



RULES AND REGULATIONS

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Rules and Regulations

1. Description of the Centre

The Centre de la petite enfance Tyndale-St. Georges is a non-profit organization incorporated according to part III of the Loi sur les compagnies and subsidized by the ministre de et de la Famille.

The Centre holds an operating permit from the M.F. for 70 spaces.

The Centre is run by a board of directors, consisting of seven (7) directors, five (5) of whom are parents of children using the Centre.

2. Hours of Operation

The centre is open from 7 am to 6 pm from Monday to Friday.

In order to permit each child registered at the Centre to benefit from educational activities, parents are required to arrive with their child before 9:30 a.m. and the child should remain at the Centre until at least 2:30 p.m..

Parents must advise the staff before 9:30 am if their child will be late or absent for the day or if the child is to be picked up early.

7:00 – 9:15 Opening, activities in the gym, snack
9:15 – 10:30 Center activities
10:30- 11:15 Outside play
11:15 – 11:30 Circle time
11:30 – 12:00 Clean up, preparation for lunch
12:00 – 13:00 Lunch
13:00 - 13:30 Hygiene, preparation for nap
13:30 – 15:00 Nap time
15:00- 15:30 Wake up and snack time
15:30 – 16:00 Group activity , music, gross motor
16:30 – 18:00 Preparation for departure, activities in the gym, closing rooms

3. Age

The centre accepts children between the ages of 18 months and 5 years.

Also, during school holidays or during summer vacation, the Centre will accept school age children up to age 6 (according to the availability of places).

4. Ratio

According to the Regulations respecting childcare centres, the educator/child ratios are as follows:

- 1/8 : for children between the ages of 18 months and 4yrs (as of September 30);
- 1/10: for children between the ages of 4 and 5 years (as of September 30).

5. Admission Policy

Children will be admitted to the centre according to the admission policy and the availability of places.

The users of CPE Tyndale-St. Georges are the families of Little Burgundy and Saint Henri.

In these two neighborhoods, 55 % of residents are low-income earners. 48 % of families are single parent families with an average income of \$20 700.

Our CPE must take into account these facts in the distribution of its spaces.

Priority of admission

- For available places, priority is given to children who live in Little Burgundy or Saint Henri. Special consideration will be given to children with both parents working or studying.
- The child of a staff member or a child who has a sibling attending the centre have priority over other applicants.
- The CPE accepts children part time for 2 or 3 days a week, according to the available places.
- The centre accepts children with special needs. However, before admitting a child with special needs the centre must make sure that they have the necessary resources in terms of staff and physical set-up in order to give quality care to the child.

Application Process:

1. Parents requesting a place must first fill in a registration form with the necessary documentation.
2. The child will then be placed on the waiting list.
3. According to the admission priorities, the availability of places (full or part time) and the age of the child, the Director of the CPE along with one board member accepts new registrations from the waiting list.

6. Registration

Parents are required to fill out and keep up to date the following documents:

- 1) the registration form
- 2) the medical form
- 3) the contract
- 4) the authorisation form with regarding who is authorised to pick-up their child
- 5) the government forms for exemptions from parental contribution.

The following documents are also required at registration:

- 1) a copy of the birth certificate
- 2) proof of permanent residence of the parent in charge
- 3) court decisions concerning child custody;
- 4) documents related to requests for special support services.

N.B. : Information held in the child's file are confidential and no one can give or receive information verbally or in writing without the specific authorisation of the parent (article 22, Loi sur les service de centres de la petite enfance).

7. Day care fees

The fees are set by the Ministère de la Famille.

Fees must be paid at all times regardless if the child is absent due to sickness, vacation or statutory holidays.

8. Method of payment

Fees are payable annually with 12 post-dated cheques. Cheques should be made out to C.P.E. Tyndale St.Georges. A 15 \$ fee is required for returned cheques. In the event that no other payment option is available, cash payment will be considered.

9. Other fees

Other fees can be requested for outings.

