ROUND HILL SCHOOL HANDBOOK

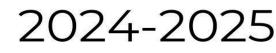


TABLE OF CONTENTS

Introduction & Contact Information	1
Bell Schedule & Kindergarten Days	2
Mandate & Mission Statement	3
Student Behavior Information	4
Behavioural Matrix	5
General Information (Agricultural Program, Communication, Supervision, Breakfast Program, Recess)	7
General Information (Lunch, Inclement Weather, Homework, Bus Issues, School council, Clothing)	8
General Information (Footwear, Toys, Cellphones, Student of the Month, Student Evaluation)	9
Student Supports (Administering Medication at School, Accidents, Visitors)	10
Student Supports (School Attendance, Emergency Procedures)	11
Extracurricular Sports	12

INTRODUCTION

Round Hill School serves the community of Round Hill as well as the surrounding countryside. Our busing boundaries are set, but our attendance boundaries are very flexible, as we accept students from anywhere. We have 116 students enrolled in the 24/25 school year. The school provides a full educational program for children in Kindergarten to Grade 9. One of the many advantages to our program is the small size of many of our classes. Students are always able to get the individualized support they need. As well, every staff member knows every student and it is truly, "A village raising every child". There is a strong music program that may include choir, instrumental music, and band for students in Junior High. Our Junior High students go to the Composite High School in Camrose one morning a week for option classes.

Round Hill School also has a growing Agricultural Education program that is a combination of hands-on and curricular education. Our school is located in a small community enriched with a long history of agriculture. We have implemented a robust agricultural program that enhances the academic experiences of our students while nurturing practical lifelong skills and environmental awareness. This infusion of land-based learning ties into curriculum outcomes in science, social, language arts, and math while acting as a cornerstone of our commitment to holistic education for all students. From hands-on activities such as planting in the spring to harvesting in the autumn, guest speakers, workshops and demonstrations, our students are gaining valuable insights into sustainable agricultural practices, the value of land stewardship, and the importance of local food systems. Students are challenged to think critically, apply theoretical knowledge to real world situations and apply these principles at scale. Additionally, our agricultural program fosters teamwork, intergenerational relationships and responsibility as students work together and alongside members of the greater Round Hill community. Our agricultural program continues to grow and evolve, tailoring the experience to student interests and available resources.

With a focus on integrating practical life skills, environmental awareness and fostering community connections, the school has developed a unique meal program that has been successfully running for three years. This program is designed to provide students with real-life experiences in planning, preparing, and serving balanced meals to their peers and community members.

Each year, junior high students at Round Hill School participate in the Alberta Food Safety Basics course, equipping them with essential knowledge on food safety and hygiene. With this foundation, students then take on the responsibility of planning nutritious, well-balanced meals. They begin by researching recipes that cater to diverse dietary needs and preferences, ensuring each meal is both health-conscious and delicious.

To source ingredients, students collaborate with local farmers, bakers, and grocery stores, strengthening their ties with the community and supporting Alberta's agricultural economy. The meals are prepared at the local community hall, where students work side-by-side with community volunteers, creating a supportive and collaborative learning environment through the intergenerational relationships that are created.

From start to finish, students are involved in every step of the process: planning the menu, sourcing ingredients, preparing the dishes, and ultimately serving the meals. Afterward, students manage the cleanup, emphasizing responsibility and teamwork.

This meal program is more than just a cooking class; it's an opportunity for students to gain hands-on, practical experience in food preparation and event planning. Beyond the kitchen skills they acquire, students also develop invaluable leadership and teamwork abilities. By working closely with peers, teachers, and community members, students learn to communicate effectively, solve problems, and manage resources efficiently.

At Round Hill School, the meal program represents an example of our commitment to empowering students with real-world skills, fostering community connections, and promoting a holistic approach to education that extends beyond traditional classroom learning.

CONTACT INFORMATION

Round Hill School Office StaffPrincipal:Mr. Brian HorbayAdministrative Assistants:Mrs. Pat McManus

Please note a complete staff list is published in the first newsletter and is available on our website

Telephone: 780-672-6654 Email: <u>bhorbay@brsd.ab.ca</u> Hours of Operation: 8:00-3:30 weekdays

Battle River School Division

Our school is part of the Battle River School Division. Their website <u>here</u> and it contains up-to-date information including district policies and procedures, and school calendars for the current and upcoming years.

