



PARENT HANDBOOK

Daycare Services

Mission

The Daycare Services of Clarence-Rockland is a municipal non-profit licensed and bilingual service in operation since October 1974. We offer a daycare service in each of the 5 sectors of the City.

The Daycare Services welcome children from 18 months to 12 years old. In partnership with the Integration Services of United Counties of Prescott Russell, it is possible to offer a personalized service to children with special needs. The program offered to the children is based on the regulations of the Early Learning Framework: How does learning happen? We observe children play and modify the pedagogic program according to children interests.

We believe that all children, regardless of their personal needs, cultural environment, linguistic diversity, ethnic and/or all other differences have the right to enjoy the diversity offered in our programs, allowing them to develop their own identity and become aware of their personal potential. We believe that each and every child deserves to succeed socially, emotionally, physically, cognitively, affectional and communicatively and we encourage children to live unique moments and experiences alone or in a group of children in our qualified daycares. We are motivated to help and guide the children explore opportunities that we are offering, to allow them to blossom in a secure, fun, educational and warm environment.

Vision

The Daycare Services of Clarence-Rockland aspire to represent an extension of the family in the heart of each child and wish to surround them uniformly throughout rewarding and positive experiences lived at the daycare. We believe that each child is competent, capable, curious and rich in potential. We wish that each child finds a sense of belonging in harmony for his/her wellbeing, equilibrium and development. We want to give the right tools to the children to allow them to become independent and acquire the capacity to self-regulation when conflicts or challenges arise.

The Daycare Services make sure that the qualified employees receive the necessary and pertinent training to meet each child development, allowing them to live rich and stimulating experiences that will provide them with tools to use throughout their lifetime. The Daycare Services make sure that non-qualified employees receive the necessary and pertinent information to be in tune with the regulation of the Child Care and Early Act 2014, established by the Ministry of Education.

Values

Educators will be involved in the child's play and will use observations to provoke investigations and open discussion between the adult/educator and the children.

The Daycare Services believe that a child environment should include:

- One self and others respect
- Curiosity, initiative and independence
- Self-esteem and the capacity to take decisions

- Interaction and communication
- The collaboration of the Daycare Services, in partnership with the parents and the community organizations involved in the daily life of the children

The Daycare Services encourage an open communication with the parents since their participation and support is beneficial to the child to have a positive experience leading them to the success anticipated by the program offered at the daycare. The administration of the Daycare Services appreciates suggestions and positive and constructive comments that will allow us to analyze and actualize the program in order to reflect the children's needs.

For you, as for the Daycare Services staff, the children are our priority.

[Program statement - See schedule A](#)

Information and policies form

Ratio adult - children

In order to respect the Child Care and Early Years Act, 2014, established by the Ministry of Education, this ratio adult – children requirements has to be followed by the municipal Daycare Services:

- for the toddlers group the ratio is 1 adult for 5 children
- for the preschools group the ratio is 1 adult for 8 children
- for the 4 & 5 years old group the ratio is 1 adult for 13 children
- for the children from 6 to 12 years old the ratio is 1 adult for 15 children
- for the children from 9 to 12 years old the ratio is 1 adult for 20 children

1. Days and Hours of Operation (Policy GAR2015-01. Section 3)

The program is offered 51 weeks per year. The care to children is offered between 6:30 a.m. to 5:30 p.m., Monday to Friday. The daycares will be closed for the following days:

- Family day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day

- Civic Holiday
- Labour Day
- Thanksgiving
- December 25th to January 1st

A) Holidays & Sick Leave (Policy Gar2015-01. Section 8)

The customer is responsible for paying all of the days stipulated in the contract. The customer will not receive any credit for their child absence days.

B) Hospitalization (Policy GAR2015-01. Section 15)

If a child must be absent from the daycare due to hospitalization, no daycare fees will be charged for the hospital stay and a maximum of five (5) days of recuperation;

The daycare administration will require a medical certificate indicating the number of days in the hospital to cancel the fees.

2. Admission (Policy Gar2015-01.Section 1)And Withdrawal Policies

A) Waiting List - See Schedule B for Complete Policy

When a parent is contacted by the administration of the Daycare Services to confirm their child's space at the daycare, a meeting is scheduled at the daycare to familiarize the parent and their child with the surroundings, answer their questions, complete the admission forms and inform them of the rules and regulations of the Daycare Services, prior to enrolment.

The parents must inform the daycare of any changes on the admission form. Ex. telephones, addresses, separation, etc.

B) Children with Special/Medical Needs

The Daycare Services of Clarence-Rockland accept children with special needs in the following groups: toddlers (18 to 30 months), Preschoolers (30 months to 4 years old) and School age (4 to 12 years old).

It is understood that an observation meeting will be scheduled at the daycare with the Integration Counsellor of the United Counties of Prescott-Russell and the parent accompanied by their child, in order to understand the child's needs. The Integration Counsellor of the United Counties of Prescott-Russell will confirm the eligibility and the funds to pay the salary for the program assistant to work with

the group attended by the child. If the Integration Services of the United Counties of Prescott-Russell doesn't have the funds to pay the salary for the program assistant, the child's name will remain on the waiting list until further notice from the Integration Services of the United Counties of Prescott-Russell.

A support/medical plan must be adapted for every child with special needs. The support/medical plan will be developed in consultation with the parent, the child if its age and its understanding allow it, all regulated healthcare professional, the responsible employee of the daycare and all other people working with the child.

It is important that the responsible educator has the support of the parents, the program assistant and the Integration Counsellor of the United Counties of Prescott-Russell to insure that the child with special needs receives all the necessary care and ensure a nice experience in a daycare environment.

C) Security Deposit (Policy Gar2015-01. Section 6) - See Schedule C

- A \$30, non-refundable fee, will be required when opening an account for the Daycare Services.
- A deposit equivalent to two weeks of daycare services will be required to all new daycare clients upon their registration appointment. The security deposit has to be paid by the client to the Accounts Receivable Clerk/Finance Daycare at the Client's service department of the City Hall.
- Clients being partially subsidized will be ask for a security deposit; see SCHEDULE C for applicable fees.
- Security deposit will be reimbursed to parents upon withdrawal of their child, as per Section 6 of the Client's account policy.

D) Service Agreement (Policy Gar2015-01. Section 7)

The parent of a school age child will check the services he needs to reserve for the periods established by the Financial Services, sign the Agreement and will be attach to this Agreement, notwithstanding of the service used during the duration of the agreement.

E) Withdrawal (Policy GAR2015-01. Section 11)

It is understood that clients can terminate their daycare service by submitting a four (4) weeks written notice of withdrawal. The client will be charged according to the service agreement established during the four (4) weeks following the withdrawal notice.

Clients terminating their daycare service have to put the name of their child on the central waiting list if they need the daycare later. The rule of priority call, according to Section 1 will apply in this case.

The Daycare Services administration can terminate the service if policies are not followed by children and/or a parent.

A child and/or a parent with aggressive or violent behaviour, physically or verbally, toward an adult or a child could be withdraw from the daycare, for a short or long period or permanently, depending on the Daycare Services administration decision.

Important

If the daycare cannot answer to your child's global needs or we observed that your child requires specialized services, the Daycare Services management reserve the rights to withdraw your child permanently, and this, for the well-being of your child.

A meeting would be organized in order to discuss with the parent and a written notice will be subsequently provided to the parent. Depending on the severity of the incident involved, it is possible that the administration decide to end the service the same day of the meeting. When this is the case, the notice of 4 weeks is not required and the security deposit is applied to the client's account as soon as Financial Services have made the required adjustments to close the account.

3) Invoicing (Policy GAR2015-01. Section 7)

- An e-mail notification will be sent to paying and partially subsidized clients at the beginning of each month; the customer will be able to go to the Digibot portal to check his invoice which will be due on the last business day of each month.
- The Finance Services will charge the Service monthly, for the current month.
- It is understood that the amount charged to the partially subsidized clients is established by the United Counties Social Services of Prescott Russell.

See Schedule C for the Clarence-Rockland Daycare Services fees.

A) Subsidies

Parents may ask for financial help for daycare fees by going directly on the web site: www.prescott-russell.on.ca. If you do not have internet access, communicate with the Prescott Russell Social Services at 1-800-667-9825 / 613-675-4642

B) Late Payment (GAR2015-01. Section 9 Policy)

Late payment fee will be applied to overdue client's account. See Schedule C for the applicable fees.

4) Arrival and Pick-Up

We ask parents to respect the Daycare Services operational hours established from 6:30 am to 5:30 pm.

Parents have to notify the staff, responsible of their child's group, that their child is arriving or leaving the daycare. Parents or tutors have to inform the employees of the daycare if someone else will be picking up the children. The employee will require identification papers if an unknown individual comes to pick-up a child at the daycare.

We ask that your child be at the daycare by 10:00 a.m. to benefit from the morning activities.

Please notify the daycare if your child is absent for the day or will arrive later than 10:00 a.m. For children attending the school age daycare, it's important to contact the daycare when your child is not attending school because it is not the school responsibility to notify the daycare.

Important

When parents arrive at the daycare to pick up their child, they cannot change their mind and leave the child that does not want to go home at the daycare. This has an impact on the ratio adult-children scheduled for the end of the day.

5) Late Parent Arrival (Policy GAR2015-01. Section 10)

The City of Clarence-Rockland Daycare Services operating hours are from 6:30 a.m. to 5:30 p.m.

Note that to be "on time" means that the parent and child are ready to exit the centre at 5:30 p.m. The late fee will be added to the parent's monthly invoice. See Schedule C for the Clarence-Rockland Daycare Services late arrival fees.

