



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), Green Room (36 to 47 months) and Yellow Room (48 to 59 months). The daycare may find it necessary to adjust these age groups and reserves the right to implement these changes.

The ratio educator/child is:

- 1 educator for 8 children or fewer; age group: 18 months to 4 years old.
- 1 educator for 10 children or fewer; age group: 4 years to less than 5 years before September 1st

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. Note that the ratios are calculated according to the children's ages and the total number of children and educators present at the centre. The daycare always has a minimum of 8 educators and an assistant educator who moves from class to class as needed.

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 and objective consist 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.

CORE VALUES

Our mission is to be the recognized leader in providing the best care for preschool aged children. Known for our exceptional educational programs, talented teams, and community relationships, we pride ourselves on our unique blend of fun and learning in a safe and nurturing environment.

- JOY
 - We celebrate the wonder of childhood.
 - Our childcare community emanates joy and hope through our work and relationships.
 - We care about the integral health of our childcare community.
 - We understand that optimal wellbeing and joy include work and family life balance, which also ensures attention to psychological, physical, emotional, environmental and spiritual health.
- RELATIONSHIPS

Our early learning and care community works together in an effort to acknowledge and celebrate each other's role and expertise.

- We believe in the importance of developing good relationships.
- We believe that trust is the foundation of every relationship. Building trust takes time and mutual respect.
- We believe that open and effective communication, which values diversity and beliefs is the key to building trust in our relationships.
- When we honour children through loving, respectful and nurturing relationships, children will explore their capacities as friends, problem solvers, and critical thinkers and become kind, compassionate members of society.
- FREEDOM
 - We support children by providing opportunities where they can try, make mistakes, succeed and be proud of their achievements.
 - We empower children through the opportunity to be heard, seen, and believed. They have the freedom to

safely express, explore, combine, and extend what they have learned and engaged in to develop individual interests, talents and ongoing abilities.

○ EXPLORATION AND EXPERIENCE

- We believe that children are active, curious, and capable individuals who learn best through play. Play provides children with opportunities to explore, have various experiences and be creative. Play allows children to build and expand on their developing skills and knowledge.
- We recognize that our natural surroundings are great resources for learning. We see nature as a great place for all to explore, to satisfy natural curiosity about ourselves and the world we live in. Finally, we want all to understand that we have an important role in caring for our world.

○ COMMUNICATION

We believe in the value of effective communicators who:

- Recognize the value of personal opinions and those of others.
- Appreciate the importance of the decision-making process in achieving sound decisions.
- Encourage open communication evaluating input and giving feedback in a respectful manner.
- Provide choices to enhance collaborative decision making.
- Are proactive, assertive and action oriented.
- Have realistic expectations.
- Communicate in a direct, honest manner with diplomacy and tact.
- Work to achieve goals without compromising others.

○ RESPONSIBILITY

In light of the opportunity that we have been given to work with children, families, and colleagues at Garderie Les Petits Anges de Wesley, we take responsibility to commit to excellence in Early Learning and Care.

- We achieve this by promoting and nurturing the growth and development of each child and by embracing innovation and change.
- On an ongoing basis, we are responsible for continued personal and professional growth with full engagement in the GPAW community.
- We are responsible to advocate for families and children in the broader community.

○ ACCOUNTABILITY AND INTEGRITY

- We are professional and compassionate in the understanding that the children of Garderie Les Petits Anges de Wesley represent our hope for the future.
- We display accountability and integrity in all our interactions, with the best interests of the children as our guide. Therefore, we strive for an ethical, open, direct and honest community.

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- We encourage each other in building trust and receiving and giving respectful and constructive feedback.

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. Smoking is strictly forbidden in and around the nursery building.

ADAPTATION TO THE DAYCARE

The adaptation period is often a dreaded moment for parents of young children because it is a period of intense emotions for both the child and the parents. Every child who begins to attend a new childcare setting experiences an ecological transition, that is, the child moves from a known and secure environment, his home, to an unknown and unpredictable environment, his childcare setting. During this transition period, the child learns to adjust their behaviour and develop a sense of confidence in their own abilities. Adaptation usually lasts 4 to 5 weeks.

STAGES OF ADAPTATION TO DAYCARE

- Discovery of the new, 3 to 5 days: Curiosity, excitement, amusement
- Reality shock, 5-10 days: Disillusionment, denial, aggression, opposition, isolation, withdrawal
- Fear of abandonment, 5 to 15 days: Sadness, anxiety, worry, crying, refusal or excess of sleep and food, regression (pacifier, doudou, etc.)
- Acceptance, from day 15 onwards (approximately): Confidence, laughter, fun, participation, socialisation

Parents will receive relevant information to help their child adjust to daycare. In general, long goodbyes are not recommended for the well-being of your children. When it's time to leave, make sure you have your child's attention, explain what you're doing, give your child a big hug, and make sure your child is in contact with your educator. Avoid at all costs:

- Avoid going back to comfort the child. This will only prolong the child's pain.
- Sneaking out as soon as the child's back is turned. In the long run, this may destroy the child's trust in the parent.
- Deceiving the child by saying: "I'll be right back". The child will wait for the parent all day!

Be realistic with your child and say, "I'll be back after naptime or after afternoon snack. These first days at daycare are not always easy for the child, but also for you, the parents!"

Here are some tips to help your child adjust to their new life:

- The parent should talk positively about the daycare and can also talk about new friends they can make there, new toys, fun parties, emphasizing the activities they are most likely to enjoy
- Leave a familiar object (teddy bear or favourite blanket)

Confidence comes from confidence. The success of the adjustment to childcare lies in the parents' positive attitude.

The educator cannot replace the parents. They are there to ensure your child's safety, meet their basic needs, stimulate, and enable them to learn more. It is good to explain to the child that the teacher is a trained person who loves children and can be trusted.

INTEGRATION TO THE DAYCARE

At the daycare, we want to help the child gradually adapt to life in a community and integrate harmoniously. By observing, analysing, and participating in the various daily activities, even the most banal ones, the children will open their horizons. This is how the notions of mutual aid, autonomy, respect, affection, etc. will take on their full meaning and how our little ones will progress.

To provide children with great experiences in the community, we organise various enriching and meaningful activities for them and their peers, in different environments. For example :

- Visit to the local library and attend story time
- Introduction to skating at the local ice rink
- Walk in the neighbourhood
- Visit to the local schoolyard
- Visit to the fire station.
- Transportation by bus or metro to the various activities

We are fortunate to collaborate with various resources in the community, whether material, human or financial. The CIUSSS is present to provide us with different services for families as well as numerous advice concerning the health of our children. The municipal library is also an essential partner. It provides us with a bin of more than 50 books in rotation. By participating in the community life of our region, we promote the exchange of services and respond more effectively to the needs of all.

INTEGRATION OF A NEW CHILD

To facilitate the child's integration to daycare, we have set up a short questionnaire on your child's habits and a meeting with the educator, parents, and child prior to the child's first day at daycare to ensure a progressive integration, always respecting the possibilities and realities of each family. Thus, our team prepares activities and games to receive the new child with the information from the questionnaire so that the child can focus their attention on their new environment and not on the moment of separation. During this integration period, we allow the children to have their transitional object from home (blanket, teddy bear, etc.); this gesture shows acceptance and respect towards the child and facilitates their integration into the daycare.

At Garderie Petits Anges de Wesley, we are mindful that the more the child recognizes similar cues between home and daycare, the smoother and more positive the integration will be.

2. EDUCATIONAL PROGRAM

CURRICULUM

The daycare offers an educational program. Our highly qualified staff prepare and plan activities according to the children's age and interests. The environment is specially designed to promote the child's development. The premises are well-equipped, and the centre provides toys, educational games, drawing and craft materials, computers, and age-appropriate books. For safety reasons, we ask parents not to bring any personal belongings to the nursery, except for stuffed animals or dolls used during nap time.

