



Malmo Pre-Kindergarten Handbook for Parents 2024-2025

4716-115 Street, Room 15
Malmo Elementary School, Edmonton, Alberta
(780) 438-0431
www.malmopreschool.com

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1. INTRODUCTION

Welcome to Malmo Pre-Kindergarten! We are a not-for-profit, parent cooperative preschool for children ages three to five years. Our preschool is located in Malmo Elementary School.

Malmo Pre-Kindergarten was formed in 1983 and is a registered not-for-profit society that operates under the Societies Act of Alberta. We are licensed as a preschool with Edmonton & Area Child & Family Services and follow the Child Care Licensing Act.

Every parent and/or legal guardian whose child is enrolled in the preschool is considered a member of the Malmo Pre-Kindergarten Parents' Association (also known as the "Association"). The Association is governed by the bylaws of the Association and has a Parent Executive Board (also known as the "Board") of elected officers who hold the roles of President, Vice-President, Secretary, Treasurer or Co-Treasurer, Fundraising Coordinator, and Registrar or Co-Registrar. The Board implements the policies based on the Association bylaws. Parent(s) or legal guardian(s) who do not serve on the Board assume other volunteer positions.

This Handbook outlines the policies and procedures of Malmo Pre-Kindergarten. It will also introduce you to the preschool's guiding philosophy of "learning through play," programming details, operational guidelines, parent/guardian responsibilities, and important dates. Our bylaws can be accessed by contacting the preschool.

In this Handbook, the use of the title "Pre-Kindergarten" (official) and "preschool" (colloquial) will be used interchangeably.

2. PHILOSOPHY OF MALMO PRE-KINDERGARTEN

2.1 Purpose & Objectives

The purpose of Malmo Pre-Kindergarten is to present high-quality, developmentally-appropriate programs based on the "learning through play" philosophy.

Malmo Pre-Kindergarten objectives are to:

- provide an opportunity for children to play with preschool children in a similar-age setting;
- offer a consistent play environment where children can meet regularly with the same group of children and have time to develop relationships with one another and to learn about themselves;
- help build a sense of security and self-confidence;
- offer opportunities to explore and play with a wider range of materials than is available in most homes;
- encourage creativity and curiosity; and,



- allow a child to begin to make independent choices and to build on the child's interests in the world around them.

2.2 Play & Whole Child Development

We believe that "learning through play" enhances the growth and development of the whole child: physically, socially, emotionally, intellectually, and creatively.

Physical Development

Opportunities for indoor play with various recreational equipment in the school gymnasium offer the children many activities that promote large muscle development and body coordination. Weather-permitting, our preschool also utilizes the outdoor park and playground.

Small muscles and fine coordination are developed through the use of small blocks, puzzles, crayons, paints, clay, sand, water, musical instruments, and other similar activities. Children are taught self and body care methods and needs through special theme subjects, activities, resource visitors, etc.

Social Development

A preschool of similar ages makes companionship possible. Under the guidance of the teacher, the school provides many experiences in playing with and alongside peers, sharing, waiting one's turn, and managing relationships and conflicts.

Emotional Development

Children are offered a consistent routine and encouragement in an atmosphere of caring, concerned adults who are sensitive to the feelings of children.

Intellectual Development

Various learning centers that change weekly, music/singing time, baking/cooking opportunities, field trips, and visits from special guests all stimulate curiosity and contribute to the growth of ideas.

Creative Development

Children explore their artistic natures through daily craft activities, a painting center, and a play dough table. Our playhouse changes throughout the year to allow the children a variety of imaginative play. Dramatic and creative play are also developed through puppets, musical instruments, singing, and acting out stories.

2.3 Benefits of Pre-Kindergarten

The child learns to:

- express thoughts, feelings, and ideas to others;
- manage behavior in a group setting;
- compromise;
- show empathy;



- cooperate;
- express 'self' through art, music, and play;
- form friendships; and,
- become more independent and develop self-confidence.

Benefits to the parent include:

- satisfaction from participating in your child's preschool experience, understanding their routines, and learning about their play;
- being part of a strong parent network;
- witnessing your child's love of learning develop; and,
- ensuring the smooth running of the school through your involvement.

3. OUR PROGRAM

Our teachers have developed two programs based on childrens' development and age.

Our morning program is play based and focuses on teaching children to enjoy learning and nurturing their natural curiosity. There is also a focus on the child's social emotional development: teaching them the skills to self-regulate, introducing them to peer dynamics, and encouraging their independence and self-confidence away from their parent(s) or guardian(s).

Our afternoon program is also play based and has an additional focus on STEM activities and developing the introductory research and critical thinking skills that children will carry with them into their educational careers. The child's social emotional development is also an important component of this program and applies the same concepts described in the morning program.

Each month, new themes are introduced. Special activities linked to the current theme are planned daily to further stimulate and challenge the children. These activities include guest speakers and field trips. Children are exposed to art, media, music, science, books, food, people, and community experience to broaden and expand their knowledge.

Our teachers constantly assess the programs, the environment, and each child in order to adapt and improve the program if necessary. Each program has different goals and general routines that the teachers develop to support the developmental needs of all the children in class. The children come to know and enjoy their preschool routine.

Morning Program Routine

Our morning program invites children to sit down together and start the day with a short guided worksheet, work book, or colouring sheet. These activities provide a quiet time for the children to get settled in the classroom and interact with their teachers and classmates. This time allows teachers to check in with each student.

A period of free play time follows where children choose their own activities from among the many learning centres designed to stimulate and challenge each child according to their individual needs and stages of development. Some of the centres are: water table, sand table, painting, arts & crafts, block building, library and story corner, play house, puzzles, and games. During free play time, the teacher, educational assistant, and any parent helpers play with the children and give individualized instruction and encouragement.

After free play time, children are guided into a structured play time. This component includes circle time, bathroom break, snack, crafts, and story time. Our teachers aim to end the day with outdoor play time when the weather permits before the children are picked up at the end of class.

Afternoon Program Routine

After the kids enter the classroom and hang up their items, they begin by working on their literacy and numeracy skills. This portion of the class could include, but is not limited to, working on tracing with workbooks, practicing writing on a white board, learning sight words and sounding them out, or using manipulatives to count or create letter shapes. After, the class gets together for a mini circle time where the teacher introduces the topic of the day and encourages brainstorming, followed by a physical break.

During the main circle time after the physical break, the teacher and educational assistant generate further discussion on the topic of the day by asking for the children's opinions and thoughts. The teachers also work with the children to ensure understanding of the topic. At the end of circle time, the teacher will read a book related to the day's topic.

The class will then have a bathroom and snack break followed by the activity phase. During this time, the students will work with the teachers to create an activity and use the information they have learned. The teachers also use this time to discuss what other subjects the children are interested in and brainstorm related activities.