Keeping YOUR Personal Info Updated

It is important that the school have **current** contact information for parents and guardians of ALL students. This includes accurate phone numbers for parents/guardians during the school day. Also, please inform the school if there are any address or phone number changes during the school year.

ROUND HILL SCHOOL BELL SCHEDULE

8:40	Call-in Bell		
8:45	Morning Announcements		
8:47 - 9:28	Period 1		
9:28 - 10:09	Period 2		
	Recess		
10:27 – 11:08	Period 3		
11:08 – 11:49	Period 4		
11:49 – 12:32	Lunch and Recess		
12:32 – 1:12	Period 5		
1:13 – 1:52	Period 6		
	Recess		
2:10 - 2:50	Period 7		
2:50 - 3:30	Period 8		

Note:

- Students should arrive no earlier than 8:25 because supervision of students does not begin until 8:25 and students cannot go in the school until the doors open at 8:40.
- Starting in 2024, staff meetings will be on one Friday per month. Please see the 24/25 <u>calendar</u> for dates. This calendar is the same for all the schools in Battle River.

<u>Kindergarten Schedule</u> Our kindergarten programs operate as follows:

First Semester

Tuesday and ThursdayStart time:8:45 amEnd time:3:30 pm

Second Semester Tuesday, Wednesday, Thursday Start time: 8:45 am End time: 3:30 pm

There are separate Kindergarten calendars because some days change throughout the year. Kindergarten school calendar can be found on our website.

OUR VISION AND MANDATE

Round Hill School is part of the Battle River School Division and operates under the authority of School Board Policy and Regulations and provincial legislation. We strive to provide students with an exceptional educational experience in an environment that is safe, positive and equitable.

At Round Hill School, we have a simple goal - everything we do, we make sure we place Students First! We believe that *"it takes a village to raise a child"* and our actions reflect that belief. Our vision is the same as vision as BRSD:

Every Student, Every Day, A Success.

OUR MISSION

At Round Hill School we will:

- ✓ Build character and social awareness to foster **RESPECT**
- ✓ Strive to provide a safe and caring community where student can put forth their best EFFORT
- ✓ Encourage student success everyday through encouraging proper ATTITUDES
- ✓ Foster resilience in our students so they become strong LEADERS

Our aim is to create a learning environment that:

- ✓ fosters responsibility and accountability,
- ✓ addresses varied learning styles,
- ✓ encourages development of good communication skills
- ✔ promotes physical, emotional, and social well-being
- ✓ helps students become adaptable in an ever-changing world.

STUDENT BEHAVIOUR AT SCHOOL

Our behaviour policy is built around R.E.A.L. The goal is to help students have great attitudes and become leaders. This means putting in the effort to be respectful. Examples of these expectations include:

- Respecting others and their property
- It is the students' responsibility to listen to instructions and work hard while respecting those around them.
- Students are expected to behave in a manner that makes others feel they belong to at school
- As children begin to demonstrate the behaviour expected of them, they gain more independence to make their own choices.
- Students are expected to make positive choices and, if they do, they will be provided the freedom to continue. If they make poor choices, their independence will be limited until they learn how to make appropriate choices.
- Students have the right to hear and be heard. It is the students' responsibility to respect other people and. students will not act in a manner that hurts someone else-either mentally or physically.
- Students have the right to be safe at school. It is the students' responsibility not to threaten or physically harm any person.

Students have the right to privacy and to their own personal space. It is each students' responsibility to respect the personal property of others, help others feel they belong and treat other people like you would want them to treat you. In this way students come to understand the quality of behaviour expected. The balance of rights and responsibilities must be a part of ALL school activities, including behaviour at recess, sporting events and on the bus. Should a student not abide by basic guidelines of proper behaviour, there will be natural consequences for his/her actions.

Behavioural Matrix

Our Behaviour Matrix is centered around teaching our students about Respect, Effort, Attitude and Leadership. Students, staff and parents created the matrix and believe that respect, effort, attitude and leadership are the foundations for learning, developing into a character person and success in life. The matrix below shows students what these behaviours may look like throughout the school.

