



Policies and Rules

GARDERIE LES PETITS ANGES DE WESLEY INC.

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1. GENERAL PRESENTATION

THE DAYCARE

Garderie Les Petits Anges de Wesley is a private and incorporated organization under Part III of the Companies Act. It is administered by a board of directors and 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 respects and complies with the laws, regulations and standards governing private daycare centres in Quebec. We are part of the Quebec government's program respecting reduced contributions that offers our families daycare services at a reduced rate. The daycare welcomes children aged 18 months to 4 years old.

The children are divided into groups based on their age and as follows: Purple Room (18 to 23 months), Blue Room (24 to 35 months), Yellow Room (36 to 47 months) and Green Room (48 to 59 months). The ratio educator/child is 1 educator for 8 children, except in the group of 48 months to 59 months where the ratio is 1 educator for 10 children.

During arrival and departures times when group sizes fluctuate children may find themselves temporarily regrouped with other children of different age groups in this way the ratios are always maintained. The daycare centre has a minimum of 8 educators and 1 assistant educator who is placed where most needed.

We also reserve the right to place children in groups best suited to their developmental needs. This will be done in consultation with the child's parents.

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 create 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 centre is located in the heart of N.D.G. It 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 rooms. There are four large classrooms, a multi-purpose room, a fully equipped kitchen, cubby area, foyer, offices and an outdoor play area with 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. The daycare is an integral part of the Wesley Community Centre, which has been deemed a heritage building, rich in beauty and history.

2. OUR PROGRAM

CURRICULUM

The daycare offers an educational program. Our highly trained and nurturing staff plans and prepares age appropriate curriculum that ultimately reflect the interests of the children in their care. 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, puzzles, and books. For reasons of safety and security we ask parents not to bring any personal effects from home (toys, games) to the daycare centre except for plush toys or dolls for comfort during nap time only.

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.

Our fulltime 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 program developed by the daycare centre's team of educators.

In each class the daily program, the menu and other useful information is sent to parents by email. Each class has their own individual email address.

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. Our art projects are proudly displayed throughout the daycare centre.

It is a requirement of the Child Care and Early Years Act that each child in attendance rests daily for no more than two hours. The child's age and individual needs are considered when implementing a rest routine. The Centre provides each child with an assigned napping mat. Parents are asked to send a light blanket daily, which must be taken home for washing weekly or as required.

Children's rest time is monitored by staff ensuring that a regular visual check is completed.

EDUCATORS

The centre's team of educators is dynamic and qualified. Educators lend their time and experience to assistant educators, and oversee the operation of the educational program. 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 fieldwork by working with the educators.

All staff, volunteers, or student interns must provide a clear Vulnerable Sector Check before beginning employment, placement or internship. An individual who begins work prior to completion of a vulnerable sector check will only have supervised access to the children, which is in the presence of a senior staff and will not be left alone with children. Annually staff, volunteers, or student interns will submit a signed Offence Declaration Form, except a year in which a vulnerable sector check is obtained. Each Offence Declaration Form shall be current to within 15 days of the anniversary date of the previous Offence Declaration Form or Vulnerable Sector Check and shall address the period since the most recent Offence Declaration Form or Vulnerable Sector Check.

Our educators normally take their vacation during the months of June, July and August. As well, they can have sick days, personal days or maternity leave. In cases like this a replacement is provided and the parents will be advised in writing.

FIELD TRIPS, SPECIAL EVENTS & OUTINGS

Our daycare offers the children who are registered a chance to participate in our field trips, special events, activities and outings. An annual music concert and celebration is held each year in June. During the summer months most classrooms organise daily outings to local parks. The daycare will plan other outings and events should there be a desire or an interest to do so. Your child's educator will keep you well informed of the scheduled field trips. Please note that extra fees may apply for special activities only. Currently our daycare centre offers music, fitness, and swimming. See your child's educator for more information

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. Any private or confidential information concerning a parent or their children will be sent in a separate and distinct email specifically to the parents concerned or whenever possible information will be transmitted person to person.

Please note that educators have a limited amount of time during the day to speak with parents, so you may also consider using the following means of communication: email, telephone, or parents may request an appointment with their child's educator and/or the daycare director. 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 or e-mail if necessary.

Report cards are issued twice yearly. At this time parents who are interested are invited to attend parent-teacher meetings. The purpose of these meetings is to set aside time to answer any questions, comments or concerns that parents may have regarding their child's development or the integration and adaptation of their child into the daycare centre. This is an excellent way to reinforce communication and collaboration between parents and their child's educators.