10. Receipts for income tax

A receipt for day care fees will be given out no later than February 28th of each year.

11. Morning arrival at the centre

A parent must take his or her child into the Centre and make sure that the instructor takes note of the child's presence and of the parent's departure.

The parents must undress and dress their child in the cloakroom upon arrival and departure, and all specific instructions concerning the child must be given to the welcome person, who will pass them on to the educator responsible for the child's group.

12. Late arrivals at closing time

Parents picking up their child at closing time should arrive before 6 p.m.

Fines for late arrivals: a fee of 1 \$ will be required for each minute of lateness after 6 p.m..

Whenever possible, a parent must notify the Centre if he or she will be late in picking up the child.

The educator present when the parent arrives will fill out a lateness slip and deliver it to the office.

Each late arrival fine should be paid as soon as possible in cash to the educator present.

The Board of Directors shall insure that these closing procedures are respected and that measures are taken to avoid abuses.

13. Vacations

Parents are requested to inform the administration of their vacation dates at least 4 weeks beforehand.

14. Statutory holidays

The Centre is open all year except on the following holidays:

- Labour Day (the 1st Monday in September)
- Thanksgiving (2nd Monday in October)
- Christmas
- New Year's Day
- The day after New Years
- Good Friday
- Easter Monday
- Victoria Day (the Monday preceding May 25th)
- St-Jean Baptiste
- Canada Day

The day-care fees must nonetheless be paid on these holidays.

When a holiday falls on a weekend, the Centre will notify parents which day the Centre will be closed on.

15. Illness or accidents

It is in the best interest of the children and staff that those who are ill **not** attend the daycare. In addition to being unable to fully participate in the activities, the issue of spreading a contagious illness must be recognised. Therefore, if a child shows symptoms of illness at arrival, staff, in conversation with parents, may decide that the child not attend that day. Children who show symptoms of fever, diarrhea and or vomiting will be asked to remain at home for at least 24 hours, or for **however long the illness takes to run its course**.

If the child presents one or several of the following symptoms, **diarrhea, vomiting or fever** while at the Centre, the Director or the educator will contact the parents. In these cases the child must be picked up as soon as possible.

In an emergency, if the parent cannot be reached or is unable to come, the Centre will try to contact the other names noted in the child's file. If this is unsuccessful,

the Centre will use the written authorisation in the file which allows the Centre to do what is necessary concerning the health of the child and to take the child to the hospital.

Parents must notify the Centre if their child has come down with a contagious disease (measles, scarlet fever, etc.) so that the other parents can be warned of the possibility of contagion. Following an absence due to a contagious disease, an injury or an accident, a medical certificate is required before the child can come back to the Centre.

In an emergency, if the parent cannot be reached or is unable to come, the Centre will try to contact the other names noted in the child's file. If this is unsuccessful, the Centre will use the written authorisation in the file which allows the Centre to do what is necessary concerning the health of the child and to take the child to the hospital.

16. Lice

Children with lice are not allowed in the Centre

17. Medications¹

Medications cannot be administered without written consent from a parent and a doctor's authorization.

Regarding prescription drugs, the centre will only administer prescription medication ONLY. It is a good idea to ask the pharmacist to put the medication in two bottles: one for the Centre and one for home.

When a drug is prescribed, the parent must bring the medication in its original container with the original pharmacist's label and instructions affixed. The parent must complete the "Medical Authorization form."

Regarding acetaminophen, oral re-hydration solutions, saline nose drops, zinc oxide cream for diaper rash or sunscreen without PABA, they can be given to a child provided that the parent has given written authorization.

18. Accident

In the event of an accident a meeting will be held with the parents. The C.P.E. has the right to ask the parents to provide a medical letter declaring that the child is able to participate in all the activities throughout the day at the Centre; which should include that there are no complications resulting from the accident.

¹ Article 60 du Règlement sur les centres de la petite enfance

19. Food

The C.P.E. offers two snacks and one well-balanced lunch which follows the Canada Food Guide.