AND	Keep it REAL!								
*	Art/Music Room	Classroom	Hallways	Gym	Washrooms	Entrances	Bus	Recess	
Respect	Celebrate others' abilities Put supplies where they came from Let the teacher teach Let your classmates learn	Let the teacher teach Be courteous Raise your hand and be acknowledged before speaking Let your classmates learn	Walk quietly Use "silent voice" Keep your hands to yourself Get to your destination quickly Carry belongings safely	Treat and use equipment property Follow directions Follow game rules Put equipment away property	Use inside voice Respect personal space	Use inside voice Use appropriate door Respect others' belongings	Listen to the bus driver Use appropriate language and tone of voice Use kind words Keep the bus clean	Use kind words Take turns Share equipment Following directions from supervisor Put equipment away	
Effort	Focus on your work the entire class Do your best work Be willing to try new things	Work the entire time Complete all work on time Come prepared for class Keep organized and neat	Take one step at a time on stairs Walk Keep the hallway tidy	Participate consistently Try your best Wearing appropriate indoor only footwear	Flush the toilet Wash your hands Conserve water and paper towels	Place footwear on racks Wipe your feet Keep boot room neat and organized	Follow safety rules Be on time Keep your belongings out of the aisle Wear appropriate clothing	Agree on, and play by the rules Enter and exit school quickly when bell rings Stay in the designated areas Wear appropriate clothing	
Attitude	Be a willing participant Accept that everyone's work will be different	Contribute to class Be responsible for your own learning Treat others fairly Accept others	Be considerate of classroom learning Be considerate of others Patiently and quietly wait for doors to be opened	Play fairly Show good sportsmanship Cooperate with others	Return promptly to class	Demonstrate courteous behaviour Keep hands and feet to yourself	Care for the bus Accept all individuals as unique Consider the important role of bus drivers	Put garbage in the garbage can Use your hands and feet respectfully	
Leadership	Consider <u>other's</u> feelings Encourage others Take initiative	Lead by example Be a positive role model Encourage others	Model proper behaviour for others	Include and encourage others Display a positive attitude Wait patiently for door to be unlocked	Consider the privacy of others Wait for natural breaks	Model positive behaviour Use outdoor equipment in the appropriate place	Consider rights and feelings of others Encourage others to follow safety rules	Model safe behaviour Include everyone who wants to play	

Helping Students Learn From Their Mistakes

Round Hill School is a community of approximately 120 students and staff. It is therefore important to have well-established rules and routines in place for the well-being and protection of all. Students are expected to be serious about their studies and responsible for their decisions. That being said, we realize that everyone makes mistakes and it is our job to help the students correct those mistakes and teach them so they don't make the same mistakes again

We believe that maintaining the dignity of each person is crucial to promoting responsible behaviour. We believe that teaching individuals to take responsibility for their behaviour is essential for success in their own lives. As students show that they can make good choices, they gain independence and are enabled to make more choices. Our goal is to provide students with opportunities to make responsible choices and become responsible and caring members of the community. As much as possible we rely on natural consequences so the indiscretion and consequence are closely tied together. Positive, appropriate behaviour will be recognized and celebrated.

We strive to make Round Hill a school with a positive atmosphere where every staff member is responsible for every student and every student is respectful of every staff member. We encourage students to feel good about attending, doing their best, and getting along with others. We will demonstrate respect by:

- Being courteous to peers, all staff members and bus drivers
- Raising hands before speaking in class
- Using appropriate language and tone
- Having pride in self and school
- Dressing appropriately
- Following the school rules
- Treating the property of others as we want our property treated

GENERAL INFORMATION

Our Agricultural Program

Round Hill School is located in a vibrant community enriched with a long history of agriculture. We have implemented a robust agricultural program that enhances the academic experiences of our students while nurturing practical lifelong skills and environmental awareness. This infusion of land based learning ties into curriculum outcomes in science, social, language arts, and math while acting as a cornerstone of our commitment to holistic education for all students. From hands-on activities such as planting in the spring to harvesting in the autumn, guest speakers, workshops and demonstrations, our students are gaining valuable insights into sustainable agricultural practices, the value of land stewardship, and the importance of local food systems. Students are challenged to think critically, apply theoretical knowledge to real world situations and apply these principles at scale. Additionally, our agricultural program fosters teamwork, intergenerational relationships and responsibility as students work together and alongside members of the greater Round Hill community. Our agricultural program continues to grow and evolve, tailoring the experience to student interests and available resources.