3.1 Hours of Operation

Children attend half-days in either the morning or the afternoon program:

- Morning: 9:00-11:15 am (2 hours 15 minutes)
- Afternoon: 1:00-3:15 pm (2 hours 15 minutes)

The days that your child attends depends on which class they are enrolled in:

- Mornings or Afternoons recommended for 3-year olds:
 - 2-days per week (Tuesday and Thursday)
- Mornings or Afternoons recommended for 4- and 5-year olds
 - 3-days per week (Monday, Wednesday, and Friday)
 - 5-days per week (Monday to Friday)



3.2 Age Requirements

A child must turn three on or before December 31 of the current school year in order to register. However, per licensing requirements, only children who have turned 3 years old may attend class regularly without a parent/guardian (or designated adult) accompanying them. Prior to turning three, children may participate in "Visit Days" where they attend class accompanied by a responsible adult who remains in the classroom during the visit. Visit Days are arranged with the teacher.

A child must turn 4 on or before December 31 of the current school year in order to enroll in the 3- or 5-day classes.

Although we offer 5-day classes, not all children are developmentally ready to attend preschool five days per week. We ask that any new families interested in a 5-day class request to meet with the teachers to assess the child's readiness and make an appropriate plan.

3.3 Child to Adult Ratio

Classroom sizes are set to maintain a low child-to-adult ratio allowing each child the opportunity to receive dedicated, individualized instruction and encouragement. In every class there is always a teacher and an educational assistant. Parents/guardians can volunteer to assist in the class as Parent Helpers if they would like to.

When a staff member is sick, Malmo Pre-Kindergarten relies on the participation of parents/guardians to fulfill the role of Emergency Parent Helper or we must hire a substitute teacher to maintain the proper child-to-adult ratio. See Section 3.17 School Closures/Cancellations for more information on this topic.

3.4 Registration

Malmo Pre-Kindergarten utilizes online registration. Registration for the upcoming school year typically starts in January or February, with specific durations allotted for current families, alumni families, and new families. The Board of the current school year will determine the exact date to start the registration process. All information pertaining to the registration process and specific dates can be found at the Malmo Pre-Kindergarten website (malmopreschool.com).

All registrations are accepted in the order in which they are received, on a first-come, first-served basis. During registration, you will select your preferred class time. If there is no room in that class when your registration is processed, then your child will be placed in the alternate time slot for your child's age group, if available. Finally, if no slots are available for your child's age group, then your child will be placed on a waitlist.

Payment of the registration fee and the first program and operational fees are due at the time of registration in order to process the registration. Delay in payment of these fees may result in your child being placed in the second choice class or on a waitlist.



Due to the difficulties experienced during the COVID-19 pandemic, Malmo Preschool has now implemented payment of fees one month in advance. The registration fee is non-refundable, but the program and operational fees will be refunded if withdrawal notice is provided on time (see Section 3.7 for more information).

You will be contacted by the Registrar regarding whether your child has been placed in a class or on a waitlist. If your child has been placed in a class, you will be asked to submit your bank information form for your school fees and fines within a certain time period (see Section 3.6 Fees and Fines); failure to do so may result in your child losing their spot in the class. Bank information for fees and fines is to be submitted to the Registrar (see Appendix B) and can be emailed to the Registrar, dropped off at the preschool, or mailed to the preschool.

While we strive to contact you as soon as possible after receiving your registration, please note that our Registrar is a parent volunteer, like you, and may need some time to get back to you. This is especially true during general registration.

3.5 Holding Places

If your child has been placed in a class, but cannot attend yet either due to age requirements or other circumstances (e.g. moving to Edmonton after the school year begins), payment of their monthly program and operational fees is still required if you wish to ensure their place. In addition, you may be required to participate in your parent job and fundraising activities, as determined by the Board.

Some parents/guardians in this situation choose to not hold their child's place in a class, essentially suspending their child's registration until they are ready to attend. Note that this choice does risk your preferred class becoming full, resulting in your child being placed either in the alternate time slot, if there's room, or on the waitlist when you choose to reinstate their registration.

3.6 Fees & Fines

Fees are monies paid to secure program placement and to fund ongoing participation in the program. *Fines* are monies paid in the event that commitments are not met as outlined in the Association bylaws and this handbook.

Bank information forms for fees and fines are mandatory and due within ten (10) business days after the Registrar has provided written confirmation of a child's spot at the preschool. Failure to provide bank information within the specified timeframe will result in forfeiture of the child's spot at the preschool. Refer to Appendix B for Schedule of Fees and Fines and information on how to provide your Bank Information.

Families who withdraw their child(ren) from the preschool program after attending for more than two (2) months may have fees and fines calculated on a prorated basis, at



the discretion of the Board. Please see Section 3.7 for more information regarding withdrawals.

Note: The Board, in its sole discretion, reserves the right to make changes to fees and fines for any upcoming school year.

Registration Fee

A Registration Fee is paid once per child, per school year and is non-refundable and non-transferable. Payment is due (via PayPal) at the time the registration form is submitted. The registration form can only be processed if the payment is completed.

The Registration Fee must be paid whether your child is given a spot in a class or on the waitlist. However, no bank information is required until a space becomes available in the program.

Program Fee

The Program Fee covers the monthly, ongoing costs of the program. The first Program Fee is required upon registration. Refer to Appendix B for the Schedule of Fees and Fines.

Lease Fee

The Lease Fee is a monthly fee that covers increasing costs associated with our lease. The first Lease Fee is required upon registration. Refer to Appendix B for the Schedule of Fees and Fines.

Pro-Rated Mid-Session Fees

Mid-session fees will be prorated by start date. See Appendix B for specific information on our prorating processes.

School Fines

As part of a cooperative preschool, there are scheduled activities (i.e. parent jobs and fundraisers) in which all members of the Association are expected to participate. These fines are to account for any loss of fundraising manpower or volunteer requirements that cannot be filled due to the vacancy.

Parents are required to provide their bank information for the following school fines:

- Fundraising Fines
- Parent Job Fines
- Casino Participation Fine (only during casino years)

Fines are only withdrawn if a parent does not complete the related duty (i.e. does not participate in fundraising activities or fails to perform their assigned parent job). Families would be notified about the missed duties and either an alternate plan is set up or a fine withdrawal notice is given. If a family continues to miss duties, the Board will be



notified and the child may be asked not to attend the preschool until duties are completed.

Government Grants & Subsidies

Malmo Preschool has signed an agreement for the Alberta Government affordability grant which reduces Program Fees only. This grant is paid directly to the preschool and is applied to the program fees of all students at Malmo Preschool. In January 2024, the government increased the grant by 6% and mandated that preschools maintain 2022/2023 program fee amounts for the 2024/2025 school year.

