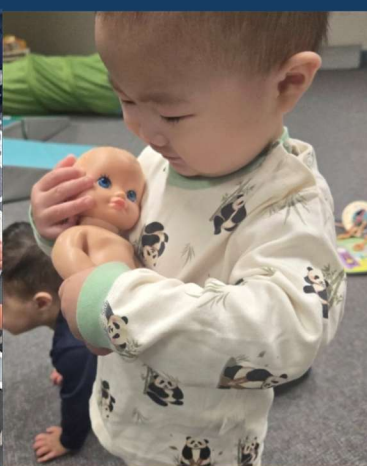




Aspen Hill
Montessori

Parent Handbook 2026-2027

Updated Edition, July 17th 2026





Welcome to Aspen Hill Montessori!

Dear parents and guardians,

Welcome to Aspen Hill Montessori! We are honored to be your choice for early childhood education. Our goal for children in care at Aspen Hill Montessori is the development of the whole child: social, emotional, physical, and academic.

Aspen Hill Montessori teaching style and materials are modelled after the work of Maria Montessori, an Italian doctor and researcher who strongly believed in children as capable learners. We also support the tenants of the FLIGHT Early Learning Curriculum in Alberta, and work to scaffold children's interests into their Montessori experiences.

Montessori methods engage the whole child and make learning a personal challenge rather than a chore. Children who experience self-directed learning from an early age train their minds to see life as a learning experience and regularly pursue learning activities outside of school. If you have a child that is an eager learner and is an independent explorer of their world, a Montessori education can help to feed their curiosity.

It is important for all families to review all policies outlined in our handbook. This handbook is developed to meet or exceed the requirements mandated by Alberta Childcare Licensing and Alberta Health Services.

If you have any questions or concerns, please contact admissions@aspenhillmontessori.ca.

This manual supersedes all previous editions of our Parent Handbook.

Our policies are subject to regular updates throughout the learning year. Updates are communicated via e-mail and take effect 30 days after posting.

Sincerely,

The Aspen Hill Montessori Management Team

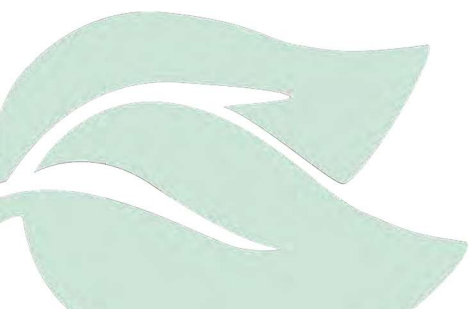




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Code of Conduct

As of July 17, 2026

By engaging in services and/or employment with Aspen Hill Montessori, all members of our community agree to hold themselves to the highest standards of conduct while in or near the Centre property, and in representation of the Centre brand. You acknowledge:

- Courteous, professional, respectful and ethical communication is expected and required between Parents, Guardians, Staff, Children and / or Educators at all times.
- Physical punishment and/or aggressive physical interaction on Centre grounds is not permitted by or between Staff, Parents, Students and / or Educators.
- Verbal abuse or aggressive acts towards any member of the Centre administration or teaching staff from one adult to another; or from an adult to a child, will not be tolerated.
- Inappropriate conduct in-person, over the phone, online, or in any spoken/written forum that reflects poorly on the Centre or impacts a staff's / child's / family's experience will not be tolerated.

As a Parent or Guardian, you also agree to assisting us in working with your child to uphold this Code of Conduct.

All parents, legal guardians, and any adults employed by or associated with the family of the child in care at Aspen Hill Montessori are to be made aware of, and adhere to this Code of Conduct. Failure to comply may result in a review of a family's enrolment and, where necessary, the discontinuation of services in accordance with the terms of the Parent Handbook.



Campuses & Contacts

As of July 17, 2026

Aspen Hill Montessori operates out of two campuses in SouthWest Calgary:

Christie Campus

#1180, 40 Christie Park View SW

Campus Admin : christie@aspenhillmontessori.ca

Campus Phone : 403-654-9292

Strathcona Campus

7102 14 Avenue SW

Campus Admin : strathcona@aspenhillmontessori.ca

Campus Phone : 403-455-3133

You will be assigned a campus when you receive your placement letter.



Best Interest of the Child

As of July 17, 2026

Aspen Hill Montessori administrators, educators and staff operate from a position of 'best interests of the child' in mind. This means that we are constantly observing, reflecting, and scaffolding our approaches based on what is seen from children in our care. We share these observations, reflections and notes with parents, and with supporting educators/administrators in the Centre, to ensure we provide the best support to the child.

When areas of concern are noted, educators and / or administrators will first collect information and watch for patterns. Entry level solutions are developed and applied based on our Child Guidance policy. We may consult with other educators and administration for ideas and suggestions on the area of concern.

If the area of concern persists, educators and / or administrators at the campus reach out to parents to gather more information and share the observations. For complex observations, a follow-up e-mail is sent to confirm the discussion and identify next steps. With parent awareness of the observations, there are several methods and resources educators and administrators may then employ to explore and hopefully resolve areas of concern:

- asking for the input and in-class observations of other educators in the Centre who may have different backgrounds or experiences
- developing a written plan for supporting the child in the classroom / posting this plan in the class and sharing with parents
- having one or more video calls with parents to outline observations and brainstorm potential solutions
- consulting articles and books for ideas that may be related to supporting the area of concern

Follow up is completed with the family as needed to support the best interest of the child and their ability to participate safely and beneficially in the care environment, with the ideal outcome of the child continuing in care.

If the area of concern persists and is impacting the best interest of the child at care and / or the best interest of other children in care, additional steps may be recommended with the family's direct involvement / choice and participation. These methods may include but are not limited to:

- in-class observation and support by a trained 3rd party professional that the parent engages, such as a psychologist, occupational therapist, speech therapist or support worker
- physical limitations (for example, wearing safety devices while transitioning outside)
- changing classrooms / class levels / campus if appropriate and available
- reducing the child's schedule of attendance temporarily or permanently

At times, it may be identified by the Centre that the best interest of the child is not served by remaining in care with Aspen Hill Montessori, or that the area of concern is significantly affecting the best interest of other children in care. In these limited cases, the Admissions team works with the family to identify next steps to ending their care contract. Please refer to our Refunds and Withdrawals Policy - Centre-Initiated Withdrawal, to learn more.



Child Guidance

As of July 17, 2026

The Montessori approach is focused on helping children become independent, internally-motivated learners, who find satisfaction for themselves within their own perception of 'good work'. Teachers focus excitement around helping the child reflect on their own success and expand on that success with new activities. Although happiness is a fortunate by-product of independence, the Montessori approach believes that true self-esteem comes from working and doing, not from external rewards.

The staff and administration at Aspen Hill truly believe that all children are capable and have a voice as people to be respected and acknowledged in their journey as learners.

Our programs are designed to provide consistency and stability allows our children to progress through all levels of our program as they grow, and return to care with teachers they recognize. Ultimately, we have succeeded if our environment is like a second home to our students.

Steps we follow to provide the best possible outcomes for a calm, nurturing environment based on the Montessori core principles:

- setting clear and understandable rules from the beginning of the learning season
- preparing an environment that looks inviting and welcoming
- creating a curriculum path that offers opportunities in Math, Language, Science, Culture, Sensorial and Practical Life
- providing material that is designed to develop the child's interests
- creating an environment where feelings are allowed as long as they are managed in healthy ways

Our key strategies use to guide children in the classroom are:

1. Lead by example: We encourage children to follow guidance, and lead by example with teachers following the same rules.
2. Minimize need: We regularly review our environments and classrooms to ensure that they are established to encourage and allow children to be independent.
3. Redirect: Move a child away from a situation or issue by retargeting on a new activity.
4. Use words that call attention to the problem: "You are hurting your friend" or "Ouch! That hurts!" gives more concrete information than saying no, while still getting across the message that what they are doing is not OK. We reinforce the consequences of actions, and emphasize that when we care for others, we are caring for our environment as well.
5. Give positive alternatives: We tell the child what we would like them to do instead of the forbidden action. This positive instruction lets them know how to behave in a way that gains approval. Words like: "We walk in the classroom." "We sit on chairs." "Use two hands to carry your work."
6. Give simple explanations: ("Hitting the toy might break it"; "That's Miss Suzie's—not for students") helps them understand the consequence of their action. We can use a caution word, like danger, to establish reason why: "Play over here, Sam. The step is dangerous."
7. Have a warning signal: Teachers may let a child know that they're on the wrong track with an alert sound: "Ah, ah, ah!" Then they follow immediately with instructions:



“Move away from the box, or it could fall and hurt you.” We focus on the consequences of actions to help the child understand the outcome to build their logic patterns.

