is always available to discuss any issue with a parent.

BEHAVIOUR MANAGEMENT

The teachers at BWNS follow Behaviour Management Guidelines approved by the Ministry of Education. This approach emphasizes positive reinforcement, allowing children to develop independence and social skills within a structured environment.

PROHIBITED PRACTICES

In accordance with the Ontario Regulation 137/15:General of the Child Care & Early Years Act 2014, BWNS shall not permit:

i. corporal punishment of the child;
ii. physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
iii. deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect.
iv. depriving the child of basic needs including food, shelter, clothing or bedding.
v. locking the exits of the childcare centre or home child care premises for the purpose of confining the child; or
vi. using a locked or lockable room or structure to confine the child if he or she has been separated from other children
vii. inflicting any bodily harm on a child, including making a child eat or drink against their will viii. sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Early Childhood Educators Act, 2007.

SPECIALIZED SERVICES

Bloor West Nursery School uses the services of The Etobicoke Children's Centre as required. A special needs consultant from the Preschool Consultation Group will work in partnership with the teachers and the parents to develop strategies and resources to meet the individual needs of the child. All meetings are documented and reports are shared with parents. In order to help best meet children's needs, parents are encouraged to raise any cognitive or physical concerns as soon as possible and to raise any new concerns with them that may emerge during the school year.

SAFE ARRIVAL AND DISMISSAL POLICY

The purpose of this policy is to outline organizational expectations with regards to the safe arrival and dismissal of students of Bloor West Nursery School. Bloor West Nursery School will communicate the content/requirements in this policy to everyone who is subject to the policy, as well as make it available to current and prospective parents. The safety of students is our top priority. Arrival and dismissal are busy times. We need to work together with parents, guardians and teachers to make sure students arrive safely and are dismissed safely.

SAFE ARRIVAL AND DISMISSAL POLICY (CONTINUED)
ARRIVAL, PICK-UP AND ABSENCE PROCEDURES FOR PARENTS

The doors to the classroom open at 8:45AM. The teachers have their preparation time until then. Dismissal time is 11:55AM. Please wait outside the main school doors for the teachers to dismiss your child in a safe and orderly way.

1. Ensure that your child is not left at the school without parental or guardian supervision prior to the commencement of school.
2. Take your child to a teacher to be sure she knows he/she has arrived.
3. Make every effort to bring your child at the commencement of school as regularly as possible.
4. Ensure that your child is picked up promptly at dismissal time.
5. Ensure a teacher knows when your child is leaving.
6. Notify a teacher if anyone else will be picking up your child.
7. Notify the school by 8:30am, by email or voicemail, if your child will be absent that day. If a child will be absent for a series of days, such as for a planned vacation, please notify the teacher as soon as possible of the dates.

SAFE ARRIVAL AND DISMISSAL POLICY (CONTINUED)
STEPS FOR TEACHERS TO TAKE IF CHILD DOES NOT ARRIVE AT SCHOOL AS EXPECTED (8:45am – 9:15am)

1. Parent/Guardian is phone called by 9:15AM if their child has not arrived at school as expected. 2. If the parent/guardian cannot be reached, individuals on the emergency/pick-up list are contacted. 3. The teachers will continue with phone calls, text messages and emails until the parent/guardian or authorized individual (emergency contact) has been reached to confirm that the student is safe and reason for not being at school.

SAFE ARRIVAL AND DISMISSAL POLICY (CONTINUED)
STEPS TO TAKE IF A CHILD DOES NOT GET PICKED UP AS EXPECTED (12:00pm)

1. Parent/Guardian is phone called by 12:10PM if their child has not been picked up at school as expected.
2. If the parent/guardian cannot be reached, individuals on the emergency/pick-up list are contacted. **3.** Teachers will stay with the student until their parent/guardian or designated pick up person arrives. A child will only be released to his/her parents or persons listed on the pick-up list. If anyone other than the child's parent or person listed is to pick up a child, the teachers need to be notified in advance or in writing or by phone call. Any person other than a parent must show picture ID before the child will be released.
4. The teachers will continue with phone calls, text messages and emails until the parent/guardian has been

reached and notified that their child has not been picked up at school. The child will remain in a teacher's care until they are picked up safely and by an authorized individual.

5. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 1:00PM, the staff shall proceed with contacting the local Children's Aid Society. Staff shall follow the CAS's direction with respect to next steps. **A late fee is not charged if a child is required to stay at school after 12:00PM.**

CONTACT NUMBERS

If your child will be absent, please telephone the school by 8:45 am at **416-767-6729 ext.1003 or email bloorwestnurseryschool@gmail.com** and state the reason for the absence. If you plan to have your child absent, please let the teachers know ahead of time. Should you need to speak to the teachers during the morning, you may contact the school at **416.767.6729 ext.1003**.