Families who have a household income of less than \$180,000/year can apply for the additional child care subsidy (up to \$125/month), which goes toward Program Fees. Please visit <https://www.alberta.ca/child-care-subsidy.aspx> to determine your eligibility and apply. The government will notify individual families and the Preschool of subsidy approval. Please let us know if the government has notified your family to ensure the Preschool properly applies and records your subsidy. The government pays the subsidy to the preschool the following month, which the preschool applies to the monthly Program Fees. Since fees are paid one month in advance and the subsidy is reimbursed one month after, there is an approximate two-month time lag between fee payment and subsidy reimbursement. For example, June fees are paid in May, but the subsidy will not be reimbursed until July, after Malmo Preschool has received payment from the government.

Please contact our Operations Manager (malmo@malmopreschool.com) if you have any questions regarding subsidies or grants.

NSF Policy

Any bank account withdrawals that are returned NSF (non-sufficient funds) are subject to a \$50.00 NSF fee. In the event that a withdrawal is NSF, the Treasurer will provide an email notification advising of the NSF notification. The parent will be asked to respond to the notification by email or telephone and to make suitable arrangements to replace the funds and provide the NSF fee within 14 days. If no payment is received or an acceptable alternative arrangement (in the preschool's sole discretion) is not made within 14 days, the Board will be notified and may ask that the child not attend the preschool until program fees are brought up to date.

If subsequent withdrawals appear as NSF, then the Treasurer will provide notification via email and advise that further occurrences may result in the child's removal from the preschool.

The preschool will examine NSF issues on a case-by-case basis, but reserves its ability and discretion to remove a child from the preschool for recurring and/or ongoing issues associated with non-payment of fees.



3.7 Notice to Withdraw

Withdrawal from the preschool program requires a minimum of one month notice and a completed Withdrawal Form to be sent to the Registrar (see Appendix E for the form). The Withdrawal Form shall be completed in full and must be received and acknowledged by the Registrar before the first (1st) day of the month prior to withdrawal. For example, if you wish to have your child leave any time in December, then a Withdrawal Form must be received and acknowledged by the Registrar before November 1. Your child may still attend class until the last day of attendance that was stated in the Withdrawal Form. The advance notice allows the teacher to prepare for the departure of your child and allows the Registrar time to fill the vacancy. Any withdrawals submitted with inadequate notice will result in forfeiture of one month's program fee.

A withdrawal from the preschool program prior to the start of the school year in September requires written notification to be sent by email to the Registrar one month prior (i.e. **before August 1**). Program and Lease fees paid at the time of registration will be refunded if written notification is received and acknowledged by the Registrar prior to August 1. The registration fee is non-refundable. Written notification received and acknowledged on or after August 1 will result in forfeiture of the September program and Lease fees.

Any notice to withdraw from the preschool received on or after March 1 will have monthly fees withdrawn for the remainder of the school year. This payment is required due to the preschool being unable to fill a spot that is being vacated so late in the school year.

3.8 Field Trips & Portable Records

Throughout the year, Malmo Pre-Kindergarten offers special experiences such as field trips and guest speakers. Notice of the event will be given several days before any out-of-class field trip. The field trip notice should include: Type of event, start/finish times and date, where and how the children are traveling to/from the event, and the adult-to-child ratio (parent volunteers may be required). Parents must provide signed consent for participation in field trips. The teacher must carry portable records for any outings. Parents will be responsible for getting their child(ren) to and from all field trips, if indicated.

Parents are responsible for updating the preschool about any changes regarding their child's/children's information so that the correct information is available in the event of an emergency, regardless if it occurs in the classroom or on a field trip.

Portable records for each child include: child's name, date of birth, home address, the parent(s)/guardian(s) names, home address(es), telephone number(s), the home address and telephone number of an alternate emergency contact, and relevant health information about the child (e.g. immunizations and allergies). Portable records

will also include telephone numbers for Emergency Response Services and the Poison Control Centre.

3.9 Discipline

The teachers:

- model appropriate behaviour;
- prevent incidents by redirecting a child;
- recognize and verbally acknowledge the children's efforts to get along with each other; and,
- set consistent and age-appropriate limits.

The teachers strive to be aware of what is happening at all times so that they can intervene before an incident occurs. They use "natural consequences" to manage inappropriate behaviour.

Children must be able to function appropriately in a group. If a child exhibits excessive aggressive behaviour, the teachers will help set up a positive behaviour program to help the child. If no progress is made, the teachers and the Board will decide whether the child should remain in the program (see Section 3.18 Special Withdrawal). Any disciplinary action taken will be reasonable in the circumstances.

The teacher and teacher's assistant work closely together to maintain a happy and secure environment for all of the children. They will maintain order by:

- Attempting to redirect a child when a potentially disruptive situation is developing.
- Diverting a child's attention to a constructive activity if the child seems aimless or is intruding on another's play space.
- Reminding children of respectful behavior expectations on the part of all present and to the toys, materials, and equipment in the room.

The following actions are not permitted in the classroom by anyone: verbal, physical or emotional degradation, physical constraint, confinement, or isolation.

Classroom issues are discussed at every Board meeting, including any incidents and/or behavioural concerns, as well as applicable strategies for handling the concern.

3.10 Child Drop-off & Pick-up

Parents/guardians will wait with children outside the main entrance of the school until they are met with the teachers at the class start time. The teachers will greet the children and escort them into the school.



If you are late, you must phone the pre-kindergarten classroom (780.438.0431) and one of the staff will come collect your child. Please do not use the school buzzer. The elementary school is run separately from the pre-kindergarten.

Parents/guardians (or adults designated to pick up the child) must check in with the teacher or teacher's assistant before the child will be formally dismissed from class. It is imperative that you call the school if you realize you will be late or if somebody else will be picking up your child. Timely pick-up allows the preschool to run efficiently and allows the teachers time to prepare for the next class or the next school day. Repeated offenses of late pick-ups will be brought before the Board and may result in the child being asked to withdraw from the preschool program.

Your verbal notification is required for the teachers to release your child to an alternative pick-up person other than a designated parent or the designated person(s) noted on your registration form. Photo ID will be required to be shown by the alternative pick-up person to confirm identification on the first time of picking up the child.

In the event no verbal notification was provided to the teachers, children will not be released to an unauthorized person and the parent/guardian/emergency contact will be contacted.

3.11 Snacks

Parents are responsible for providing their children with a light nutritious snack. Some guidelines when preparing the snack:

- We are a **nut free school!** Please ensure you do not send nuts or products that may contain nuts (like some granola bars) in your child's snack.
- Keep the snack simple - something that won't require a lot of time for them to eat.
- Reference Canada's Food Guide (<https://food-guide.canada.ca>) for ideas and healthy food choices.
- Snacks that could pose a choking risk (e.g. grapes, hot dogs, etc.) need to be cut lengthwise at home.
- The snack should be put in a small container (e.g. bag, lunchbox, plastic container) that is easy for the child to handle. All food that the child doesn't eat or finish will be put back in this container and returned home.
- If you want your child's drink to be water, be sure to provide your child with a cup or water bottle in their snack container, which will return home.
- Snack time will be approximately halfway through the class.