Communication

There are many ways we communicate. We have a website. We are on social media. The school newsletter is published each month. The newsletter is one of many important communication links between the school and home. Each edition highlights important information as well as events and activities that have taken place. A monthly calendar is attached with important upcoming school dates. The link for our newsletter is sent out to parents as soon as each newsletter is completed. School Messenger is also used by our office staff to inform everyone by text or email of what is happening. As well, teachers send out monthly information on what is happening in their classroom. As well, many teachers use internet-based Apps like Seesaw and Remind to keep in touch with parents. When all else fails and you need to know something, please call the school!

Students are ALWAYS Supervised

Staff members supervise inside and outside the school every time the students are not in class. There is no supervision outside prior to 8:25 so we ask that they arrive on school property no earlier than 8:25. The bell to call students inside rings at 8:40 and classes start at 8:47.

Students are supervised in their classrooms as they eat lunch and at recess time. Students who encounter any problems during these times should seek assistance from the staff member on supervision. There is no supervision at the school after the buses leave at the end of the day, approximately 3:40.

Breakfast Program

For a good number of our students, the day starts with our breakfast program. We operate a free breakfast program each morning for any interested students. It runs from 8:40 a.m. - 8:47 a.m. and is provided by school parent volunteers. Food bins are dropped off at each classroom and students are welcome to grab whatever they need from the bin to get their day started!

<u>Recess</u>

There are three recess breaks during the day. Students head out to their designated areas: K-3 on the playground, 4-6 on the soccer field and 7-9 on the west side of the school. Each of these areas is supervised every recess by a staff member wearing a safety vest so they can easily be found in case they are needed. Students are expected to be respectful and responsible in their behavior and as always, students are encouraged to speak with a supervisor if they are unable to settle their problems on their own.

Lunch

Lunch is from 11:49-12:10. Students eat lunch in their classroom. Homeroom teachers supervise students at lunch. There are no microwaves in the elementary classes because it simply takes too long for students to heat up their food and eat. With 15-25 students in each class and each "heat up" taking at least two minutes, students run out of time. Therefore we ask parents to provide lunches that do not have to be warmed up. In this way, students eat for the entire 20 minutes instead of waiting in line at the microwave. At 12:10 students head outside for their noon recess break and the students come back inside for their Period 5 class at 12:30.

Inclement Weather

Students are expected to come to school dressed for the weather so they can go outside at recess and get some fresh air. However, there are times when the weather does not cooperate and students will have their recess inside. If the combined temperature and wind-chill is colder than -20, we will have the students stay inside.

Polar Bear Club

Students who have signed permission from their parents are able to participate in the Polar Bear Club. Club members, if dressed appropriately, are allowed to go outside for recess until it is -25. This Club provides students with an option of going outside and getting fresh air, even if it is colder than -20 or they may choose to stay indoors.

Homework

Homework can have many benefits for young children. The amount of homework will depend on the grade level, ability and effort of the student, and the daily demands of the curriculum. Teachers at Round Hill School try to limit homework to a minimum. That being said, if the student is not using class time wisely, the student will be expected to work at home on the learning they missed out on in class. Remember, encourage your child to read for at least 15 minutes every evening.

Bus Issues

There are times when your child gets home and tells you about something that happened on the bus. You have a number of questions but don't know what to do or who to call. **The first step is to call the bus driver** and see whether they can shed some light on the issue. It is their bus and they take great pride in making sure things run smoothly so they will be very grateful that you called and talked with them. If the bus driver is unable to assist you, **then call the principal.**

School Council

School Council consists of a group of parents, staff and community members who collaboratively promote the well-being and effectiveness of the school community. The school council is an effective way of providing input and support to the school. All parents are encouraged to become involved in our school council. Meetings are generally once every few months and are announced through School Messenger, posted on the website and on social media. We encourage everyone to attend!

Student Apparel

School should be considered the "workplace" for students and they should be coming to school ready to learn. Therefore, students are expected to wear clothing that is respectful. Clothing with pictures or slogans containing profanity, language or images that are inappropriate for a public school setting are not permitted. If the administration feels your child is wearing clothing that could be viewed as inappropriate, a discussion with the parents or guardians will determine the course of action. As for hats, students are allowed to wear hats as long as they do not cause issues. If a teacher asks a student to remove their hat while in the classroom, the student is expected to comply.