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 educational program is offered in both French and English on a full-time basis. Our youngest children are

introduced to bilingual instruction, while our older children benefit from a French immersion program developed by the daycare's team leaders. The daycare staff are those assigned to implement the educational program with the children.

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.

The objective of our educational program is to promote the overall development of the child, i.e., their full development, in all dimensions of their person (physical, motor, social, affective, cognitive, language). We emphasize active learning based on the child's interests and strengths, while exposing and encouraging discovery through play.

Physical and motor development: Educators include physical activities in the weekly programming like motor games and sports, for example: hopscotch, an obstacle course, musical chairs, frisbee, hockey or soccer, etc. In addition, all age groups at our daycare have a weekly fitness class that promotes the physical and motor development of each child. All physical activities take place in the gym, the outdoor playground, or the neighbourhood park.

Social and emotional development: Children are guided in the discovery of their personal and social identity with the help of observations made on the social and emotional development of each child. Through the weekly curriculum activities that our educators implement, the children are led to create a self-concept and a unique identity, thus encouraging autonomy; identify and manage their emotions and the way they react to events, thus encouraging them to express their feelings in a socio-positive way; develop interpersonal relationships by becoming aware of others; acquire pro-social behaviour and the rules of life in society, among others.

Cognitive development: Since children learn through action and direct contact with people and objects, our educators implement daily activities in the classroom or outside that stimulate exploration of the environment and manipulation of objects. These activities are particularly useful for: developing memory, reasoning (including symbolic); understanding the notion of cause and effect; introducing mathematical concepts (numbers, geometric shapes, etc.) and scientific concepts (plant growth, floating/sinking, etc.).

Language development: Children's oral and written language learning is very complex because it involves receptive (heard/seen) and expressive (written/spoken) language. Since the first three years of our educational program are bilingual, from 18 to 47 months, with total French immersion from 48 to 59 months, children graduate from our centre with advanced language skills. Our educators create opportunities for children to exercise their creativity and develop fluency through thematic conversations. Literacy is developed through symbolic play, storytelling, songs, drawing and more. Oral language development is supported by our educators by: acting as a language model; repeating the children's words with correct pronunciation; giving them plenty of opportunity (and time) to express themselves; teaching them songs and rhymes.

In each class, the week's curriculum, menu, and other useful information is sent by email (each class has its own email address) at the beginning of the week. Each day begins with the interests of each child in mind so that they can fully enjoy themselves. The educators implement guided or free activities, depending on the theme of the week, and help the children to achieve the objectives set for the activity.

The children also can engage in recreational activities such as: reading, puzzles, board games, sensory activities like play dough or kinetic sand. The educators end up encouraging the children to share their experiences of the day. The artistic achievements are proudly displayed in the centre. Photos and videos are taken, with parental consent, for programming or internal use only.

The children's rest period is ensured by the educational staff, who provide a regular visual check of the children. The

daycare provides each child with a personal sleeping mat and a light blanket.

EDUCATORS

The daycare is staffed by a team of dynamic and qualified educators. Our full-time educators supervise and guide the educational assistants in the implementation of the bilingual and French immersion programs. They are also involved in conflict resolution. Together, the educators of a group, educational assistants, specialists, and the direction contribute to the stability and consistency of the children's learning experience. Good team cohesion is maintained by the pedagogical support provided by the direction team, since its main role is to be attentive to individual and collective development and to keep the centre's fundamental mission in focus.

Asking good questions, enriching the topics discussed, assisting with selection and ongoing training, preparing, and facilitating meetings, designing action plans around collective pedagogical objectives, organizing and informing in order to achieve the objectives, are some of the actions carried out by the direction team to meet the needs and interests of all.

The educators are always ready to work on the planned projects and on anything that comes up during the year. The direction supports and encourages the contribution of everyone. Our commitment to children and their families is at the heart of our thoughts and actions. To ensure that the team remains up to date with the latest techniques and methodologies, we invite interns from CEGEPs and universities to complete their training with our staff.

At least two out of three staff members are qualified* and are with the children every day during the daycare service. If there are fewer than three staff members, at least one of them is qualified.

Each staff member goes through a thorough recruitment process. Before a new employee can join our team, the centre conducts reference, and police background checks. All staff, volunteers and students on placement are required to provide a clean criminal record prior to the start of their employment, assignment, or placement. Any individual starting work without a final validation of their criminal record will work under the supervision of an experienced educational staff member and will not be left alone with the children. Staff, volunteers, and trainees are required to provide an offence declaration form each year, except in years when a criminal record is obtained. Each Offence Declaration Form must be in effect 15 days prior to the expiry of the previous form and must cover the period since the most recent ODF or Criminal Record Statement.

The yearly vacation periods for our educators generally take place during the months of June, July and August. Additionally, staff may be required to take sick days or maternity leave. In these cases, substitute teachers are hired, and parents are notified in writing.

GPAW has a full staff of educators, a caterer responsible for the food, and an executive director and an assistant director. The daycare has team leaders and additional support from psychoeducators and speech therapists.

***A staff member is considered qualified when they have a college diploma in childcare techniques, or any other equivalence recognized by the Ministry of the Family.**

FIRST AID CERTIFICATION:

All on-call personnel are required to hold a certificate that is no older than three years. This certificate must attest to the successful completion of a general first aid course of at least eight hours or a refresher course of at least six hours to update the knowledge acquired in the daycare first aid course

FIELD TRIPS, SPECIAL EVENTS & OUTINGS

Our daycare offers children the opportunity to participate in special activities (story time with an animator, cooking activities, etc.); excursions (apple picking, sugar shack, etc.); and group outings (Biodome, Science Centre, etc.). The children also participate in a music concert and in many celebrations that take place throughout the year.

During the summer months, the groups organize two or three outings per week. The daycare may organize other field trips if the parents express the desire and intention to do so. Your child's educator will keep you informed of the schedule of outings and special activities. Please note that there may be an additional charge for children to participate in special activities. At present, the centre offers a variety of activities including music, fitness, yoga, and swimming. Please ask your child's teacher for more information.

RULES FOR EDUCATORS ON OUTINGS

Educators must ensure that they respect and follow these rules:

PLACES OF OUTINGS OR WALKS

- In the streets surrounding the daycare
- Wooded area near the Benny Library
- Grand Boulevard Park
- Somerled Park
- NDG Park
- Benny Park

WALK IN THE NEIGHBOURHOOD OR OUTING TO THE PARK

- Always be accompanied by another group
- Notify the direction and mention the names of children who have not yet arrived
- Write on the board in the locker: the date, the place and the name of the groups going out
- Each child must wear a bib (bring a few extra bibs for children who have not yet arrived)
- Use a streamer (in a cupboard in the locker room)
- Bring a first aid kit (they are in the classroom's locker)
- Bring a water bottle (one per group)
- If necessary, bring bus tickets (ask the direction)
- Before crossing a street, make sure the entire group of children is ready to cross
- If there are 4 groups, cross the street 2 groups at a time

BEFORE LEAVING THE DAYCARE

- Apply sunscreen to each child.
- If available in their cubby, children should wear a hat, toque, or cap.
- Give children water when they are thirsty and when it is hot.
- Use the clothes available in each child's cubby, and make sure they are put away when they return.

TAKING THE BUS →

- Children are seated at the back of the bus and sit properly on the seats, or on the floor if there are no more seats available.
- Wait until the bus has come to a stop before getting up to leave.
- Exit through the back door.
- One educator sits at the front of the group and the other at the back.
- The teacher at the front helps the children off the bus and directs them to a safe area.
- Before exiting the bus, the educator at the back of the group ensures that no children are left inside.

