



Policy and Regulations

GARDERIE LES PETITS ANGES DE WESLEY INC.

Garderie Les Petits Anges de Wesley
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DAYCARE KEY RULES

- ♥ Children need at least one month to feel comfortable at the daycare centre.
- ♥ Generally speaking, long goodbyes do not make parting easier. While we recommend ALWAYS saying goodbye, doing so repeatedly and coming back many times only heightens the insecurity on the part of the child. If you or your child is experiencing separation anxiety, please discuss this with your child's educator. They will have several options or suggestions that may help you and your child make this transition smoother.
- ♥ Please refrain from discussing your child (or someone else's child) in front of the children. The educators will be glad to discuss your child out of the classroom at a convenient time, or by phone/e-mail if necessary. Children are aware of when they are being discussed.
- ♥ You will need to confirm your child's presence. Attendance sheets are near the cubby area and must be signed at the end of every month. This is a requirement of the \$7.00 per day program.
- ♥ Call the daycare centre to let us know if your child is not coming in for that day. The telephone number for the daycare is (514) 489-4588. The daycare has a voice mail for messages if there is no answer.
- ♥ When you pick up your child, your child becomes your responsibility. It is difficult for a child to distinguish who is in charge when this is not made clear. Please do not let your child run in the daycare centre in the afternoon. Some classes are closed OR educators are still trying to run their programs.
- ♥ The playground is a very busy and often difficult area for the educators to supervise. You can greatly help us by making your pick-up **prompt and clear**. Give your child 5 minutes to finish his activity, say goodbye to the educator (important so that we know who has left), and then leave with your child. It is tempting in the summer for the playground to become a social gathering place. However, this leads to many adults standing around chatting while children are running, without proper supervision from parents or educators (as each thinks the other has the children). ALWAYS ENSURE GATE IS CLOSED!
- ♥ Please wash your child's hands when you enter the daycare centre in the morning. Many germs are brought into the daycare by way of dirty hands, and we would like to encourage everyone entering the daycare to wash at a sink or use the anti-bacterial hand cleansers at the door when they arrive.
- ♥ To avoid lost items, please label your child's clothing, especially mittens, snow pants, boots etc. These items are all very similar in style.
- ♥ Each classroom has a bulletin board located near the door to the classroom. Read regularly for current information pertaining to your child's classroom activities.
- ♥ In the event of a school closure due to bad weather or other deterrents, please check the centre's voice mail by calling the daycare centre before you leave with your child. A message will be posted that will explain the situation and give direction.

THE DAYCARE CENTRE

The daycare centre is a private and incorporated organization under Part III of the Companies Act. It is administered by a board of directors belonging to Garderie Les Petits Anges de Wesley Inc. It is fully insured. We are a non profit organization.

The corporation holds:

- A private permit for 69 children issued by the Ministère de la famille et des aînés
- A program respecting the Quebec Government's reduced contributions
- An occupancy permit from the City of Montreal
- A certificate of compliance from the Ministère du Travail pertaining to safety in public buildings

The daycare centre respects and complies with the laws and regulations governing private daycare centres in Quebec. Garderie Les Petits Anges de Wesley meets the standards detailed in the book of regulations regarding private daycare centres. We are part of the Quebec government's program respecting reduced contributions that offers our families daycare services at a reduced rate. The daycare centre welcomes children aged 18 months to 4 years old. Our full time educational program is taught in both French and English. Our younger children benefit from a bilingual teaching style, and our older children enjoy the challenge of a French immersion system developed by the daycare centre's team educators.