HEALTH

Before admission to nursery school, completed medical forms, including the anaphylactic emergency response form (if applicable) must be returned in full to the school. In order to provide the healthiest possible environment, parents should refrain from sending a child to school with a cough, cold or other infectious disease. A first aid kit is kept in the classroom for emergency purposes.

Communicable Diseases Policy: Through proper hygiene and an Illness Exclusion Policy that outlines when ill children are required to stay home, the nursery school is committed to keeping students as healthy as possible. To minimize the spread of communicable diseases:

- Any child that has a communicable disease is required to stay home until he/she is no longer infectious.
- If a child develops symptoms of illness while at school, the parent will be notified so the child can be taken home
- The parent of a child who develops the communicable disease must inform one of the teachers immediately.
- The teachers will post a note informing parents of other children of the communicable disease and all symptoms on the bulletin board outside the classroom.
- One of the teachers will notify public health immediately of the communicable disease at the nursery school.
- At registration each September, parents will be asked to list all communicable diseases their child has already had.
- Records of the children's past communicable diseases will be kept at the school.

A child must stay home if:

- An illness prevents the child from participating in the programmed activities.
- The child has any of the diseases listed as requiring "exclusion" from school in the attached chart Common Communicable Diseases provided by Toronto Public Health. The child must remain home for the time period listed in the chart

Please visit Toronto Public Health's website to review Guidelines for Common Communicable Diseases: https://www1.toronto.ca/wps/portal/contentonly?vgnextoid=09985ce6dfb31410VgnVCM10000071d60f89RCRD

TOILET TRAINING

It is expected that children who attend the program are toilet trained. The school does not have diapering facilities. Please advise the teachers of any toileting assistance your child may require.

NO SMOKING POLICY

The nursery school is a strict smoke-free environment. No smoking is allowed inside the school or on any of the church premises (indoor and outdoor). No person may smoke, or hold a lit cigarette on the school premises at any

time whether the children are present or not.

To ensure all families associated with the nursery school are aware of the non-smoking rule: • No Smoking signs are posted in the classroom, in the area outside the classroom and on the main floor of the church. Anyone seen smoking in the school area and on church premises will be asked to leave the property immediately by the supervising teachers.

FIRE DRILLS

A procedure approved by the local Fire Chief has been established and shall be followed in case of fire. This procedure is posted on the wall of the Nursery School classroom. Monthly fire drills with the students will be held.

CLOTHING

Each child shall have a hook assigned to him/her, which is outside the classroom. It is essential that each child has an extra set of clothing labeled in a Ziploc bag provided to the teachers to be stored in individual drawer bins, should an accident occur. It is requested that children be dressed in suitable play clothing. Running shoes must be worn in the gym. Crocs or flip-flops may not be worn at the school.

NUTRITION

A nutritious snack is provided every day. Children's special dietary needs and allergies will be posted in the preparation and classroom area. An exception will be made for students with special dietary needs and allergies that they may be provided to bring their own snack from home. The snacks from home will be recorded in a daily snack log. The following is a list of foods we may serve at snack time: apples, crackers, cheese strings, cookies, cheerios and yogurt tubes. This is only a suggested list and will depend on student's individual needs and allergies. Each student is required to bring their own water bottle to school everyday (it must be labeled with their first and last name).

BIRTHDAYS

Each child receives a birthday card and badge from the teachers to celebrate and wear on his/her birthday.

FIELD TRIPS WITHIN THE COMMUNITY

The teachers will introduce the concept of community and explain how each child and their school forms part of the community. Field trips are within the neighborhood and draw on experience and opportunities available through parents. For example, a walking trip around the neighborhood to see Halloween and Christmas decorations. Parent volunteers will be asked to accompany the children on these trips. An outing permission form will be included in the registration package and signed by the parents to allow their child to attend and leave school premises throughout the school year that their child is enrolled.

VOLUNTEER POLICY

BWNS has implemented a Volunteer Policy in adherence to the Ministry of Education:
This policy states that:

- No child is supervised by a person under 18 years of age.
- Only teachers will have direct unsupervised access to children.
- Volunteers may not be counted in the staffing ratios.
- The Volunteer Policy is reviewed annually by the teaching staff.
- Volunteers must have a health assessment and immunization record including a TB test on file as directed by the local medical officer of health.

VOLUNTEER POLICY (CONTINUED)

• A Vulnerable Sector Screening and a Double TB Test is required for all classroom volunteers. Applications can be obtained from the School Director at the beginning of the school year. The cost for a reference check is $20.00 and subject to change according to the Toronto Police Criminal reference program**.**

In addition, the following documents must be reviewed, prior to volunteering:

- Behaviour management and school policies and procedures;
- The anaphylaxis and emergency procedures;
- The Volunteer Policy.