TAKING THE METRO (SUBWAY) →

- Always use regular stairs. **DO NOT USE THE MECHANICAL ESCALATORS**
- Stairs should be used in single file, one behind the other
- Children pass under the turnstiles and the group is directed to the first metro car
- The children wait for the metro sitting along the wall
- Before entering the metro, the educator makes sure that the metro driver has seen the group
- The children stand up when the metro is stopped and everybody enters through the same door or through 2 adjacent doors, staying together
- Children sit on the seats or on the ground if there are no free benches
- The same rules apply when leaving the metro

ON SPECIAL OUTINGS

- Obtain permission from the director beforehand
- Obtain permission in writing from each parent, specifying: the date, destination, type of transport, names of accompanying persons, time of departure and expected time of return
- Provide enough accompanying adults, and notify the director
- The ideal ratio will be 1 adult for 3 children. However, this ratio may vary depending on the situation and the age group of the children
- Instructions are established by the educator responsible for the outing
- Identify which children are the responsibility of each accompanying adult
- If a lunch is necessary, inform the cook about 1 week in advance

INSTRUCTIONS FOR ACCOMPANYING PARENTS ON OUTINGS

Parents must ensure that the following instructions are respected and followed:

- The parent must ensure that the instructions given by the educator or by those in charge of the place visited are respected
- The parent is responsible for the children or group of children entrusted to them
- The parent shall ensure that the children do not wander away from them and that they remain close to the educator they are accompanying
- Whenever possible, the parent gives the children a hand
- The parent always ensures the safety of the children
 - At mealtimes the parent:
 - Ensures that the children's hands are clean before eating
 - Helps serve food, juice, and water
 - Ensures that the children have eaten enough
 - Help clean up the dining area
 - May not offer any food or drink to the children that is not from the daycare

TOILETING, CHANGING CLOTHES AND CLEANING UP

- Only the educators are allowed to accompany the children to the bathroom on outings
- The parent must blow a runny nose, if necessary
- The parent must help the educator to dress and undress the children, if necessary

TRAVELLING

-
- The parent ensures that the children remain seated or stand in the means of transport.
 - When children are walking in a single line, the parent should position themselves along the line.

Your help is precious in making the outings safer. Thank you for your cooperation!

3. COMMUNICATION WITH PARENTS

At home or at daycare, the child needs to be connected, accompanied in their development, and supervised. However, it is important to stress that parents are their child's first educators. They build a unique emotional bond with their child and guide them in their journey towards autonomy and development, in accordance with their values and culture.

The daycare offers support to parents in their educational process by:

- adopting a positive attitude towards parents
- providing parents with tools to support them in their parental and educational role
- providing parents with a bank of resources to improve their knowledge of child development
- referring parents to other resources if necessary
- informing them of changes in their daily life at the daycare (e.g., change of group, educators, etc.)

The parent must keep the daycare informed of any change in the child's file or any change that may affect the child's daily functioning (separation, moving, death, etc.)

REPORTS FROM EDUCATORS

Each day, parents will receive a brief report of the day's activities and news from their child's class. These reports are sent to all parents by the educators via the email of each class. Any confidential information regarding a parent and/or child is sent by separate email, only to the parents concerned or in person, if possible.

Report card is prepared for parents twice a year, in November and May. Parents who are interested in meeting with their child's educators are invited to do so. The purpose of these meetings is to answer parents' questions about their child's development and integration/adaptation and to strengthen communication and collaboration between the educators and the parents.

In some cases, a teacher may contact a parent if they feel there are concerns about the child's learning or behaviour. Don't worry! During the preschool years, children develop at different rates. However, when a child seems to be less advanced in one or more areas, the centre will inform the parents.

The following are the various communication tools that the centre has put in place to facilitate the exchange between parents and educators/the direction:

- Daily verbal communication with staff
- Daily reports prepared by the child's educators to allow for a daily follow-up of the child's experience. This email includes photos and sometimes videos
- Meetings between parents and educators to discuss the child's progress (on request)
- Individual meetings between parents, educators, or specialists (on request)
- Communication by phone or email

Parents of a child involved in an accident at the centre will be contacted immediately and the educator will advise the parents of the nature of the accident and the precautionary measures taken. A detailed incident report will be completed and signed by the educators and the daycare director. A copy of the report will be kept in the child's file and a copy will be given to the parents.

GPAW encourages parents to establish a smooth communication flow with your child's educator. Here are some suggestions for ensuring the right flow of information between parents and the centre:

- Events - it is a good idea to take the time to talk to your educator about events that occur in your child's life, for example: a move, mom's new job, a little brother coming, the lost cat, a separation, etc. These events can be very distressing for your child. These events can be very destabilising for the child and can cause them to change their behaviour
- Characteristics of the child - likes, dislikes, fears, eating and sleeping habits, and any other information that may help them to understand their child, facilitate the transition and provide care that is comparable to that received at home

PARENT INVOLVEMENT

We encourage the active participation of parents in the classroom and in activities outside the centre. Their physical presence and hands-on participation is necessary and vital to the smooth operation of our daycare. Being a parent at Petits Anges means wanting to participate in the well-being of the children through concrete actions. We appreciate the involvement of parents with each child, whether it be accompanying the group on an outing, participating in a playground workshop, coming to story time or helping with fundraising, etc.

The centre creates opportunities for parents to be informed and involved in their children's preschool life. Our educators use daily reports to illustrate how the day went and to send information about the health and development of the children. The information that our educators send to parents is often related to the theme of the week but always with the goal of raising awareness of the importance of a healthy and active lifestyle for the physical and mental health of their children.

To help parents encourage their children to adopt healthy lifestyle habits, our educators invite parents to bring and pick up their children at the daycare by foot, bike, scooter, or any other means except the car. They also prepare special outings appropriate for the age group of their class with the goal of encouraging parents to do more physical activities with their children and to encourage them to maintain an active lifestyle. Some of the activities that our educators propose to do with parents are visits to the pool to practice swimming during the summer; trips to the ice rink to play hockey or just skate; trips to the local park to go hiking, etc.

PARENT COMMITTEE

1. The Daycare's Parents' Committee (hereinafter referred to as the "Committee") shall be consulted on all aspects of the care of children received at the daycare, including the implementation of the educational program, the acquisition and use of educational materials and equipment, the location or change of location of the facility, the layout and furnishings, the services provided and the handling of complaints;
2. The Committee shall consist of five (5) parents whose children attend the daycare;
3. Each class in the centre should ideally be represented by a member;
4. The members of the Committee are elected for a period of one (1) year by the parents of the children of the daycare at the Annual General Meeting.
5. Following this election, the members of the Committee designate a chairperson and a secretary to complete the minutes of this meeting;
6. Following their election, the daycare informs, within thirty (30) days, in writing, all parents of the names of the Committee members;
7. At all times, the daycare keeps a list of parents interested in joining the Committee (hereafter the "List");

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8. The Committee must send a notice once a year to the parents of the daycare informing them of the existence of this List and inviting them to add their name, if applicable;
 9. A parent may not serve on the Committee for more than two consecutive terms;
 10. When a vacancy occurs during the year so that the number of members of the Committee is less than five (5) parents, the daycare manager, within ten (10) days, must contact the members on the list to fill the vacancy;
 11. If the vacancies cannot be filled by contacting the parents on the roster, a notice shall be sent to all parents informing them of the vacancies and the Daycare Manager shall convene a parents' meeting;
 12. In such a case, ten (10) days after this notice, the Committee may appoint, for the remaining period of the annual mandate, any parent interested in joining the Committee;
 13. Within ten (10) days of the appointment of a member during the year, according to articles 9, 10 and 11 of this agreement, the daycare will inform in writing all parents of the names of the new members of the Committee;
 14. The Committee must meet at least four (4) times a year and the quorum for all decisions is three (3) members;
 15. Any meeting of the Committee must be preceded by a written notice of at least ten (10) days indicating the date, time, and place of the meeting as well as the subjects to be discussed. This notice must be posted at the daycare and be visible to all parents of the daycare;
 16. The Director of the daycare must be invited and present at the Committee meetings;
 17. The Committee may meet, without the presence of the daycare managers and without formal notice, to discuss the planning of specific activities;
 18. The minutes of the formal meetings of the Committee must be forwarded to the daycare by the secretary of that meeting and kept by the daycare for a minimum period of five (5) years.