OUR MISSION

Our daycare centre promotes the fundamental principles of child development. The actions and decisions of the administration, as well as the actions and teachings of the educators, all coherently reflect educational values aimed at furthering the harmonious development of children from all walks of life. Our organization recognizes the uniqueness of each child's personality, level of understanding and pace of learning. We strive to offer stimulating activities on a daily basis that will allow each child to interact with his environment. In this way, we can promote concurrently the child's physical, intellectual, language, emotional/ social and creative development. Our educational mission consists of creating situations in which the children will derive satisfaction and pleasure from actively participating in the learning process, in effect becoming their own agents of development. We encourage the children to interact with their physical and human environment through play and personal creativity. Since play is a privileged aspect of a child's development, we recreate situations in which they will be encouraged to manipulate, explore, experiment, observe and express themselves. Our aim is to help the child build his sense of self, and acquire an understanding of others and his environment. In addition, our centre invites parents to get involved and become partners in their child's development and, by extension, in the development of all the children in the group. We therefore welcome parents to invest time and energy in any given project intended to enhance the knowledge of staff and children or simply to support the educators in their work.

OUR PHILOSOPHY

We believe that children are our future. As a team of caregivers, we are dedicated to loving, raising and teaching the children of our centre in partnership with their parents and families. We, the staff of Garderie Les Petits Anges de Wesley, consider ourselves to be an extension of the child's family. We aim to work towards the betterment of every child's life in the spirit of love, tolerance, good intentions and cooperation.

PHYSICAL ENVIRONMENT

The daycare centre is located in the heart of N.D.G. The centre is easily accessible and, thanks to its environment, offers a wide variety of interesting and stimulating activities to the children it welcomes. The centre has spacious, bright, clean and well-ventilated facilities. There are four large classrooms, a gymnasium, a fully equipped kitchen, offices and an outdoor play area. The outside play area has safe equipment adapted to the children's needs. Such a rich environment is conducive to a wide range of educational activities that are used to full advantage in the children's daily routine. Les Petits Anges de Wesley is an integral part of the Wesley Community Centre, which has been deemed a heritage building, rich in beauty and history.

EDUCATORS

The centre's team of educators is dynamic and well qualified. Fully qualified educators lend their time and experience to assistant educators and staff members, and oversee the operation of the bilingual and immersion programs. They are available to ensure that curriculum implementation and conflict resolution operates smoothly at the centre. Each employee of the daycare centre must undergo an extensive interviewing process. Reference checks and police checks are performed before anyone can join our team. What's more, in order to remain up to date with the latest methodologies and technologies, students from CEGEPs and universities are invited to further their studies by working with the educators.

CURRICULUM

Our highly trained and nurturing staff plans and prepares age appropriate curriculum that ultimately reflect the interests of the children in their care. These programs are based on an open-ended framework approach of educational practices selected from the program developed by the Quebec government "Jouer c'est magique." Our educators understand that children are active learners who thrive best through their play. The learning environments are designed to promote and foster the development of the whole child. Classrooms are well equipped and maintained with age-appropriate toys, computers, and books.

Every day begins with the consideration of each child's plans for a happy day. Educators facilitate and help the children to accomplish their daily goals and each day ends with a sharing of these experiences. Art projects are proudly displayed in our centre. Informative parent bulletin boards are kept updated. The daycare's website is another useful means of communication. Special outings and parent/educator events are frequently planned throughout the year; parents are given advance notification of the outings. Our curriculum is taught in two languages, French and English.

The school year is divided into two programs. The regular program begins in September and finishes at the end of June. The summer program covers the months of July and August. Many fun and recreational activities are planned during this time.

REPORTS FROM EDUCATORS

Each parent will receive a daily report of events and news from their child's classroom. These communications will be sent by email. Parents may also speak to their child's educator in the morning or evening of each day. Please note that educators have a limited amount of time

during the day to speak with parents. It is best to use email as a form of communication, or parents may request an appointment with their child's educator and/or the daycare director.