Footwear

All the students (from grades K-9) are required to remove outside footwear when they enter the building. Students will need to have another pair of shoes/runners to wear inside the school and for use in the gym. Please make sure these indoor shoes are non-marking.

Toys, Electronics and other Games

As school is considered the workplace for student learning, <u>all</u> toys, electronic games, and trading cards are to be left at home. If a student wishes to bring something on the bus to entertain themselves, the toy/electronics they bring must be kept in their locker until hometime. Students are encouraged to be active outside and interact with other students during recess times. Toys/cards brought to school can be left with the teacher during the day and then sent home at the end of the day.

Cell Phones

Recently, the Alberta Government has banned cell phones from classrooms across the province. In many cases parents have given their child a phone as a convenient means of being in contact with them for safety outside of school hours. With that in mind, there is no reason for any student to need to carry a cell phone during the school day, as parents can be in contact with them through the school office according to established practice.

The various capabilities of cell phones have rapidly evolved and some schools have had to deal with serious issues involving cell phones and other personal communication technology. We would like students to leave their cell phones at home. However, recognizing that some students may require a cell phone, students are asked to bring cellphones to the office and place the phone in a cell phone holder. The students are allowed to come retrieve them at breaks , but must return them to the office when classes start. If a student brings a cellphone to school and the phone becomes a problem, the principal will call and speak with the parent or guardian to come up with a collaborative solution. The school is not responsible for lost or stolen phones.

Student of the Month (R.E.A.L Awards)

Every month each homeroom teacher selects a student from their class to be recognized as the Student of the Month. The teacher will create a certificate describing the student's respectful actions, effort, attitude and leadership qualities that led to recognition. These students will be acknowledged and celebrated at our monthly assemblies where they will also get to select a prize. Parents and guardians will be notified prior to the assembly so they can attend if they are able to.

Student Evaluation

Teachers continually evaluate student progress on a formal and informal basis for the purpose of maximizing learning. Formative assessment is used to help the student learn while summative assessment is used to measure student learning at any given point in the year. In sports terms, formative would be practice while summative would be "game time!".

There will be no printed report cards in 24/25. Instead, teachers will provide feedback on various assignments the students complete. These comments can be found by looking at your child's marks in PowerSchool. Round Hill School uses PowerSchool. This program allows parents to access their child's marks and comments electronically. Please give our Administrative Assistant a call and she will provide you with everything you need for site access. As well, there are two scheduled Parent-Teacher interview times, one in the Fall and one in the Spring. Parents and guardians are encouraged to maintain communication throughout the year with their child's teacher. Please feel free to call at any time to discuss your child's progress.

STUDENT SUPPORT SERVICES

We want to ensure that all students learn the skills and knowledge to be self-reliant, responsible, caring and contributing members of society. One of the ways we do this is to help students become resilient, fostering in them the skills necessary to solve problems they encounter.

Our staff members are ever present to assist students with issues that may arise. Furthermore, we have a Family Wellness Worker (FWW) who is in the school once a week. Our FWW works with students and their families to make sure the school experience is a positive one.

Student Health/Administration of Medicine at School

Parents have the responsibility to inform the school about any chronic illnesses or medical conditions their children may experience (example: diabetes, asthma, epilepsy, allergies). This information is usually provided on the registration forms completed in September or upon registration to the school. If your child's medical information changes in the course of the year, please contact the school office.

It is a BRSD policy that no <u>non-prescription</u> drug shall be administered to the students. Parents may request that ongoing prescription medication be administered to a student during school hours. In such cases, requests shall:

- Be in writing **and signed by a physician** using BRSD form 316-1 (*Medication Administration Request and Authorization Form*);
- Specify the time(s) at which such medication is to be administered;
- Specify the exact dosage to be administered;
- Specify the duration of the treatment; and
- Outline procedure(s) to be followed in case of adverse reaction.

Accidents and Illness at School

When a student becomes ill, and is too ill to remain in class, the teacher will send the student to the sick room and inform the office. Parents will be contacted and asked to come pick up their child. If a child is too sick to remain in class, they are too ill to remain at school. Parents who are working at a job where they are unable to pick up their children should make alternate arrangements with a friend or relative to pick up their child.

All injuries to students will be addressed by our staff who have training in First Aid. Whenever a student is injured at school, we will call the parent or guardian and talk about whether the child should stay at school or whether the child should be picked up by the parent or guardian. Please inform the school of any new developments regarding your child's health.