8. Ask for the rule: When students are breaking a rule they’ve learned, a teacher might ask them: “Where do we throw balls?” or “Can you show me how we use walking feet?” This helps reinforce that they know the rule, and gives them a chance to correct themselves.

Teacher voices are kept modulated and positive, yelling and / or using the word ‘no’ is not appropriate in our classrooms. We do not provide 'time-outs' or any type of isolation as a form of reprimand.

If a resolution cannot be developed by the child taking ownership for the challenge, the child is redirected to other areas in the class where they can be successful. If the issue involves another child, we ensure that both children have the venue to express their concerns. Methods like space by yourself, redirection, and discussion are used; punitive punishment such as time-outs and any physical admonishment are not used in Montessori education. Peace Tables / thinking tables / reading corners may be suggested and available for older children to sit and relax or reflect.



Personal Information

As of July 17, 2026

Aspen Hill Montessori is required to collect various personal information about the children that attend our Centres and their parents in order to provide services that follow the legal requirements of licensed childcare in Alberta. This information includes but is not limited to:

- child first and last name
- child birthdate
- parent/guardian first and last name
- parent/guardian phone number and e-mail
- home address
- medical condition information

Your personal information is kept in secure applications (one database dedicated to AHM, Zoho, and one housed in a secure cloud-based service, DailyConnect). In the event of an unlikely security breach of your personal data, you will be immediately informed via e-mail so you may take appropriate steps.

By participating as a family at Aspen Hill, you are aware that:

- educators and staff employed by Aspen Hill have access to different levels of personal information as it is relevant to the health and safety of your child only, and are bound by privacy laws and AHM confidentiality policies
- the Province of Alberta is provided with name / age of your child, and contact information of your family, for the purposes of registering your child for a Child Care Participant Number (CCPN).
- Aspen Hill is obligated to share any and all communications and documentation with and between the Centre and registered families to assist in any Licencing investigations, Alberta Health investigations, or legal court proceedings with appropriate writs-to-produce.

Other than the points/situations listed above, at no time will your information be given to other agencies or organizations unless required by law due to Provincial Grant funding requirements, and in these cases, you will be informed of the information being shared and the reason for sharing.



Custody, Parental Access and Parental Rights

As of July 17, 2026

All information provided to the Centre regarding custody, parental access and judicial decisions is confidential and private to Centre administration and the family involved.

Parental Information

We require all legal guardians' contact information (full name, e-mail address, phone number, and mailing address) to appear in your child's file. If there is only one legal guardian for the child, the Centre reserves the right to request written confirmation via e-mail to stay on-file with the child.

Custody information

It is important that the Centre is aware of any separation or divorce situation that affects the living arrangements of the registered child. This is important insofar as it affects the primary parent from week to week and / or pickups from Centre, and who the Centre is allowed to release the child to. It is also important as it may relate to statements or behaviors that the child may make while in Centre.

If you have a custody agreement involving your child, a digital or physical copy of this agreement is required to be on-file with the Centre at the time of registration. If the agreement changes during the child's tenure, it is the obligation of one or both parents to provide the Centre with a new copy. If a new copy is not provided, the Centre reserves the right to maintain the custody information from the existing document for pickup authorizations and contact authorizations. All custody agreements are confidential. No judgements about your situation / the child's situation are made at any time.

Parental Access

Unless a custody agreement is on file with the Centre, the Centre is permitted to release the child to either of the listed parents / legal guardians on the registration forms without further confirmation.



Fees & Tuition

As of July 17, 2026

All fees apply to all students and are non-refundable regardless of reason once paid.

Please refer to our Refunds and Withdrawals Policy for additional important information.

One Time Registration Fee

The one-time registration fee is currently set at \$500. This fee is collected within 3 days of submission of registration paperwork. This fee is non-refundable and is not applied to your parent-payable tuition portion or any optional programming fees.

Monthly Tuition Fees

Current tuition fees are \$326.25 until March 31, 2027. AHM participates in the Early Learning and Childcare Grant program via the Provincial/Federal Governments until March 31 2027. The status of the Grant availability beyond this time is unknown. Any changes in this status is communicated to families via e-mail. Families entering care with AHM are recommended to be aware of our list pricing set by the Government.

Our learning season is year round from September to August, with approximately 5 weeks of holidays. We do not discount for short months (i.e. months where winter break and spring break fall), or charge more for months with more learning days. Please refer to our learning season calendar and note the days away / days closed as applicable.

Methods of payments for monthly tuition and any optional programming fees you select are indicated in your Placement Letter. Payments are made via EFT, 5 business days prior to the upcoming month of care. It is your responsibility to ensure your bank information is accurate and appropriate funds are present before the monthly withdrawal date to avoid NSF charges (\$80 per failed transaction) and delays to entering care. Auto-withdrawals are processed via an external system that operates under separate terms and conditions required as per Canadian banking law. *Please note, cancelling your approval of auto-withdrawals does not end your obligation to your care contract/Placement Letter, and does not cancel your care contract.*

Children are not allowed to enter care until monthly tuition fees as noted in your Care Contract are received and processed by the Centre. The Centre reserves the right to send to collections if arrangements are not made promptly to pay.

If you are experiencing financial hardship and need to make arrangements to pay for the upcoming month, please reach out to admissions@aspenhillmontessori.ca by the 15th of the prior month.

From time to time, Centre fees and payment methods accepted may change. Aspen Hill Montessori reserves the right to issue 30-day written notice to parents of upcoming contract and / or fee amendments on a go-forward basis. Families who do not wish to continue with the Centre due to these changes must respond with written notice within the 30-day period.

Change Fee

If a family initiates a schedule change to their care, the Centre reserves the right to charge an administration fee per contract change.



Refunds & Withdrawal

As of July 17, 2026

All families committing to Aspen Hill Montessori are provided with this policy in advance of paying any fees. If you have questions about this policy, please inquire through admissions@aspenhillmontessori.ca before completing enrollment.

Parent Initiated Pause in Care

No portion of fees paid are refunded in the event of a child's temporary absence due to reportable illnesses, viral / bacterial illness, injury, vacation, or personal leave. Fees must continue to be made as per your Placement Letter in order to maintain a space in our Centre.

You are welcome to continue to pay for your child's core tuition placement at the parent-payable portion for the extended time you are away and resume care when you return, or you may start the withdrawal process. You would need to re-apply to the Centre upon your return as a member of the public if you withdraw, spaces are not held for future return without full payment of fees.

Parent Initiated Withdrawal

If you wish to withdraw your child from Aspen Hill Montessori, 30 days' written notice in advance of the 1st day of the planned month of withdrawal must be provided via e-mail to admissions@aspenhillmontessori.ca. Notice must include the child's last day with the Centre. Responsibility for fees remains with the family until such notice is received. If less than 30 days' notice is given, the family remains responsible to pay the following month's care fees. Fees that have already been paid are non-refundable.

If your payments are set up via pre-authorized bank account payment, cancelling your approval of auto-withdrawals does not end your obligation to your care contract, and does not cancel your care contract. If you end approval for auto-withdrawals because you are withdrawing from care, and money is still owed to the Centre, remaining funds owed must be transferred to the Centre via e-transfer. Delinquent funds once pre-authorized payments are cancelled results in funds being sent to collections.

Centre Initiated Withdrawal

Ongoing evaluation of child progress and the family's support of and integration within the Montessori environment is made by the teaching and administration staff of the Centre. Children are provided a 2 week 'settling in' period before observations begin. After the child has been normalized into the routine, during their time with the Centre, areas of concern may be noted with the child's progress. Please see our Best Interest of the Child policy for additional considerations.

In some instances, it may be decided that any and/or all of the following are occurring:

- The Centre is not the ideal fit to ensure the safety and / or the best educational future and / or healthy development of the whole child
- The family approach is not congruent with the approach of the Centre.
- In some cases, there may be issues with adherence to Centre policies. Please refer to the Code of Conduct.



Centre Initiated Withdrawal Cont.

If the Centre decides that your child is no longer able to attend care with AHM, the Centre issues a notice of termination of provision of services via e-mail to the family. 30 days' notice month over month is provided at minimum unless health and safety is at immediate risk. If your child is removed from care partway through the month, the remaining tuition fees and / or extended care fees for the month are not refundable.

Children who have been terminated from services by the Centre are removed effective the date indicated in the communication.. The Centre returns all materials belonging to the family / student within 10 days for pickup outside of the front doors of the campus the child attended.

Pause or Withdrawal Specific to Natural Disaster / Pandemic Illness / War

Please see our separate policy regarding Unforeseen Large-Scale Events.



Communication, Calendars and Schedules

As of July 17, 2026

It is important that all families stay aware of Centre activities. The following communication vehicles are used to ensure families are informed:

1. Centre calendar distributed via e-mail/PDF (also on Parent Portal website)
2. E-mail communications via Constant Contact and standard sends
3. Important documents posted on the Centre's website under the Current Families section at www.aspenhillmontessori.ca
4. Online observations, photos and messages through apps such as DailyConnect app

It is up to the families to ensure they are aware of their child's upcoming Centre activities, PD days, and vacation periods. The Centre is not responsible to provide care for children that arrive at Centre at identified non-care days.