Report cards are issued twice yearly (November and May). At this time parents are invited to attend parent-teacher meetings. As well, an educator may contact parents to apprise them of any concerns she might have with their child. Do not be alarmed! In the early years, children develop at different rates. However, when a child seems to be further behind in a specific area or areas, the daycare will inform parents of their concerns. An initial meeting will be set up with the parents, educators and director to discuss concerns over your child's progress. The educators and director will also listen to parents' input and observations. From that point, they will set up a plan for more observation and possibly some practical work to target the areas in question. A follow-up appointment will be made, and at that point, they will reassess the child's issues and determine whether progress is being made or whether a professional evaluation is needed.

PARENT INVOLVEMENT

We encourage parents to participate actively in the daycare. Their presence in the daycare and their concrete participation are a necessary and vital part of who we are. As part of the daycare's extended family, parents at Les Petits Anges help in a vital way with the children's wellbeing at the centre. The daycare appreciates the parental participation for each child, whether it is by accompanying for an outing, participating in a classroom workshop, or helping with fundraising events, etc.

SUGGESTIONS AND COMPLAINTS

The daycare permit holder or any person representing the permit holder must collect and process all complaints coming from a staff member or a parent.

All persons can formulate a complaint to the daycare:

- 1.1 To denounce an act or a situation prevailing in the daycare which could insinuate a failure to meet certain obligations as outlined in the rules and regulations, or if they witness an act or a situation which threatens the health, safety or wellbeing of a child.
- 1.2 When they believe that a staff member or any other person acting on behalf of the permit holder is failing to meet an obligation or obey a regulation imposed by the rules and/or regulations, or that they are not acting fairly.

Persons designated to receive complaints:

The daycare guarantees the availability of a complaint processing service during opening hours. To do so, the general director and the assistant director (as a replacement) are designated to receive and process complaints.

Complaint processing

The general director processes all complaints with diligence and makes sure they are acted on. The general director allows the person formulating a complaint to expose the nature of their complaint, to supply required information when necessary, then directs the person formulating the complaint to the appropriate interlocutor, person or organisation, when applicable, and validates the complaints merit to the concerned person(s).

Receiving a complaint

A person who has a complaint to address can do so verbally or in writing. This person is not required to identify themselves. However, the general director, the assistant director or the educational director will ask that the person identify themselves, assuring the confidentiality of their identity, providing that they need to communicate with them the measure being taken in regards to their complaint. For each complaint received, the general director will open a file using the form "Complaint reception and processing" to collect the pertinent information.

When a complaint is done in writing, the general director will send the person who made the complaint a notice of receipt if this person has provided their name and address.

If the general director is absent for less than 24 hours, the assistant director or the educational director will offer to the person who is making the complaint to communicate with the general director at another given time in the day or takes note of the persons contact information so that the general director can communicate with them at another time in the day.

However if the general director is absent for a longer period of time, the person receiving the complaint must direct the complaint to the person best suited to treat it.

Complaint examination and treatment:

When the general director receives a complaint, she must first determine the nature of the complaint to identify the measures to take to treat it. In all cases, a report written by the general director must be included in the file of the concerned person.

If the complaint does not come under the daycare's ability, the person who is making the complaint will be referred to the organisation which has jurisdiction on the matter.

If the complaint is regarding an abuse, a mistreatment, an attack or any other act of similar nature brought on a child, the general director must immediately warn the **Youth and Child Protection Center**. The general director will then collaborate with the representatives of the interested organisations.

Complaint follow-up

The daycare must make sure that the situation which led to the complaint, when the complaint is valid, is corrected.

If the situation is not corrected and happens again, the general director must submit a written report of her observations.

File retention

All complaint files prepared by the daycare as well as all documents demonstrating the appropriate follow-up on the complaints are confidential and kept under lock and key. The only people allowed access to these files are the general director, the assistant director and the educational director, and only when necessary for the application of the mandates that they are entrusted with by law.

All persons can formulate their complaint to the *Ministère de la Famille* when they believe that the daycare is not meeting the requirements or is not following protocol, as outlined in the rules and/or regulations.