4. DAYCARE SCHEDULE

CALENDAR

The daycare center is open 261 days a year. The school calendar is sent to parents when they register for daycare.

The daycare is closed on the following days: Labour Day, Thanksgiving, 6 days during Christmas week, New Year's Day (building closed), Easter Monday, National Patriots' Day, Quebec National Holiday (Saint-Jean-Baptiste), Canada Day, for a total of 13 days per year for which parents must still pay daycare fees.

Here are the daycare closing dates for the 2024-2025 and 2025-2026 school years:

School year 2024-2025:

- September 2 - Labour Day
- October 14 - Thanksgiving Day
- December 25, 26, 27, 30 and 31 - Christmas week
- January 1 - New Year's Day
- January 2—Building closed
- April 21 – Easter Monday
- May 19 - National Patriots' Day
- June 24 - Quebec National Holiday (Saint-Jean-Baptiste)
- July 1 - Canada Day

School year 2025-2026:

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- September 1 - Labour Day
 - October 13 - Thanksgiving Day
 - December 25, 26, 29, 30 and 31 - Christmas Week
 - January 1 - New Year's Day
 - January 2-- building closed
 - April 3 - Good Friday
 - May 18 - National Patriots' Day
 - June 24 - Quebec National Holiday (Saint-Jean-Baptiste)
 - July 1 - Canada Day

***Please note the closing days of the daycare service for each calendar year, as indicated above. These closing days include statutory holidays, national holidays, and pedagogical days. Daycare fees are payable on these days, as well as in the event of emergency closures (the daycare reserves the right to close in emergency situations).**

BUSINESS HOURS

The daycare is open from 7:00 am to 6:00 pm, 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 \$9.10 per day. In addition, parents have the option of paying a \$5 fee for an additional hour of care per day, on top of the 10 hours of subsidized care. A specific additional contract must be signed with the daycare centre. If you require this additional service, please contact the daycare's direction team for more details.

Parents are asked to respect the daycare centre's operating hours. Late fees will be administered to parents who arrive after 6:00 pm 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.

PARENTAL VISITS

Parents are welcome to visit the daycare at any time during opening hours. However, for reasons of hygiene and cleanliness, we ask parents to wait near the classroom so as not to soil the floors and the rooms, especially during the winter. The observation windows in each room allow parents to observe their child without distracting the group. Parents are welcome to come and play with us in the outdoor playground.

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.

Please notify us by phone or email if your child will be absent. Your educator will confirm the appropriate email address. The daycare's phone number is (514) 489-4588 and the daycare has a voice mailbox. If you would like more information about the attendance rules of the daycare, please contact the educator in charge of your children.

DAILY SCHEDULE

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

9:15 am: morning snack

9:30 am: toileting/diaper change

10 am: circle/welcome time (calendar, stories, discussion)

10:30 am: outdoor play/free & guided play multi-purpose room/arts & crafts

11:30 am: lunch

12:30 am: toileting/diaper change

1 pm: nap time/rest period

3 pm: toileting/diaper change

3:30 pm: afternoon snack

4 pm: outdoor play/free play multi-purpose room/arts & crafts

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

6 pm: closing

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

The Early Childhood Education and Care Act requires that each child in the centre rest for no more than two hours per day. The age and needs of each child are considered in establishing a daily rest period.

CLOSURE IN CASE OF BAD WEATHER

The daycare will inform parents of closures due to bad weather by phone or email in the morning. However, since this is not always possible, we ask that parents be alert to messages on local radio stations. If all major school boards on the island of Montreal are closed, the daycare will also be closed.

When the forecast is poor, we ask parents to plan for alternative care. We also ask parents to keep an eye out for forecasts (Environment Canada and Météomédia) and updates on weather and road conditions.

If weather conditions deteriorate during the day, the centre will close early to avoid problems at the end of the day. The philosophy of the centre is to provide limited services where possible rather than none. If an Environment Canada warning is issued during the day, the centre will contact parents before noon to advise them of its intention to close early.

If you have any questions about closing early, please contact the directors, Liane Tusa or Jane Gai, for more information.

5. SAFETY AND SECURITY

SECURITY

The daycare is protected by an electronic alarm system, smoke detectors, a security system with an alarm and security cameras in all classrooms, the gymnasium, and the playground. Smoking is not permitted in the school or on the premises.

All doors to the centre are locked from the inside. Please use the main entrance at 5970 Notre-Dame-de-Grâce Avenue to access the centre.

Do not enter or exit through the glass door in the gym facing the main entrance or any of the centre's emergency exits. Animals are not allowed on the premises.

Close all doors behind you and be careful with strangers. You must enter your child's room code on the panel or ring the bell with your identification before entering. We ask all parents to respect this procedure to maintain a high level

of security.

Access codes are and must remain extremely confidential. Do not give it to anyone...including your own child! The entrance to the daycare belongs to the Wesley Community Centre and we must abide by their rules regarding access and security of the site. We ask that parents take their prams home; and if this is not possible, we note that there is a bike rack outside that can be used for large prams. Please make sure you lock them to the rack.

ACCIDENTS AND INCIDENTS

The centre asks staff to identify and report any hazards or situations that may compromise the safety of children or adults to the centre manager as soon as possible.

In the event of a minor accident, the educator responsible for the child at the time must provide first aid. A report is then completed. A copy of the incident or accident report will be given to the parent upon arrival. The parent is invited to consult and sign it. The original accident report is placed in the child's file. Parents are notified immediately of serious injuries.

In the event of a major accident, a call is made to 9-1-1. Upon registration, the daycare will ask the parents for authorization to make the necessary arrangements for the child's health in case of emergency. It is important to have on file several names of people who can be contacted if neither parent is available to pick up the child. Ambulance costs will be at the expense of the parent.

If a child requires emergency medical attention, parents will be contacted immediately and, if possible, will be asked to accompany their child from the centre for treatment. However, if staff feel that immediate medical attention is required, the child will be taken by ambulance or taxi to the hospital with a member of staff. Parents will be advised immediately to join their child in hospital.

The parents of a child involved in an accident at the daycare will be contacted immediately and the educator will advise the parents of the nature of the accident and the precautionary measures taken. A detailed incident report will be completed and signed by the educators and the daycare director. A copy of the report will be kept in the child's file and a copy will be given to the parents.

ARRIVAL AND DEPARTURE

Only authorised individuals may drive and collect children from the daycare. If the parent is obligated to entrust someone else with the responsibility of picking up their child, they must inform the daycare by any means of communication (telephone, verbally or by email). This person must be:

- 18 years of age or older
- Able to identify themselves by presenting a photo ID card

Upon arrival, a member of the team will guide this person to pick up the child. In case of prolonged absence of the parent, a written authorization must be presented to the educator by the parent. The authorized person must be able to identify themselves by presenting a photo ID card.

If the daycare staff deems that the person picking up the child does not have the capacity to ensure the health, safety, and well-being of the child, they may refuse to let the child leave with that person. They will offer to provide an alternative means for the child to leave the centre safely. When parents come to drive and collect their child, they are responsible for the child. To maintain consistency, it is important that children understand who is responsible.