We want communication to be two-way between the Centre and our families. Please feel free to contact the Centre through e-mail at christie@aspenhillmontessori.ca or strathcona@aspenhillmontessori.ca phone: 403-454-9292 (Christie Crossing) or 403-455-3133 (Strathcona) with any concerns or information about your child.

It is essential that families advise the Centre as soon as possible if they are not receiving regular e-mail sends (once per week on average), or if they are having difficulty accessing the communication / observation app (updated once per week). It is the responsibility of the legal guardians / parents to ensure that they are connected to the Centre communications they wish to receive.

The Centre uses a mobile / web app, currently DailyConnect, to keep families updated on their child's day within care. Please see our Supervision and Observations Policy to learn more.

The Centre may take planned or spontaneous walking field trips to nearby locations. We notify you a minimum of 2 weeks in advance of any field trips that require hired transportation with proper consent and information forms.

From time to time, the Centre may invite in guest speakers. These guests are supervised when with the children. You receive advance notice of guest speakers where possible.



Attendance & Transitions

As of July 17, 2026

AHM programs are designed for children who plan to attend a regular schedule of care of full-time, consistent hours. When AHM students attend sporadically / inconsistently, it greatly affects the student's progression in the program / ability to normalize into care / ability to make and form healthy bonds with teachers and peers. If students are having challenges to normalize into care, the Centre reserves the right to review enrollment suitability. Please see our Best Interest of the Child policy.

Absences or Vacations must be reported to your Campus Office Email.

Minimum Attendance

Once the transition period is complete, the minimum attendance for our students is 4 full days a week, from 8:30- to 4:00PM. Our curriculum and scheduling is most beneficial when the child attends full time, 5 days per week. We do not currently offer part-time programming.

Monthly attendance is mandated by the Affordability Grant at 100 hours per month. If you would like to attend less than the minimum, full monthly parent-paid tuition would be required. Please email admissions@aspenhillmontessori.ca to learn more.

Transition Period - *Nido*

A minimum one week and maximum four-week transition period is provided to children in the Nido program, to ensure their food and liquid intake has stabilized in care. The Nido team works with each family at the start of care to establish a plan and which days the child will attend. Please note that a successful transition requires consistency for one week, without vacation times.

If a child under 19 months is not progressing towards successful transition after four weeks, please see our Best Interest of the Child policy.

Transition Period – *Bambini & Casa*

A two-week transition period is available to children 19 months and over when it is determined that the child needs a slower entry to care. Normalization into care includes being able to participate in classroom routines calmly; eating, sleeping and voiding on a schedule normal for the child.

If a child 19 months and older is not progressing towards successful transition after three weeks, please see our Best Interest of the Child policy.

Optional Programming / Special Interest Classes

As of July 17, 2026

Optional parent-paid programming (called Special Interest Classes) at an additional parent-payable fee may be offered from time-to-time by the Centre, within service hours. Optional programming is not required to be part of our Centres, and preference is not given to families who choose optional programs. Fees may vary depending on the provider and topic, as well as age group.

For more information on programs currently offered, timing and fees, please contact admissions@aspenhillmontessori.ca.



Arrival & Dismissal

As of July 17, 2026

Arrival

The Centre asks that children are brought to care on time for their care schedule to allow them to receive the full benefit of the daily lesson plans and minimize disruption to learning.

Core hours care admittance is flexible between 8:30AM and 9AM. Montessori programming starts at 9AM sharp.

Special Interest Classes (SICs) (optional parent-paid programming) admittance starts at 7:45AM and class begins at 8AM. If you arrive past 8AM, response to the door may be slower as we are with students.

We strongly discourage entry between 9:01AM and 11AM, as it is hard on your student and disruptive to other learners.

The preferred mid-day entry window for Nido and Bambini students is 11-11:45AM; for Casa students 11:30AM - 12:15PM (coincides with outdoor and lunch time).

- A late entry fee of \$30 per instance per child may be charged for unplanned late entries between 9-11AM.

Please follow all Centre directives regarding entrance location for your child that are sent home before your child enters care. Parents are expected to follow all staff directions regarding prompt drop-off and departure.

Confident goodbyes are required of all attending adults. Attending staff reserve the right to ask families who are lingering to move away from the entry space if they need more time with their child.

Dismissal

The Centre relies on families to work in partnership with us for consistent pick-up times. This ensures teachers can effectively complete their end-of-day duties, as well as ensuring your children can count on seeing your presence. *If possible, advise the Centre of your 'planned usual' time to pickup at the start of the year so we can have your child dressed and ready to go.*

Full-day dismissal is flexible between 3:15PM and 4PM if your child is not enrolled in any optional programming. *If possible, advise the Centre of your 'planned usual' time to pickup at the start of the year so we can have your child dressed and ready to go.*

If you prefer to pick up your child for half-day, arrive between 11:30 - 11:45AM.

Students may participate in afternoon Special Interest Classes (SICs). Afternoon SICs start at 4PM and end at 5PM. Children get ready to go home starting at 5PM; parents should be on-site between 5-5:15PM to pickup. Latest pickup is 5:15PM.



Dismissal Cont.

For your child's safety and protection, no child is released to anyone other than a person whose name appears on the registration form or Approved Anytime Pickup list in your child's record, unless arrangements have been made in advance of pickup. Anyone picking up a child must be at least 18 years of age, and may be asked to present photo identification if unknown to staff. If your family situation presents concerns around restricted access to certain family members, please alert Centre staff.

Once your pickup person has arrived at the Centre, please promptly identify to the teachers supervising, collect your child and their things, and depart the facility grounds. Once you have identified yourself to staff and we have signed out your child to you, the Centre is no longer responsible for supervision of your child.

Please do not allow your child(ren) to play unattended outside of the facility, in our fenced play spaces after hours, in the fields, and / or in the parking lot. The Centre is not liable for accidents, injury or death that may occur once responsibility has been assigned back to the family.

Late Pickups

If you are running late, notify your child's campus via 403-454-9292 (Christie) or 403-455-3133 (Strathcona). This allows us to reassure your child on your delayed arrival and ensures we don't call your emergency contacts.

Pickups after your child's contracted care schedule (regardless of reason or notice) may be charged emergency care fees. See our Emergency Care policy to learn more. You are notified of the charge at pickup, and it is automatically withdrawn from your bank account.

If we have not received notification and the child's contracted care time has passed, an administrator calls both parents as well as posts in the app and via e-mail for someone to retrieve the child. After 10 minutes, we reach out to emergency contacts. After an additional 15 minutes elapse, if emergency contacts and / or the family cannot be reached, Childcare Connect are contacted, followed by Calgary Police Services.

Families that demonstrate a regular pattern of inconsistent pickups without communication may have their child's placement at Aspen Hill Montessori reevaluated.



Emergency Care / Drop In Special Interest Class

As of July 17, 2026

Emergency care is provided when parents require unplanned care outside of their contracted care hours. Our fees help us to cover staff costs for remaining past their scheduled time.

Requests for exceptions to our emergency penalty fees are not considered; however, the Centre reserves the right to provide consideration for exceptional circumstances.

Drop in Special Interest Classes are available in the morning from 7:45 to 8:30, and in the afternoon from 4:00 to 5:15PM, at a rate of \$30 per class.

If you need to drop your child off for SIC, prior days' notice is requested to be sent to your campus email, christie@aspenhillmontessori.ca or Strathcona@aspenhillmontessori.ca to ensure we can provide staffing on-site. Attendance is subject to availability and is not guaranteed.

Please see our Arrivals and Dismissals policy for more information on dismissal times.

Thank you for understanding that emergency care should only be used in true emergencies. It is difficult on your child and requires emergency staffing by the Centre.



Supervision and Observation

As of July 17, 2026

Every child at Aspen Hill Montessori is actively supervised. This involves training staff members on active supervision techniques and observing regularly throughout the day to ensure staff are always in a position to observe each child, respond to individual needs, and support children as necessary.

All staff members hold a Calgary Police Criminal Check Record including vulnerable sector categories based on Provincial childcare regulations. Educators must hold an Alberta Childcare Certification, and must carry valid First Aid certification.

The ratio of adults to children as per Alberta Licensing is a minimum of 1:3 for children under 12 months; 1:4 for children under 19 months; 1:6 for ages 19 months – under 3 years; 1:8 for ages 3-4.5; and 1:10 for ages 4.5 +.

If you are picking your child up from our outside areas at day's end, please be sure to make contact with the teachers to let them know that you are leaving with your child. Please note that once the transfer of responsibility is made from teacher to parent, the Centre is no longer responsible to supervise your child. Please depart the outdoor play area promptly upon pickup. See our arrival and dismissal policy for more.