GRADUATION PHOTO

A graduation photo will be taken at the end of the school year to commemorate the student's year at BWNS.

AGES OF CHILDREN

The Bloor West Nursery School has facilities to accommodate up to 24 preschoolers, aged 2.5 - 4 years old. Each child should be three years of age before December 31st.

DAYS AND HOURS OF OPERATION AND LOCKED CLASSROOM DOOR PROCEDURE

Bloor West Nursery School operates five days a week from Monday to Friday - 8:45AM to 12:00PM. The classroom doors will be locked in the duration of school hours from 9:15-12:00 noon. Families can text or call the teacher's cell phones to identify that they are on school premises to drop off their child after 9:15 or needing to obtain their child earlier during class hours. Once identified by the teachers, the teachers will then unlock the classroom door to let the student in or dismiss a student that is leaving early. For unexpected visitors, they are to call the main school number at 416-767-6729 ext.1003 (a sign is posted outside the classroom door)and the teachers will answer the call to identify the person wanting to enter the classroom.

HOLIDAYS

Bloor West Nursery School follows the same calendar as the Toronto District School Board (TDSB) for school holidays. The only exception is that school begins on Wednesday after Labour Day and the program ends a few days earlier before the start of summer break.
BWNS is open on TDSB Professional Development Days. The teachers may take one professional development day per year. This may or may not be coordinated with the TDSB P.A. Days.
Holidays include: Thanksgiving Day, Christmas Break (2 weeks), Family Day, March Break (1 week), Good Friday, Easter Monday, and Victoria Day.

ADMISSION AND DISCHARGE POLICY

A tour will be arranged by the School Director to familiarize you and your child with the teachers, surroundings, and answer questions prior to enrolment if requested. A non-refundable registration fee of $94.50 must be submitted, along with the first month's tuition of $263.65 at the time of registration. E-transfers in the amount of $263.65 per month from October 1st – June 1st will be due throughout the school year. If a student withdraws from the school, the registration fee and the first month's tuition fee are both non-refundable. Upon receipt, the registration fee and the first month's tuition fee is not returned for any reason.

If a student withdraws from the school prior to December 31st, and provided the space can be filled, a refund of the remaining months will be provided. Notification of withdrawal must be provided to the Board Of Directors and the School Director as soon as possible to allow for the spot to be filled prior to December 31st. Refunds will not be provided after December 31st.

A student may be asked to withdraw from the program if the program is unable to meet the requirements of the child. This decision will be made at the discretion of the Board of Directors after consultation with the School Director, Associate Teacher and parents of the student. In this case, a refund of outstanding fees will be offered.

Open communication between parents and teachers regarding a child's adjustment to the classroom setting is strongly encouraged. Children are expected to follow the rules of the classroom. If a pattern of behaviour emerges that interferes with safety or learning, a child may be asked to leave the program, i.e. his/her behaviour is causing disruption and the classroom is unable to operate safely.

FEES

Bloor West Nursery School is enrolled in the Canada Wide Early Learning and Child Care (CWELCC) System. The base tuition fee that registered families will now pay is $263.65 per month plus a registration fee of $94.50. Please see chart below indicating that CWELCC will cover 52.75% and families will pay 47.25% of the Frozen/Base Fees.

Nursery School Program	Base Fee/ Frozen Fee	CWELCC portion	Family Fee
Registration Fee	$200	$105.50	$94.50
Monthly Tuition Fee	$558	$294.35	$263.65

This base fee is allocated for insurance coverage, staff salaries, rent, school equipment and toys, office/administrative supplies, butterfly rental kit, student snacks and all special in-class events and celebrations. Monthly e-transfers are preferred but nine postdated cheques (dated October 1st – June 1st) for the entire school year are also accepted. A registration fee of $94.50 and the first month's tuition fee of $263.65 are due upon registration (to be dated or e-transferred at the time of registration) and both fees are non-refundable. All cheques are to be made payable to "Bloor West Nursery School". Please date each cheque for the first of the month and print your child's name on the bottom. There will be a charge of $7.00 (or the current bank fee rate) for any NSF cheques that are returned. Tax receipts will be issued in February and June. Any cheques will be returned in accordance with the discharge policy stated above should withdrawal become necessary. There will be no refund of fees for temporary absences. Fees are set prior to the commencement of school by the BWNS Board of Directors in accordance with the CWELCC program.