Please ensure that your child does not run in the corridors. Some play areas are closed and in other rooms the teachers are still busy with their activities. Rude or disrespectful behaviour will not be tolerated. In addition, only authorized persons have access to the kitchen and office.

Children must bring a second pair of shoes to wear inside the daycare only.

For safety reasons, children must be handed over to an educator upon arrival and must not leave without the educator being informed. In this way, by all working towards the same goal, we ensure that the children are constantly supervised. We ask that you enter and leave the building promptly to avoid congestion and confusion, especially during peak hours.

The daycare also asks parents to be diligent in picking up their children. Parents are asked to leave the premises with their child quickly to maximize group control and safety. The outdoor playground is a bustling place, which sometimes makes it difficult for the staff to keep children safe while dismissing others. Give your child 5 minutes to finish what they have started, say hello to the teacher and leave with your child. In the summer, it's nice to have a chat in the playground, but a lot of adults standing around and talking makes it difficult to keep an eye on the children (everyone thinks the other is watching the children). **MAKE SURE YOU ALWAYS CLOSE THE FENCE.**

If a person authorized to pick up your child (including a parent) arrives intoxicated, or if staff feel that this person poses a potential risk to the child, the daycare has the right to refuse to release the child to this person. The child may be released to another person as long as that person is on the centre's list of approved persons. If the parent refuses to authorize another designated person, staff members have the right and will inform the police and a child protection agency in the interest and safety of 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) is prepared to accommodate our staff and children. Liane Tusa or Jane Gai will be on location in the event of an emergency.

Liane Tusa and Jane Gai will be on site in case of an emergency. If necessary, a GPAW staff member will contact all parents or guardians.

The daycare also counts on the services of a building manager who is available on request to assist in emergency situations. The daycare will conduct evacuation drills several times during the year - you will be notified.

6. 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 VOMITING 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)

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- NO BREATHING DIFFICULTIES
 - NO WEEPING WOUNDS

To ensure the good health of all children in the daycare, staff will check the temperature of any child who returns to the daycare after being sent home with a fever. Any child suspected of having a contagious disease or after having had 3 or more diarrhoeas per day for 3 consecutive days needs a medical note before returning to the daycare. If a child has a contagious disease and other children have been exposed to it, all parents will be informed.

If necessary, the conditions and the duration of a child's absence may vary. The direction alone may decide, with or without a recommendation from public health, to modify these criteria.

Furthermore, if the centre's staff is concerned about a child's health for reasons other than those mentioned above, parents will be notified and will be required to seek immediate medical attention for their child. Parents are asked to be cooperative and respectful and to always provide us with an emergency contact number.

If a classroom has more than 30% of the children affected by an infection, the daycare reserves the right to close the classroom temporarily to control the infection and disinfect the area. In extreme cases, the centre may be forced to close the room entirely. The direction may also decide if transportation to the hospital is necessary in an emergency.

MEDICATION

Basic rules:

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.

The parent's authorization must include the child's name, the name of the medication to be administered, the instructions and the time frame of the authorization given to the daycare, with the parent's signature. Parents will be required to confirm in writing the dosage, possible side effects, name of the medication and the specific time it is to be administered.

Exceptions:

- Acetaminophen (ex: Tylenol): can be administered and insect repellent can be 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 regard 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 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 emphasize the importance of handwashing 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 children move around a lot during their daily activities and risk getting dirty, we strongly suggest that parents dress their children comfortably and bring a change of clothes that can be left at daycare.

All children must wear slip-resistant shoes (no slippers) at all times indoors. Velcro shoes are suggested to encourage independence in children.

The educators go outside daily (weather permitting); It is therefore necessary to bring clothing adapted to the season and outside temperature. For reasons of hygiene (sandbox) and to better protect the privacy of children wearing skirts or dresses, wearing shorts or leggings under the dress is recommended!

Given the number of children in the daycare, we invite parents to identify all clothing and belongings belonging to their child and to avoid lost items (especially hats, mittens, snow pants and boots). Parents are asked to provide diapers, wet wipes and other hygiene products.

Refer to your child's class manual 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 into the childcare centre.

NUTRITIONAL POLICY

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.

The caterer prepares a "homemade" menu that complies with Canada's Food Guide. We offer a nut-free environment and an alternative menu for vegetarian children. The centre will also accommodate a child who is on a special diet prescribed by a doctor or who has food allergies. Our centre displays the weekly menu at the front door, in the kitchen, and sends it to parents by e-mail.

The [Gazelle and Pumpkin](#) framework is our reference, which aims to promote the global development of children under 5 years of age through healthy eating, active play and motor development. The guidelines recommended in this reference framework are also intended to offer meals and snacks of high nutritional quality, and to introduce children to a variety of foods to develop their taste, all in a pleasant mealtime context that promotes a healthy relationship with food.

The meals and snacks served to your child will be prepared in accordance with [Canada's Food Guide](#) and recognized hygiene standards. All our menus are approved by a nutritionist. They are included in the daily fee. Snacks are served around 9 am in the morning and around 3:15 pm in the afternoon. Meals are served between 11am and 12 pm, depending on the age group. Regardless of the time of arrival, the child is always entitled to two snacks and one meal per day. Milk is served as often as needed at our daycare.

The educators help serve and depending on the age of the group, they distribute the meals and snacks themselves or with the help of a child "chef". Educators sit down to eat with their group to model healthy eating habits and table behaviour. The educators also use this time to bond with the children by talking about different topics or listening to quiet music; the goal is to have an enjoyable time together.

Food Allergies, Intolerances and Special Diets - If the child suffers from any food intolerance(s) or allergy(ies), we must have the official doctor's prescription specifying this (these) before the child's first attendance. Special diets are managed by the caterer in collaboration with the parents of children with special medical needs. In these cases, a photo of the child and a description of the allergy or intolerance will be posted in the kitchen and in all the children's areas of the daycare. Parents must refrain from bringing or allowing any form of food or treat to be brought into the facility. Considering the seriousness of food allergies to nuts and peanuts, NO food containing nuts or peanuts is tolerated in the daycare.

The daycare provides fresh bottled water and milk to the children in each room. For special occasions (such as birthdays), please discuss with the educator. The daycare prohibits all nuts, gum, and candy. In addition, plastic bags are not allowed on the premises.

7. 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 2 are reserved for families referred by the CLSC.

In addition, about 15% of our space is occupied by children with special needs, which means that in these classes the ratios are reduced to accommodate speech therapists, psychoeducators, and other specialists who might come to work with these children in the classes.

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 direction will review applications and, where appropriate, establish integration programs for all new arrivals to the centre.

All interested applicants must register their child on *La Place 0-5 ans* waiting list at www.petitsanges.ca 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. Caregiving Fees

The fee for all children is \$9.10 PCR per day. Childcare fees are payable in two ways: 12 instalments by post-dated cheques made out to the daycare, to be brought in at the time of registration or by electronic transfer to: lespetitsanges@bellnet.ca with the child's name clearly indicated. Please refer to our monthly payment schedule. Tax receipts will be issued to parents by February 28th of each year. Please note that a \$25 fee will be charged for the first NSF cheque. The daycare will charge \$50 on a second and third NSF cheque. After a third non-payment, the daycare will ask the parent to leave the daycare. Please note that a \$25 late payment fee will be charged to families who do not pay the full amount within 48 hours of the first day of each month.

***NOTE:** The ministère de la Famille et des Aînés indexes the contributions each year, i.e., the daycare fees will be adjusted according to the new parameters on January 1 each year.

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.