In the case of late arrivals due to bad road conditions, and at the discretion of daycare administrator, late arrival fee will not be charged. After the third late arrival, parents will receive a reminder of the Daycare Services late arrival policy in effect.

6) Serious Occurrence

S.S 6.2 of the Child Care and Early Years Act, 2014, established by the Ministry of Education

The serious occurrence policy must be reviewed with employees, volunteers, and students and implemented, and must undergo the compliance and contravention policy.

A serious occurrence is described as follows:

- The death of a child, who received childcare at a home childcare premises or childcare centre, whether it occurs on or off the premises,
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a home childcare premises or childcare centre,
- A life-threatening injury to or a life-threatening illness of a child, who receives childcare at a home childcare premises or childcare centre,
- An incident where a child who is receiving child care at a home child care premises or child care centre goes missing or is temporarily unsupervised, or

- An unplanned disruption of the normal operations of a home childcare premises or child care centre that poses a risk to the health, safety or well-being of children receiving childcare at the home childcare premises or childcare centre.

In the event that a parent does not inform the daycare of his child's absence during a school day, the disappearance of the child becomes a serious occurrence that has to be reported to the Ministry of Education and Valoris. Note that if a child is not found on the school premises, we will contact 911 to report the disappearance of your child.

When a serious occurrence happens at the daycare, the responsible employee must make the first aid maneuvers when necessary and ensure that the emergency services required are contacted (911 example but not limited to ambulance, fire service, Valoris, etc.). The supervisor/crew leader must report the incident to the Ministry of Education through CCLS within 24 hours of the licensee or supervisor becoming aware of the serious occurrence. Be informed that a serious occurrence report will be posted at the entrance of the daycare, for a 10-day period, to inform the visitors and clients that a serious occurrence happened.

7) Parent - Educator Meetings

There will be informative meetings during the year for the school age group parents to give the details of the different activities presented to their child. Parents can also make an appointment with the educator if they have questions or worries concerning their child.

Parents of the "Toddler's and Preschool's" group can read their child daily report to inquire about their day at the daycare and can add some comments. Educators of the "Toddler's and Preschool's" group will complete the AJEPTA grill to follow each child development.

8) Discipline

Children are disciplined in a positive manner, at a level that is appropriate to their actions and their ages, in order to promote self-discipline, ensure health and safety, respect the rights of others and maintain equipment. Corporal punishment is not permitted in the municipal Daycare Services.

Each staff members and volunteer helpers have to sign the Prohibited Practices and Compliance and Contravention policies annually.

Parents are not allowed to reprimand a child, other than his/hers, when coming to the daycare. Parents can discuss concerns or problems with their child educator or crew leader.

I) Prohibited Practices

Policy, Procedures and Guidelines - See Schedule D

II) Monitoring Compliance and Contraventions

Policy, Procedures and Guidelines - See Schedule E

III) Health and Administration of Medicines

Policy, Procedures and Guidelines - See Schedule F

IV) Sabrina's Law - Anaphylactic Allergies.

Policy, Procedures and Guidelines - See Schedule G

9) Outbreak

Depending on the symptoms and the number of children having the same symptoms, the Health Unit may take the decision to declare an outbreak at the daycare. The Health Unit is the only authority to declare an outbreak and the daycare has to follow the rules of outbreak established by the Ministry of Health. During the outbreak, children having the symptoms have to wait 48 hours after the last symptom to come back to the daycare.

10) Outdoor Play

The Ministry regulations require 2 hours of daily outdoor play for the toddler and preschool's group: usually one hour in the morning and one in the afternoon, weather permitting.

The program for children attending daycare before and/or after school is organized to include an outdoor play period of at least 30 minutes each day, weather permitting.

During the summer months, the program is flexible and we take advantage of the nice weather to play outside.

Note that children will not have outside activities if it's warmer than +35 during the summer or colder than -21 during winter.

11) Nutrition

Our weekly menus follow the Canada's Food Guide and are approved by Health Unit; the weekly menu will be posted to assist you in menu planning at home.

- I. The daycare provides the breakfast, lunch and a snack in the afternoon for the children attending the toddler's or preschooler's group. If your child is attending the toddler's or preschooler's group, the daycare won't allow any outside food or beverage at the daycare. A bottle for water use only, identified in the child's name, may be left at the daycare. This bottle will be returned to you every night to be washed.

- II. For the school age children, it is mandatory to clearly identify the lunch bag and bottle of beverage with the first and last name of the child.
- III. The daycare provides the breakfast and a snack in the afternoon for the children attending school age group. The parent has to provide a lunch every day, unless informed otherwise. In order to insure the healthiness of the food, the Ministry and Health Unit requires inserting an "Ice Pak" in your child lunch box. A microwave is available to reheat your child's lunch.

All our daycares have children with food allergies. Make sure that you know which food has to be excluded in your child lunch box. Children's with special diet needs and allergies will be posted in the kitchen and the daycare rooms.

For all age children:

When a parent needs to bring substitute food to the daycare, the parent is responsible for sending a note with instructions to the daycare, which we will put in the child's file.

It is understood that the parent must clearly identify each substitute food he brings to the daycare with the name of his child and the date of the day he left the food at the daycare. This also applies to a substitute beverage, for example, but not limited to: soy milk to replace the milk that the daycare offers to children.

The parent cannot leave a substitute food in their child's bag. It is the parent's responsibility to hand the substitute food to the employee responsible for their child's group.

School age group:

It is understood that a child 44 months of age or older must bring a lunch bag to the daycare. The parent must provide the lunch meal and/or a morning snack, as well as beverages for the day. In order to reduce the risk of anaphylactic reaction for a child in the group, the parent must clearly identify the lunch bag and beverages with the name of their child.

Children can eat food from their lunch bag during the afternoon snack.

Exception

Because the Daycare Services provides a healthy and balance menu, we ask the parents with children having allergies, food intolerance or a different diet, to bring the food replacement to the daycare.

It's important that the food replacement you bring at the daycare respect the Canadian food guide and is similar to the menu we offer to the children at the daycare.

If we can adapt our menu without increasing the cost of the food purchase, we will study the possibility to make changes to the menu. Ex. Exclude the peanut butter from the menu. Be informed

that the ‘Wow butter’ will not be accepted at the daycare.

The parent is responsible to include nutritious foods for their child’s meal/snack, according to the Canadian Food Guide.

If the parent forgets to bring their child's meal/snack to the daycare, the responsible employee of the group will offer a meal and/or nutritional food to the child. We will do a follow up with the parent.

Here is the Ontario Dietitian in Public Health food suggestion for your child lunch bag.

TABLE 1 NUMBER OF FOOD TO OFFER, BY FOOD GROUP, BY HOURS IN ATTENDANCE TO THE DAYCARE OR AT SCHOOL

Number of hours in attendance	Number of Food and Beverage Choices to Offer	Number of Food and Beverage Choices to Offer	Number of Food and Beverage Choices to Offer
	Less than 6 hours	Less than 6 hours and present at mealtime	6 to 9 hours
Meal and snack pattern	1 snack	1 meal	1 meal and 2 snacks
Vegetables and fruits	1	2	4
Grain products	1	1	2
Milk and alternatives	1	1	2
Meat and alternatives	1	1	1

For example, a nutritional snack could be an apple and cheese, or vegetable and humus. A nutritional meal could be a vegetable salad with pieces of chicken, whole wheat bun and fruits in yogurt to be complete. For more information and example, please consult the [Practical Guide of the Ontario Dietitian](#) in Public Health.

12) Rest

The Child Care and Early Years Act, 2014, established by the Ministry of Education, specify that children attending the toddler’s and preschooler’s group should have a 2 hours nap daily.

Children not sleeping or waking up before the end of the nap session can look at a book or have a quiet activity.

Policy, Procedures and Guidelines - See Schedule H

13) Head Lice Policy

It is imperative that the parents who have found head lice in their child's hair notify the daycare immediately. A letter of notification will be given to parents and they can verify their children's hair in order to be sure that head lice were not passed on to their child.

When verifying your child's hair, it is best to look at the root of the hair especially behind the ears and behind the head.

The egg is very small and greyish colour. If you find head lice, it is important to treat your child immediately; you may ask for the lice's treatment at the pharmacy. Normally one application is sufficient but it is possible that two applications is necessary. Your child may come back to daycare after the proper treatment has been given. For more information, you may ask the pharmacist.

Don't forget to wash your child's bed and vacuum the mattress, carpet, sofa, car or any other materiel that your child may have touch.

The daycare employees will check all the children's hair regularly to avoid head lice epidemy. Your child cannot come back to the daycare until you have fully eliminated the lices in his/her hair.

If you bring your child to the daycare and we find more lices, you will be responsible for coming back and treat your child again for head lice.

In order to avoid this situation again, please make sure to identify your child's clothing, especially the hat and make sure to put your children's belongings in his/her cubby. You could put either a brush or a comb and for the girls some elastics or barrette because the daycare staff cannot share those accessories between the children.

14) Field Trips and/or Special Activities

The municipal daycares organize field trips for the children during the year. These field trips are included in the program in order to offer the children a variety of cultural, educational, physical and recreational experiences.

It's the daycares responsibility to offer adequate supervision during the field trips. It is absolutely necessary that all scheduled staff assist the field trips.

The field trips could include but is not limited to the following activities:

- Take a walk in the municipality
- Outing in a municipal park
- Visit an orchard
- Visit a thematic site, ex. for halloween
- Flag raising for autism day or Remembrance Day

- Visit a residence for an event: ex. Christmas
- Municipality water park
- Visit the municipal Library
- Visit the Optimist performance Hall
- Visit the firehouse
- Inter-daycare activities

The parent-tutor must sign an authorization form to allow their child to attend a field trip. The cost of the field trips is included in the daycare budget. Special activities and field trips could also be organized during the March break and the summer program.