3.12 Birthdays

On your child's birthday, he or she is recognized with a rousing rendition of "Happy Birthday" and presented with a small treat bag. Parents may opt to send a small party favor (e.g. stickers) for each child, but shared snacks are not allowed because our



school is nut-free and because our licensing requirements do not allow shared snacks to be prepared at home. Please consult with the teacher if you wish to bring something in to share with the class.

3.13 Toilet Training

Children need to be toilet-trained to attend Malmo Pre-Kindergarten. Pull-ups and diapers cannot be changed at the preschool according to the terms of the operating license. Should a child's clothing become heavily soiled while in attendance, parents/guardians will be contacted to come and change the child.

3.14 Spare Clothes/Classroom Shoes

Our classroom has limited space for storage. Please keep a complete change of clothing in your child's backpack at all times.

Your child is required to leave a pair of indoor running shoes at the preschool to wear while at the preschool. The indoor shoes should offer good support and have a non-marking sole since they will wear these shoes to the Malmo School gymnasium. It is ideal if the child can put on and take off their own shoes so laces should be avoided. Please label the shoes with your child's name.

Upon entering Malmo School, all parents and children are asked to remove their outdoor shoes. The preschool children and any parents staying for the duration of class at the preschool are asked to carry their outdoor shoes to the classroom and place them at the designated location provided. This effort helps the school keep their floors clean and tidy.

3.15 Toys

Children should leave their toys, jewelry, and other treasured items at home. Staff are not responsible for the loss of or damage to personal items.

3.16 Outdoor Play

The preschool tries to take every opportunity to provide the children with outdoor play, unless there are special activities scheduled for the day or the weather does not allow for play outdoors. No outdoor play will occur if the ambient temperature outside is below -18°C (including wind chill). Please dress your child appropriately for the weather every day. A warm jacket that zips up, snow pants, winter boots, a hat, and mittens make outdoor play much more enjoyable on winter days. On warm sunny days, we appreciate it if the child has had sunscreen applied before coming to preschool and has a hat in their backpack to shade their face.

3.17 School Closures/Cancellations

Malmo Pre-Kindergarten will remain closed under the following conditions:



- When Malmo Elementary School is closed (including all district PD Days).
- If the teacher is ill or unable to attend due to unforeseen circumstances and a replacement cannot be located by the scheduled start of class.

At the beginning of the school year, parents/guardians will be asked about their availability to have their name on the "Emergency Parent Helper" list (one list for each class). As per licensing regulations, each Emergency Parent Helper must provide Malmo Preschool with criminal record and vulnerable sector checks from Edmonton Police Service before being able to assist in the class as a replacement for a teacher. Information on how to obtain these checks is provided after adding your name to the list. No siblings would be allowed to attend the class with an Emergency Parent Helper.

If no Emergency Parent Helper or substitute teacher can be found, then classes would be canceled. The teacher and the president or vice-president must be in agreement before a class cancellation can occur. Families will be notified by email.

3.18 Special Withdrawal

The teacher, in consultation with the Board, is empowered by the Association to make a well-deliberated, careful, and informed decision to request that a student be withdrawn from the program. This policy would be applied where the well-being of the program is put at risk. Examples might include, but are not limited to, the following circumstances:

- When a child is consistently disruptive.
- When the teacher or educational assistant is spending a large portion of class time with the child and, as a result, taking away from the rest of the class.
- When a child cannot yet meet the daily curriculum based on our 'Learning Through Play' philosophy.

Before any final decision is made, the parent(s) or legal guardian(s) of the child will be made aware of the situation and attempts made to rectify it. A trial time period may be set to further evaluate the situation after a consultation including the parents/guardians, teachers, and the Board. An assessment will be made and reviewed on an individual basis.

3.19 Communication with Parents

Malmo Pre-Kindergarten uses emails as the main mode of communication with families. **Families are responsible for providing the preschool with a current email address and checking it regularly. Please check your spam/junk folder if you are not receiving our emails.**

Private Facebook groups are set up every year for individual classes. These groups are maintained by the teachers and provide pictures from each class and information about preschool activities. Please contact the teachers or the president if you do not have a Facebook account. A bulletin board located outside the classroom by the door



displays teacher and Board contact information and we also share information on our website and the Malmö Preschool Facebook page. Any confidential information (i.e. names, phone numbers) is posted on the bulletin board inside the classroom.

If you have any concerns about your child's day-to-day classroom activities, please talk to the teacher directly, either by calling the classroom or emailing the teacher. For all other inquiries, please contact the appropriate member of the Board.

3.20 Health & Medical Emergency

Health Records and Allergies

A detailed list of each child's up-to-date health information is required at the time of registration. This list includes the Alberta Health Care number, all medical information, allergies, medications, and any specific treatment requirements, as well as emergency contact numbers and parental consent to emergency health care. This information is kept in the classroom and in a secure location that is easily accessible during an emergency.

Health care may only be provided to the child if the consent of the parent has been obtained or if the health care provided is basic first aid (i.e. a band aid placed on a small cut by the teacher). Parents are responsible for informing the teacher if their child has any changes to their health information or has been in contact with another person who may have a communicable disease.

Contagious/Infectious Condition Policy

If your child has been in contact with contagious or infectious diseases or conditions, parents **must** report this contact to the teacher. Anonymous notice of illness may be sent out to other parents, if necessary. Examples of a contagious or infectious disease or condition might include, but are not limited to: conjunctivitis (pink eye), head lice, chicken pox/shingles, meningitis, influenza, gastroenteritis (stomach flu), or severe acute respiratory syndrome (SARS, including COVID-19).

The child must not attend school until there is no longer any risk of infecting others. A child who cannot play outside or who exhibits the following symptoms is considered too sick to attend school:

- diarrhea or vomiting;
- fever;
- persistent cough, sneezing, runny nose;
- new or unexplained rash; or,
- infected eyes.

Licensing requirements stipulate that if a teacher has reason to believe that a child

- may be suffering from a disease listed in Alberta Public Health Act, Communicable Diseases Regulation, Schedule 1;



- requires greater care and attention than can be provided without compromising the care of the other children; or,
- has an illness or shows symptoms that a staff member knows or believes may indicate that the child poses a health risk to persons on the program premises,

then the parent must remove the child from the premises immediately.