Visitors to the School

For the safety of our students and staff, we request that all visitors to the school report to the general office upon arrival. Guests are expected to sign in and sign out. Except for the front door, all exterior doors will remain locked while classes are in session.

School Attendance and Lates

Regular school attendance contributes significantly to academic success, social wellbeing and the feeling of belonging at the school. Student regular attendance at school is very important for students and, under the Education Act, is the responsibility of the parent or guardian. Regular attendance requires a cooperative endeavor between students, parents, teachers, and the school administrators. Parents are requested to notify the school regarding each absence by phoning the school anytime before 9:00 am and leaving a message stating the reason for the absence. The school phone number is 780-672-6654

Teachers will take daily attendance in the morning and afternoon. For safety reasons, the school Administrative Assistant, through School Messenger or direct calling, will make every effort to contact parents or guardians at home or work to follow up on all unexplained student absences.

Daily attendance is electronically recorded and will form part of the information reported to parents and referred to by school administration when there becomes a pattern of unexcused absences. According to legislation, parents and guardians have the responsibility to *"ensure that the child attends school regularly"*. A pattern of unexcused and frequent absences will be followed up by the homeroom teacher, school administration, and if necessary, the Division's attendance officer.

Emergency Procedures

At times it may be necessary to take precautions and put extra measures in place to make sure the students are safe. Sometimes this may mean evacuation or keeping the students secure within the building. Staff and students practice these drills throughout the year. Here are four of the most common procedures:

Fire Drill: Fire drills are scheduled several times a year. Students are taught regular fire exits and alternate fire exits. Students should move in a quiet, orderly fashion to their designated meeting place outside the school and quietly await further instructions. An administrator will confirm with each teacher that all students are accounted for. Then an all-clear signal will be given to return to the school.

Shelter-in-Place: This emergency procedure is also used for an event occurring inside or outside the school. For example, if there is a storm outside, we would keep the students inside until the storm passes; or there may be a medical emergency in the school and we need to keep the hallways clear so we can deal with it.

Hold and Secure: The intent of this emergency procedure is to protect your children from an event that may be happening in the neighborhood. Hold & Secure is a response to a threat and/or incident in the general vicinity of the school, but not on or very near to school property. School life continues as normal inside the school; however, as a precautionary measure, outer doors are locked and no one enters or leaves the building.

Lockdown: This takes place when there is an immediate threat to the students in the school. All exterior doors are locked and all the students are asked to go back to their classrooms and the doors are locked. The goal is to prevent someone from entering classrooms. Students stay in their classrooms away from doors and windows and are quiet.

EXTRACURRICULAR SPORTS PROGRAM

Having a child participate in organized sports at the junior high level is a very rewarding experience for both the parent and the child. The information below provided a brief overview of our program

Extracurricular Fees

Our fees are determined and posted to our website each year. Our fees subsidize the cost of the program. Our biggest cost is transportation. For example, busing to any game played at another school costs an average of \$250.00. When you consider that we travel eight times during league play for volleyball and basketball, the travel alone is \$1000 for each sport, and this does not include playoffs or tournaments. After you add in the fee for referees and other costs, extracurricular sports become quite costly for the school..

Transportation in Private Vehicles

Transportation to and from athletic events is a major component of our sports program because of the costs incurred. This is why we sometimes ask parents to transport athletes. While you can always transport your own child, you are not allowed to transport any other athlete unless you have filled in all the paperwork and are officially approved by BRSD. BRSD requires parents to fill in the *Student Transportation in Private Vehicle* Form (559-1). You must have \$2 000 000 in insurance coverage, no more than four demerits and you have to notify your insurance company that you are transporting students. If you are willing to drive, please ask for this form and hand it in as soon as possible. Having parents drive instead of having to take a bus reduces the fees we charge.

Most Important - We Are All Volunteers!

Remember that we are all volunteers. Teachers, community members and parents volunteer their time to coach teams. These coaches put in tremendous effort and generously donate many hours of their time (200+ hours a season) so your son or daughter will have the opportunity to participate in athletics at Round Hill School. Students working the score clock or doing lines at a volleyball game volunteer their time. There may also come a time when you want to complain. Keep in mind that everyone is working toward the same goal – to provide your child with a first class experience!