As well, an educator may contact parents to apprise them of any concerns she might have regarding their child. Do not be alarmed! In the early years children develop at different rates. However, when a child seems to be exhibiting special needs in a specific area or areas of development, the daycare will inform the parents of their concerns.

An initial meeting will be set up with the parents, the educators and the director to discuss these concerns. The group will also discuss a plan of action that will include further observations and when necessary the implementation of activities to stimulate the development of the child. A second meeting will follow whereby the educators will re-evaluate the situation to determine if progress was made or whether an evaluation by a professional is necessary.

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.

PARENT COMMITTEE

The daycare centre has a parent committee composed of five parents whose children attend the daycare centre. The parents of the daycare elect the members of the committee during the annual general assembly. The director of the daycare will keep a list of parents interested in joining the committee. Should a vacancy happen before the end of the term the daycare centre will hold a meeting of the parents in order to permit them to elect a member to the vacant spot.

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.

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, which 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.

3. DAYCARE SCHEDULE

CALENDAR

The daycare is open 261 days per year.

The daycare will be closed on the following days: Labour Day, Thanksgiving Day, 7 days during the Christmas week, New Year's Day, Good Friday, Fête des Patriotes, Saint-Jean-Baptiste, and Canada Day for a total of 13 days per year. Parents must continue to pay their daycare fees during these closures. Each year a calendar of closure days is given to parents.

In the case where a holiday falls on the week-end, the daycare will close on the Friday or the Monday closest to the holiday. The daycare reserves the right to close in an emergency.

BUSINESS HOURS

The daycare is open 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 at the cost of \$8.25 per day.

Parents are asked to respect the daycare centre'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.

ATTENDANCE

You will need to confirm your child's presence. Attendance sheets are in the classroom and must be signed at the end of every 4 weeks. This is a requirement of the Ministère de la Famille et des Aînés. Call or email the daycare centre to let us know if your child is not coming in for the day. Please see your child's educator for the appropriate email address. The telephone number is (514) 489-4588; the daycare has a voice mail for messages.

DAILY SCHEDULE

7h00: arrival time (free play in the multi-purpose room or in the classrooms) - children may be multi-age grouped

9h15: morning snack

9h30: toileting/diaper change

10h00: circle/welcome time (stories, discussion)

10h30: outdoor play/free play multi-purpose room/arts & crafts

11h30: lunch

12h30: toileting/diaper change

13h00: nap time/rest period

15h00: toileting/diaper change

15h30: afternoon snack

16h00: outdoor play/free play multi-purpose room/arts & crafts

17h00: departure time (free play in the multi-purpose room or in the classrooms) - children may be multi-age grouped

18h00: closing

Outdoor Time: Children will experience a minimum of thirty minutes outdoor play time, if weather permits.

CLOSURE IN CASE OF BAD WEATHER

The daycare will try to inform parents of a possible closure due to bad weather or other reasons by telephoning or emailing the parents before daycare starts on the day of the closure.

If the major school boards on the island are closed then the daycare centre will be too. 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.

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 workday.

The daycare's philosophy is that it is better to provide limited service whenever possible rather than none at all. For any question relating to an early closure, do not hesitate to contact the daycare directors, Liane Tusa or Jane Gai, for more details.

4. SAFETY AND SECURITY

SECURITY

The daycare is protected by an electronic restricted access system, a fire alarm system, and surveillance cameras. It is forbidden to smoke anywhere in the building or on the premises. We have surveillance cameras in all the classrooms, the gymnasium, and the yard. The cameras are used to ensure safety, security, and protection for the children and staff. Random spot checks are performed using the cameras ensure the children are being well supervised and cared for at all times. All exits and entrances are supervised. The video deletes footage automatically.

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. Do not enter or exit through the gymnasium glass door facing the entrance foyer or any of the centre's emergency doors. Animals are prohibited from entering the premises.

Please close all doors behind you and practice stranger awareness. It is obligatory to enter the 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 so please do not give your door code to anyone else... including your child!

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.

Injuries and accidents are documented and communicated to parents verbally and through an Incident or Accident Report Form at pick up time. Parents are notified of serious injuries immediately and receive a copy of the report on the day of the accident or incident.