8. 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 regard 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 logbook (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. Follow-up to the evaluation

Expulsion will result in the following cases:

- If there is little or no progress in the child's behaviour 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.

3. 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.

9. POLICY ON THE PREVENTION AND TREATMENT OF INAPPROPRIATE PRACTICES AND ATTITUDES

GPAW is committed to ensuring the health, safety, and well-being of the children for whom the centre provides childcare. This includes the use or tolerance of degrading or abusive measures, excessive punishment, belittling or threatening, or abusive or derogatory language that may humiliate, frighten, or undermine a child's dignity or self-esteem. The purpose of this policy is to provide quality educational childcare and to ensure the health, safety, and well-being of children.

In this context, the policy aims to prevent or, if necessary, to put a stop to any behaviour that may be detrimental to the health, safety, and well-being of children, including any attitudes or practices that are inappropriate in daycare centres.

The ministère de la Famille defines an **inappropriate attitude or practice** as **behaviours that may consist of words, gestures or educational methods that may be detrimental to the health, safety, or well-being of a child in daycare services.**

ROLES AND RESPONSIBILITIES OF THE DAYCARE

GPAW is committed to informing educators and parents of this policy and to ensuring that the principles set out in it are respected and applied. In applying the policy, the direction shall take the necessary measures to prevent or, if necessary, to put an end to any situation involving inappropriate attitudes or practices that are brought to its attention. The direction shall receive complaints and intervene in an impartial, respectful, and fair manner towards the persons concerned. It shall act with discretion in resolving any situation referred to it and shall require confidentiality from the persons concerned in the resolution of the situation. Following a complaint and its investigation, the direction will decide on the nature of the intervention to be carried out.

Educators are committed to ensuring the health, safety, and well-being of the children in their care and to reporting any behaviour that may be detrimental to the health, safety, or well-being of the children to the Executive Director. In case of concern, an educator may discuss informally with the person who may have engaged in inappropriate attitudes or practices. Educators are encouraged to participate in committees, meetings and training sessions set up

by the direction to improve the quality of childcare services and to respect confidentiality when dealing with a complaint.

10. SUGGESTIONS & COMPLAINTS

GPAW 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 make a complaint to the centre about inappropriate attitudes and practices, such as:

- **Degrading measures** - Actions, words or attitudes that constitute an attack on psychological well-being or integrity:
 - Humiliating; ridiculing; leaving a child in a soiled nappy for a long period of time
- **Abusive actions** - Inappropriate actions or failures to act that are detrimental to the child's physical or psychological well-being or integrity:
 - Physically abusing a child; tying up a child; locking a child in a room alone
- **Excessive punishment** - excessive and inappropriate methods of intervention:
 - Forcing a child to face the wall; kneeling; isolating or excluding a child from activities as a form of punishment; restraining a child by strapping them into a highchair, car seat or pram as a form of discipline or to replace staff supervision.
- **Denigration** - Actions, words, or attitudes that damage self-esteem or dignity:
 - Insulting the child, alone or in front of others; using hurtful nicknames; belittling a parent in front of their child; making fun of a child
- **Threats** - words or actions used to maintain fear or dread:
 - Threatening to break a child's toy; threatening to take away a child's 'cuddly toy', pacifier, doggie, etc.; threatening to hurt a child; emotional blackmail; using abusive language; inappropriate language showing disrespect or to intimidate; profanity against or in front of a child; quarreling between adults in front of a child

The above examples do not represent all that may constitute a prohibited inappropriate attitude or practice. In practice, each case is examined, contextualised, specific and leads to certain interventions.

Other inappropriate attitudes and practices or actions that cause concern for the physical or psychological health, safety, or well-being of children:

- Ignoring a child's food allergies
- Denying food
- Shouting or speaking loudly to a child
- Dressing inappropriately in cold weather
- Neglecting to hydrate the child
- Letting them cry for a long time without comforting them
- Adopting an aggressive or impatient attitude towards the child
- Scaring the child
- Failing to supervise

REPORTING A COMPLAINT

Any person who believes that they have witnessed inappropriate attitudes or practices at GPAW ("the complainant") should inform the Executive Director in writing. The complainant is not required to identify herself. However, the Director will invite the complainant to identify themselves, while assuring them that their identity will be kept

confidential as it may be useful to share certain information with them during the complaint process. The complainant can also make a complaint via the website www.petitsanges.ca by choosing the "feedback" tab in the main menu.

If the person against whom the complaint is made is the executive director, the complaint should be forwarded to the president of the board of directors. The complaint must be signed and must state the facts of the complaint, name the person(s) identified as responsible for the facts and name those who were present and may have witnessed the facts. By filing a formal complaint, the complainant authorizes the disclosure of the contents of the complaint (apart from the identity of the complainant) to the subject of the complaint and to any other person to whom disclosure is necessary to give full effect to this policy. When in doubt, an educator may discuss informally with the principal whether events warrant a formal complaint. A parent may ask the principal to assist in contacting or speaking with an educator on their behalf prior to filing a formal complaint.

HANDLING OF A COMPLAINT

The direction deals with all complaints promptly and follows up on them. Complaints shall be dealt with as quickly as possible to put an end to the situation and to restore a safe environment for the children. It must be completed within a reasonable time and be done in a manner that is impartial, respectful, and fair to those involved. The following policy sets out a complaints procedure for anyone who has identified inappropriate attitudes or practices. It is applicable uniformly to all staff of the centre.

When the direction receives a complaint, the director must first determine the nature of the complaint to identify the procedure to be followed in dealing with it. In all cases, a written report will be placed in the file of the person concerned.

If the complaint is not within the jurisdiction of the centre, the complainant is referred to the agency that has jurisdiction over the matter.

If the complaint concerns abuse, mistreatment, assault, or other similar events suffered by a child, the director must immediately report it to the Child and Youth Protection Centre. The Director will work with representatives of the relevant agencies.

Any person may file a complaint with the ministère de la Famille et des Aînés when they have reason to believe that the daycare is failing in its obligations or in a duty imposed by law. There are three ways of communicating a complaint to the ministry:

- By Internet at: <https://www.mfa.gouv.qc.ca/fr/pour-nous-joindre/Pages/formulaire-deposer-plainte.aspx>
- By telephone at: 1-855-336-8568
- By mail, to the following address: Bureau des plaintes et de l'amélioration de la qualité ministère de la Famille
600 Fullum Street, 5th floor Montreal, Quebec, H2K 4S7

All complaint files compiled by the daycare as well as documents showing the follow-up to these files are confidential and kept under lock and key. Only the directors have access to these documents when necessary for the application of the mandates entrusted to them by the Act.

MEASURES TO BE TAKEN

The direction shall then take appropriate action to resolve the complaint, considering the seriousness, extent, and recurrence of the situation. In all circumstances, it shall ensure that the means are in place to prevent the recurrence of the breaches and to ensure the health, safety, and well-being of the children. The Director may take administrative and/or disciplinary action, up to and including dismissal, against any educator who has violated the health, safety, and well-being of children. Any educator who makes a complaint that is frivolous, unfounded or in bad faith, or who witnesses behaviour that may be detrimental to the health, safety and well-being of children and refuses to report

the behaviour, will be subject to disciplinary action.

Warning! Taking into account the seriousness with which the direction handles complaints, the quality of the relationship that the direction wants to maintain between members of the organization, the negative consequences of a false complaint on individuals and the organization, be further advised that any complaint made in bad faith, or with intent to harm, or in a grossly negligent manner with respect to perceptions, exposes the person making the complaint to serious consequences, up to and including dismissal.

11. 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 childcare.

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 childcare in these cases.

12. PRIVACY POLICY

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 childcare 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:

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 childcare 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.

13. 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.