INTERNAL REGULATIONS

BUSINESS HOURS

The daycare is opened from 7:00am to 6:00pm, Monday through Friday, and provides qualified staff during that period. Each child is entitled to 10 consecutive hours of subsidized care per day. As well, parents have the possibility to pay a charge of 5\$ for one additional daily hour of care, above and beyond the 10 hours of subsidized care. Should you have extra care requirements please be sure to contact the director of the daycare for more details.

Parents are asked to respect the daycare center's operating hours. Late fees will be administered to parents who arrive after 6:00pm to pick up their child. The first two times parents pick up their children late, they will be charged a fine of \$1 per minute. The fine will increase to \$2 per minute starting from the third offence.

Parents are asked to act diligently when picking up their children at the end of each day. Parents are kindly asked to leave the centre quickly with their child to maximize control and security. For safety reasons, the children must be welcomed by an educator when they arrive and be dismissed by an educator when they depart. With everyone working towards the same goal, we will ensure the children's constant supervision. Finally, parents must advise the educators by letter or in person when another authorized person will be picking up their child.

The daycare will try to inform parents of possible school closures due to bad weather the day before. However, since this is not always possible, parents should check the daycare's phone message and/or their email in the morning if there is extreme weather in the forecast. If the greeting message is the regular message, then the daycare will be opened and operating as usual. If there is an alternative message, please listen carefully to the directives.

If the weather conditions in any given day go from bad to worse, the daycare will close early to avoid major problems at the end of the work day. The daycare philosophy is that it is better to provide limited service whenever possible rather than none at all.

- Whenever very bad weather is predicted in the media, parents are asked to have a back-up plan for their child ready and in place.
- Parents are asked to keep watching the weather reports (Environment Canada and Montreal Weather Station) for updates on weather and road conditions.
- Parents are asked to not call/or listen to the radio station for mention of our daycare's closure. Most daycares do not use this method of notification.
- Parents are asked to demonstrate co-operative and respectful behaviour, and must provide the daycare centre with a number where they can be reached at all times.

In the event that an emergency evacuation or that an early school closure is requested, please see Liane Tusa should you require more details. In emergency cases, the children will be evacuated from the daycare to Lower Canada College, located at 4090 Royal, Montreal, Quebec, H4A 2M5. Liane Tusa will be on location in the event of an emergency.

CALENDAR

The daycare is open 261 days per year. The daycare will be closed on public holidays and on certain pedagogical days. Parents will receive confirmation of the exact days when the daycare is closed at the time of registration.

The daycare reserves the right to close the center in emergency cases.

ADMISSION POLICY AND WAITING LIST

The daycare centre accepts children from all walks of life, aged 18 months to 4 years old. We are here to serve our community by opening our doors to residents, students, and workers primarily of the N.D.G. area. The daycare has a permit for 69 places, of which 9 are reserved for new immigrant families. In collaboration with HIPPIY Montreal, a non-profit organisation located in N.D.G., the daycare will assist new families with their integration to our community by offering our daycare service. The waiting list for full-time positions operates on a first-come-first-served basis with priority given to siblings and other family members of children already registered at our centre and to the children of the daycare staff. The daycare's administrative staff will review applications and establish programs of integration for all new children. All applicants are required to complete an application form.

All interested applicants must register their child on the waiting list by completing the online application form (www.petitsanges.ca). Each application is dated, timed and filed. Please do not call the centre concerning your child's placement on the waiting list. You will receive a phone call from our administration should a place become available.

EXPULSION POLICY

If a child presents serious discipline or adaptation problems, the daycare management and the parents will discuss how to assist him (for example, request professional help). If after a reasonable time the situation continues to the detriment of the other daycare children, the daycare management will present the case to the Parent Committee. If the situation does not improve, after consulting the child's parents, it is possible that the parents be asked to remove the child from the daycare, as outlined in the daycare policy. The procedure to follow is described here.