From time to time, a child may be noted to struggle with transitions during this process. Struggles may be identified by a child being unwilling to come back inside, be unwilling to hold a teacher's hand / walking rope, or not being willing or able to follow directions on safety-related matters. It may also be noted if a child runs or dart away from a staff member, or pulls their hand away from an adult. If a child poses a safety risk due to elopement during outdoor transitions, a plan will be put in place and shared with parents.

Child Observations

Shared communication is an integral part of providing an optimum experience for your child. We use a mobile app, currently DailyConnect, to share social and emotional observations of your child each week as well as photos of their experience at care. We are potentially changing apps for the 2026-2027 learning season with a similar experience.

Full-time students only have Montessori skills progression documented by educators, and shared during optional parent-teacher interviews twice each learning season. The first set of interviews occurs in early December, and the second set in April. Interviews are pre-booked and are generally 20 minutes in length.

Special meetings outside conferences may also be arranged. Should you need to address a teacher regarding a concern, please email admissions@aspenhillmontessori.ca so that Administration can set up a meeting. Please do not attempt to engage instructors directly before or after care times, as their attention must remain on the children.



Toileting at Care

Nido

The Nido program is fully diapered, with parents providing all needed supplies. We do not offer support for cloth diapering in our program due to health restrictions. Toilet-learning is not available in our Nido program.

Bambini

The Bambini programs offer diapering, with parents providing all needed supplies, and toilet learning support as detailed below. We do not offer support for cloth diapering in our program due to health restrictions.

The Centre supports children registered in the Bambini program with independent toilet learning when they have demonstrated emotional, social and physical readiness at home and at care.

- Train on the adult toilet, with a seat insert / step stool, to mimic what the child experiences at care (a plastic potty stool / child potty creates a harder time transitioning.)
- Please avoid training on 'ladder' toilet seats at home as we cannot replicate this environment in care.
- Use thicker 'training' underwear or PullUps that can carry over into care

Please advise your campus administrator a week before you are hoping to continue toilet learning in care, so that we can consult with the teaching team. We will also send you appropriate guidance sheets.

Toilet learning in the Centre is supported within the following guidelines:

- You must be successfully toilet learning at home, with a consistent decrease in accidents over 4+ days, and willingness from the child to participate independently
- Your child must show a number of indicators at care that they are physically ready to train (pulling at a wet or dirty diaper, hiding to pee or poop, showing interest in others' use of the potty / copying their behavior; having a dry diaper for a longer-than-usual time; awakening dry from a nap; telling teachers that they're about to go, are going or have just gone in their diaper)
- Your child consents to using the toilet at care (we cannot place children on the toilet)
- Your child shows willingness to assist with pulling their clothing down / up to use the toilet

Your child may train at different rates for bowel movements or urinating. Until consistency in reaching the toilet successfully is seen for both, we ask that your child wear PullUps / trainer underwear until a pattern of non-accident days (3+ days in a row) emerges for both bathrooming types. This is for the health and cleanliness of the classroom setting.

Please note, we do not use bribes / treats / rewards for toilet learning as per the Montessori approach and appropriate child guidance techniques. We also do not shame or punish children for accidents or misses; all guidance is done neutrally and with support.



Toileting at Care Cont.

There may be times when your child regresses during toilet learning, and becomes visibly emotionally upset in the Centre around toileting.

Please note, if your child is not willing to try / use the toilet with gentle reminders and encouragement, teachers cannot force the child to sit / cannot physically place the child on the toilet as per appropriate child guidance. In these situations, we will reach out to discuss the situation / pause the toilet learning in the Centre. The Centre reserves the right to request that your child continue in diapers while in the Bambini program until such time that your child is willing to positively participate in using the toilet.

Casa

Children enrolled in our Casa programs must be 100% toileting independently for 3 or more months prior to program placement:

- able to bring clothes up and down independently
- able to wipe for pee, and ask for help verbally if they need help with poo
- able to listen to their bodies to know when they need to use the bathroom, and let an adult know in enough time to reach the toilet

From time to time, children in the Casa program may experience temporary toileting regression. This is usually presented as more frequent than usual toileting accidents when a child was previously trained. Administration reaches out to establish a plan with parents, assuming support of the child, to resolve concerns.

Our Casa classrooms are not able to accommodate children long-term who are not able to toilet independently or who have numerous accidents (more than three) per week. If a Casa child's toileting cannot be resolved within a 30-day period, Administration will connect to discuss alternatives to program placement.



Parent Participation

As of July 17, 2026

There are many ways to participate throughout the year!

In-class volunteering

- Watch for e-mails to come home about opportunities to participate in class activities. Parents and legal guardians must have a current Calgary Police Check with vulnerable sector to participate in class volunteering (dated within the last 3 years). Please submit police checks to admissions@aspenhillmontessori.ca with your child's campus, name and student ID.

Parent-teacher interviews

- Occur twice each year as per our published calendar. Watch for online registration in advance of the dates. Interviews may be in person or by phone.

Participation on social media

- Follow our classroom activities on Facebook and Instagram channels - @aspenhillmontessori

Philanthropic opportunities

- Participate in the school's annual book / diaper drives for local charities (ie. Calgary Food Bank, Closer to Home, WINS)

Community Partnerships

Aspen Hill Montessori is a privately-owned business. The administration team of the Centre regularly looks for opportunities to involve commercial and vendor businesses that are locally owned-and-operated to provide unique education opportunities to our students. We welcome all parent recommendations to services and vendors that could widen our community.

The Centre maintains working relationships with the Christie Crossing shopping complex and its vendors, as well as with First Lutheran Church, Suzuki Music School, and other user groups at the Church.



Uniform and Indoor Shoes

As of July 17, 2026

Uniforms are required for Bambini and Casa students every day of care other than Casual Days. Bambini and Casa students also wear a formal uniform on designated Formal Days as per our school calendar.

Our uniforms are produced by a dedicated manufacturer, Elegant Design. To contact and order from the manufacturer:

- Elegant Design
- Bay 11 – 1420 40 Ave NE
- Calgary, AB T2E 6L1
- 403.250.8747 / info@elegantinc.ca

Please review the current Uniform Policy and Package before ordering! There are different uniform requirements for different age groups.

All clothing items must be clearly labelled with your child's name. The Centre is not responsible to find or replace lost uniform items.

The Centre reserves the right to send children home who are not in uniform, or call home to have uniform brought to the Centre. Gently used uniforms may be available at a discount from the Centre; please inquire via Admissions.

Uniform costs are paid for directly by the family and are not included in Centre fees. A typical new family's uniform cost is between \$300 per child, with additional pieces purchased over their student's time as items are outgrown. Students must have a complete change of uniform onsite at all times in case of spills on clothing.

Socks should be white, black, or navy blue, with a plain texture and no patterns.

Indoor shoes are required while in care, in plain black. All-black runners (best for children under 4) or black school uniform dress shoes are permitted. Choose solid Velcro closures or slip-ons that fit well and stay on your child's feet. No white soles, light up shoes, cartoon runners, etc. - if in doubt, go with dress shoes.

Backpacks and Lunch Kits

As of July 17, 2026

All children must have a small backpack and a self-contained, zippered lunch kit to bring to the Centre each day with a change of clothes, including underwear and socks. Look for easy zippers or Velcro that children can manage themselves.

A zippered lunch bag is also required, as well as a spill-proof child-friendly water bottle. Please avoid metal water bottles unless you provide a cushioned cover, as children tend to swing them and injure themselves and others.

Please do not send multiple Tupperware containers / Ziplocks / self-sealing containers without a zippered lunch bag to contain them. Please avoid Bento boxes / YumBoxes unless you have worked with your child on how to open / close these themselves, to avoid spilled food.



Outdoor Clothing

As of July 17, 2026

Children are outside from 30 - 60 minutes twice each day, depending on the conditions and the activities. Please see our Weather and Outdoor Experiences Policy for more information. As such, it is critical that all children arrive with the outdoor clothing always needed for each day. Please avoid clothing that is intended for style and not function.

All outdoor clothing must be clearly labelled with a clear, large family identifier / clothing label to prevent mixed up items.

Please note that open-toed shoes and slingback shoes (i.e. Crocs) are not allowed on campus at any time for safety, even during warm weather.

Please look ahead to the forecast and make sure that your child has more than is needed to keep them warm, dry and happy at care.