If a child becomes sick while at school but does not require medical treatment, parents/guardians will be contacted immediately to pick up their child. The child will be moved away from other children, but still under staff supervision, until the parent(s)/guardian(s) arrive(s). A special mat for resting shall be provided. If the parent is unable to come, the emergency contact listed on the registration form will be contacted and asked to come immediately. A preschool staff member (teacher or teacher's assistant) will complete an Incident Report as per Section 3.22 (Incident Reporting).

It is recommended that children be kept at home for at least 24-48 hours after symptoms end or until a physician's note is provided stating that the child does not pose a health risk to anyone at the preschool or preschool premises.

Medication Administration

Due to the short time children are present in the program, regular medication will not be administered. Where emergency situations demand, medication (e.g. Ventolin, Epi-pen, etc.) will be administered with written permission of the parent/guardian. Any medication to be kept at the preschool must be stored in its original labeled container and parents/guardians must provide written instructions from a health professional on how and when to administer the medication.

If a staff member administers emergency medication, the following will be documented:

- the date and time of administration;
- the name of medication;
- dosage; and,
- staff's initials.

Emergency medication will be clearly labeled and stored so it is easily accessible to the teacher but not to the children.

Medical Emergency

If an accident or medical emergency occurs at school that requires a child to be sent to the hospital, a member of the staff will accompany the child. The parent/guardian will be contacted immediately. If staff are unable to reach the parent/guardian, the emergency contact will be notified.



Parents will be responsible for bearing the cost associated with transporting their child by ambulance in an emergency situation where the teacher deems ambulance transportation is appropriate.

The preschool's default medical center is:
Stollery Children's Hospital, Emergency Department
University of Alberta Hospital
8440 - 110 Street Edmonton, Alberta

3.21 Emergency Evacuation & Tactical Lockdown Plans

The complete emergency evacuation and tactical lockdown plans are posted in the classroom. Please take a moment to read them or ask to see them.

In emergencies, the class will evacuate to:
Malmo Community Hall
11525 - 48 Avenue Edmonton, Alberta
Phone: 780-435-1588

For extended evacuation, all parents will be telephoned. The teachers and any Parent Helpers will remain with any children whose parents cannot be contacted.

Each class practices one fire drill per month. Children also practice lockdown drills with Malmo School (usually twice per year). The teacher will carry portable records for any evacuation.

3.22 Incident Reporting

A serious illness or injury to a child that occurs while the child is attending school or any incident that may affect the health or safety of a child must be reported by the teachers to the regional child care licensing office immediately and an Incident Report must be filed within two working days of the occurrence.

If an incident or accident takes place at the school, staff will intervene and appropriately handle the incident or accident, and then staff will complete an Incident Report. Parents/guardians of the child(ren) involved will be asked to read and sign the report. These reports will be kept on file at the preschool.

Malmo Pre-Kindergarten is legally required to advise that in accordance with legislation from the Government of Alberta, the following will be reported immediately to the regional child care offices: an emergency evacuation; unexpected program closure; an intruder on the program premises; an illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in the hospital overnight; an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid; the program requesting emergency health care and/or requires the child to remain in the

hospital overnight; the death of a child; an unexpected absence of a child from the program (i.e. lost child); a child removed from the program by a non-custodial parent or guardian; an allegation of physical, sexual, emotional abuse, and/or neglect of a child by a program staff member or volunteer; the commission by a child of an offence under an Act of Canada or Alberta; and/or a child left on the premises outside of the program's operating hours.

3.23 Supervision Policy & Practices

The teacher and teacher's assistant observe the childrens' play and behaviour through their constant involvement in the classroom. In addition, both the teacher and the teacher's assistant work together to create the structure of the classroom (i.e. placement of the sand table, water table, play dough table, etc.).

The park used by the preschool has two distinct sections – one designed for younger children (ages 2 to 5) and another designed for older children. The preschool children are able to play in the park designed and structured for their age (the "small" park).

To ensure all children are accounted for, children are counted when leaving any room (e.g. leaving the classroom to go to the washroom or gymnasium). Children are also accounted for when, at the end of the class, parents/guardians come to pick them up. Only those parents/guardians who have consent may pick up their children. Refer to Section 3.10 for additional information.

Portable attendance records are used to monitor arrival and departure of each child. Once children have been dismissed from class, the responsibility of the child transfers from the preschool to the parent/guardian (or designated adult that is picking up the child) even though the teaching staff may be present on the premises.

3.24 Records

Childrens' Records

Completed and up-to-date registration forms are kept within the classroom. The information on the forms includes the following information: child's name, date of birth, home address, and health information; the parents/guardians' name(s), home address, and telephone number(s); the emergency contact person's name, address, and telephone number; the doctor's name and contact information; and any allergies or medical conditions.

Parents are asked to contact the teacher if there is any change of information found on the registration form (e.g. change of address, parent cell phone number, emergency contact information, etc.).

Administrative Records

Any relevant information collected by the preschool through normal operational



activities will be stored at the preschool for up to and including 7 years. This information includes the daily attendance of each child and their arrival and departure times.

Evidence of each staff member's child care certification is kept onsite. Staff first aid certificates and criminal record checks, including a vulnerable sector search, are checked annually prior to the start of the school year. First aid certificates must be renewed prior to certificate expiration. Criminal record checks must be dated no earlier than six months prior to the date of commencement with Malmo Pre-Kindergarten and updated every three years. Any parents/guardians that volunteer in the classroom are also required to complete a criminal record check including a vulnerable sector search.

4. MEMBER RESPONSIBILITIES IN A COOPERATIVE PRESCHOOL

As a parent or legal guardian of a child registered at Malmo Pre-Kindergarten, you are a member of a parent cooperative preschool association. This arrangement means that the very existence of the school depends on your commitment and dedication throughout the school year. The parent body works together toward common goals, the most important of which is to provide a happy satisfying preschool experience for our children.

You are encouraged to talk to the teachers about any special interests, hobbies, work, etc., that you would like to share with the children.

Families are assigned the following responsibilities per registered child in the cooperative program:

- Parent Job (every year)
- Fundraising (every year)
- Casino (every second year)

4.1 Parent Job

Malmo Pre-Kindergarten operates by a series of volunteer positions. Each family is required to take on a position on the Board or perform a Parent Job. Refer to Appendix C for descriptions of the various Parent Job assignments and Board positions. Jobs can be shared between partners/spouses/guardians from one family.

4.2 Fundraising

All families are required to participate in all fundraising events and actively contribute toward reaching the fundraising goal set by Malmo Pre-Kindergarten each year. As a non-profit, we couldn't operate without fundraising since the majority of our revenue comes from fundraising. We rely on the fundraising income to set and meet our budget and also as a means to keep our fees low. Most importantly, our teachers' salaries come entirely from the proceeds we receive from working a casino every second year. If we



fail to fill all of the shifts required to operate a casino, then we will lose the opportunity to do any future casinos.