- a) The daycare management schedules a first meeting with the parent to elaborate an action plan and a writing notice is given to the parent;
- b) Pursuant to the first meeting with the parent, the child remains under observation for a two (2) week period. A second meeting is then scheduled with the parent to examine the child's progress. If there is improvement, a written summary is given to the parent. However, if the unacceptable situation continues, a second notice is given to the parent,
- c) If there is improvement following the second notice, the child stays at the daycare with a note in his file, or
- d) If the unacceptable situation continues to the detriment of the daycare's other children, the daycare management will produce a third notice which will in effect be a removal notice which will specify the date of the child's removal from the daycare.

In cases where a child has passed the probation period but whose unacceptable behavior develops or persists, then the above mentioned procedure will be applied.

Unacceptable behavior

Here are a few examples of behaviors which, when repeatedly present, are unacceptable:

- Physical aggression: biting, hitting, fighting, pushing,
- Verbal aggression: abusive language, racism,

- Negligence in regards to safety: throwing toys or equipment which could harm another child, running away,
- Vandalism: damage to property, to daycare materials
- Theft

After meeting with the parent (and specialists when necessary), an intervention plan will be developed to guide the educator in her educational process. All parties can refer to this guide to ascertain the child's progress or the development still required in order to reach the established objectives.

SECURITY POLICY

Garderie Les Petits Anges de Wesley is protected by an electronic restricted access system. All doors leading to the centre are locked from the inside. Everyone must enter and exit the daycare centre from the main entrance, 5970 Notre-Dame-de-Grace Avenue. It is obligatory to enter a child's classroom code on the front door key pad or to ring the bell and identify oneself. Each individual is responsible for following these procedures in order to maintain a high level of security. Access codes are highly confidential. Arrival time at the daycare centre is restricted from 7:00 am to 9:00 am. Outside of these times, only visitors with appointments will be received onto the premises.

Pre-authorized persons are allowed to drop-off and pick-up the children from the centre. Written permission from the child's parents or legal guardian is required for special cases. Educators will ask for a piece of identification when necessary. If a child is to be absent on a particular day, parents are asked to call before 10:00 am to advise the centre.

During arrival and departure times parents are expected to be fully responsible for their own child. Parents are asked to enter and exit the building in a timely fashion to avoid congestion and added confusion, especially during rush hour intervals. All visitors must make an appointment.

In the event of an emergency where evacuation is necessary, all personnel and children must exit according to the floor plans located near the exit door in each classroom. If the church building cannot provide adequate sanctuary, Lower Canada College (4090 Royal Avenue) is prepared to accommodate our staff and children. If needed, someone from the staff of Garderie Les Petits Anges de Wesley will contact the children's parents or legal guardian. In order to assist us in any urgent situation, the daycare centre has a Building Manager who is available upon request. The daycare centre will practice the emergency evacuation procedure several times a year. Advance notice will be given. The daycare centre is also protected by a fire alarm system and security alarm.

The foyer of daycare belongs to the Wesley Community Centre, and we are obliged to conform to their regulations regarding access and safety standards. Parents are required to return their stroller home with them; if this is not possible, the bike stand outside can be used for large strollers. Parents are asked to lock them securely to the stand.

DAYCARE RULES

1. Do respect arrival and departure times.
2. Do enter the daycare centre through the main door only.
3. Do not enter or exit through the gymnasium glass door facing the entrance foyer or any

of the centre's emergency doors.

4. Do close all doors behind you.
5. Do practice stranger awareness.
6. Do act responsibly and do your share to help protect the children of the daycare centre.
7. Do not give your door code to anyone else... including your child!
8. Do walk instead of running when in the daycare centre.
9. Do enter and exit the building in a timely fashion.
10. It is forbidden to smoke anywhere in the building or on the premises.
11. It is strictly forbidden to bring nuts or peanuts to the daycare.
12. Strollers are not allowed inside the premises.
13. Plastic bags are not permitted in the daycare.
14. Boots are not to be worn inside the centre.
15. Animals are prohibited from entering the premises.
16. Only authorized persons or people with an appointment are allowed inside.
17. Rude or disrespectful behaviour is not tolerated.
18. Only authorized persons are allowed in the kitchen and office area.