Fall Gear

REQUIRED:

- Sturdy, easy to put on outdoor runners or hikers that elastic/stretch laces / Velcro on.
 - Please make sure your child can get them on and off themselves easily.
- Waterproof rain boots or snow boots
 - Wear these or your outdoor runners to and from care EVERY DAY depending on the weather. If it is even slightly wet from the night before, or looking chilly, wear boots!
- Waterproof rain coat (lined or unlined) – best slightly big so a polar fleece jacket can fit underneath
- Water resistant soft-shell or polar fleece
- Waterproof rain pants (Rubberized, elastic cuffs, elastic waistband, loose enough to get on over uniform)
 - One piece rain suits are great – if your child can put them on independently.
- Waterproof snow mitts
- Lightweight knit toque / beanie / balaclava

Winter Gear

REQUIRED:

- Winter boots rated to at least -30 degrees C; - 40 is better
- Pull on or bib snowpants – best slightly big so a polar fleece jacket can fit underneath
 - One piece snow suits are great – if your child can put them on independently.
 - Wear these or your outdoor runners to and from care depending on the weather. If it is even slightly wet from the night before, or looking chilly, wear boots!
- Warm snow coat with a simple hood – go for one with an easy-to-grab zipper for independence and learning.
 - Avoid fur on the hood as they tend to freeze near faces
 - Look for -20 weather rating on the coat
 - Look for water & wind resistant



- Polar fleece sweater that can be worn under the winter coat as a layer.
- Waterproof snow mitts with cuff to tuck into sleeves
 - Please have 2-3 pairs at home in case of lost / wet / dirty mittens.
 - No gloves, stretchy knitted mitts, or cartoon brands
- Heavy knit toque / beanie / balaclava
 - Aim for something lined or fleeced
- Neck toque
 - Fleeced or fuzzy are best
 - No scarves – These present a choking hazard

Spring Gear

REQUIRED:

- Sturdy, easy to put on outdoor runners or hikers that elastic/stretch laces / Velcro on.
- Waterproof rain boots or snow boots
 - Wear these or your outdoor runners to and from care depending on the weather.
 - If it is even slightly wet from the night before, or looking chilly, wear boots!
- Waterproof rain coat (lined or unlined)
- Water resistant soft-shell or polar fleece
- Waterproof rain pants
- Sun hat
- Sun screen (as preferred, non aerosol)

Summer Gear

REQUIRED:

- Sturdy, easy to put on outdoor runners or hikers that elastic/stretch laces / Velcro on.
- Water resistant soft-shell or polar fleece sweater
- Sun hat
- Sunscreen (as preferred, non aerosol)



Birthdays & Celebrations

As of July 17, 2026

We look forward to celebrating your child's birthday! Please email the Centre at christie@aspenhillmontessori.ca or strathcona@aspenhillmontessori.ca a minimum of two weeks prior to your child's birthday so we can help schedule the celebration. Please note, celebrating your child's birthday is up to the parent to initiate, the Centre does not remind families. Birthdays are held at 2:30PM, and you will take your child home with you afterwards. We cannot accommodate birthdays earlier in the day for the best regulation of our students.

If you would like to share in the traditional Montessori approach, please bring a poster board with 1 to 3 photos pasted on of your child from each year of their life, including the current year. We recommend grouping the photos by year of age. You can decorate the poster as much as you like to express your child's personality and preferences. *Please note, other decorations such as balloons, streamers, cardboard cutouts, etc. are not allowed in the Centre.*

Montessori birthday celebrations focus around a ceremony called 'The Celebration of Life'. The children sing a special song, and the celebrated child walks one year around a symbolic sun for each year of life. On each circulation, the child and teacher shares memories from that year of life, assisted by the picture board and the parent. We find that this is a wonderful way to recognize the journey of the child as a person and their accomplishments to date. Up to two adults are welcome to attend the celebration by arriving a few minutes before, and departing immediately afterwards. Thank you for understanding that we cannot accommodate extended family beyond the two adult limit or other children under 18. We ask you to remove your shoes, please wear socks or indoor shoes.

Food items intended to be eaten at care are not allowed. Simple food that is sealed / commercially packaged individually and can be sent home (fruit snacks, cookie) or child-safe, non-food gifts may be brought to distribute if you wish, but it is not required. Please note that children will NOT be allowed to eat food-related items while at care. If you choose to bring items, bring one for every child in the class space - please ask your campus administrator for the number of children. Items are handed to families at the end of the care day. Extra items remaining must be claimed by the providing family the following day of care, or we reserve the right to donate them.

Birthday Invitations

If you create a digital invitation or e-mail with birthday details and send to your campus email, we would be happy to do a single-send of the invitation to the children in your child's class with directions for the families to contact you directly if they are interested to participate. Please note, we will no longer be facilitating individual invitations via email.

We cannot send follow up e-mails or reminders for invitations to respect the privacy of families. Thank you for understanding that we are unable to provide children's names for birthday invitations.

If you choose to do paper invitations, please ask the office for the number of children in your child's class, and we can put an invitation in each backpack. If invitations arrive with specific names, we put them in backpacks.



Gifts Sent to Care

We want to create an inclusive care environment that reduces opportunities for children to feel left out or excluded. Thank you for understanding that we do not allow distribution of individual gifts at the Centre from one child to another at care, or 'pass on' of goodies.

Secular Holidays & Religious Observances

We do not celebrate any cultural holidays or holy days school-wide. We do recognize that many families participate, however, Montessori is a non-religious based pedagogy that rather observes cultural celebrations from the perspective of learning.

We do observe generalized themes throughout the year, such as winter celebrations, Fall equinox, peace, etc.

We ask children to not distribute items to friends around these holidays, such as valentines, Halloween candy, Christmas cards, etc. - thank you for your support to keep our Centre an inclusive place to attend.

Cultural celebrations

If you would like to share your family's culture, please speak with your child's teacher. We would love to work with you to include every-day ways to showcase and share language or special cultural celebrations, imagery, cultural dress and food in our teachings to help your child embrace their culture.



Weather & Outdoor Experiences

As of July 17, 2026

Children who attend Aspen Hill Montessori programs go outside most days year-round. Time outside per instance can range from 30 minutes to 1 hour. The Centre uses Environment Canada as our weather resource for official decisions: https://weather.gc.ca/city/pages/ab-52_metric_e.html

Outdoor time may be limited in length or cancelled for temperatures below -20 degrees Celsius including wind chill, above 25 degrees Celsius, or where conditions render any beneficial activity pointless or high-risk.

Administrators at each campus review the individual microclimates in our play spaces immediately prior to going outside to make final decisions. The best interest of the children and the likelihood of ability to conduct beneficial learning activities will always be considered. The age group of your child's program is also be considered (Nido children may not go out on days where older Casa children do.) If you choose to keep your child at home on cold or hot days, please advise your campus email.

We are unable to accommodate requests (even with a medical note) to have a child routinely refrain from outdoor activities to ensure adequate supervision. Children attending care are expected to be well enough to participate in all activities. If your child is unable to be outdoors due to recovering from illness, please keep them at home until they are well enough to fully participate.

If your child has a sun/cold exposure condition (rash, chest congestion, etc.) that is supported by a medical note and emergency plan, we are happy to support by dressing your child in layers of clothing / specialized clothing and / or non-medicated creams you provide that allows them to fully participate in care. If assistive supports are unavailable for their specific condition or if preference is for them not to be outdoors regardless of supports available, please talk to our Admissions team to plan forward for ending care (see our Refunds and Withdrawals Policy for more information).

If a child is reported ill while at care and is waiting for pickup, they remain with an administrator inside until they are claimed.

All children attending and supporting our programs are expected to have appropriate outdoor clothing on-site at all times. Please see the separate Outdoor Clothing Kit List for a complete description of required items.



Weather Emergencies

As of July 17, 2026

In order to meet with licensing requirements, Portable Emergency Information Records are maintained for each child at the Centre. These emergency records are easily accessible to the staff in case of an emergency. These records specific to each classroom are taken off the Centre premises on nature walks, during fire drills, during outdoor gym classes and in the event of an emergency evacuation. It is very important to keep us informed of any change in your child's information as they occur by notifying your campus via email.

Extreme Cold or Heat Advisory

There are days when weather makes travel difficult or attendance unsafe. The Centre follows the recommendations of Environment Canada, Alberta Childcare Services, and/or Alberta Health Services when we make decisions that affect our Centre community. On these days of extreme or severe weather, classes may not be held or care may be ended early at the Centre's discretion. Please watch your e-mail for official notice of closures and early end days.

Refunds are not provided for occasional days (1-2 times per year) when the Centre is closed due to weather. While the Centre attempts to provide reasonable notice (24-48 hours) prior to closure, sudden changes in temperature or weather conditions can lead to less-than-ideal notification windows. The Centre reserves the right to make these closures in extreme situations as needed to protect our vulnerable population, and for the safety of the entire Centre community.

Poor Air Quality

The Air Quality Index (AQI) is based on Environment Canada's resource for official decisions: [Alberta - Air Quality Health Index \(AQHI\) - Environment Canada](#). Outdoor programming will be adjusted based on current air quality conditions and the health and safety of the children in our care.