The preschool typically has the following fundraisers:

- Raffle (either prize-based or online 50/50);
- Sales of fundraising products (e.g. chocolates, plants, etc.);
- Casino (every 2 years); and,
- Spring Bike-A-Thon.

The fundraising plans for the year are announced at the annual general meeting (AGM). Each term, the Board will establish guidelines as to what fundraising requirements must be met for each family. If the requirements outlined by the Board are not met, then the fundraising fine will be discussed. The fundraising requirement will be dealt with on a case-by-case basis for families that withdraw early from the school year. Refer to Appendix B for more information on fundraising requirements for the school year.

4.3 Code of Ethics

It is the duty and responsibility of all helpers to follow the teachers' direction, provide support, and actively promote a positive learning environment.

Staff and parents should model kind and healthy behaviour for the children. No smoking is permitted on the school premises. No staff member will smoke at any time or in a place where child care is being provided.

4.4 Confidentiality

Any information shared by a teacher must be kept confidential and shall not be discussed outside the classroom under any circumstances. Parent Helpers should avoid making any statements about a particular child (including their own), the teachers, or the program in front of the children or parents. Any questions or concerns can be discussed with the teachers or Board outside of classroom time.

4.5 Respectful Learning & Working Environment

Malmo Pre-Kindergarten is committed to creating and fostering a respectful, inclusive, and harassment-free learning environment for all students, family, and staff.

Malmo Pre-Kindergarten follows the Edmonton Public School Board policy (EPS <https://epsb.ca/schools/goingschool/studentconduct/respect>, accessed Wednesday January 26, 2022) on behaviour and respect, amended as follows:

Understanding and Respect in our Preschool

It is the responsibility of each person in the school community to contribute to a climate of understanding and mutual respect for the rights and dignity of each individual by:

- showing courtesy and self-discipline in actions and words;



- seeking solutions to problems;
- respecting the rules, regulations, and practices that create safe and secure learning and working environments;
- demonstrating honesty and integrity;
- acting in a manner that results in a positive and supportive atmosphere; and,
- showing proper care and regard for Malmo Pre-Kindergarten property and the property of others.

Responsibilities of Parents, Guardians and Volunteers

You can expect to be treated as a valued partner in your child's education.

Interactions between you and Malmo Pre-Kindergarten staff and board should be open and respectful. In return, you are expected to:

- treat all staff and board members with respect and courtesy;
- interact with other parents and children in a respectful manner;
- work to resolve differences in a positive, proactive manner; and,
- encourage your children to be respectful.

Consequences for violating any program policies could include, but are not limited to:

- Declined registration
- Removal from program
- Legal action

Any incidents in contravention of this policy should be reported immediately to the Preschool. Please submit any reports by email to the President at president@malmopreschool.com.

APPENDICES

Appendix A: Important Dates

Annual General Meeting (Mandatory)	Wednesday, August 28, 2024, 6:30 pm
Visit Days	Thursday, August 29 & Friday, August 30, 2024*
Labour Day	Monday, September 2, 2024
Staggered Start Days	Tuesday, September 3 & Wednesday, September 4, 2024*
First Days of Regular Class	Thursday, September 5 or Friday, September 6, 2024 *
National Day for Truth and Reconciliation	Monday, September 30, 2024
PD Day	Friday, October 11, 2024
Thanksgiving Day	Monday, October 14, 2024
PD Day	November 1, 2024
Fall Break	November 8 to November 13, 2024
Class Photos	TBD November, 2024
Last Days of Class before Winter Break	Thursday, December 19 or Friday, December 20, 2024
Winter Break	Monday, December 23, 2024 - Friday, January 3, 2025
First Days of Class after Winter Break	Monday, January 6 or Tuesday, January 7, 2025
PD Day	Wednesday, January 29, 2025
Family Day (Including PD Day)	Monday, February 17, and Tuesday February 18, 2025
Teachers' Convention (no school)	Thursday, February 27 & Friday February 28, 2025
Spring Break	Monday, March 24 - Monday, March 31, 2025
PD Day (Including Easter)	Thursday, April 17 - Monday, April 21, 2025
Victoria Day Break	Monday, May 19 - Wednesday, May 21, 2025
PD Day	Monday, June 9, 2025
Last Day of School	Tuesday, June 24 or Wednesday, June 25, 2025

*subject to change



Appendix B: Schedules of Fees & Fines

Bank information forms for all fees and fines are mandatory within ten (10) business days after the Registrar has provided written confirmation of a child's spot at the preschool. The Preschool will use your bank information to automatically withdraw your fees and, if necessary, any fines owed throughout the year.

The Registrar will email a Conditional Confirmation to each family once their child has been given a spot in a class. Attached to this Conditional Confirmation will be all bank forms that each family needs to print and fill out. These forms can then be dropped off during school hours, mailed to the preschool, or emailed as a picture or scan to the Registrar (registrar@malmopreschool.com). Once the Registrar receives your family's bank forms then a Final Confirmation will be emailed and your child's spot will be secured in the class.

Note: All personal banking information will ONLY be used by the preschool for fees and any necessitated fines for the school year as outlined in the banking forms.

The following is a schedule of what fees are taken out and when.

a. REGISTRATION FEE

\$60, one-time payment per child, per school year (non-refundable, non-transferrable, to be paid at the time of registration via PayPal).

b. PROGRAM & LEASE FEES (September-May)

The first Program Fee is required upon registration. Subsequent monthly Program Fees will be automatically withdrawn on the first day of the month, every month from September to May:

- 2-days per week (Tuesday & Thursday AM or PM) – \$55 per month after government child care grant (\$0 if eligible for government child care subsidy)
- 3-days per week (Monday, Wednesday, Friday AM or PM) – \$90 per month after government child care grant (\$0 if eligible for government child care subsidy)
- 5-days per week (Monday to Friday) - \$145 per month after government child care grant (\$20 if eligible for government child care subsidy)

Alternatively, upon specific request to the Registrar, one preauthorized withdrawal may be made for the whole school year.

The first Lease Fee is required upon registration. Subsequent monthly Lease Fees are automatically withdrawn with the Program Fees. These fees do not qualify for coverage under the government child care subsidy.

- 2-day: \$37
- 3-day classes and 5-day classes: \$40



Monthly payments are summarized as follows:

Class	Program Fee*	Lease Fee	Total Monthly Fee	After Additional Subsidy**
2-day (T/Th) AM or PM	\$55	\$37	\$92	\$37
3-day (MWF) AM or PM	\$90	\$40	\$130	\$40
5-day (M-F) AM or PM	\$145	\$40	\$185	\$60

*Program Fees have been reduced as per the Alberta Government Child Care grant to maintain fees at 22/23 prices. Fees are subject to change based on government programs.