We encourage the parents to come at the informative meeting to discuss the summer outings; the meeting is usually held in spring.

According to your child group age, if the maximum ratio adult/child (as listed below) do not attend a field trip, a staff member will remain at the daycare to supervise the children. Otherwise, it is the parent-tutor's responsibility to find alternate daycare if their child is not attending a field trip; the parent will have to pay the daily fee of the daycare even if their child doesn't participate to the field trips established by the Daycare Services.

- for the toddlers' group - 5 children
- for the preschools group - 8 children
- for the 4- & 5-years old group - 13 children
- for the children from 6 to 12 years old - 15 children
- for the children from 9 to 12 years old - 20 children

15) Program

Educators will organize activities throughout the year for special celebrations. Whether it's the birthday of the children, Valentine's day, Easter, Mother or Father's Day, Halloween or Christmas, we will teach children some songs, nursery rhymes or do craft. Note that we cannot exclude a child from the daily activities because we have to respect the ratio adult-children at all time.

16) Vulnerable Sector Police Check

Any parent' who would like to join the Daycare Services for a special activity, a field trip or to do volunteer work, will have to provide a vulnerable sector police check dated 3 months or less previous to their contact with the children. If the parent cannot provide this document, we will have to refuse their presence around the children attending our daycares. The security of the children attending the Daycare Services is our priority.

17) Photo Publication

The Daycare Services of Clarence-Rockland needs your authorization to publish pictures of your child taken during the daycare activities or outings in the Digibotgo portal, Community activities and Citizen's guide of the City of Clarence-Rockland, in a newspaper, on the City of Clarence-Rockland web site or any other form of advertisements.

It is understood that no legal action against the City of Clarence-Rockland Daycare Services will be undertaken if your child's pictures were to be viewed by a public other than the daycare.

Parent's must approve the photo publication in the child's portal Digibotgo in order to receive photos taken during activities at the daycare.

18 Clothing and Possessions

Toddler's

Your child will need change of clothes at the daycare. Here is the list of items we suggest the parents to leave at the daycare, in your child's cubby:

- Pants, socks, sweater, underwear, shoes (for a question of security, your child cannot wear flip-flop sandals at the daycare during outdoor and gymnasium activities)
- Proper outdoor clothing for cold, warm or wet days.
- For the warm summer days make sure your children have a bathing suit (no bikini allowed) but Tankini is allowed, a towel, a hat and sunscreen (no spray product will be allowed at the daycare)
- Children having a nap at the daycare will need a blanket and a teddy that will be sent home every Friday to be washed.
- If your child wears diapers, you have to provide diapers, wet towels and a cream (of your choice). Please label all items, including the diaper bag with your child's name.

School Age Children

Your child will need change of clothes at the daycare. Here is the list of items we suggest the parents to leave at the daycare, in your child's cubby:

- Pants, socks, sweater, underwear, shoes (for a question of security, your child cannot wear flip-flop sandals at the daycare during outdoor and gymnasium activities)
- Proper outdoor clothing for cold, warm or wet days.

- For the warm summer days make sure your children have a bathing suit (no bikini allowed) BUT Tankini is allowed, a towel, a hat and sunscreen (no spray product will be allowed at the daycare)

Important: The daycares in the school premises will follow the clothing policies of the school.

Please label all clothing and belonging with your child's name. It's the parent's responsibility to keep their child's locker neat and tidy; this will help your child have a better day at the daycare.

Children are not allowed to bring toys from home to the daycare, unless told otherwise; nor is it allowed for children to bring toys from the daycare at home.

Although every care is taken in our daycare to ensure proper care of toys, we cannot be held responsible for any damage to or loss of toys, jewels and articles brought from home.

19) 12-Year-Old Policy

A child who will turn twelve years old between the period of January and June will be withdrawn from the daycare by June 30th; a child who will turn twelve years old between the period of July and December will be withdrawn from daycare by December 31st.

However, the Daycare Services retains the right to end the daycare services and to withdraw a twelve-year-old child before the periods identified if he or she shows the following behaviour:

- The child is not interested in the program and activities presented and don't follow the daily routine.
- The child has an inadequate behaviour and doesn't respect the daycare's behaviour management policy.
- The child doesn't respect the educators, the part-time employees, the trainees or any other responsible person who supervises the group as well as other children at the daycare.

20) Volunteers and Students Policy - See Annex (I)

21) Clients Communication Policy - See Annex (J)

22) Safety Procedures and Drills Policy

The Daycare Services of Clarence-Rockland as developed procedures and policies to follow in case of emergency. For more information, please visit the Daycare Services web site for the complete policy.

Communication in case of emergency

In the event that it is not possible to return in the daycare, we will call the parents and/or the child emergency contact person to inform them that they have to pick up their child at the evacuation site.

In such eventuality, the Crew Leader and the Daycare Services management will be on the scene to insure the children's safe departure.

22) Services

Age 18 months — 30 months

- St-Patrick
- Carrefour-Jeunesse
- Ste-Félicité
- St-Mathieu
- Sainte-Trinité

30 months — 4 years

- St-Patrick
- Carrefour-Jeunesse
- Ste-Félicité
- St-Mathieu
- Sainte-Trinité
- Rockland Public

4 — 12 year

- Carrefour-Jeunesse
- St-Patrick
- Rockland Public
- St-Mathieu
- Ste-Félicité
- Sacré-Coeur
- Du Rosaire
- Sainte-Trinité

Schedule A

Please note that this is a general program statement that may be different from one daycare to another or from one group to another.

S.S 6.2 of the Child Care and Early Years Act, 2014, established by the Ministry of Education

Goals

We believe that each child is competent, capable, curious and rich in potential.

The program statement describes the goals guiding the licensed daycare program or a home daycare, as well as approaches that will be implemented under the program to do the following:

Clarence-Rockland Daycare Services Approach to Reach These Goals

See the parent's board for explanations or ask the crew leader/supervisor for the binder of the steps taken by the employees to achieve the objectives.

a) promote the health, safety, nutrition and well-being of the children:

- The Daycare Services employees seek to provide children the well-being, comfort and the necessary basic needs to ensure their development.
- The children attending our services will be offered healthy balanced menus which meets the standards of the Canadian Food Guide approved by the Health Unit.

(b) support positive and responsive interactions among the children, parents, child care providers and staff;

- The adult/educators will be a role model for the child in order to promote a positive and receptive communication between peers. We encourage parents to keep an open communication with the staff for the child daily smooth operation and the administration of the Daycare Services for the operation of the program.

(c) encourage the children to interact and communicate in a positive way and support their ability to self-regulate;

- The adult supervises the children when they verbalizes their needs in a positive way, to allow them the possibility to settle or find a solution to their conflicts /incidents before intervening; this will enable them to self-regulate.

(d) foster the children's exploration, play and inquiry;

- Using the document 'How do we learn?' and the ' Learning Framework', every educator in the municipal Daycare Services promotes game exploration and the curiosity of children in all group age.

(e) provide child-initiated and adult-supported experiences;

- We offer an environment with creative and educational material that stimulates children curiosity and learning through activities aiming the children interests, educational outings, special guests and presentations initiated by children and supported by adults.

(f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported;

- Following our observations, we implement challenging activities corresponding to each child stage of development.
- We use the indoor and outdoor playgrounds as a learning room, making sure to include natural elements to make our centers conducive to discovery.

(g) incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and consider the individual needs of the children receiving child care;

- We offer a varied and challenging schedule, including indoor and outdoor activities, favourable to offer determined or spontaneous moments where the child can continue their personal growth through the game. The need of the children will be taken into consideration when organizing the activities.

(h) foster the engagement of and ongoing communication with parents about the program and their children;

- Using the news letters, posted programs with pictures and observations notebooks, the daycare promotes the parent's participation and communication regarding the program offered to their child. We believe in the importance of keeping in contact with parents to inform them of the progress and the challenges their child on a daily basis.

(i) involve local community partners and allow those partners to support the children, their families and staff;

- We believe that integrating available community partners in our program is a tool that will complement and support our presentations; this will allow children to blossom in its growing region and will boost his sense of belonging

(j) Support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning; and

- The Daycare Services of Clarence-Rockland Administration supports and encourages employees to participate in the workshops and training courses available throughout the year to improve the program and professional development.

(k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

- We are able to evaluate our practices to better meet the needs of every child attending our daycare through surveys and observations.

Every licensee shall ensure that all new staff, home child care providers, students and volunteers review the program statement prior to interacting with children and at any time when the program statement is modified and/or once a year.

- The administration of the Daycare Services of Clarence-Rockland make sure that supervisors/crew leader presents the program statement to new employees, students and volunteers before interacting with children and each time the program statement is changed and/or once a year.

Every licensee shall ensure that the approaches set out in its program statement are implemented in the operation of its program at each childcare center it operates and each premise where it oversees the provision of home childcare.

- Supervisors/crew leaders ensure the implementation of the program statement, such as developed by the administration of the Daycare Services, by all employees, students and volunteers on a continuous basis during the program offered to children.

Schedule B

Policy GAR2017-06

Waiting list policy

1.0 Policy Statement

Establish a policy for the waiting list.

2.0 Purpose and Objective

In Article 45 and 75.1 of Regulation 137/15 Ontario - Waiting List in the Child Care and Early Years Act, 2014, the Ministry of Education requires that the Daycare Services establish a transparent and clearly management policy in regards of the waiting list.