- AQI 1-6 (Low to Moderate Risk): Outdoor play and programming will proceed as scheduled unless a health condition adds sensitivity.
- AQI 7-9 (High Risk): Outdoor time may be reduced, shortened, or modified at the discretion of the center based on the duration of exposure, the age of the children, weather conditions, and any local health advisories.
- AQI 10+ (Very High Risk): Children will remain indoors for the day with windows and doors shut, and the HVAC air exchanger off to reduce outdoor air entering the building.

The Center reserves the right to keep children indoors or modify outdoor programming at any time due to wildfire smoke, local air quality advisories, or other environmental conditions, even if the AQI has not reached the thresholds above, when it is determined to be in the best interest of the health and safety of the children and staff. Staff will provide alternative indoor gross motor activities and movement experiences to ensure children continue to receive opportunities for active play.



Loss of Essential Services

The center requires access to essential services, including electricity, running water, heating, and other critical building systems, to operate safely and meet licensing requirements.

In the event of an unexpected loss of power, water, heat, or any other essential service that compromises the safe operation of the centre, depending on the nature, severity, and anticipated duration of the disruption, the centre may delay opening, close for the day, or end care early.

If an early closure is necessary, families will be contacted using the primary emergency phone number(s) listed in their child's file and will be required to arrange prompt pickup of their child.

Updates regarding closures, delayed openings, and the resumption of normal operations will be communicated by email. Families are responsible for ensuring their contact information remains current and for monitoring their email for official notifications.

The safety and well-being of the children and staff will always be the primary consideration when making decisions regarding the operation of the centre during service disruptions.

Fire

Please see our evacuation policy for more information.



Allergy / Medically Aware Environment

As of July 17, 2026

If your child has any allergies or medical conditions, please advise staff upon admission so an Emergency Plan / Medication Authorization form and other supporting documentation can be registered as part of the Centre's response plan. The Centre reserves the right to delay entry for students with identified medical conditions until proper paperwork / medication is received to ensure the child's safety.

If a family wants to have a child's allergy / medical condition / rescue medication removed that has been previously identified to AHM, a note from a medical professional confirming the child is condition-free must be received at the Centre. Thank you for understanding that we cannot remove medical conditions/allergies on a parent authorization.

Aspen Hill Montessori is a nut-free environment. Do not send snacks or lunches containing nuts or nut by-products, or they will be removed and disposed of. Our teaching equipment and furniture is used exclusively by the Centre, and is sanitized regularly to ensure a clean environment. The Centre cannot be held liable for activities that occur in non-AHM-dedicated during non-school hours. As such, we cannot guarantee the absence of nuts during non-care hours.



Food & Healthy Eating

As of July 17, 2026

Aspen Hill Montessori creates a healthy eating environment by role modelling healthy eating behaviors and allowing children to decide how much to eat from what is offered. Staff supervising snacks and lunch sit at the level of the children and eat with them, offering support as requested and monitoring for safe food intake. Staff do not use bribes or rewards to pressure children to eat. We encourage mealtimes that are pleasant with positive conversations and focus on independence of eating and selection. Children remain seated while eating and are given at least 20 minutes to eat snacks and meals.

Students are required to have a non-spill water bottle that they can open themselves at all times, in all class levels.

Children bring their own healthy lunches as well as a morning and afternoon snack. We encourage a variety of snacks and lunches that are balanced nutritionally, with as little sugar as possible. Please minimize pre-packaged 'snacks' in a lunch (granola bars, chips etc.); fresh food in resealable containers is best. Juice boxes, pop, chips, cookies, cake/cupcakes and candy affect your child's energy in care and can drastically affect their mood and skills during learning cycles.

Good ideas for children are:

Pretzels

- Berries
- Yogurt
- Cold vegetables and dip
- Applesauce / fruit sauce
- Cheese cubes
- Crackers
- Cold pasta salad
- Bread / bun / pita / naan
-

To increase the amount of time children have to enjoy their lunch, please make your child's lunch as 'self-serve' as possible. We do not heat food in microwaves; please pre-heat food and send in temperature-controlled Thermos-brand containers. Ensure containers are easy to open, and work with your child on how to open items themselves. Send a cold pack if you wish to keep items cool, as we do not refrigerate items.

Staff are also asked to bring healthy choices for food that is eaten in the presence of children. Any 'group food' provided to staff is encouraged to be healthy – crackers, cheese, veggie trays, fruit trays instead of donuts and muffins.

It's important to understand that we cannot force children to eat or drink. As per Alberta Health Services, adults provide the time, space and invitation for children to eat, as well as access to food sent from home. Children decide how much, what to eat, and if they want to eat. If we have noticed that your child has not had anything to drink within a 4 hour period, and if they are unwilling, we call home to advise and recommend pickup. If we notice a longer pattern of an unwillingness to eat or drink (over a 2-3 day period), we touch base to advise via our online app or the office team (phone or e-mail). We encourage all families to ensure their children eat a good breakfast and dinner at home, in case their children are not as interested in daytime food. If you are concerned about your child's intake of food and water at care, reach out to christie@aspenhillmontessori.ca or strathcona@aspenhillmontessori.ca.



Immunization

As of July 17, 2026

We are committed to helping families stay well. When we keep our Centre environment safe, children can attend and derive the most benefit from their class time and parents can attend their own schedules consistently.

We encourage that all staff and students in our Centre complete the immunizations / vaccinations as recommended by Alberta Health Services, appropriate to their age group. Learn more about the immunization schedule at <https://www.albertahealthservices.ca/assets/info/hp/cdc/if-hp-cdc-ipism-routine-imm-schedule.pdf> , and at <https://www.alberta.ca/immunization-routine-schedule.aspx> .

As per Alberta Health Services regulations, staff or children who contract a reportable disease will not be allowed to attend care without full clearance from a licensed medical doctor and based on Provincial isolation periods as at <https://www.alberta.ca/notifiable-disease-guidelines.aspx> . No refunds will be provided for children who miss care or must terminate care based on missing immunizations or reportable diseases.

If there is a verified case of a reportable AHS disease determined in the Centre that your child attends, we suggest that unvaccinated children remain at home until the window of contagion as provided by AHS has passed. We do not provide refunds or credits for missed care or services due to reportable disease absence.



Occurrence / Illness Reporting

As of July 17, 2026

Very minor items (food spills on clothing, bathrooming accidents, hangnails, bump or trip with no visible marks and no First Aid) are shared at the child's regular pickup time and / or via the app and / or via a phone call as determined suitable by the campus administrator.

If a child is reported ill from home or becomes ill at care:

1. The Campus Administrator completes an Illness Form to assist in tracking for AHS purposes
2. Once the child returns, the Campus Administrator completes the form and files with the child's records stored on campus.
3. If a pattern in illness or similarity in symptoms is seen by the Campus Administrator, they inform the Director so additional steps for sanitization or reporting to the Province can occur as per current AHS legislation.

For reportable occurrences (issues that may affect the child's health or well-being), staff must advise their co-teachers in the classroom as well as an Administrator within 10 minutes of occurrence via two-way radio, phone, in-person or text depending on the seriousness of the occurrence. Occurrences / illnesses / injuries where the child's health or physical well-being could be at risk include:

- Head bumps or impacts
- Feeling generally unwell, reported or observed
- Visible illness symptoms
- Collision or physical incident between two or more children, intentional or accidental
- Independent injury (child trips, falls, etc.)
- Slips and falls
- Bumps, finger pinches
- Temporarily misplaced child / cannot find child
- Choking
- Allergic reaction
- Potential for significant emotional or psychological upset / potential upset (swearing, discussing inappropriate topics at the Centre (horror, violence, guns, sex), sexualized commentary or exposure actions, inappropriate body part exposure, inappropriate rude talk, violence, bullying actions)

For reportable occurrences, the Campus Administrator provides an informational call home based on the urgency of the situation to advise if pickup is required or if we will monitor and advise depending on the child's ability to participate in care. Generally, calls home occur within 30 minutes of the occurrence for minor items.



Occurrence / Illness Reporting Cont.

For any reportable occurrence where any First Aid occurs (use of alcohol wipe, ice pack, Band-Aid or more) or a visible mark / potential impact to the child beyond the care day occurs:

- The staff member who was primarily involved in witnessing the occurrence documents their experience by hand using an Occurrence Form, provided by the Campus Administrator. Other staff may support with documentation if required using attached paper to the original form.
- The form is turned in to the Campus Administrator for review.
- Both the Campus Administrator and the Director review the occurrence and the Occurrence Form, and complete the documentation with times and dates.
- The Director reviews the environment and steps leading to the occurrence to see if materials need to be replaced or removed, or if arrangements in a classroom need to be made to prevent reoccurrence.
- Parents are provided the completed Occurrence Form to review via DailyConnect. Completed forms are kept on file with the Centre as designated by current Provincial standards.
- Steps needed to correct the situation for future, if possible and identified, are put in place.