In the event that a child requires emergency medical care, parents will be contacted immediately and whenever possible will be asked to accompany their child from the Centre for treatment. However, if the staff feel that the need for medical attention is immediate, the child will be taken by ambulance or taxi to a hospital in the company of a staff member. Parents will be immediately notified to meet the child at the hospital.

Photos and videos are taken, with parent's consent, for programming purpose or internal use only. For any external use including posting on the newsletter or the daycare's website, parent will be consulted first and is asked to sign a photo consent form. To respect privacy of all the children and families that we serve, we ask that parents refrain from posting pictures or video clips of children from the centre unless written permission is received from the parents of each child photographed.

ARRIVAL AND DEPARTURE

Pre-authorized persons are allowed to drop-off and pick-up the children from the centre. Parents must advise the educators by letter, by email or in person when another authorized person will be picking up their child, must provide the picture of the authorized person. Educators will ask for a piece of identification when necessary.

During arrival and departure times parents are expected to be fully responsible for their own child. 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. Some classes are closed and, in other classes, educators are still trying to run their programs. Rude or disrespectful behaviour is not tolerated. As well, only authorized persons are allowed in the kitchen and office area.

We ask that everyone remove their shoes and boots before entering the daycare, for health and safety reasons, and to protect the floor surface. Children must bring a second pair of shoes to be worn only inside the daycare. During the winter months, the foyer will be separated into clear "wet" and "dry" zones to avoid any water and snow from entering the daycare. We ask all parents' cooperation in respecting this rule. Please make sure to remove your boots or to cover them properly.

For safety reasons, an educator must welcome the children 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. Parents are asked to enter and exit the building in a timely fashion to avoid congestion and added confusion, especially during rush hour intervals.

Parents are also asked to act diligently when picking up their children at the end of each day and to leave the centre quickly with their child to maximize control and security. The playground is a very busy and often difficult area for the educators to supervise. Give your child 5 minutes to finish his activity, say goodbye to the educator, 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). Also, ALWAYS ENSURE THAT THE GATE IS CLOSED!

Parents will receive suggestions to help their child integrate to the daycare. New 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.

If anyone authorized to pick up your child (including a parent) arrives intoxicated or Staff deems this person a potential risk to the child, the Centre has the right to refuse to release the child to this person. The child can be released to a different person provided that they are on their pick-up list. If the parent refuses to authorize another designated person, Staff members have the right and will inform the police

and a children protection agency in the interest of the safety for the child.

EVACUATION

In the event of an emergency where evacuation is necessary, all personnel and children will 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, Montréal) is prepared to accommodate our staff and children. Liane Tusa or Jane Gai will be on location in the event of an emergency.

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.

5. HEALTH AND HYGIENE

FEVER AND CONTAGIOUS SYMPTOMS

Children must be healthy when brought to the daycare. Every morning, children will be checked for signs of illness. The children must show:

- NO FEVER OVER 38 C° or 100.4 F DEGREES (or over 37.5 C° or 99.4 F if taken under the arm) FOR 24 HOURS and without medication
- NO VOMITTING FOR 24 HOURS
- NO DIARRHEA FOR 24 HOURS (defined as 2 or more very loose bowel movements)
- 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 (fever, vomiting, diarrhea etc.) 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. Parents are asked to demonstrate co-operative and respectful behavior, and must provide the daycare centre with a number where they can be reached at all times.

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. In an emergency, the daycare also has the authority to decide whether a child should be transported to hospital.

MEDICATION

The basic law states that educators are not permitted to administer medication without the written authorization of a parent and that of a member of the College des medecines du Quebec. In the case of prescription medicine all pertinent information from the pharmacist needs to be included on the label such as: name of medication, date of expiration, dosage, duration of treatment. Parents also need to confirm in writing the dosage, the possible side effects, the name of the medication, the precise time that the dosage is to be administered.

Exceptions:

- Acetaminophen (ex: Tylenol) this can be administered and insect repellent applied to a child without medical authorization. Parents must complete and sign the necessary forms regarding the administration and application of these products. (these forms are given to parents at the beginning of the year).
- Nasal saline drops and oral rehydration solution can be administered and diaper rash cream, calamine lotion and sunscreen can be applied to a child without a medical authorization, provided they are given with the written permission from the parent.

The following drugs can be administered by the educators without the authorization of a health care professional, but with the parent's authorization: nasal saline solutions, oral hydration solutions, diaper rash cream, bubbling gel in the following format: disposable for temperature measurement, the moisturizer, lip balm, calamine lotion and sunscreen.