CLOTHING AND FOOD POLICY

CLOTHING

Since the children are very active throughout the day, they may get dirty. Parents must provide their child with a full change of clothes. All children must wear non-slip shoes (no slippers) in the daycare at all times. The centre recommends that children be dressed comfortably and appropriately so that they can move about freely. The educators will bring the children outside every day (weather permitting). Appropriate clothing should therefore be provided for outdoor play. Given the number of children in the centre, we request that parents identify all the child's clothing and belongings with a name tag. Bedding is brought home each Friday of the week to be washed and returned on the following Monday. The centre recommends that parents leave the child's toys and books at home, as well as articles that could be lost, unless prior approval has been obtained from the child's educator. Parents are required to provide diapers, wet wipes and any other hygienic supplies. Please refer to your child's classroom handbook for more details.

FOOD

In keeping with the requirements of the government's reduced contributions program, we offer our children a hot meal at lunch and two snacks each day. Our food caterer is fully licensed and prepares homemade food items and menu plans that respect the Canadian Food Guide. A "no nuts policy" is in place as is an alternative meal menu for vegetarians. The centre has fresh bottled water and milk available to all classrooms. For special occasions, such as birthdays, please consult your child's educator. Gum and hard candy are prohibited.

HEALTH AND HYGIENE POLICY

HEALTH AND HYGIENE

Medication, antibiotics and other treatments to be administered to the child must be placed in the locked box specially designated for this purpose in the refrigerator (out of children's reach). These items must be prescribed by a doctor and brought in the original container

bearing the prescription label. In addition, parents must fill out and sign a form authorizing the educator to administer the medication to the child. This form is available in each class in specially marked boxes. Since cleanliness and hygiene are important, the administration has the authority to send a child home if it feels it necessary. For the same reasons, educators are not responsible for cleaning children's soiled clothes, which will be placed in a disposable bag in the child's school bag. In an emergency, the administration also has the authority to decide whether a child should be transported to hospital.

The educators emphasise the importance of hand-washing after using the washroom, playing in the sand, doing arts and crafts, playing outside, as well as before and after all meals and snacks. We ask that parents make sure that their child's hands are clean when they enter the daycare.

HEALTH (CONTAGIOUS SYMPTOMS)

Every morning children will be checked for signs of illness. Children should be healthy when brought to the facility. The rules of the daycare are as follows:

1. NO FEVER OVER 100.4 DEGREES (or over 99.4 if taken under the arm) FOR 24 HOURS without medication.
2. NO VOMITTING FOR 24 HOURS.
3. NO DIARRHEA FOR 24 HOURS (defined as 2 or more very loose bowel movements).
4. NO CONTAGIOUS DISEASES (this may include rosella, strep throat, chicken pox, pink eye, head lice and impetigo).

If a child is found to have any of these symptoms while in the daycare, parents will be notified immediately, and the child will be required to leave the facility within one hour and may not return until he/she is symptom-free for 24 hours. As a precautionary measure, a child sent home for fever will have his/ her temperature taken by the staff upon their return. Any child suspected of having a communicable disease needs a written release from his/ her physician to return to daycare. In the event that one or more children contract a communicable disease, all parents will be notified. If the daycare educator becomes concerned about the health of a child for any additional reason other than those outlined above, the parents will be notified and required to seek medical attention for their child immediately.

If in any classroom more than 30 percent of the children are affected by an outbreak, the daycare reserves the right to close the classroom in order to sanitize and contain the disease. In extreme cases or situations, the daycare may have to close the daycare centre entirely. The daycare will keep parents informed and posted on all issues related to school and class closures.

MEDICATIONS

Each parent is required to provide a bottle of acetaminophen and fill out the required form.