For reportable incidents, we call 911 first if necessary, and ensure the child's situation is stable. The Centre then contacts parents by phone using the information provided on their Parent Contact Form.

Next, the Centre calls Childcare Connect to report the incident.

Following this, the Centre reports through the online Childcare Licensing Portal within 24 hours.

We cooperate fully in all incident reporting investigations, if deemed needed, and participate in fulfilling any plans to correct to prevent reoccurrence.

The following are considered Provincially-reportable incidents:

- If the Centre calls emergency services / 911
- An emergency evacuation that is unplanned
- Unexpected program closure
- An intruder on the program's premises
- An error in the administration of medication by a program
- Unexplained continued absence (3+ days) of a child from the program (parents cannot be reached to confirm the absence and have not withdrawn)
- A child is removed the program by an unapproved person (accidentally or intentionally)
- An allegation of physical, sexual, emotional abuse and/or neglect of a child
- A child left on the premises unattended

If a child goes home with a routine reportable occurrence and the parent later seeks medical assistance AND reports to the Centre that medical was sought, a Provincial report is also filed.



Illness and Pre-Existing Conditions

As of July 17, 2026

Our policies are based on our commitment to help families stay well. When we keep our school environment safe, children can attend and derive the most benefit from care. Our Centre has a firm 'do not attend' approach when your child is ill. If your child has any symptoms of illness, do not bring them to care until they are symptom-free.

Symptoms of illness not acceptable by AHS in group care include:

- vomiting / diarrhea, and/or exposure to an active-symptom gastrointestinal case within the immediate household in the last 2 days
- Diarrhea is defined by AHS as more than one loose or watery bowel movement within a 20-minute time period, normally accompanied by other discomfort
- ongoing severely aching stomach that prevents your child from fully participating
- thick nose mucous of any colour that requires constant wiping (e.g. heavy production down face every 5 minutes)
- sore throat / complaining of sore throat
- deep, chesty cough (e.g. rattle in chest, barking sound, phlegm rattle, etc.)
- dry cough that is frequent and persistent, preventing the child from fully participating
- unknown / new rashes or hives / bumps
- mucous / gooey discharge from the eye (any color)
- red rimmed and/or itchy eyes
- sores on the mouth or body
- severe diaper rash that is causing significant discomfort for the child
- excessive fatigue or listlessness (falling asleep at unsafe times / unable to participate)
- consistent high temperature over 37.7 for more than 30 minutes

Children who are sent home ill from the program or who report in from home as ill may not return to care until they are 100% symptom-free AND fully able to participate in the program.

The minimum return window is one full care day after being sent home. For example, if your child is sent home on Tuesday due to illness, the earliest your child could return is Thursday morning if symptom-free. If your child has lingering symptoms past the return window and you feel they are well enough to be in care, consult with Administration.

AHM reserves the right to require a doctor's note that describes the lingering symptoms and that states that the child is able to return.

Thank you for understanding that parent assurance that the symptoms are not contagious does not qualify for re-entry.



Illness Cont.

If a child presents with illness symptoms at entry, staff reserves the right to refuse admittance to your child (or an affected staff member) and send them home with the transportation person that brought them. The Centre also reserves the right to call the parent / guardian back to Centre for pick up if any symptoms are noticed shortly after drop-off. Thank you for supporting our illness policy to ensure our Centres can remain illness-free as much as possible.

If your child becomes ill while at Centre we notify you promptly so that arrangements can be made within a 30 minute window to take your child home. If we are unable to reach you or you are unable to make plans to arrive within 30 minutes, we reserve the right to call your emergency contact person on your child's records to collect.

Pre-Existing Conditions

If your child has a pre-existing condition, you must complete a set of medical forms. These will include an Emergency Plan and possible Medication Authorization Form for rescue medicines.

The Centre reserves the right to request a detailed supporting note from a medical doctor (identifying condition, symptoms, steps to take at care, medication needed) that is currently dated to support a condition identified by a parent.

For children whose pre-existing conditions require at-Centre medication (EpiPen, ventilator, seizure rescue, etc.), dedicated Centre medication must be checked in via senior staff at the Centre prior to the first day of attendance. It must be clearly labelled in original packaging from the prescribing pharmacy with the student's prescription and name. These are stored out of reach of students, but within quick access if needed in the classroom. Parents remain responsible for replacing medication on-site before expiry dates.

The Centre reserves the right to refuse entry for care to children with pre-existing conditions who require on-site medication, if that on-site medication is not provided by parents and / or is expired.

Administration of Medicine

The Centre is only allowed to administer any medications that are prescribed by a doctor, with the original pharmacy labelling on the package and dosage instructions. Please leave over the counter medication (Tylenol, Claritin, etc.), naturopathic remedies (rub, salves or ointments), or home remedies at home, they cannot be kept at or stored at the Centre. A legal guardian of the child is welcome to stop by the Centre during the day to bring and apply or provide these types of remedies directly to their child if they prefer.

If your child or if a staff member has been cleared of a bacterial infection by a medical doctor, and requires the remaining doses of an antibiotic to be administered at Centre, this is considered on a case-by-case basis.

Antibiotics must arrive in prescribed containers with dosing instructions, and parents or staff are required to complete a Medicine Administration Form to leave with the Centre. All medications are stored in a secure location.



Outbreaks / endemic / pandemic illness

The Centre follows and enforces all quarantine, closure and isolation requirements / recommendations made by Alberta Health Services, the Canadian Federal Government, and / or the World Health Organization in managing and preventing the spread of identified outbreaks, pandemic and endemic illnesses that may affect our city. This may include refusing entry to the Centres for children that have been identified or potentially identified as having been exposed to the noted illness, for the time period recommended by these governing organizations.

The Centre will increase its usual sanitization procedures for high touch points from 3 times per day to 4 times per day to reduce the opportunity for spread of illness.

In the event of a sudden closure without advance notice, Administration makes every attempt to post information on the Centre doors and send updates via e-mail.



Significant Injuries and Returning To Care

As of July 17, 2026

Students may be injured while in care of home that affects their ability to participate independently and safely in care. These are called 'significant injuries'. These injuries may include but are not limited to deep cuts, stitches, broken / fractured bones, twisted wrists or ankles, concussions, burns, temporarily covered eyes, infections that affect balance, etc. Please note, permanent or long-term (2 months+ impairments) that are caused by an event, such as being permanently in a wheelchair, are not covered by this policy and are handled one-on-one with affected families.

We understand that you may wish your child to return to care, to ensure value for your fees paid and to maintain regularity of your child's schedule. However, injuries can make it difficult or impossible for a child to participate safely. For example, if they cannot use their wrist, it will drastically limit the ability to work safely in class (carrying materials, pulling out chairs, balancing to sit down, etc.). A child who is on crutches may stumble on stairs and further injure a leg. A child who has one eye covered may have balance affected, and may mis-step outdoors or tumble off a footstool, increasing the recovery time / adding to the injury.

It is critical to reach out to your campus administrator when your child has experienced a significant injury, before they return to care, so we can create an appropriate return plan together.

If your child has incurred a significant injury, your doctor is the sole source of provide direction on how / when / if your child can return to care. Aspen Hill requires a detailed and personalized note from your child's medical team to assist us in determining when your child can return, the activities they can safely do, and specific indications of what they cannot do. Please note, Aspen Hill follows the most cautious approach provided by physicians (i.e. if they suggest returning to care in 1-3 weeks, we follow the 3 week recommendation). Further instructions on the medical note required is provided by Administration as we set up a return-to-care plan with your family.

While your child is waiting to return to care, we are happy to set up weekly ZOOM calls with their class, if the child is interested / willing, to have them join for virtual carpet time. We are also happy to send at-home, parent-supported activities to try if they are interested.

While your child is waiting to return to care, we are happy to set up weekly ZOOM calls with their class, if the child is interested

Thank you for understanding that all tuition fees remain non-refundable/non-transferrable and must continue to be paid as per your care contract during your child's absence due to significant injury.



Evacuations

As of July 17, 2026

We are required by Alberta Childcare Licensing as well as the Calgary Fire Department to practice unannounced fire drills once a month. All staff are trained on emergency evacuations. Evacuation routes are posted in each room to ensure clarity for all persons working at the time. To be prepared for potential evacuation at any time, all children in the Centre are required to always wear indoor shoes. Indoor shoes must be closed toed, sturdy and close securely, with solid treads on the bottom. Students should wear uniform options appropriate for the season to allow for safe evacuations.

In a drill situation, we mimic the fire bell, and all children leave via assigned exits of the Centre buildings. We gather at our muster point to be counted / do attendance. We then return inside as quickly as possible to minimize exposure of children to the weather, as they do not have their coats on (to simulate a real emergency).