14. BEHAVIOUR MANAGEMENT POLICY

Our behaviour management 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 behaviour of their children. The same basic philosophy for behaviour 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 behaviour management by:

DIRECT GUIDANCE: is used to influence a child's behaviour 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 behaviour 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 behaviour. 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 behaviour, (i.e.: helping, demonstrating, leading and removing).

INDIRECT GUIDANCE: is the means by which an environment is set up to foster certain types of behaviour 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 Québec 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.

15. PANDEMICS 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
- Headache
- 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 wellbeing of the children and adults;
3. The direction 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 childcare 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

For more information, please visit: www.phac-aspc.gc.ca

16. CONFIDENTIALITY AND DISCRETION

People love talking about each other. In a childcare 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 one of the toughest problems a childcare 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 on.

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 childcare 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.

17. HARASSMENT AND ANTI-DISCRIMINATION POLICY

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.

18. 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.

19. COMPLAINT FORM

I, _____, have reason to believe in good faith that (name the person(s) at fault) _____ has had an inappropriate attitude or practice towards one or more children.

This is caused by:

- A person
- A group of people
- A situation tolerated or experienced in the organisation. The following information identifies the perpetrator(s) or source of the alleged inappropriate attitudes or practices:

The situation needs to be addressed because I believe that the health, safety or welfare of children will not be ensured if corrective action is not taken as soon as possible. I am making this report in good faith and on the basis of a perception of the facts that I believe to be as objective as possible in the circumstances. I understand that even if senior management meets with me on this matter, this report will be treated confidentially in accordance with the policy.

And, I have signed at _____, this ____ day of the month of _____
20__

Signature: _____

20. PERSONAL DATA PROTECTION POLICY

1. Preamble

The Privacy Policy (hereinafter “the Policy”) is adopted pursuant to the Act respecting the protection of personal information in the private sector, c. P-39.1 (hereinafter “Privacy Act”).

Garderie Les Petits Anges de Wesley (hereinafter “the daycare”) is a non-profit legal person that processes personal information during its activities. It is therefore subject to the Privacy Act. During its activities, the daycare must collect, use, and retain personal information in accordance with the Act and Regulation respecting educational childcare services, the Regulation respecting reduced contributions and the directives and instructions of the Ministère de la Famille.

This policy applies to the daycare, which includes staff, members of the Board of Directors, interns, and volunteers, where applicable, as well as to any person who otherwise provides services to the daycare. The policy applies to all personal information collected, used, and retained by the daycare, regardless of its form. The policy covers personal information contained in all types of physical or digital documents, whether written, graphic, sound, visual, computerized, or other. Personal information is defined as any information relating to a natural person that enables that person to be identified, directly or indirectly. It also applies to the daycare's website, where applicable.

2. Objectives

This policy describes the standards for the collection, use, communication, and retention of personal information to ensure its protection. It also explains the roles and responsibilities of daycare personnel throughout the life cycle of this information, as well as the mechanism for handling complaints relating to the protection of this information.

3. Personal information

During its activities, the daycare may collect and process various types of personal information, including:

- information relating to identity, such as first or last name, age, date of birth;
- contact details, address, e-mail and telephone number;
- information required to register a child for daycare, including registration form, service agreement, social security number, bank details for direct debits, etc.;
- information needed to prepare the file of parents applying for the reduced contribution, such as the reduced contribution application, the parent's certificate, birth certificate or Canadian citizenship document and the child's certificate or birth certificate, correspondence with the parent, etc.;
- information required during a child's attendance at the daycare center, including attendance sheets, incident reports, documents relating to the administration of medication, instructions from a parent concerning his or her child's dietary restrictions, if any, etc.;
- information required to compile the child's educational file, in particular the periodic assessment;
- information on daycare employees, trainees, and volunteers, including personal files, training certificates, and certificates for verification of impediments;
- information required to maintain the files of those responsible for educational childcare in a family environment;
- any other personal information required during its activities

4. Collection

The daycare collects personal information from parents, children attending the daycare and its staff. The daycare also collects personal information from those responsible for recognized educational family daycare services on its territory and from interested parties.

The daycare collects personal information directly from the person concerned with his or her consent, unless an exception is provided for by law. Consent may be implied in certain situations, such as when an individual voluntarily

provides his or her personal information during the daycare's activities, such as when registering a child or when being hired. In all cases, the daycare will only collect personal information if it has a valid reason to do so. In addition, the collection of personal information is limited to that which is necessary to fulfill its purpose.

Unless otherwise provided by law, the daycare will seek the consent of the person concerned before collecting personal information about him or her from a third party.

Considering that the daycare collects personal information by technological means, it has adopted a confidentiality policy.

5. Use

The daycare undertakes to use personal information in its possession solely for the purposes for which it was collected and for which the law authorizes it to use such information. However, in specific circumstances, the daycare may collect, use, or disclose personal information without the consent of the person concerned, where permitted or required by law.

Such circumstances may arise when, for legal, medical, or security reasons, it is impossible or unlikely to obtain consent, when such use is clearly for the benefit of the individual concerned when it is necessary to prevent or detect fraud, or for any other serious reason.

The daycare limits access by staff and members of the Board of Directors to personal information and information of a personal nature that is necessary for the performance of their duties.

6. Communication

In principle, the daycare may not disclose personal information it holds about an individual without the individual's consent. However, the daycare center may communicate personal information to a third party without the consent of the person concerned when the communication is due to a regulatory or legal requirement or when the Privacy Act or any other law so permits.

7. Retention

During its activities, the daycare must keep many documents containing personal information. Certain documents must be kept for a period prescribed by the Act respecting educational childcare services, the Regulation respecting educational childcare services, the Regulation respecting reduced contributions and the directives and instructions of the ministère de la Famille.

Quality of personal information

The daycare ensures the quality of the personal information it holds. To this end, personal information is kept up to date, accurate and complete to serve the purposes for which it was collected or used. Constant updating of personal information is not required unless justified by the purposes for which the information is collected. However, if the information is to be used to make a decision it must be up to date at the time the decision is made.

Physical and digital documents

Depending on the nature of the personal information, it may be stored in the daycare's offices, in various computer systems of the daycare or its service providers, or in storage facilities of the daycare or its service providers.

Security measures

Security and privacy are important to the daycare. The daycare implements security measures to ensure that personal information remains strictly confidential and is protected against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. These security measures may include organizational measures such as limiting access to what is strictly necessary, backing up and archiving data using an external system, etc.); and technological measures such as the use of passwords and encryption (e.g. frequent changing of passwords and use of firewalls, data saved on secure servers, secure use of computer workstations by an approved service provider, etc.).

Scanning documents

If the daycare wishes to destroy original documents following their digitization, it must comply with the following conditions:

- The information contained in the digitized documents has not been modified and has been preserved in its entirety;
- The digitization process and the storage medium must ensure the stability and durability of the digitized documents;
- The daycare chooses a medium or technology on which to store the documents that enable it to meet these conditions;

When the daycare scans a document, it applies the procedure provided for this purpose. The daycare records the digitization in the digitization register provided for this purpose.

8. Destruction

Original documents containing personal or confidential information are destroyed securely. The daycare uses final document destruction techniques appropriate to the level of confidentiality of the document to be destroyed. It refers to the established procedure for final document destruction techniques. The daycare completes the destruction log provided when destroying documents containing personal information.

9. Privacy Impact Assessment

The daycare must carry out a privacy impact assessment for any acquisition, development, or redesign of an information system or electronic service delivery project involving personal information.

The privacy impact assessment carried out must be proportionate to the sensitivity of the information concerned, the purpose for which it is to be used, and its quantity, distribution, and medium.

The daycare may use the guide developed by the Commission d'accès à l'information "Guide d'accompagnement - Procéder à l'évaluation des facteurs relatifs à la vie privée" to carry out the privacy impact assessment, where applicable.