3.0 Definitions

Daycare Services employees waiting list guidelines to be followed at all time.

4.0 Scope

This policy will apply to all customers wishing to add their child's name on the waiting list of Daycare Services.

5.0 Policy Procedure and Guidelines

The parent has to contact the Daycare Services administration in order to add their child's name on the waiting list. It is understood that there is no applicable fee to add a child on the waiting list.

The administration of the Daycare Services of Clarence-Rockland manages a centralized waiting list.

Here are the procedures and policies for the management of computerized waiting list:

- a) The information in the waiting list is confidential and will be disclosed to the concerned crew leader/supervisor at the time of the admission appointment, when the parent confirm that he reserves the space for their child at daycare.

- b) The waiting list is separated into two age groups, either toddler/preschool or school age. Also, to facilitate searches when a space is available, there is a single waiting list for each of the five villages of Clarence- Rockland.
- c) The parent/legal guardian must provide their name, telephone number to reach them (home, cell, work), email and the name and date of birth of their child.
- d) The date on which the client is added to the waiting list will determine its rank.
- e) The earliest date being the priority of the next call, by age group. No other valid reason determines the rank of the waiting list.
- f) When a space become available in a group, the responsible employee for the waiting list ensures to contact the parent according to the age group and priority of rank. If the parent does not respond to the call, a message will be left to all phone numbers provided by the parent and an email will also be sent.
- g) When we contact a parent, whose child is not yet 18 months (12 to 18 months = we have the right to accept 3 children of age exception in each toddler's group) and the parent informs us that their child does not walk, the child will remain on the waiting list status quo in his place until he reaches 18 months.
- h) The parent will have 48 hours to confirm that he wishes to reserve the place for their child.
- i) When we have a confirmation on time, an admission appointment will be organized with the crew leader/supervisor of the concerned daycare center.
- j) The parent who refuses the place will either remove his name from the waiting list or be placed at the bottom of the list. After the third refusal, the name will be removed from the waiting list.
- k) The parent who does not return the call within the prescribed time will be automatically removed from the waiting list.
- l) The parent may contact the administration of the Daycare Service their rank on the waiting list.
- m) No space will be guaranteed or reserved in advance; the place will be reserved when the administration of the Daycare Services has contacted the parent to offer him the space.
- n) The parent has an obligation to inform the administration of Daycare Services when the child has special needs (for example, but not a complete list : language delay , physical or mental delay).
- o) In the case n) an observation appointment will be held at the daycare with the Integration Services of United Counties of Prescott Russell. The Integration Service will provide the funds to pay a program assistant's salary to support the educator when a special needs child is integrated into a group, when they feel that the service is necessary for the program to run smoothly. When the Integration Service cannot provide the necessary funds, the child will remain on the waiting list status quo in his rank until the Integration Services confirms they have the funds to pay wages for the program assistant.

Schedule C

Fees

A non-reimbursable \$30 fee will be charged for the opening of all new account.

TABLEAU 1 FEES

Toddler 18 to 30 months	\$52.05
Preschool – 30 months to school age	\$50.10
School age school day - Plan A (am et pm)	\$22.20
School age school day Plan B (am ou pm)	\$16.65
School age - full day	\$31.25

Security Deposit

- A security deposit, equivalent of two weeks of daycare services, will be required to all new daycare clients upon their registration appointment.
- Clients being partially subsidized will be ask for a security deposit as followed: for children in toddler’s or preschooler’s group \$150/ for children in school age group \$125.
- Security deposit will be reimbursed to parents upon withdrawal of their child.

TABLEAU 3 - SECURITY DEPOSIT

	Security deposit
Plan A (AM et/and PM)	\$222
Plan B (AM ou/or PM)	\$166.50
Bambin (18 à 30 mois)	\$520.50
Préscolaire (30 mois à scolaire)	\$501

The fees mentioned above may change during the year. Parents will be notified of any changes.

[Late payment \(Policy GAR2015-01.Section 9\)](#)

- Fees of \$40.00 will be added to your account if a cheque is return to us. Ex. insufficient funds
- Fees of \$10.00 will be added to your account if we have to send you a statement because your account is pending.
- Fees of \$20.00 will be added to your account if we have to call you because your account is pending. These calls are usually made around the 15 of each month following the due date of the invoice.
- Fees of \$30.00 will be added to your account if we have to send you a letter informing you that you are no longer eligible to the Daycare Services because we didn't receive your payment.

Late Parent Arrival (Policy GAR2015-01. Section 10)

Parents arriving to daycare later than 5:30 p.m. will be charged \$10.00 for the first five minutes and \$1.00 for every additional late minute. The latecomer and the educator will both sign the attendance register indicating the departure time. This policy is applicable to full fee paying parents and subsidized parents.

Clients Accounts Policy – GAR15-01

1.0 Policy Statement

The City of Clarence-Rockland offers a licensed daycare service in each site of the City.

The Daycare Services of the City of Clarence-Rockland oversees, maintains and develops quality services by offering programs designed for the children's well-being, so they can enjoy a rewarding experience.

2.0 Purpose / Objective

The purpose of this policy is to standardize the Daycare Services Clients account regulations and policies.

3.0 Definitions

Day of operation: The service is in operation from Monday to Friday throughout the year with the exception of the following days:

- January 1st
- Family day
- Good Friday

- Easter Monday
- Queen Victoria Day
- 1st of July
- Civic Holiday (August)
- Labor Day
- Thanksgiving
- December 25 to 31

If one of these days falls on a Saturday or Sunday, the following first day of the week will be designated as the day off during which the service is not offered.

Operational hours: 6:30 a.m. to 5:30 p.m.

School Day: all days included into the school year calendar as per the school board of each school

Full day: any day that is not a school day.

Totality of the service: any operational day during the year.

Financial Services include: service agreement, invoices, adjustments, withdrawal, absences and custody agreements.

4.0 Scope

This policy applies to all accounts receivable for the municipal licensed Daycare Services.

The Daycare Services is responsible to provide the Finance department with all necessary information in order to proceed with the invoice.

The Finance department will be responsible for the collection of receivable accounts.

The Community Services Director will establish the policy procedures.

5.0 Policy Procedure/Guidelines

Service Agreement

- An admission appointment will be scheduled for all new client where he will receive the registration package; the client must complete the forms and return it to the daycare crew leader/supervisor.

2nd admission step:

It is the client's responsibility to go to City Hall's Client Service within the next 3 opening days of registration, in order to submit the Service Agreement Form, the security deposit payment (Section 6) as well as the account opening fees (see the current User Fee By-law establishing Daycare Services Fees) before his child can attend the daycare. Clients can contact the Accounts Receivable Clerk/Finance for

any financial questions.

- b) The Daycare Services will send an email with a link to new clients to subscribe to the Digibot electronic platform. Clients must go to the platform to complete the child's file and view their daycare invoice. A tax receipt will also be available on the platform in February.

It is the parent's responsibility to keep their customer account information up to date.

We will invite clients to renew their service agreement in the spring of each year. Respecting the deadline requested by the Finance Department will be a priority.

- c) The parent whose child attends the school age daycare program will have to complete the section "SCHOOL AGE" of the Service Agreement form. The parent will check off the services he/she reserves for the 12-month period, from July 1st to June 30th, will sign the Agreement and will be bound to the Agreement, notwithstanding of the service used during the term of the agreement.

Customers will be able to contact the account receivable clerk of the Finance Department until September 30th to change their AM/PM service only, with a 4-weeks' notice.

There will be no reimbursement of costs when an unexpected situation occurs, resulting in the closure of the service, which is beyond the control of the City; this includes but is not limited to: bad weather, outbreaks, etc.

Only the Municipal Council can authorize the cancellation of daycare fees when an unexpected situation occurs that is beyond the City's control.

Children in the toddler and preschool group are required to book all services from Monday to Friday (all working days).

When a customer checks a service, he/she is responsible of paying the entire service; it is not possible to choose a partial service. For example, when a client checks off the summer break, it will include all weeks/days that are not school days during summer. The same procedure will be applied for the Christmas and March break.

Pd Days will be à la carte. The client will receive a notice from the Finance Department to go to the Digibot Portal to book the PD days provided by the School Board. These dates are different each year and will be identified on the Portal as soon as school calendars become available.

The toddler and/or preschooler who will begin attending the daycare will be granted 3 free sessions, each of 3 hours, to familiarize themselves with his new environment, the employees and children of his group. This clause applies only to new customers.

When a child is transferred from a preschool group to a school age group, the parent can fill out a new Agreement to reserve the services according to his needs.

The staggered entry will be offered to 4-year old according to the available space, established by the school administration. A request to add the service has to be completed by the client and will be charged according to the full-day rates.

- d) Additional Service

It is possible for the client to add services when they were not initially reserved in the Agreement.

The client has to contact the Supervisor/Crew Leader of the daycare 14 days ahead, to request the additional service and to allow us to confirm the availability in the child's age group. Once confirmed, it will not be possible to cancel the additional service or exchange it for another day. The additional service will be charged to the client's invoice the following month.

The service will be refused to the parent that did not follow the steps of the service request.

- e) In the event that the school age group is at full capacity, the Service will give priority to clients reserving the full service.
- f) Customers who do not book the summer but wish to add specific weeks for July and August will have to wait until the deadline of June 15th to receive confirmation of their request to add service.