We evacuate the Centre immediately if the fire alarms sound regardless of the situation. Staff gather their class calmly and exit using the signed exit door closest to their location. Teachers take the class Emergency Backpack, which contains emergency contact information for children in the class and rescue medications for children requiring them. If possible, teachers 'sweep' coats to be put on outside once the class is a safe distance from the building at the muster point.

Christie Campus

Children exit through the front doors and line up along the front wall of the Centre. In a true emergency, staff and students proceed to the Muster Point at the edge of the complex on the grass with teacher-provided surrounding supervision. Teachers take attendance for their class and help children put on coats. Administrators evaluate the situation working with first responders as appropriate.

If re-entry to the building is not possible and / or weather is cold, students proceed to Master Rim's Taekwondo Centre in the same complex, or Avenue Health across the complex, depending on the situation. Our evacuation location is indicated on the front doors of the Centre if we must leave to another location.

Staff call parents for early pickup. In the event that parents/ guardians cannot be reached, the emergency contacts will be notified. In order to reach all families efficiently, thank you for understanding that details are not provided over the phone.

Strathcona Campus

Strathcona Campus children meet at a muster point at the edge of the main parking lot next to the sheds, depending on where the issue presents. In the event that a full evacuation is required, children are taken to Sobey's on 14th Ave. SW.

Staff call parents for early pickup. In the event that parents/ guardians cannot be reached, the emergency contacts will be notified. In order to reach all families efficiently, thank you for



understanding that details are not provided over the phone.

Photography and Tours

As of July 17, 2026

Academic Photography

Teachers take photos of children at care to demonstrate how children operate in the classroom environment or with certain activities. These photos become part of a closed Centre system and are only available to AHM administration, AHM educators, and registered parents/guardians of the child. The Image Release does not apply to these photos.

Marketing Photography

If you are willing to have your child be featured as part of our Centre family on our website/socials/videos, you must acknowledge such in an Image Release form, held on record with the Centre for the duration of attendance. This is done as part of your application in our online system. If you decline for your child to participate, you agree that your child may be removed from group photos and / or have their face hidden if a picture including them is featured online. You can change your child's Image Release status at any time. At no time are children individually identified by name.

Per-Child Photos

A professional photographer is on-site two times per year to capture school photos. We will take your child's photo unless you specifically decline via admissions@aspenhillmontessori.ca. The photography session is provided free of charge; any photos you choose to order are at your investment. Pricing is provided after the shoot.

Walking Tours and Open Houses

Small group tours are directly hosted by a senior AHM administrator, and limited time is spent in each class. Open houses are conducted in evenings twice a year for parents and are hosted by senior administration and a selection of core educators.



Program Review and Improvement

As of July 17, 2026

Aspen Hill Montessori aims to continuously improve and grow to meet the needs, ideas and expectations of our community, staff, parents and attendees.

Staff members and parents of current children are invited to provide feedback on their experience with the Centre, as well as their thoughts around overall Centre programming, at minimum once a year through a formal survey. The survey may be distributed electronically through a tool such as Google Forms. Parents can also provide face to face feedback about their child / family experience during parent-teacher interviews in fall and spring each year.

Community members are invited to participate in a survey once per year to evaluate how our engagement with them has been, and where we could improve our relationship.

Questions for our surveys are developed using recommendations on best practices for Centres from across Canada, Provincial Childcare Licensing, and consultation with the Centre ownership group.

Of course, we welcome informal feedback at any time of the year. Parents, community members and staff have the following avenues open to them to communicate with the Centre:

- E-mail to the Centre through advisory@aspenhillmontessori.ca
- Talking to a teacher or administrator through a scheduled meeting

Feedback that is gathered is analyzed as a collective whole and provided to the administration / ownership group of the Centre for consideration. Where possible, we take feedback into consideration as we plan for future growth of the Centre, including investment of time, money and resources.



Technology

As of July 17, 2026

As part of Montessori philosophy, we work to ensure technology is minimized in the teaching of students during our core Montessori programming times of 8:30AM - 4PM.

Between 7:45AM - 8:30AM and 4-5:15PM, educators are permitted to use short, age-appropriate videos to assist in providing optional Special Interest Club topics (Bambini and Casa only). All videos are supervised interactively to foster learning and discussion. From time to time, we may also leverage age-appropriate cartoons as part of our planned Casual Days as a treat or occasionally as part of our Summer Program to encourage rest during the hotter times of the day. All shows are pre-screened and supervised during watch times.

Children are not permitted to have cell phones, smart watches, walkie-talkies, and other digital toys / tablets / communication devices to care. Items found are held and returned to parents at pick up time.

An online / mobile application is used to communicate information home on a regular schedule about children's academic, social and emotional progress in the classroom.



Grievances

As of July 17, 2026

A parent who is uneasy about any aspect of the Centre's provisions should first discuss these concerns with the Centre's Administration team at the door or via phone. We believe children and parents are entitled to expect careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community to resolve concerns as quickly and reasonably as possible.

If you are unable to resolve your concerns in person, e-mail any concerns on day-to-day items to management@aspenhillmontessori.ca. For serious concerns, mail advisory@aspenhillmontessori.ca. Administrators consult with the teaching team to gather information, and then set up a phone call, ZOOM, and/or in-person meeting with parents to discuss. If no resolution is developed, Administration involves a Licensing representative and / or ownership representatives. Collaboration between all parties is essential.

The Centre reserves the right to return all refund-allowed payments as per signed child contract and cancel the enrollment of a family with due process and notice to said family if a mediated agreement cannot be abided, or if the Centre feels that the child's or family's needs cannot be best met by the Centre.

Allegation against a staff member or the Centre

As of July 17, 2026

If an allegation is made against a member of staff or the Centre from a parent, another co-worker or from a child's disclosure, it must be reported in writing to advisory@aspenhillmontessori.ca. It is important to remember that a disclosure doesn't necessarily mean that the alleged occurrence has taken place. An investigation is launched internally to gather information. Families are provided with an opportunity to provide more information via a phone call, ZOOM call or in-person meeting. Provincial Childcare Licensing and / or Alberta Health Services may be involved as appropriate. All information gathered is provided to a neutral third party such as a third-party mediator for review.

During the investigation, the staff member and / or family and / or child(ren) concerned must be supported and treated with respect. Allegations are very upsetting and stressful, and it is important that the staff member and/or family and/or child(ren) are not judged until the result of the investigation is made final. If it appears from the result of the investigation that the allegations are justified, the Administration instigates disciplinary procedures in full consultation between ownership and legal counsel.



Discrimination-free Environment

As of July 17, 2026

Aspen Hill Montessori maintains and conducts all practices relating to enrollment, discipline, and all other terms and benefits of childcare services in a manner which does not discriminate against any child, parent or family specifically on the basis of:

- Race
- Colour
- Origin
- Nationality
- Immigration status
- Religion
- Marital status
- Sexual orientation
- Gender identity
- Socioeconomic status
- Disability

The Centre may decline admission to a child who is not within the age limitations of the program for insurance and licensing restriction reasons, or whose social / emotional / behavioral / developmental needs are not best met by a rigorous independent-oriented academic learning environment.

Provable discrimination against any of the above listed items by any member of the teaching or administration staff is grounds for immediate dismissal with cause from the Centre.

Provable discrimination against any of the above listed items by the adult members of any family whose child attends the Centre against any other parent of or child who attends AHM is grounds for immediate termination of services provided to the family committing the offense.



Resources and Links

As of July 17, 2026

We encourage our families and parents to reach out for ideas, assistance, and support in raising your family! We're here to support each other and ensure that you have a successful experience as a parent.

Child care questions

Childcare Connect: 1-844-644-5165

Health questions

Alberta Health Services Environmental Public Health:

- the division that supports childcares, for questions on health standards in childcare: <https://www.albertahealthservices.ca/eph/eph.aspx>

Health Link Alberta:

- nurse assistance for basic health questions: Dial 811

Alberta Children's Hospital – 2888 Shaganappi Trail NW, 24 hour emergency care

Help finding a family doctor: <http://search.cpsa.ca/physiciansearch>

Priority allergens in children: <https://www.canada.ca/en/health-canada/services/food-nutrition/food-safety/food-allergies-intolerances/food-allergies.html>

Aspen Pediatric Speech Support - for assistance with ESL or speech delays:
<http://www.aspenpediatricspeech.com/>

Westside Child Psychology - for assistance with behavior concerns, delays:
<https://www.westsidechildpsychology.com/>

Family questions

Family Violence Information Line	310-1818
Non-Emergency Police Line	403-266-1234
Mental Health Crisis Line	1-877-303-2642
Poison Control	1-800-332-1414
Child Abuse Hotline	1-800-387-5437

Parenting classes and support through Families Matter: <https://familiesmatter.ca/our-programs/>

This information is provided as a service to parents, and does not form a part of school policy.