**Families must apply for additional government child care subsidies. This number does not reflect the monthly payment amount since subsidies are reimbursed after fee payment. Fees are subject to change based on government programs.

d. FINES

The following are fines that could be withdrawn only if necessary and with written notice. Fines are necessitated if a family does not meet the Preschool's conditions for volunteer requirements as described below:

- Fundraising Fines: \$200 per term; families are required to sell a fundraising amount of \$200, or pay the difference to equate \$200, or pay the entire \$200 fine upon notification from the Board.
- Parent Job Fine: \$200 per term; families must complete tasks for their parent job as they come up during the year.
- Casino Participation Fine: not applicable in 2024/2025

e. MID-SESSION START FEES & FINES

Mid-session monthly Program and Lease Fees will be prorated for the first month according to the start date of child following this method:

- Pay 100% of fees if start date is within 1st-7th of month.
- Pay 75% of fees if start date is within 8th-15th of month.
- Pay 50% of fees if start date is within 16th-23rd of month.
- Pay 25% of fees if start date is within 24th-30th/31st of month.

All remaining fees will follow the normal fee schedule.

Fines

If a child starts on or before November 1 in Term 1 or April 1 in Term 2 then parent job and fundraising fines are applicable. If any fundraising campaigns have finished before a child starts then the fundraising requirement for that term is 50%. If a child starts after November 1 or April 1 then parent job and fundraising fines do not apply,



but families will be informed of and encouraged to participate in any current or upcoming fundraising campaigns and will be given a parent job.



Appendix C: Parent Position Descriptions

Sign up for Parent Positions will occur via email sign up sheet near the beginning of the school year. Board Positions will be voted in at the AGM. Parent positions may change at board's discretion depending on registration numbers and class requirements.

Classroom Preparation Team

- Prepare fresh play dough as requested by the teacher. Vice-President or teacher will supply a play dough recipe and one set of supplies at the beginning of the school year.
- Complete take home craft prep for teacher as instructed, as needed, or requested by the teacher.
- Wash dress-up clothes and school materials as needed or requested by the teacher.
- Prepare materials for bulletin boards and class presentations, as needed or requested by the teacher.
- Does any necessary mending of dress-up clothes.
- Complete any other classroom prep jobs throughout the school year (maintenance, gathering supplies, etc).
- Work with the teacher to prepare the children's photo books.
- Pick up and drop off books at Edmonton Public Library
- Return recyclables: The teacher supplies a parent with bag(s) of recyclables, primarily juice boxes, approximately every two to four months. All recyclable items need to be deposited at a recycling centre. All funds obtained are then returned to the Treasurer or Teachers.

Fundraising Team

- Meet with the Fundraiser Coordinator to help organize fundraisers.
- All volunteers are responsible for sharing the duties of organizing the fundraisers.
- Attend meetings to plan the event(s) as requested by the coordinator.
- Organize and run the fundraisers on the day of the event.

Events Team

- Works with the Vice-President to coordinate social events throughout the school year to keep preschool families connected.
- Assist teachers with any in-class celebrations or social events
- Coordinates the planning of family social events (ex. coffee/tea in the playground, winter social, etc.) and any necessary volunteers.
- Delegates any tasks and follows-up to ensure all tasks are being completed prior to an event.
- Communicates with Malmo Community League to book the hall and ensures hall is cleaned properly after use.



Financial Team

- Assists President & Vice-President and works with Treasurers and Operations Manager to ensure that all requirements pursuant to government grant agreements are implemented and maintained.
- Assist in entering necessary information into online grant systems and reporting requirements outlined in grant agreements.
- Works with Treasurers and Operations Manager to issue receipts.
- Performs other finance tasks as discussed with Treasurers and Operations Manager.

Auditor (x2)

- Once per year (August), audits the books and records of the Treasurer. The Auditor does not need a professional accounting designation/title.

Volunteer Coordinator

- Works with the Vice-President to assign parent jobs and organize any volunteers in the classroom.
- Must be prepared to guide and motivate the parent volunteers in their roles.
- Ensures parents/guardians sign-up for parent jobs when registering during the school year; organizes replacements as necessary due to illness or vacation.
- Works with the teachers and Board to ensure that parents understand the job description for their position and that they are meeting the requirements of that position.
- Follows up with families that are not completing the tasks outlined in their job description and reports these issues to the Board for action as required.
- Keeps the job descriptions of all positions up-to-date and notifies the Board of these changes as needed.
- Surveys volunteers at year-end to keep job descriptions current.
- Sends year end parent survey out to the parent body and summarizes results
- Carries out other related duties assigned by the Board.

Casino Fundraiser Coordinator (casino years only)

- Meets with the Executive Fundraiser Coordinator to help organize the casino fundraiser.
- Works with the A.G.L.C (Alberta Gaming and Liquor Commission) and the Casino Advisors along with the Executive Fundraiser Coordinator to carry out a successful Casino event.
- Responsible for organizing parent volunteers (schedule and ensuring completion of volunteer paperwork).
- Works part of the casino as general manager and ensures all volunteers complete their shifts.
- A casino fundraiser occurs once every 2 years.



- Works with Fundraising coordinator to ensure completion of pre and post event paperwork.
- Works with treasurer to record, distribute and store financial records (advisor fees, payout and related documentation)

Appeal Committee & Alternates (as required)

- The Appeal Committee shall be comprised of five (5) members of the Association. The members shall be selected on a first-come, first-served basis, as indicated by a positive response on the Registration Form. Up to three alternate members of the Appeal Committee shall be selected on the same basis.
- As a guiding principle, it shall be the view of the Association that the resolution of any dispute within the Association shall be first through reasoned and thoughtful discussion between the parties, with an effort to reach a mutually agreeable outcome.
- In the event that such a dispute cannot be resolved, the Appeal Committee will be utilized according to the Appeal Policy in the bylaws.

Executive Parent Board Job Descriptions

President

- Manages administrative duties for all aspects of the program.
- Ensures adherence to policy and review of policy as necessary; ensure parent handbook is updated as required.
- Acts as liaison between teacher, the Board, and parents.
- Oversees agendas for and chairs general and executive meetings.
- Arranges executive and parent meetings.
- Arranges hiring of the teacher and teacher's assistant and preparation and signing of contracts to ensure the Association secures necessary instructional staff for the program within the resources of the Association.
- Ensures all standards are met for health, fire, and safety.
- Oversees budget of preschool and reviews fees for the following year.
- Plans for registration for the following year and assists the new president.
- Renews operating license and program plan for the preschool; liaison with licensing officer.
- Liaison between Malmo Elementary School (i.e. principal and custodial staff) and Malmo Preschool; reviews and renews lease agreement with Edmonton Public Schools.
- Is available for answering questions and listening to problems and ideas from the parents, the teacher, and any member of the public who may be interested in the program.
- Takes on any duties that are unfulfilled to ensure operation of the preschool.