The administration of medication is registered on a form kept at the daycare. This registry contains the name of the child, the name of the medication as well as the date and the hour that the medication was given, the dosage given and the signature of the person who administered the medication.

Medication, including insect repellent, must be placed in the locked box specially designated for this purpose, out of reach of children, away from food, toxic products, cleaning products and medications. The epinephrine auto - injector should never be locked, but must be out of the reach of children.

According to the above rules, the parents are asked to provide the following items: sunscreen, acetaminophen (ex: Tylenol), nappies and diaper rash cream (ex: Zincofax).

HEAD LICE

The daycare has a structured policy in regards to head lice. Parents will immediately be informed by phone if lice or nits are detected in their child's hair. The child will need to return home as soon as possible if living lice or nits located within 1cm of scalp are detected. If the parent cannot be reached, the child will be removed from his classroom.

The parents need to apply a lice treatment at home notably a lice shampoo according to its prescribed instructions and nits will need to be removed manually (either with a lice comb or fingers). The scalps of each family member will also need to be examined by a parent to rule out the presence of lice or nits. A child is permitted to return to daycare once all of these steps are taken. Before reintegrating the daycare, a staff member will need to examine the child's scalp to confirm the absence of nits and lice.

A notice will be sent to all of the families of a classroom if there has been confirmed presence of lice. Parents having received this notice will need to examine their child's hair and scalp and return a completed questionnaire the following morning. The daycare reserves the right to proceed to screenings if many cases of lice have been reported within the same group.

HYGIENE

We ask that parents make sure that their child's hands are clean when he joins his classroom in the morning. Many germs are brought into the daycare by way of dirty hands, and we would like to encourage children entering the daycare to wash at a sink. Antibacterial soap only dispensers are located in the common areas of the daycare. Antibacterial soap is for adults only. 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.

Since cleanliness and hygiene are important, the daycare 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.

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 and to avoid lost items, we request that parents identify all the child's clothing and belongings with a name tag (especially hats, mittens, snow pants and boots).

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.

Anaphylaxis Policy

Anaphylaxis is a serious allergic reaction which can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise, etc. The centre will post a list of materials or foods that are to be avoided or prohibited. Parents are required to refrain from bringing any of the restricted items in to the child care centre.

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 daycare centre responds to the needs of any child who has a prescribed diet. This diet needs to be prescribed by a doctor. As well the daycare will produce a special diet for children who have food allergies.

The centre has milk available to all classrooms. For special occasions, such as birthdays, please consult your child's educator. Gum and hard candy are prohibited. As well, plastic bags are not permitted in daycare.

6. ADMISSION AND REGISTRATION

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 3 are reserved for families referred by the CLSC.

The waiting list for full-time positions only operates on a first-come-first-served basis with priority given to residents of the community, siblings, and other family members of children already registered at our centre and to the children of the daycare staff. The community of the daycare centre is defined by the following street parameters: Cote St. Luc Road to the North, Grey Avenue to the East, De Maisonneuve to the South, and Madison Avenue to the West. The daycare's administrative staff will review applications and establish programs of integration for all new children. Please note that children must meet certain age criteria as each of the 4 class rooms are arranged by age group.

All interested applicants must register their child on the place 0-5 waiting list at www.laplace0-5.com by completing the online application form. 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.

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 and new arrival siblings. Following this, we will contact parents from our waiting list to register for any new places that becomes available. The following documents are required at the time of registration: daycare contracts, 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.

PAYMENTS

1. Fees

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.

2. 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.

3. 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 and pedagogical days.

4. 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 and/or contract 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 will provide daycare services for that child.

5. Taxes

Income tax receipts will be provided to parents who qualify before the last day of February.

7. EXPULSION

The expulsion of a child is an exceptional measure and it is usually the last resort taken. At the heart of the daycare's actions are always concrete steps taken to ensure the proper integration, the emotional stability, and the maintenance of a daycare service for all children first and foremost. Despite this effort serious problems of mal-adaptation or discipline may exist or persist. All problems of this nature are treated in confidence and are kept between the director, the educator, the parents, as well as with any health professionals involved in the case.

MOTIVES

The following actions are considered unacceptable and may lead to the expulsion of the child:

- 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.

The daycare does not tolerate any act of violence, physical or verbal, on the part of a parent towards any member of its personnel or towards any of the parents who attend the daycare centre. Behaviour of this nature can lead to the parent being prohibited on site and/or the expulsion of their child.