Our menu will take into consideration special needs related to allergies and religious restrictions. A weekly menu is posted in the daycare.

20. Child's Locker

Parents are requested to label all clothing, footwear, and other personal belongings with the child's name. The Centre will not be held responsible for any lost or stolen articles. The parent must undress his or her child upon arrival and dress the child before departure.

We ask that you allow a minimum of 15 minutes for arrival and departure each day.

21. Clothing

Children must bring a change of clothing to be left in a bag with their name on it. Upon arrival in the morning please make sure that the child is dressed to play outdoors.

A child who is missing a necessary item will not be admitted (such as sun hat or raincoat).

22. Personal Belongings.

To promote a healthy environment, candies or toys from home will not be accepted. The exceptions to this rule will be in case of special activities like show and tell or if a child requires a special stuffed animal to sleep with.

Books, videos from home can be shared with the group. These items must be given to the educators upon arrival.

The Centre will not be responsible for any lost or broken items; it is preferable that children not wear valuable jewellery.

23. Authorized Person to pick up to child.

Only authorised persons whose name is in the child's file may retrieve the child. Parents must notify the Centre in writing if someone other than a parent needs to retrieve the child.

The person who brings or retrieves the child must be older than 14 years old and must have the authorization of the parents.

24. Parents

Parents can visit the Centre at all times during operating hours.

Parents can assist their children by facilitating their integration.

The parents are invited to participate in different events held at the Centre, for example, meetings with the educators, workshops throughout the year and Christmas parties. Parents are also invited to celebrate the birthdays of their children at the Centre.

It is important that one of the two parents become a member of the corporation in order to participate in the general assembly and exercise their right to vote.

25. Complaints.

If a parent wants to express dissatisfaction, wants clarification on any point, or wants to lodge a complaint, he or she should follow the *complaint procedure* in annex.

26. Children with Special Needs or Behavioral issues.

We believe good communication and a harmonious relationship between the educator and the parent are ingredients that promote well-being of the child.

If we believe that a child has special needs or is exhibiting severe behavioral problems a method of communication must be established between the family, the daycare and the specialists to ensure that progress and information is shared.

When a team of educators feel that:

- A child's needs are not being met.
- A child is causing unmanageable stress in the classroom
- That there are excessive safety risks to the child or to the others.
- *(These decisions are based on the educators observations, plan of integration into the classroom and evaluation of the child.)*

The following procedures must be taken;

Together an intervention plan will be established which will be used by the team for the child as well as the parents. **The collaboration of parents is essential to insure a continuity of the intervention not only for the Center but also outside the Center.**

The Daycare may also require, with 2 weeks' notice given, that the child have a shortened day at the daycare.

This shorter day would entail that the child be picked up at 1pm or 3pm depending on the severity of the issue. This is usually a temporary measure to ensure the quality of life for the child and for the children in the classroom.

A reevaluation will be done within the next few months based on observations done by the educator and the team of specialists.

If a child has been identified while at the daycare, as having special needs that require outside support and/or guidance the daycare will then request that the parents have the child assessed through the C.L.S.C, the hospital or other services as soon as possible.

It is the Centers role and responsibility to evaluate risks and to decide if the Center can meet the needs of the child. It is within the rights of the Daycare Center to review our capacity to meet the child's needs.

27. Expulsion from the Centre.

The Board of Directors can expel a child in the following cases:

- late payment of accounts;
- frequent lateness either upon arrival or departure;
- the Centre is unable to respond to the child's needs;
- Any reason that the board judges to be valid

The Daycare Center may require, with 2 weeks notice given, that parents find alternative care if:

1. There are safety risks to the child or others.
2. Adequate improvement has not occurred within 2 weeks to a month of the child's attendance.
3. The family refuses to participate actively in the above procedures.

Final Decisions will be made by the Board of Directors

Parent/Staff Behavior

Parent Staff relationships must have a basis of respect and tolerance. Lack of respect or rudeness is not tolerated from children therefore it is definitely not tolerated from adults.