Vice-President

- Responsible for assisting the president in all program matters.
- Represents the preschool when the president is not available.
- Attends all executive and general meetings and chairs them in the absence of the president.
- Helps in the preparation of the upcoming year's events.
- Works with Volunteer Coordinator to assign Parent Jobs and liaise with parents on any requirements and/or issues.
- Works with Social Coordinator to plan events for preschool families.
- Coordinates Emergency Parent Helpers and maintains contact list; works with other Board members and Operations Manager to find Emergency Parent Helper or substitute teacher when teachers are unable to attend class; and collects police check records for any in-class volunteers.
- Monitors classroom cleaning requirements and coordinates parents/guardians, teachers, or subcontractors for cleaning, as required.

Treasurer/Co-Treasurer

- Attends executive and general meetings and reports financial information monthly to the Board.
- Works with Operations Manager to maintain preschool financials (revenue and expenses for audit).
- Collects banking information, processes fees through direct-deposit system, and tracks payments of each family.
- Acts as signing authority for preschool.
- Pays bills and issues receipts (or works with parent volunteer)
- Responsible for teacher payroll and makes appropriate EI and CPP deductions.
- Balances the monthly bank statements and is the main contact for the bank.
- Prepares monthly financial statements for the preschool and distributes copies to the president.
- Renews and pays insurance for the preschool.
- Ensures that Edmonton Public Schools receives post-dated cheques for the year's rent—payable through Malmo School—prior to expiry date.
- Prepares and submits yearly Society Annual Return (prior to end of November.
- Prepares and presents income tax forms to the Board, then files forms for record.
- Prepares T4s and T4 summary.
- Pays Workers' Compensation fees yearly.
- Presents Financial Report and Proposed Budget at AGM.

Registrar/Co-Registrar

- Accepts registrations, checks information on forms, arranges classes, and maintains a wait list; contacts all families to inform them of where they place.



- Prepares and updates the class lists.
- Attends all executive and general meetings.
- Provides the teacher with hard copies of the registration forms to keep in the classroom and use as portable records (i.e. to have on hand for field trips outside of the preschool).
- Creates contact lists to share with families in each class.
- Helps in preparation of the upcoming year's events.
- Ensures that all registered families are aware of the Parent Handbook and advised to read it. The Handbook is located on the preschool website.
- Informs the teacher and Board of any changes to preschool enrollment or registration information.
- Works with President and Operations Manager to plan registration for upcoming year.
- Fields any preschool inquiries received through the Registrar's email.
- Useful skills: Google Suite, MS Word (e.g. mail-merge), MS Excel.

Secretary

- Attends executive and general meetings, reads and takes minutes and types these for distribution within 5 days following meetings.
- Leads organization for annual Open House.
- Helps in the preparation of the upcoming year's events.
- Updates parent handbook summary.
- Assists President and Operations Manager with advertising/communication (e.g. community league newsletters, school sign board, Facebook, and website), as required.

Fundraising Coordinator

- Attends all executive and general meetings.
- Co-ordinates, monitors, and assists the Fundraising Committee with the organization and implementation of fundraising activities. Also advises the Fundraising Committee(s) of the monetary goal required for the year. Goal amounts are determined by the Board.
- Communicates fundraising activities to the Board and the preschool families.
- Investigates other fundraising activities that may be beneficial to the preschool.
- Provides information to the Board and newsletter regarding progress and final results of fundraising.
- Maintains record of fundraising amounts raised by each family and initiates fundraising fine process.

Member-At-Large

- Provides assistance where required.



Appendix D: Appeal Policy

The purpose of this policy is to ensure that any dispute regarding a decision of the Association is resolved fairly and at all times under the principles of natural justice.

As a guiding principle, it shall be the view of the Association that the resolution of any dispute within the Association shall be first through reasoned and thoughtful discussion between the parties, with an effort to reach a mutually agreeable outcome.

In the event that such a dispute cannot be resolved, the following procedures will apply.

Member-Member Dispute

Either member may approach a Board Member to act as an informal mediator in an effort to reach a resolution to the issue. If, through this mediation, no resolution is reached, the aggrieved member may bring a formal complaint to the Board.

To bring a formal complaint to the Board, a member must present to the Board, in writing:

- 1) Evidence that efforts were made to resolve the issue with the other member(s).
- 2) Evidence that informal resolution was attempted, either through the informal participation of a Board member or through some other means.
- 3) Written details of the complaint. These details must be provided to the other party and the written response of the other party provided to the Board.
- 4) After receiving all such documentation, the Board may respond with written questions to either or both parties. Responses shall be given to the Board.
- 5) The Board will, to the best of its ability, review the issue. The consensus of the Board shall be the position of the Association on the issue and shall be final and binding.

Member-Board Member or Member-Board Disputes

If a decision of a Board member acting in their capacity as a Board member or a decision of the Board as a whole is challenged by a member of the Association and an informal resolution cannot be reached, then the member may approach a Board member to act as an informal mediator in an effort to reach a resolution to the issue. If, through this mediation, no resolution is reached, the aggrieved member may bring a formal complaint to the Appeal Committee, as constituted in this policy.

To bring a formal complaint to the Appeal Committee, a member must present to the Appeal Committee, in writing:

- 1) Evidence that efforts were made to resolve the issue with the Board member or the Board.
- 2) Evidence that informal resolution was attempted, either through the informal participation of a Board member or through some other means.
- 3) Written details of the complaint. These details must be provided to the other party, and the written response of the other party provided to the Appeal Committee.

- 4) After receiving all such documentation, the Appeal Committee may respond with written questions to either or both parties. Responses shall be given to the Appeal Committee.
- 5) The Appeal Committee will, to the best of its ability, review the issue. The consensus of the Appeal Committee shall be the position of the Association on the issue and shall be final and binding.

Neither the Board nor the Appeal Committee shall have the ability to award financial or material settlements to a dispute, unless it is to restore an amount previously paid by the complainant.

Appeal Committee

The Appeal Committee shall be composed of five (5) members of the Association. The members shall be selected on a first-come, first-served basis, as indicated by a positive response on the Registration Form. Up to three alternate members of the Appeal Committee shall be selected on the same basis.

Only one member per family shall be able to sit on the Appeal Committee or as an alternate to the Appeal Committee. No Board member or member related to a Board member shall be able to sit on the Appeal Committee or as an alternate to the Appeal Committee.

Appeal Committee members shall be notified by the Registrar of their appointment to the Committee and shall be called upon to fulfill their role on an as-needed basis.

The term of the appointment to the Appeal Committee shall be one year, or until a replacement is duly elected.

There shall be no remuneration for participation on the Appeal Committee.

Appendix E: Withdrawal Form

See next page