10. Request for access or rectification

Any person may request access to, or correction of personal information held by the daycare. The person concerned must submit a written request to this effect to the daycare's Privacy Officer. Subject to certain legal restrictions, individuals may request access to their personal information held by the daycare and may request that it be corrected if it is inaccurate, incomplete, or ambiguous.

The daycare's Privacy Officer must respond in writing to such requests within 30 days of receipt.

11. Confidentiality Incidents

A privacy incident is any unauthorized access, use, or disclosure of personal information as well as any loss or other breach of security. If the daycare has reasonable grounds to believe that a privacy incident has occurred, the person responsible for the protection of personal information at the daycare must respond in writing to this request within 30 days of the date of receipt.

In the event of a confidentiality incident, the daycare will assess the damage. This assessment considers, among other things: the sensitivity of the personal information concerned; the possible malicious uses of the information; the anticipated consequences of the use of the information, and the likelihood that it will be used for harmful purposes.

When the incident presents a risk of serious harm to the persons whose information is concerned, the daycare center informs in writing:

- The Commission d'accès à l'information via the prescribed notice form;
- The person(s) concerned. The notice must provide adequate information on the scope and consequences of the

incident

The notice must contain:

- A description of the personal information affected by the incident. If this information is not known, the organization should explain the reason the information cannot be provided;
- A brief description of the circumstances of the incident;
- The date or period when the incident took place, or an approximation of this period if unknown;
- A brief description of the measures taken or planned to reduce the risk of harm as a result of the incident;
- Measures proposed to the person concerned to reduce or mitigate the risk of harm;
- Contact details of a person or department to whom the person concerned can turn to for further information about the incident

Privacy Incident Log

The daycare maintains a privacy incident log. The register collects all privacy incidents involving personal information:

- Those that present no risk of serious harm and;
- Those that present a risk of serious harm

The information contained in the register of confidentiality incidents is kept up to date and retained for a minimum period of five (5) years after the date or period during which the daycare became aware of the incident.

12. Process for handling complaints relating to the protection of personal information

Any person concerned by the application of this policy may file a complaint concerning the application of this policy or, more generally, concerning the protection of his or her personal information by the daycare center.

13. Contact information for the Privacy Officer

The daycare's Privacy Officer may be contacted by telephone at 514 489-4588, extension 21, or by e-mail at lespetitsanges@bellnet.ca.

The daycare's Privacy Officer may be contacted for any questions relating to the application of this Privacy Policy.

14. Effective date of policy

The Policy, approved by the Privacy Officer and the Board of Directors of the Daycare, takes effect on April 9, 2024. If the daycare updates this Policy, the daycare will make the amended Policy available.

21. PRIVACY POLICY FOR THE COLLECTION OF PERSONAL INFORMATION BY TECHNOLOGICAL MEANS

The daycare is committed to ensuring the protection and confidentiality of personal information provided or collected when a person visits the daycare's website, and an interaction takes place through technological means. In this regard, this privacy policy (hereinafter the "Policy") is intended to provide information on the personal information collected, the purposes for which it is collected, the communications that may be made and, in general, the safeguards in place. It also deals with the use of cookies, where applicable.

The Privacy Policy is adopted pursuant to section 8.2 of the Act respecting the protection of personal information in the private sector, c. P-39.1 (hereinafter the "Privacy Act").

Consent

If the daycare's Web site is visited and its services are used, or if personal information is transmitted by the daycare,

the person transmitting this information is presumed to have given his or her consent for the purposes set out below, for which the daycare collects and uses personal information.

Use of cookies

The daycare uses cookie technology to help users of its website navigate more quickly and to provide them with the content that interests them most. A “cookie” is a string of information sent by a website and stored on a computer's hard drive or temporarily in memory.

The use of cookies is standard industry practice, and many popular browsers are initially configured to accept them. It is possible to reconfigure the settings so that the daycare website refuses or accepts cookies or alerts the user when a cookie is installed on his or her computer. Please note that by refusing cookies, the user may not be able to use certain features of the daycare's website.

Type of information collected by the daycare

The decision whether to provide personal information rests exclusively with the person using the services. As a rule, it is possible to consult the daycare site without disclosing any personal information. However, in certain cases, the collection of personal information may be useful or even necessary.

The following categories of personal information may be collected and used by the daycare center when you visit its website:

- Identification: first and last name;
- Contact information: telephone number and e-mail address;
- Interactions: when communicating by e-mail, chat, submitting a comment, making an appointment, subscribing to a newsletter or visiting the intranet, or when sending a curriculum vitae as part of a job application, interactions may be saved along with any attachments;
- Use of the day nursery site: the day nursery automatically collects certain personal information from your browser's cookie files, including IP address, language of correspondence, date and time of visits and pages consulted

Use of personal information collected by our site

Personal information collected by the daycare is used solely for the purposes indicated at the time of collection. Personal information is used primarily to:

- Communicate with customers (parents, partners) and keep them informed: send an appointment confirmation, answer a question, comment or request for information, send the newsletter, if applicable, etc.;
- To personalize, improve or facilitate the experience on the website: for example, to store information so that it does not have to be re-entered during a subsequent visit;
- To process job applications and CVs, where applicable;
- Any other use authorized or required by applicable law

Information sharing and communication

The daycare may only share personal information with other organizations with the consent of the individual to whom the information relates. The disclosure of personal information without consent may occur if required or permitted by law, but in such cases, only the required data will be provided.

All personal information provided to the daycare is stored on secure servers with access limited to the daycare. The daycare takes reasonable technical measures to ensure a secure environment and to protect this personal information, such as: fire barriers, use of antivirus software, access management, intrusion detection, regular back-ups. However, given the nature of the Internet as a public network, all visitors accept that the security of transmissions via the Internet cannot be guaranteed. Consequently, the daycare cannot guarantee or assume any responsibility in the event of breach of confidentiality, piracy, viruses, loss, or alteration of data transmitted via the Internet.

Retention

The daycare uses and retains personal information for as long as necessary to fulfill the purposes for which it was

collected, or as permitted or required by law.

The daycare reserves the right to retain for a reasonable period certain personal information to comply with the law, prevent fraud, and resolve a complaint or other problems. At the end of this period, the personal information concerned will be deleted from the daycare's servers.

External links

This policy does not apply to third-party websites that can be accessed by clicking on links on the www.petitsanges.ca website; the daycare does not represent and is not responsible for these third-party websites. If the user accesses a link to a third-party website, the third party will have its privacy policy that the user may consult before submitting personal information.

While using the daycare's website, the user may be led to consult other third-party websites via hypertext links. However, the daycare is not responsible for the privacy practices, policies, or actions of those third-parties. It is recommended that you carefully read the privacy statement of each site you visit to make an informed decision as to whether you should use such sites per their privacy policies.

In addition, a link to such a site does not mean that the daycare recommends that third-party site or that it assumes any responsibility for its content or the use that may be made of it. It is the user's responsibility to take the necessary precautions to ensure that the site selected for use is free of viruses and other destructive elements.

Responsibility

The daycare is not responsible for the accuracy of the information provided by users on its site. The daycare shall not be liable for any damages resulting directly or indirectly from the use or non-use of information published on the site. The daycare does not warrant that the site or its content will be uninterrupted or error-free, that defects will be corrected, or that the site or the server that hosts it are free of viruses or other harmful components.

Further information

For all requests for information or updates concerning personal information, please contact the Privacy Officer by telephone at 514-489-4588, extension 21, or by e-mail at lespetitsanges@bellnet.ca.

Policy updates

The daycare reserves the right to update its privacy policy at its discretion. The daycare will make any updates to this privacy policy available on its website.