The daycare gives parents a copy of its policy and rules booklet each year. Parents are obliged to respect and adhere to the contents. Written warnings will be sent to parents who do not respect the policy and/or rules. Repeated offenses of this nature may result in the expulsion of their child.

PROCEDURE

1. Preliminary steps

Step 1: the educator is required to keep a log book (notes of the day) rating the behaviour of the child. The parents are informed of the situation and related problems in writing. A meeting is organized with the parents in order to discuss the behaviour of the child.

Step 2: The educator collects general information on the child using the observational tools. This information helps develop a plan of intervention. Another meeting with the parents is organized in order to present the intervention plan and to ask for the collaboration of the parents.

Step 3: If there aren't any results produced against the fixed objectives of the intervention plan and the child's behaviour does not allow for integration into the group, the educator will propose a new intervention plan. Another meeting is organized with the parents in order to present the revised intervention plan.

2. Evaluation of the child's behaviour

In the intervention plan, the goals and objectives are clearly defined and the plan contains clear cut methods of evaluation that are precise and tangible. As well, the methods and the objectives stated in the plan targets the child's behaviour at home and at the daycare. The plan also includes a timeline to respect in order to monitor the progress of the child within a reasonable time frame. A meeting will be organized with the parents in order to discuss the results obtained in association with the intervention plan.

3. Follow-up to the evaluation

Expulsion will result in the following cases:

- If there is little or no progress in the child's behavior after a reasonable amount of time has transpired.
- If the parent refuses to collaborate and does not respect the methods decided upon in order to help the child meet the objectives of the intervention plan.
- If the daycare provider does not have the means or resources to support the child in his integration.

4. Expulsion

Following a meeting with the parents the daycare will send a letter to the parents explaining the motives for expulsion. The document should include the end date of services. In conformance with the law a two-week notice will be given.

8. SUGGESTIONS AND COMPLAINTS

The daycare guarantees the availability of a complaint processing service during opening hours. The daycare's directors will collect and process all complaints coming from a staff member or a parent. Anyone can formulate a complaint to the daycare:

- 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.
- 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.

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

A person who has a complaint to address can do so verbally or in writing. This person is not required to identify himself. However, the director will ask that the person identify himself, assuring the

confidentiality of their identity, providing that they need to communicate with them the measure being taken in regards to their complaint.

Completely anonymous complaint submissions can be made through the daycare centre's suggestion box located just below the parent committee board in the main hallway or through the daycare's website www.petitsanges.ca by selecting from the main menu "feedback". For each complaint received, the 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 directors are absent for less than 24 hours, the person receiving the complaint will offer to the person who is making the complaint to communicate with the directors at another given time in the day or takes note of the persons contact information so that the directors can communicate with them at another time in the day. If the directors are absent for a longer period of time and in case of emergency, the person receiving the complaint must direct the complaint to the person best suited to treat it.

When a director receives a complaint, he must first determine the nature of the complaint to identify the measures to take to treat it. In all cases, a report written 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 director must immediately warn the **Youth and Child Protection Centre**. The director will then collaborate with the representatives of the interested organisations.

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 director must submit a written report of her observations.

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 directors, 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.

9. INTEGRATION OF CHILDREN WITH SPECIAL NEEDS

Garderie Les Petits Anges de Wesley has the capacity to accommodate a maximum of eleven (11) children with disabilities. The daycare centre is concerned about the well-being of each child and believes that each child has a right to access the equal child care.

PROCEDURE

1. Preliminary steps

Step 1: By observation technique, the educator who notices a problem of learning, language or other, in a logbook (other than your report of the day) and notes the behaviour of the child. The parents are informed of the situation. A meeting is organized with the parents in order to discuss the behaviour of the child.

Step 2: With the parents' consent, a health care professional visits the daycare to evaluate the child and determine if an intervention plan is necessary. In some cases, it is the parent who must take the steps. Then, a meeting is organized with the parents to present the intervention plan and to ask for the collaboration of the parents.

Step 3: If there aren't any results produced against the fixed objectives of the intervention plan and the child's behaviour does not allow for integration into the group, the educator and the daycare principal will propose a new intervention plan. A new meeting is organized with the parents in order to present the revised intervention plan.