6.0 Security Deposit

- a) A security deposit equivalent to two weeks of daycare services will be required by all new daycare clients.
- b) The deposit will not be reimbursed if the client decides to cancel the daycare service after completion of registration and submitting the security deposit.
- c) There will be no partial refund of the deposit when the child changes age group (example: the preschool child is transferred to the school age group).
- d) The security deposit will be applied to the client's account when a four (4) week written notice of withdrawal is given to the Finance Department.
- e) If the account is up to date, the amount remaining in the account, including the security deposit will be refunded to the client by cheque OR will be automatically transferred to the account of a sibling who attends the Daycare Services.
- f) The client must pay the account set-up fee at the same time as the security deposit to the Client Service Centre at City Hall. This fee is non-refundable.
- g) When the parent withdraws their child from the daycare for a specified and/or indefinite period of time, the deposit will be refunded to the client and the account will be closed. The client must put his child's name back on the waiting list.

7.0 Invoices Accounts, Receivable, and Affected Departments

Each Crew Leader/Supervisor will be responsible for the integrity and accuracy of the basic information given to the Finance Department.

General Procedures

The department will maintain the supporting documents for invoicing. The Daycare Services will be responsible for keeping the original attendance sheets at the municipal archives for three (3) years.

The client requesting a verification of the attendance sheets of his child will have to follow the Clarence-Rockland Municipal Freedom of Information procedures.

Procedures

- a) The Daycare Services paying clients and partially subsidized clients will be charged monthly at the beginning of each month and the payment will be due on the last working day of each month.

Clients will have to go to the Digibot parent's portal to check his invoice.

- b) The monthly invoice will reflect the cost of the current month for reserved services.
- €) All public holidays will be charged to customers, notwithstanding the service used by the customer.

Customers who have shared custody will be invoiced on alternate holidays.

- d) Adjustments will be applied to the client's account on the following monthly invoice.

8.0 Days of Absence

The customer is responsible for paying all of the days stipulated in the contracts. The customer will not receive any credit for the days when their child is absent.

9.0 Late Payment – Affected Departments

The Finance Department will be responsible for issuing late payment reminders by mail. However, should an account be subject to further pressure, the Treasurer of the Finance Department might require the assistance of the director of the affected department.

General Procedures

Unless otherwise stipulated, a monthly interest rate of 1.25% will be applied to all accounts in arrears; also:

- A statement will be sent by the Finance Department for all unpaid accounts on the second (2nd) day after the due date. A 10\$ fee will be applied to the account.
- A phone call or an email will be made by the Finance Department on the 15th day of the month when the account remains unpaid. A 20\$ fee will be applied to the account.

- When the payment is still not received, a letter notifying the customer that he is no longer eligible for childcare will be delivered to the client. The security deposit will be applied to the account. A 30\$ fee will be applied to the account.
- On default of payment, or of a reasonable agreement of payment, the municipal Treasurer may either retain the services of a bailiff or of a collection agency in order to recuperate the monies in arrears.

A fee will be applied to the customer's account if a cheque is returned to us for insufficient funds. This fee is set by the Finance Department.

10.0 Clients Late Arrival at the Daycare

It is understood that the City Daycare Services operating hours are from 6:30 a.m. to 5:30 p.m.

- All parents arriving at the daycare later than 5:30 p.m. will be charged according to the late fees in effect.
- The latecomer and the educator will both sign the late departure form indicating the departure time. This policy is applicable to full fee paying parents and subsidized parents.
- Note that to be “on time” means that the parent and child are ready to leave the daycare at 5:30 p.m.
- The late fees will be added to the parents’ monthly invoice the following month.
- In the case of late arrivals due to bad road conditions, and at the discretion of the Service Director, late arrival fees will not be charged.
- After the third late arrival, the parents will receive a reminder of the Daycare Services late arrival policy in effect.

See current User Fee By-law.

11. Withdrawal from the Daycare Services

It is understood that the client can terminate their daycare service by submitting a four (4) weeks written notice of withdrawal; the notice will cancel the daycare service. The client has to submit his request to the Accounts Receivable Clerk /Finance. The client will be invoiced according to the service agreement established during the four (4) weeks following the withdrawal notice.

The client terminating their daycare services have to put the name of their child on the central waiting list if they require a daycare service at a later date. The Waiting List policy in effect will apply in this case.

12.0 School Age Service

Customers who have a child enrolled in the school age program will have the option to choose a week block, Monday to Friday, when they do not need the Service for the entire month.

This request must be approved 14 days before the target date by the Finance Department.

Once confirmed, it will not be possible to cancel nor exchange the request. The service will be charged to the client's invoice the following month.

In the eventuality that the daycare is at full capacity, the Service Director may take the decision to give priority to clients reserving the full service offered at the daycare.

13. Parents with Shared Custody

The parents having shared custody of their child must submit the Court Agreement issued by a provincial judge, and or a separation agreement signed by both parties at the time of registration to the daycare and the Finance Department.

The parent will have to choose a week, from Monday to Friday, when the child is under his/her care.

The Finance Department will charge parent's the daycare fees according to the reserved weeks.

If the parent arrives at the daycare with the child and that was not a scheduled day on his calendar, the daycare employee will refuse to take the child.

In the eventuality that one of the two parents do not pay his daycare account, Section 9 will be applied to the overdue account.

14. Hospitalization/ Recuperation

- a) If a child must be absent from the daycare due to hospitalization, no daycare fees will be charged for the hospital stay and a maximum of five (5) days of recuperation will be granted.
- b) A medical certificate indicating the number of days at the hospital and the number of days of recuperation needed must be given to the daycare administration to cancel the fees.

15. Subsidized Clients

When the client is approved for a child care subsidy by the United Counties, the following clauses apply:

- a) Section 5.1 a) to f)
- b) Section 7

- c) Subsidized client that no longer qualifies for a daycare subsidy during the agreement period, will be able to fill a new agreement to reserve the services according to his needs; the client will have to disburse the security deposit difference between the subsidize and the non-subsidize deposit fee.
- d) Subsidize clients that are eligible to a partial subsidy from the United Counties of Prescott Russell must pay a security deposit as establish in the User Fee By-law. The fee for setting up an account will be paid by the United Counties of Prescott Russell.
- e) Section 9 and 10
- f) It is understood that the amount charged to the partially subsidized clients is established by the United Counties Social Services of Prescott Russell.

If the subsidized client wants to make changes or add a service to his agreement, the client is responsible to have his request approved by the United Counties of Prescott Russell Social Services. The client will be responsible to pay the fees in the event that the request for the amendment is not approved by the United Counties of Prescott Russell Social Services.

- g) Subsidized clients will have a bank of absence days, established by the Social Services of Prescott Russell. It is understood that Section 8 do not apply to subsidized clients. When subsidized clients exceed the Social Services of Prescott Russell allowed absence days, the Finance Service of Clarence-Rockland will send them an invoice for the full daily rate for each day in excess.
- h) Easter Monday and the Civic holiday (1st Monday in August) will be charged at full rate, as these days are not part of public holidays paid by the United Counties.
- i) When the child is absent for medical reasons, the parent must contact the United Counties subsidy agent directly for approval.
- j) The subsidized client can terminate their daycare services by submitting a two (2) weeks written notice of withdrawal to the Accounts Receivable Clerk /Finance; the notice will cancel the daycare service. The client will be invoiced according to the service agreement established during the two (2) weeks following the withdrawal notice.
- k) It is the responsibility of the subsidize client to inform the United Counties of Prescott Russell subsidy agent if their child is withdrawn from the daycare service.
- l) When the Daycare Services withdraw a child, the subsidy ends on the same day, unless the parents receive a 2 weeks notice.
- m) Clients partially or 100% subsidized in the school age group must follow the UCPR policy.
- n) If the subsidized parent does not register the child for PD days, March break or Christmas holiday, the day will be counted as an absence.

All absence days will be deducted from the bank of absences allocated by the United Counties, for example but not limited: personal holidays, sickness, public holidays, school leave, etc.

All financial questions have to be discussed with the Finance Department.

The Community Services Director could evaluate a client's reasonable request or take into consideration an unpredictable event, regarding the application of the Clients Account Policy.

Schedule D

Policy No. Gar2017-02

Prohibited Practices

1.0 Policy Statement

To establish the Behaviour Management Policy required By Law in the *Child Care and Early Years Act 2014*, by the Ministry of Education, as modified.

2.0 Objective

In the Sub-Section 5.6 – Prohibited Practices of the *Child Care and Early Years Act, 2014*, the Ministry of Education require that the Daycare Services establish a policy aiming to establish guidelines for daycare employees working with children.

3.0 Definitions

Prohibited Practices

Daycare Services employees guidelines to be followed at all time.

4.0 Scope

This policy will apply to all employees that are affected in the Daycare Services of the City of Clarence-Rockland.

5.0 Guidelines

- 5:1 It is forbidden to inflict corporal punishment on a child, or allowing another child or group of children from corporal punishment to a child.
- 5:2 It's forbidden to physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or

someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.

- 5:3 It's forbidden to lock the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the Daycare Services licensee's emergency management policies and procedures.
- 5:4 It's forbidden to use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- 5:5 It's forbidden to deprive the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- 5:6 It's forbidden to inflict any bodily harm on children including making children eat or drink against their will.

6:0 Authorized Disciplinary Measures

- 6:1 A disciplinary measure has to relate to the nature of the behaviour of the child.
- 6:2 A disciplinary measure must be appropriate to the level of development of the child.
- 6:3 A disciplinary measure must be used in a positive and consistent manor.
- 6:4 A disciplinary measure must be use to assist a child in understanding the appropriate behaviour.
- 6:5 A disciplinary measure must be use as soon as the child unacceptable behaviour occurs.
- 6:6 A disciplinary measure must be discussed with the parents when inappropriate behaviour occurs followed by a difficult situation.