REGISTRATION AND WAITING LIST

The School Director maintains a list of registrants for upcoming school years. Interested families/parents may add their children's names to the list. If there are a greater number of names on the list that exceed the maximum of registrants allowed for a given school year, a waiting list will be started. Names will be added to this list in the order that they are received. Parents will be made aware that their child's name is on the waiting list and what number on the list. The School Director will maintain child privacy and confidentiality and will not disclose names on the list. In November, the School Director will contact families who have put their names on the list of registrants for the upcoming school year to confirm their registration. These families are asked to confirm/decline registration within 7 days. If these families decide to decline, families on the waiting list will be contacted in the order that the names were added to the list. Once the class is at capacity, the School Director will let all remaining families on the wait list (if applicable) know. The waiting list will be maintained throughout the school year as occasionally students drop out during the school year. If this is the case, the School Director will refer to the list and contact the next name on the list.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

PURPOSE

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

DEFINITIONS

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of the child care centre (i.e. the operator).

Staff: Individual employed by the licensee (i.e. the teachers)

POLICY GENERAL

Parents/guardians are encouraged to take an active role and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, teaching staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our teaching staff is available to engage parents/guardians in conversations and support a positive experience during every interaction. All issues and concerns raised by parents/guardians are taken seriously by the Board of Directors of BWNS and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within two (2) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

CONFIDENTIALITY

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

CONDUCT

Our school maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the President of the Board of Directors or may escalate the concern to the Ministry Program Advisor, if appropriate.

CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD

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

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

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.For more information, visit http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES (CONTINUED)

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Board of Directors in responding to issue/concern:
Classroom-Related E.g: schedule, program activities, snack-time arrangements, etc.	Raise the issue or concern to the classroom staff (i.e., Supervisor /Teachers) directly or Board of Directors.	Address the issue/concern at the time it is raised or arrange for a meeting or telephone call with the parent/guardian within two (2) business days. Document the issues/concerns in detail. Documentation should include: • The date and time the issue/concern was received; • The name of the person who received the issue/concern; • The name of the person reporting the issue/concern; • The details of the issue/concern; and • Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
General, Centre-or Operations-Related E.g: fees, hours of operation, staffing, waiting lists, etc.	Raise the issue or concern to Supervisor/Program Registrar or Board of Directors.	
Staff-Related	Raise the issue or concern to the individual directly or Board of Directors. All issues or concerns about the conduct of staff, etc. that puts a child's health, safety and well-being at risk should be reported to the Board of Directors as soon as parents/guardians become aware of the situation.	
Student- / Volunteer-Related	Raise the issue or concern to the staff responsible for supervising the volunteer or student or Board of Directors. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well being at risk should be reported to the Staff and/or Board of Directors as soon as parents/guardians become aware of the situation.	

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

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

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

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

Contacts:
Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca Children's Aid Society of Toronto: 416-924-4640
School Director & Head RECE Teacher: 416-767-6729 ext.1003 or bloorwestnurseryschool@gmail.com BWNS Board Members: bloorwestnurseryschoolboard@gmail.com

EMERGENCY MANAGEMENT POLICY AND PROCEDURES

BWNS has an emergency management policy and procedures in place to provide clear direction for staff to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and wellbeing of everyone involved, including where to gather in the case of an evacuation. A Board designate or the School Director will post a note for parents/guardians on the nursery school entrance with information on the evacuation site, where it is possible and safe to do so.

Upon arrival at the emergency evacuation site, a Board designate or the School Director will notify parents/guardians by email and phone of the emergency evacuation and the location to pick up their children.

Where possible, the School Director will update the school's voicemail box and email families as soon as possible to inform parents/guardians that the nursery school has been evacuated and include the details of the evacuation site location and contact information.

Acting Supervisor/Director In Emergency Situations
The Associate Teacher (Silvia Da Costa) will fulfill the School Director's (Laura Grimaldi) responsibilities during an emergency if the School Director is absent or not on site at the nursery school.

For situations that require evacuation of the nursery school, the **meeting place** to gather immediately will be located at the **front gate in the front yard of Runnymede United Church, 432 Runnymede Rd. Toronto.**

If it is deemed 'unsafe to return' to the nursery school, the **evacuation site** to proceed to is located at **Runnymede Junior & Senior Public School, 357 Runnymede Rd, Toronto.**

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

UPDATES AND MODIFICATIONS TO PARENT HANDBOOK

At any point during the year should an update or modification be made to the parent handbook; parents will be advised via e-mail. As well, all changes will be posted on the BWNS Website.

BLOOR WEST NURSERY SCHOOL
2026/2027 PARENT HANDBOOK

432 Runnymede Road
Toronto, ON M6P 2Y8
416-767-6729 x1003

Dear Parents,

Please sign and return this form prior to the first day of school.

By signing this form you agree to the following statement:

I have reviewed the Bloor West Nursery School Parents Handbook that includes the program statement, method of operation and tuition fees. I wish to enroll my son or daughter in the school.

Name of Child: _____

Name of Parent: _____

Signed: _____

Date: _____

Thank you.

Kind Regards,

Laura Grimaldi
School Director & RECE Teacher
Bloor West Nursery School

Board of Directors
Bloor West Nursery School