A medication authorization form must be completed by the parent and include the child's name, dosage, possible side effects, name of medicine, specific time to be given, parent signature and current date. All prescriptions must be labelled with:

-child's name

- time(s) to be dispensed
- specific dosage
- doctor's name and phone number
- pharmacy name and phone number
- possible side effects

Diaper cream must be provided by the parent and the appropriate form must be signed.

PARENT COMMITTEE

The daycare centre has a parent committee composed of five parents whose children attend the daycare centre. The members of the committee are elected by the parents of Garderie Les Petits Anges de Wesley during the annual general assembly. The daycare will inform parents of the names of the parent committee members.

Committee meetings are held four times a year (quorum of 3 members) and a general assembly for all parents is held before October 15th of each year. The daycare must give a ten (10) day advance, written notice to the parent committee declaring the date, time and agenda is given before every meeting. This notice is also given to all other parents of the daycare.

Once elected, the members will choose a chairperson to direct the meetings and a secretary to record the minutes of each meeting. The parent committee respect the rules outlined in the committee's internal regulations. The government can, by law, enact rules pertaining to the parent committee's operation.

The parent committee will be consulted on all aspects pertaining to the children, specifically on:

- implementation of the curriculum;
- acquisition and use of educational materials and equipment;
- location or the change of location of the centre;
- use of physical space;
- services provided;
- processing of complaints.

When a vacancy happens, the daycare will schedule a meeting to fill the vacancy.

The daycare must keep all documents relative to the parent committee on file for a five year period.

FIELD TRIPS, SPECIAL EVENTS & OUTINGS

Our daycare offers the children who are registered a chance to participate in our field trips, special events and outings. Two music concerts and celebrations are held each year in December and June. Please note that extra fees may apply for special activities only.

Please note that during the summer months most classrooms organise two or three field trips a week. Additional charges may apply. Your child's educator will keep you well informed of

the scheduled field trips.

The daycare reserves the right to plan other outings and events should there be a desire or an interest to do so.

REGISTRATION & CONDITIONS

REGISTRATION TERMS AND CONDITIONS

The registration period for September of the following school year takes place in March or April. Parents of currently registered children must reserve their child's place. Following this, we will contact parents from our waiting list to register for any new place that becomes available.

The following documents are required at the time of registration:

- Daycare contract
- Government forms for subsidy
- Post-dated cheques for daycare fees
- Child's vaccination record
- Child and parents' birth certificates
- Medicare card
- Proof of the child's and parents' status.

Please call the centre during the month of March to schedule an appointment or a tour of the daycare.

PAYMENTS

- (a) Daycare fees are payable in twelve instalments of post-dated cheques due at time of registration, made out to the daycare centre. Please refer to our payment schedule insert for monthly amounts. Income tax receipts will be distributed to parents by February 28th of each year.

A \$25.00 fee will be administered for the first NSF cheque or late payment. Second and third NSF cheques or late payments will be administered a \$50.00 fee. After the third offence, the child will be asked to leave the daycare.

- (b) Withdrawal

Parents are asked to advise the daycare as soon as possible before removing their child from the daycare centre so that the necessary adjustments can be made. The daycare centre reserves the right to charge parents 10% of the price of the agreed upon but not rendered services (refer to the annual contract) or \$50.00, whichever is the lesser amount at the time of withdrawal. The daycare will supply the parent with a copy of the *Office de la protection du consommateur* termination form, proof of service and a copy of the child's registration form.

- (c) Vacation, illness, and statutory holidays

Parents must continue to pay daycare fee during their child's vacation as well as any absenteeism due to illness. Parents will also be required to pay fees for statutory holidays, but are not required to pay when the daycare is closed due to pedagogical days.

- (d) Outings

A detailed description of each outing, including the cost, will be provided to the parents

at least 10 days before the scheduled outing. The parents must then return the permission slip to the educators, indicating whether or not their child has the permission to participate in the outing. If a parent refuses to allow the child to participate, the daycare must provide the care services to which the child is entitled.