2. Annual Evaluation of the child

The child is evaluated annually by the person who is in charge of the integration. In the intervention plan, the goals and objectives are clearly defined and the plan contains clear cut methods of evaluation that are precise and tangible. As well, the methods and the objectives have been given to parents at daycare and at home. The plan also includes a timeline to respect in order to monitor the progress of the child within a reasonable time frame. A meeting will be organized with the parents in order to discuss the results obtained in association with the intervention plan.

3. End of services

In exceptional cases only, the daycare centre could refuse the admission of a child with a severe handicap if the resources necessary for the accompaniment of this child are restricted. However, the daycare director makes a careful evaluation of his or her resources and abilities before accepting or terminating child care in these cases.

10. PRIVACY POLICY PLEDGE

We want to make sure that we comply with obligations imposed by the government regarding the collection, use and disclosure of personal information.

That is why we have developed this Privacy Protection Pledge. We want you to understand the purposes for which we collect personal information. We also want to make sure that we have your consent to continue to collect, use and disclose this personal information for these purposes.

Maintaining confidentiality also builds trust in child care programs. Fostering relationships with staff, children and families is built on trust. When managing sensitive information, there is an ethical and legal responsibility to protect the privacy of individuals and families.

Personal information is any information that can be used to identify, distinguish or contact a specific individual. Personal information can include facts about, or related to, an individual, as well as an individual's opinions or beliefs. Personal information does not include publicly available information such as: names, addresses and telephone numbers published annually in telephone directories or business contact information.

In carrying on a business as a licensed child care facility, we collect personal information about the children in our care, their parents/legal guardians, their siblings, and other individuals who are also involved in their care and upbringing (collectively, "The children in our care and their families"), about our independent contractors, (i.e.: not people who regularly work for us, but who are not paid as employees), directors, therapists, volunteers, work experience students and educational or regulatory observers, and about other people in the general community with whom we interact (collectively, "our other constituents"). We respect the privacy of all of these individuals, which is why we collect and use personal information only for the following purposes:

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1. To identify the children in our care and their families, as well as our other constituents;
 2. To establish and maintain responsible relationships with the children in our care and their families, as well as with our other constituents;
 3. To understand, develop and/or enhance the needs, desires, concerns and opinions of the children in our care and their families, as well as our other constituents;
 4. To Provide the services expected of a licensed child care facility to the children in our care and their families, all with a view to advancing the goals of our Mission Statement;
 5. To manage and develop our business and operations; and
 6. To meet legal and regulatory requirements.

11. SAFE DRINKING WATER

Our drinking water is tested annually for lead by a laboratory. The water testing result certificate is posted on the parent bulletin board in our hallway and sent out via email to all parents. In compliance with the safe drinking water act we flush all taps daily prior to morning usage. The water on all taps is flushed for 5 minutes.

12. BEHAVIOR MANAGEMENT POLICY

Our behavior management policy is designed to promote a positive supportive environment for the children in our care. Our educators will always provide continual communication with the parents/guardians regarding both positive and inappropriate behavior of their children. The same basic philosophy for behavior management is followed throughout our centre. We believe in respecting the children and expect the same respect in return. We do not practice or inflict any form of physical punishment, verbal or emotional abuse or denial of physical necessities for any child in attendance in our centre.

Examples:

We will not deny lunch or snack to a child

We will not deny a child of toileting opportunities

We will not spank or hit a child

We will not verbally or emotionally hurt a child's self-esteem or concept of self-worth

We do implement positive behavior management by:

DIRECT GUIDANCE: is used to influence a child's behavior by dealing with the child directly. The goal of the adult's involvement is to help the child to become a happy individual, who can make appropriate decisions and be self-directed.

AFFECTIVE GUIDANCE: includes adults functioning as role models, demonstrating appropriate behavior and using appropriate language at all times. Direct eye contact is also used as a form of affective guidance.

VERBAL GUIDANCE: use of words to influence a child's behavior. This includes listening, using short sentences, telling what to do, giving directions, rules, choices and logical reasons. Oral rehearsal, having the child repeat back expectations, rules, etc. is also used.

PHYSICAL GUIDANCE: includes all techniques that employ physical contact proximity to influence a child's behavior, (ie: helping, demonstrating, leading and removing).

INDIRECT GUIDANCE: is the means by which an environment is set up to foster certain types of behavior and interactions. The educators in our centre strive to provide a rich environment which fosters positive interactions and growth, meeting the needs of the individual child as well as those of the group. Rules in the centre are kept to a minimum. Safety, respect for self and others, and respect for property are the basis for these rules.