7:0 Responsibilities

The Contravention policy will apply when the supervisor or crew leader or manager will observe or will be informed that an employee, volunteer or student did not follow the Behavior Management policy.

8:0 Behaviour Management Measures

The Direction of the Daycare Services is responsible to observe his/her employees during the exchanges and interventions with the children.

The Behaviour Management Policy of the employees will be studied during our staff meetings twice a year.

Schedule E

Policy Gar2017-06

Control of the Policies and Procedures

1.0 Policy Statement

Establish a policy and procedures for the control of compliance and in the event of contravention to meet the policies and procedures of the Daycare Services and the Ministry of Education.

2.0 Objective

In Sub-Section 6.6 - Prohibited Practices of the *Child Care and Early Years Act, 2014*, the Ministry of Education requires that the Daycare Services establish the measures for the control of compliance and in case of contravention of policies and procedures to make it clear to the daycare staffs that the requirements have not been met and that there is potential progress to be made.

3.0 Definitions

The *Child Care and Early Years Act, 2014*, Sub-Section 1.3, expect that the Daycare Services has a written process for monitoring compliance and contraventions for employees, volunteers and students that will be part of the daycare team.

4.0 Scope

This policy will apply to all employees, volunteers and students of the Daycare Services.

5.0 Policy Procedures / Guidelines

With respect to the compliance of policies:

- a) This provision requires that the Daycare Services management, employees, volunteers and students review the policies and procedures, as well as individualized plans affecting the delivery of care to better know their roles and responsibilities in order to be better equipped to ensure the health, safety and well-being of the children who attend the Daycare Services of the City.

- b) The supervisor/crew leader ensures that the policies and the procedures, as well as the individualized plans will be reviewed once a year or/and whenever a change is made to the document or/and when an employee is in violation of one of the documents.
- c) The signatures of employees, volunteers and students, as well as the signature date will be kept in the binder 'Vue d'ensemble' of each daycare for the current year and then in the filing of the daycare for 3 years.

The supervisor/crew leader of each daycare is responsible of circulating in the rooms and making observations once a week. The supervisor/crew leader will take note of her positive observations as well as observations that does not respect the policies and procedures of the Daycare Services, such as, but not limited to a prohibited practice, non-compliance of a procedure, inadequate disinfection of a surface, unacceptable tone of voice, etc. which should be discussed with the concerned employee.

Depending on the incident noted, the supervisor/crew leader may decide to meet with the employee on the spot or discuss it at the monthly daycare team meeting. The supervisor/crew leader should also mention for example, but not limited to: the good work, the positive interventions and the beautiful activities of the employees during these observations. She may choose to do so on the spot or at the monthly meeting of the daycare team.

When an employee, volunteer or student is in violation of the policies and procedures established by the Daycare Services or the Ministry of Education, her supervisor/crew leader will request a meeting with the individual to discuss the contravention and to eliminate the prohibited practice.

The purpose of the discussion will be to understand the reason for the failure of the employee, volunteer or student and help the individual to improve in order to be able to meet the expectations and requirements of the Daycare Services and the Ministry of Education. The following suggestions may apply in case of contravention:

- (a) Mentoring by co-workers
- (b) Review of policies and procedures in effect with the supervisor or the crew leader or the manager
- (c) Additional training
- (d) Formal feedback of the Daycare Services management
- (e) Suspension
- (f) Lay-off

The measures laid down in the event of use of a prohibited practice should follow a progressive sequence and consider the gravity of the contravention and the number of previous violations of the individual.

A confidential folder named "Cas de Contravention" will be kept in the office in each daycare for future reference; a form identifying the date of the prohibited practice, description of the contravention, the name of the individual responsible for the contravention, as well as the measures taken in order to help the individual to meet the requirements of the Daycare Services will be kept on file for 3 years, as required by the Ministry of Education.

Schedule F

Policy Gar 2017-

Administration of drugs and medication

1.0 Policy Statement

To establish the Administration of drugs and medication Policy required By Law in the *Child Care and Early Years Act 2014*, by the Ministry of Education.

2.0 Objective

In the Sub-Section 4.11 – Administration of Drugs and Medication of the *Child Care and Early Years Act, 2014*, the Ministry of Education require that the Daycare Services establish a policy aiming to establish guidelines for daycare employees working with children.

3.0 Definitions

“Administration of drugs and medication”

Daycare Services employees guidelines to be followed at all time.

4.0 Scope

This policy will apply to all employees that are affected in the Daycare Services of the City of Clarence-Rockland.

5.0 Policy Procedure/Guidelines

The Municipal Daycare Services permits the administration of drugs and medication to children when prescribed by a doctor.

- 1) The parent/guardian must bring the medication to daycare and fill out a consent form, provided by the daycare, in order to clarify the dosage and frequency, to authorize the designated employee to administer the medication. (Appendix A)

- 2) The medication should be given directly to the responsible educator; the parent cannot leave medication in the child locker and/or leave it in the locker room, at no time, in order to prevent accidental ingestion by a child.
- 3) A note to administer a medication "if needed" on the medication form is not satisfactory. The parent/guardian must clearly identify the symptoms, behavior or the child's temperature in order to explain the precise moment where the medication should be administered to the child.
- 4) The medication to be administered to the child must be in the original container provided by the pharmacist or in its original packaging.
- 5) The container or packaging must have a label clearly identifying:
 - (a) the name of the child
 - (b) the name of the drug or medication
 - (c) dosage
 - (d) the date of purchase and expiration
 - (e) the instructions for the storage of the medicinal product
 - (f) the instructions for the administration of the drug or medication
- 6) An appointed employee will be solely responsible to administer the medication to the children. It will be her/his responsibility to check that the parent's written instructions match any instructions printed on the original container and that the medication is not expired.
- 7) If the appointed employee to administer the medication to the children is absent, another identified employee will be responsible for the administration of medication.
- 8) The appointed employee must complete the medication form by noting the dosage and time after each administration and write the information in the daily record.
- 9) If a dosage is omitted or given late, the designated employee must indicate the reason.
- 10) When the child has completed the medication treatment, permission forms and dosages are inserted in his/her folder and kept for the duration of his/her stay at the daycare.
- 11) When a child needs to take medication on a regular basis, we will ask the parent/guardian to fill out a new medication form every 3 months.
- 12) Drugs or medication is inaccessible to children and stored under key in the refrigerator or in a Cabinet, as indicated on the original container; with the exception of asthma and allergy emergency medication, which will be stored in a container that is inaccessible for children but not under lock and key since the time of administration of the drug is limited.

- 13) Exception: In accordance with section 4.10 of the Child Care and Early Years Act, 2014, and with the consent of the parent/guardian, Section 40(2) provides licensee discretion to permit a child to carry his or her own asthma medication or emergency allergy medication in a pouch, in accordance with the licensee's written procedures since the time to administer the medication is limited. The consent of the parent/guardian will be kept in the child's file at the daycare.

No other medication may be carried by a child.

- 14) If a child administered himself his medication (for example, asthma puffer or adrenaline), the daycare shall keep a record (medication administration form) specifying the time at which the medication has been taken by the child. The responsible employee must also note this information in the daily record. The responsible employee shall meet the requirements of the policy of Administration of drugs and medication in effect when a child administered medication himself.
- 15) The requirements for the administration of drugs and medication apply to several categories of drugs and not only to prescribed drugs. All products that contain an identification of drug (DIN) number require a dosage and a written record. The requirements are a wide range of products, including vitamins, ointments, prescription drugs and over-the-counter medications. The DIN is located on the label of the drugs that have been evaluated and authorized for sale in Canada.
- 16) Exception

If a child is examined by the doctor and that it is confirmed that the child doesn't have a contagious disease, but that a painkiller would calm the pain (ex: otitis, pain caused by dentition), this medication will be given if the parent give us the physician note clearly identifying the symptoms, behavior or the child's temperature in order to explain the precise moment where the medication should be administered to the child.

Benadryl or other medication to ease allergies will be administered under the same conditions as the painkiller.

The parent must bring the medication to the daycare, identified with the name of the child on the original container. According to the need, we agree to give the child a homeopathic medicine. It is understood that parent/guardian must bring the original container to the daycare and the administration of medication form must be completed.

Technique to administer drugs and medication

- Whenever possible, without harming the medication dosage, we should encourage parents to administer medicines to their children at home.
- For the medication to be given to the child at the daycare, a clear schedule has to be established, and if possible, coordinate the administration of the medication to the children of a same group at the same time.

- It is preferable to administer the medication outside of the play area, in a quiet, well-lit area to have the least disruption possible.
- The employee designated to administer medications must follow the following steps:
 - a) Wash your hands
 - b) Avoid taking the tablet in your hands; instead, put it from the lid into a container suitable for the child
 - c) Administer the liquid medication in a spoon or suitable container
 - d) Use a new container or a new spoon for each medication administration
 - e) Complete the dosage form by writing the dose and time after each administration
 - f) Register each administration of medication in the daily record
- Due to their frequent, even daily, long-term use, sunscreens, diaper rash creams, balms and hand sanitizers can be subject to general authorization of a parent during the registration of the child to the daycare centre. These products can be applied without having employees to fill a medication form as long as they are not prescribed or used as emergency treatment (symptomatic), whether or not they have a drug identification number.