As parents and educators, we are role models for the children. Parent/Staff interactions must reflect the values and philosophies of C.P.E. Tyndale St. Georges. A parent who uses inappropriate behavior toward any staff member will be expelled from the C.P.E. This includes, but is not limited to any life-threatening behaviors, both physically and verbally.

Forms of Inappropriate Behavior:

Inappropriate behavior from a parent includes, but is not limited to; shouting, any type of harassment, bullying and verbal or non-verbal intimidation.

The first time any of these behaviors occurs the parent will be given a verbal and written warning. The verbal warning will be initiated by the Director, in the presence of all parties involved. The written warning will state that any reoccurrence of the inappropriate behavior by the parent will constitute expulsion from the center. This warning will be brought to the attention of the Board of Directors.

In the event of a second reoccurrence of inappropriate behavior the Director, acting on behalf of the Board of Directors will automatically issue a two-week notice for the parent to find another C.P.E. for their child(s)

28. Donations.

The Centre accepts donations of educational toys, books, etc., in good condition given by the parents. The Centre also accepts financial donations.

29. Alcohol and Tobacco

It is strictly forbidden to smoke or consume alcoholic beverages in the Centre. This law applies to the corridor and the entrance.

30. Animals

The presence of animals is forbidden in the Centre.

31. Insurance

The Centre has appropriate insurance coverage to conduct its affairs.

APPENDIX: Complaints Procedure

1. Person designated to receive complaints

If a parent wishes to express dissatisfaction, receive clarification on any point, or lodge a complaint, he or she must request a meeting with the person responsible for complaints management. This person is designated by the Board of Directors.

The person responsible for complaints management must treat every complaint with diligence and ensure appropriate follow up.

The Director allows the complainant to describe the nature of the complaint, provides information as required, directs the individual to the appropriate party, person or organization if necessary, and determines whether or not the complaint is founded by consulting the person(s) concerned.

2. Reception of a complaint

A complainant can formulate his or her complaint verbally or in writing.

The complainant can remain anonymous. However, the person who receives the complaint, while ensuring that all information remains confidential, will request that the person identify himself or herself, in case it is necessary to contact him or her to clarify certain information in the course of investigating the complaint.

For every complaint received, the person managing the complaint must open a file and note all pertinent information.

In addition, if a complaint is received in writing, the person managing the complaint must send an acknowledgement of receipt to the complainant, if the latter provides a name and address.

3. Investigation of a complaint

Upon receiving a complaint, the person responsible for complaints management must first determine its nature in order to decide how to deal with it.

In all cases, the person responsible must note his or her observations, conclusions and follow-up in the file using the registration and follow-up form.

If a complaint involves abuse, mistreatment, an act of aggression, or any other negligent act towards a child; **The person responsible for complaints management must immediately notify the Office of Youth Protection** in accordance with the procedure for signaling an abuse described in the guide *Negligence and Mistreatment of Children: Prevention and Intervention in Day-care Settings* (published by the MFE). The person responsible for complaints management

must collaborate with the representatives of the organizations concerned during the investigation of a complaint.

If the complaint involves an act or situation which concerns the Centre or a staff member, the Director of the CPE will immediately give the file to the Board of Directors so that it may rule on whether or not the complaint has grounds and what follow-up is necessary. It notifies the complainant of the possibility of referring the complaint to Ministère de la Famille et de l'Enfance.

4. Follow-up

The CPE must ensure that the situation that led to the complaint, if founded, is corrected.

If the situation is not corrected, or if it recurs, the Director of the CPE will produce a written report of his or her observations to the Board of Directors, which will decide how to proceed.

5. Report on Complaints

The Director will periodically inform the Board of Directors of complaints received by the Centre and how they were handled.

6. Files

All complaints files constituted by the Centre and all documents describing the follow-up given to the complaints are confidential and kept under lock and key in the Centre's place of business. Only the designated person, the person authorized to act in his or her absence, and the Board of Directors can access these documents when necessary to carry out the mandates entrusted to them by law.