ANTI-BULLYING POLICY: We take a zero-tolerance position regarding all forms of bullying. We play an active role in the elimination of all forms of bullying and take a proactive approach to foster harmony among staff, volunteers, members and users of the programs.

It is a legal requirement in Quebec for anyone who suspects that child abuse may have occurred or a child may be at risk, to report immediately to a child protection agency, contact numbers are posted in the office and are available for anyone who requests them. When making a report, staff are required to follow the directions of the child protection agency. This may include not discussing the situation with the parent.

13. PANDEMIC POLICY

H1N1 is a virus which causes the flu. A flu pandemic is an epidemic that is geographically widespread; occurring throughout a region or even the world.

The symptoms of the flu include a new cough and fever (a temperature greater than 38 degrees Celsius) and one or more of the following:

Sore throat
Muscle aches
Headaches
Joint aches
Fatigue
Gastrointestinal illness

Seasonal flu symptoms and H1N1 symptoms are the same.

We are putting some things in place to help prevent children getting sick such as:

1. Teaching children how to prevent the spread of germs through proper hand washing and cough/sneeze technique (cough/sneeze into their arm not their hands);
2. Posting pictures of hand washing and cough/sneeze technique throughout the daycare;
3. Placing a bottle of hand cleanser/sanitizer at the front door for you to use when you come to the daycare;
4. Asking you not to send your child to daycare if they have flu symptoms;
5. Asking you to have someone else pick your child up at daycare if you are sick.

If your child is sick with flu symptoms they will be:

1. Isolated from the other children in the Director's office;
2. A daycare staff will stay with your child;
3. You will be called to come pick up your child immediately;
4. You will be asked to keep your child at home until they no longer have any symptoms of the flu and do not need medicine to keep their fever down.

The daycare will remain open as long as it is safe for children and staff. The daycare would close if:

1. The daycare could not operate in compliance with our license issue by the Ministère de la Famille et des Aînés.
2. The daycare could not ensure health, safety and/or well being of the children and adults;
3. The management staff are unavailable to perform critical services and functions and no qualified alternate can be appointed.
4. If ordered to do so by local authorities.

Parents and guardians can help by:

1. Teach your children how to wash their hands and to cover their cough and sneeze properly;
2. Help keep your child healthy with regular exercise, good nutrition and rest;
3. Keep your child at home if they have symptoms of the flu;
4. Call the daycare if your child is at home with symptoms of the flu;
5. Have alternate plans for child care in the event the daycare is forced to close;
6. Get the flu vaccine (seasonal and H1N1) as directed by your health care worker;
7. Let the daycare know if you have changed any of your contact information;

www.phac-aspc.gc.ca

14. CONFIDENTIALITY AND DISCRETION

People love talking about each other. In a child care setting, there is a lot talk about. However, it is also a place where sensitive information is exchanged and emotions are close to the surface, especially when children are involved. Observing confidentiality is on of the toughest problems a child care centre faces. Even two parents talking about the children in a school can inadvertently say something they'll regret. We often remark on the personalities of the children. It is hard not to notice if a child is developing differently from your own child or to comment on their behaviour, or a parent's attitude. Noticing is fine but learning how to talk about it in a respectful manner is something we must work at.

Discretion is mostly an editing process - it's learning to think before speaking so that information is filtered or not even shared. It can also be learning how to manage conflict effectively because we all say things we regret when we are angry. When you hear something about a family and a child, or a staff, consider first how to react and then whether this is private information.

As members of a child care centre, it is imperative to be discrete. It is surprising sometimes how things get turned around. Gossip and hearsay can be detrimental to the centre and those associated with it.

15. HARASSMENT POLICY/ANTI-DISCRIMINATION

We recognize the cultural, social and economic benefits that living in an ever increasingly diverse community brings to us. Any discrimination or harassment on the basis of race, national/ethnic origin, colour, citizenship/nationality, religion, age, physical or mental disability, ancestry, political beliefs, family status, sexual orientation, dependence on drug/alcohol, creed or place of origin will not be tolerated. We welcome all children to our programs regardless of physical or mental abilities.

16. PARENTAL SEPARATION OR CUSTODY AGREEMENT

A copy of a Custody or Restraining Order must be on file at the centre if a parent is to be refused access to your child. The parent who has Custody of the child must keep us informed of any changes to these arrangements.