Staff must indicate on the form designed for this purpose the following information, in order to ensure that the product has not expired:

- (1) The name of the product
- (2) The reason for its use
- (3) The date that the parent provided the product to the daycare
- (4) The expiry date of the product

See Appendix B

- Staff must give parents unused medication in their original container.
- Any accidental medication administration (e.g., if a medication is given to the wrong child or a dosage error happens) should be noted and reported to the supervisor, who will inform the parents of the child. If the accidental medication administration triggers an adverse reaction to the child, staff should contact the regional medical emergency services (911).

Schedule G

Policy GAR2007-01

Sabrina's Law

1.0 Policy Statement

Establish the Sabrina's Law policy for anaphylactic allergies.

2.0 Purpose / Objective

In the Sub-Section 3.10 - Anaphylactic of the *Child Care and Early Years Act, 2014*, the Ministry of Education requires that the Daycare Services establish a policy aiming to protect the children with anaphylactic allergies.

3.0 Definitions

"Anaphylaxy"

A severe systematic allergic reaction which can be fatal, resulting in circulatory collapse or shock.

4.0 Scope

This policy will apply to all children attending the Daycare Services.

5.0 Policy Procedure / Guidelines

The parents/legal guardian and even the children conscious of his situation has to inform the Daycare Services of allergies that could be threatening for his life when admitting the child; the parents/legal guardians will need to sign a consent form to authorize the administration of the EpiPen or assist the child to perform the administration of the EpiPen, in the event that the child can do it himself.

The parents/legal guardian and even the children conscious of his situation can't appeal for damage-interest for an action of good faith aiming to help an anaphylactic reaction in conformity with the present law.

The parents/legal guardians and even the child conscious of his situation has to inform the daycare of all changes and/or new symptoms concerning the anaphylactic allergy and inform the daycare if the child doesn't have the allergy anymore and doesn't need the medication anymore as soon as possible. In this case, the parent must submit a doctor's note confirming that the child has no more allergies.

It is understood that we eliminated from our daily menu all peanuts and food containing nuts and/or all other food identified by the parent/tutor that would cause an anaphylactic reaction to a child. Staff members, students, volunteers, clients and daycare visitors are informed that children are not allowed to bring peanuts and nuts and/or all other food identified by the parent/tutor that would cause an anaphylactic reaction in the day care premises; posters informing parents and visitors that peanuts and nuts and/or all other food identified by the parent/tutor that would cause an anaphylactic reaction are not allowed in the day care premises, due to the deadly situation that could result to an anaphylactic allergy, have been installed in the main entrances and cloakroom doors. This list will be systematically updated to add new food/elements causing an anaphylactic reaction when informed by the parent.

To avoid confusion, the " Wow Butter " will be refused in the Clarence-Rockland daycares.

We will eliminate food, product and material that could cause an anaphylactic reaction upon parent's information during the child's stay at the daycare. Staff members, students, volunteers, clients and daycare visitors will be informed through a letter when a food, product and material are not allowed at the daycare. Food, product and material can differ from one day to another; the list of food, product and material will be updated, according to the existing anaphylactic allergies at the daycare.

Exception:

When the medical practitioner and/or parent indicates that the anaphylactic allergen food may be on the premises of the daycare but the child cannot consume it, it will be the responsibility of the employee, working with the group, to provide a substitute food to the allergic child, which will be provided by the parent.

For all age children:

When a parent needs to bring substitute food to the daycare, the parent is responsible for sending a note with instructions to the daycare, which we will put in the child's file.

It is understood that the parent must clearly identify each substitute food he brings to the daycare with the name of his child and the date of the day he left the food at the daycare. This also applies to a substitute beverage, for example, but not limited to: soy milk to replace the milk that the daycare offers to children.

The parent cannot leave a substitute food in their child's bag. It is the parent's responsibility to hand the substitute food to the employee responsible for their child's group.

School age group:

It is understood that a child 44 months of age or older must bring a lunch bag to the daycare. The parent must provide the lunch meal and/or a morning snack, as well as beverages for the day. In order to reduce

the risk of anaphylactic reaction for a child in the group, the parent must clearly identify the lunch bag and beverages with the name of their child.

Children can eat food from their lunch bag during the afternoon snack.

Staff members, students and volunteers of the day care will be informed of children with allergies in order to reduce the risk of exposition of anaphylactic pathogenic agents in the rooms and shared zones within the day care premises; a list of the children with allergies will be posted in each rooms of the day care, including the kitchen where the food is prepared and this list will be inserted in the attendance board that follows the group in the different rooms used by the daycare, in the outdoor play area and during field trips.

Staff members, students and volunteers have to be vigilant when a child has an anaphylactic reaction of bug bites/stings during outdoor play. Staff members, students and volunteers have to get the children inside the daycare when the identified bug that could cause an anaphylactic reaction stays in the outdoor play area after the staff member attempted to eliminate the bug without success.

An individual plan, including the names and the pictures of the children, the description of the anaphylactic allergy's or dietary restrictions and the emergency contacts and procedures will be available at all times for staff members, students and volunteer of the Daycare Services. The daycare crew leader/supervisor will be responsible to give the Sabrina's Law policy and the individual plan for each concerned child to the staff members, students and volunteer of the daycare and will ensure that each sign the document as proof that they are aware of the policy and individual plans. The policy and the list of existing anaphylactic allergies in the daycare will be provided to parents/guardians at registration of the child.

The daycare crew leader/supervisor will be responsible to ensure that the individual plan is implemented and followed by all persons in contact with children in daycare.

Each plan will be revised annually by the staff members, students and volunteers of the daycare.

General Procedures

The Daycare Services will include Sabrina's Law in the municipal policy document that staff members, trainees and volunteers read, understand and signs before being in contact with children. This policy will be read and signed after a term of twelve months or whenever there are changes by the staff members, trainees and volunteers of the Daycare Services.

The Crew Leader/Supervisor of the daycare will be responsible to present all individual anaphylactic plans to the actual and new staff members, students and volunteers before their first contact with children. It is understood that all staff members, trainees and volunteers will revise all individual anaphylactic plans for each concerned child after a term of twelve months or whenever there are changes, sign and date to confirm their knowledge of each individual anaphylactic plan.

It is understood that the administration of Daycare Services expects that employees, trainees, volunteers, clients and visitors follows the procedures of Sabrina's Law, as established and follows the instructions developed for each anaphylactic individual plan on site.

In the event that one or some employees, trainees, volunteers, clients and visitors doesn't follow the procedures of Sabrina's Law, as established and/or doesn't follow the instructions developed for each anaphylactic individual plan on site, a meeting would be held with the individual or individuals concerned to discuss the importance of following the procedures of Sabrina's Law and anaphylactic individual plans.

Dismissal or denial of entry to day care could be applied if the individual or individuals do not cooperate following the warning.

The Daycare Services will include Sabrina's Law in the child's admission form and the parents will have to sign the document to confirm that they understand the policy. The signed document will be archived in the child file.

Medication Administration

The EpiPen or any other anaphylactic medication prescribed by the doctor practicing has to be identified with the child's name, the expiry date and the medicine administration instructions; instructions will be revised annually by all daycare staff members, students and volunteers. The EpiPen has to follow the child at the daycare at all time; the EpiPen will be hooked on the attendance board or in the first aid kit in order to be accessible to all employees but inaccessible for the children.

Exception: In accordance to the Sub-Section 3.11 - of the *Child Care and Early Years Act, 2014*, a child can keep an emergency allergic medication on him/her at all time in a belt around their waist, because of the limited time we have to administrate the medication to the child, with the consent of the parent/tutor. The consent will be kept in the child's file at the daycare.

The staff members, students and volunteers will have the anaphylactic allergies trainee course and the instructions on how to use the EpiPen during the standard first aid certification.

In the event that a child had an anaphylactic allergic reaction, the employee working at the time of the incident have to inform the Daycare Services administration and complete the serious occurrence incident on the Ministry's site. The parent will receive a copy of the incident and a replica will be archived in the child file.

Schedule H

Policy Gar2017-06

Policy for Supervision During the Rest

1.0 Policy Statement

Establish a rest policy and supervision during the rest.

2.0 Purpose / Objective

In the Sub-Section 4.13 – Sleep policies and supervision of the *Child Care and Early Years Act, 2014*, the Ministry of Education require that the Daycare Services establish a policy aiming to regulate children's rest period during the day.

3.0 Definitions

The *Child Care and Early Years Act, 2014*, Sub-Section 4.13, expect that the Daycare Services has a sleep policy and supervision of the toddler and preschool groups during nap time.

4.0 Scope

This policy will apply to all the children attending the Daycare Services.

5.0 Policy Procedure / Guidelines

- a) Each child in a licensed toddler or preschool group who receives child care for six hours or more in a day has a rest period not exceeding two hours in length.
- b) The child is permitted to sleep, rest or engage in quiet activities based on the child's needs.
- c) The daycare staff must make direct visual inspection of the children every 30 minutes when they sleep by being physically present with them and monitoring the distress and unusual behavior. Following visual inspection every 30 minutes, the employee must complete the form designed for visual inspections in order to record the information of children who do not sleep or have unusual signs or behaviors, as well as actions taken by the employee.

- d) Staff must ensure that there is adequate lighting in the rest area to make direct visual inspections. When the lighting is not enough, the employee will use a flashlight.
- e) In addition to a direct visual supervision with children during the rest period, staff will regularly circulate in the rest area to ensure that children are always in their cot or individual mattress and that each child is doing well.
- f) Children must all have a cot that will be identified with their name.
- g) Parents will be informed of the policies and procedures and consulted about the arrangements surrounding the sleep of children at time of registration and any other relevant time, such as during transitions from one program or group to another, or at the request of the parent.
- h) Any significant change observed in the sleep patterns of a child or in his behavior during sleep should be communicated to parents and lead to adjustments in the way the child is monitored during sleep.
- i) Children of 12 to 13 months must be placed on their back during their sleep to reduce the risks of the crib death syndrome. On the other hand, when infants turn by themselves on the stomach or on the side, it is not necessary to turn them on the back.

The responsible employee of the nap will make the visual inspection as planned in the item (c).

SCHEDULE I

Policy GAR2011-10

Supervision of volunteers and students

Purpose

Policy of supervision for the volunteers and students of the Daycare Services.

Policy

The Daycare Services agree that volunteers and students be assigned to licensed child care in the City of Clarence-Rockland. To ensure the safety of children in our care, supervision and the proper conduct of the program, the following policy will be applied to all the volunteers and students in our daycares.

- Prior to being in contact with the children, the volunteer or student must submit a Curriculum Vitae and criminal background check for the vulnerable sector, dated three months or less to the Administration of the Daycare Services of the City of Clarence-Rockland, unless the volunteer or student is under the age of 18. The criminal reference check for the vulnerable sector policy will apply.
- Prior to being in contact with the children, the crew leader/supervisor of the daycare, will review the following documents with the volunteer or student and we will ask them to sign and date these policies:
 - policies and procedures established by the Daycare Services concerning the daycares.
 - individual plans for each concerned child.
- the crew leader/supervisor of the daycare will make a tour of the daycare with the volunteer or student so that he gets to know the location, the emergency exits, the evacuation plans, the emergency kits and will explain the various aspects and the activity centers of the daycare. The first presentation allows the crew leader/supervisor of the daycare to get to know the student or volunteer and to make a first contact with staff and children who are on site.
- The volunteer or the student can inform the crew leader/supervisor of the daycare when an incident or concern at daycare concerning Health and Safety in the workplace.
- The student will then be assigned to an Early Childhood Educator, in order to be able to properly manage and supervise at all time the student during her shift.

- The volunteer will then be assigned to a full-time employee, in order to be able to properly manage and supervise at all time the volunteer during her shift.
- Whenever possible, the volunteer or student will do the same shifts as the Early Childhood Educator/educator in training. When it's impossible to follow the schedule of the assigned educator/educator in training, another educator/educator in training who will act as the mentor will supervise the volunteer or student.
- It is understood that all salaried employees of the daycare can make observations of the volunteer or student to the assigned educator.
- At no time will the volunteer or student be authorized to be left by herself with a child or children.
- At no time will the volunteer or student count in the adult-child ratio.
- The only responsible people who can count in the ratio adult-child are the following salaried employees: the Early Childhood Educators/ educator in training and part-time employees.
- The Early Childhood Educator/ educator in training, responsible of the volunteer or student, will guide them with their daily tasks. She will assist the Early Childhood Educator in the various activities presented to children during the day.
- The Early childhood educator/ educator in training will be the model that the volunteer or student will observe and follow. It is therefore important for the Early Childhood Educator/ educator in training to guide the volunteer or student during the transitions and daily activities.
- The volunteer or student will contribute to the smooth operation of the program by taking part in the play with the children, by helping in the various activity centers and by observing the intervention and interaction of the Early Childhood Educator/ educator in training in order to be able to intervene at the right moments.

To ensure effective supervision of volunteer or student, the Early Childhood Educator/ educator in training assigned to a student can use the observation form provided by the teacher. The Daycare Services is responsible to provide the Early Childhood Educator/ educator in training, assigned to a volunteer or student, a specific observation and supervision form for a volunteer or student, to ensure the uniformity of the expectations, roles and responsibilities of the Early Childhood Educator/ educator in training and the volunteer or student.

General Procedures

The Daycare Services will include the supervision of the volunteers and students policy in the municipal policy document that the employees, students and volunteer workers must read and sign before being in contact with the children.

This policy will be read and signed once a year and/or when the policy has been modified by all the employees, students and volunteers of the Daycare Services.

The Daycare Services will include the supervision of the volunteers and student's policy in the child admission form and the parents will have to sign the document to confirm that they understand this policy. The signed document will be archived in the child's file.

SCHEDULE J

Policy No GAR2017-01

Clients Communication Policy

1.0 Policy Statement

Establish a client's issues and concerns policy and procedures.

2.0 Purpose / Objective

Set up clear and transparent guidelines which the clients and the daycare administration will have to follow.

3.0 Definitions

The Child Care and Early Years Act, 2014, Sub-Section 6.2, requires that the Daycare Services provides a transparent process policy to answer client's issues and concerns.

4.0 Scope

This policy will apply to all clients and employees of the Daycare Services.

5.0 Policy Procedure / Guidelines

The Clarence-Rockland Daycare Services promotes a positive, healthy and active interaction communication between the children, the daycare staff and clients.

The commitment, shared information and communication with the parents/ guardians will be positive and will be used as guidance in the preparation of the program for the global development of the children and their experience at the daycare, as supported in the program statement.

Communication

All issues and concerns raised by parents/guardians are taken seriously. It is desirable that parent/guardian take a time of reflection to analyze the scale of a circumstance when an incident happens.

The parent/guardian cannot discuss issues with an employee while that employee is responsible of the supervision of the children.

The daycare employee that receives a parent/guardian complaint will write the big lines of the discussion in the daily register and will share the details with the Crew Leader/Supervisor within the next 24 hours.

The Crew Leader/Supervisor is responsible to communicate with the concerned client, accordingly to the time schedule of Section « Follow up ». An appointment or a conference call will be scheduled, according to the availability of the parent/guardian and the employee of the child's group age, when necessary.

The Crew Leader/Supervisor of the daycare will ask the parent to make a letter or an email in order to explain in writing their questions, comments and issues when it is possible.

The Crew Leader/Supervisor of the daycare will discuss and evaluate the questions, comments and issues submitted by the parent/guardian in a fair, impartial and respectful manner to parties involved, with the responsible employee of the concerned child group and when necessary, the Administration of the Service.

The Crew Leader/Supervisor of the daycare will send a report of the parent/guardian complaints and concerns to the Daycare Services Administration within 48 hours following a discussion with a client.

Follow up

The parent/guardian will receive a reception confirmation of his questions, comments and issues within two (2) working days, following the request. The parent/guardian will be informed throughout the steps process and the resolutions when applicable.

Following a parent/guardian meeting, the Crew Leader/Supervisor of the daycare will write a report or an email that will be handed to the parent/guardian within five (5) working days.

The parent/guardian that is not satisfied with the Crew Leader/Supervisor's response and/or follow up can contact the Daycare Services Administration to discuss the situation furthermore by scheduling a meeting or a telephone call or an email. The Daycare Services Administration will send the parent/guardian a reception confirmation within two (2) working days, following the request. Also, the parent/guardian will receive a report or email within five (5) working days following a discussion, in order to close the request file.

When an investigation is required, the Crew Leader/Supervisor of the daycare will give a written report to the concerned parent/guardian and the management of the Daycare Services within five

(5) working days, once the investigation is over, in order to address and resolve issues and concerns to the satisfaction of all parties involved.

Confidentiality

It is understood that every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children and the daycare staff, except when information must be disclosed for legal reasons (example but not limited to the Ministry of Education, the College of Early Childhood Educators, the Children's Aid Society)

Conduct

Our Service maintains high standards of positive and respectful interaction and communication to be a role-model for the children. Any forms of disrespect, harassment and discrimination will not be tolerated from the parent/guardian or a staff member in the presence of a child, a group of children or an adult and/or in any given situation or environment.

If a parent/guardian or a staff member feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Daycare Services Administration.

Once a report is received, an investigation that will involve discussion with the employee, the parent and the administration of the Service will begin; appropriate measures will be developed to eliminate this kind of interaction between individuals.

Concerns about the suspected abuse or neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect by contacting directly the local Children's Aid Society.

As well, persons who become aware of such concerns are also responsible for reporting this information by contacting directly the local Children's Aid Society, as per the « Duty to Report » requirement under the *Child and Family Services Act*.

For more information, consult: <http://www.children.gov.on.ca>

DAYCARE SERVICES

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Understanding and acceptance of policies

Print the name of your child: _____

In order to ensure that we have discussed with you the information and policies of the Daycare Services of Clarence-Rockland, that you have understood and agreed to comply with our regulations, please check each item that you have read and understood:

- 1. Vision/Mission/Value _____
- 2. Ratio adult – children _____
- 3. Days and hours of operation _____
- 4. Holidays and sick leave _____
- 5. Admission/Deposit/ withdrawal policies/ _____
- 6. Children with special needs _____
- 7. Invoicing _____
- 8. Subsidies _____
- 9. Late payment _____
- 10. Arrival and Pick-up _____
- 11. Late parent arrival policy _____
- 12. Serious occurrence _____
- 13. Parent – Educator meeting _____
- 14. Discipline _____
- 15. Prohibited practices _____
- 16. Monitoring compliance and contraventions _____
- 17. Health/Medication/Anaphylactic allergy _____
- 18. Outbreak _____
- 19. Outdoor play _____
- 20. Nutrition _____
- 21. Rest _____
- 22. Head lice policy _____
- 23. Special activities/ field trips _____
- 24. Police check _____
- 25. Photo publication _____
- 26. Clothing and possessions A) B) _____
- 27. 12 years old policy _____
- 28. Volunteers and students' policy _____
- 29. Clients Communication Policy _____
- 30. Safety procedures and drills policy _____

It is understood that the Daycare Services of Clarence-Rockland will refuse the admission if a parent is opposed to applying his initial on one of the policies established by our service. This form will be kept in your child files with the admission form.

Parent's signature

Date