

C.P.E. CONCORDIA POLICY MANUAL

CPE Concordia
1185 St. Mathieu Suite I 102
Montreal, Quebec
H3H 2H6
Tel: 514 848- 2424 ext: 8789
Fax: 514 848-4595
cpec@alcor.concordia.ca

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1. Mission Statement

CPE Concordia is a workplace Center which offers full time high quality childcare for preschool aged children, giving enrolment priority to children of members of the Concordia University community.

The centre provides an environment that ensures each child's health and safety. Our program provides opportunities for physical growth, intellectual, social and emotional development emphasizing self-help skills, cooperation, and the building of self-esteem.

The educators and staff create a loving, caring climate that promotes respect for the diversity of culture, race, religion, and ability of others and for the environment. Our educational program acknowledges and encourages learning through play experiences and peer interaction.

The centre relies on active involvement of parents/guardians through frequent communication with staff and parent participation (e.g. Board of Directors, committee membership, volunteer work) to build a positive relationship between parents, children and childcare staff.

All staff members are qualified professionals in the field of Early Childhood Education. Professional development is valued and supported by the centre to ensure quality childcare for the children and their families.

2. Administrative Procedures

The Centre de la Petite Enfance de Concordia (also known as the C.P.E. Concordia) is a non-profit childcare centre serving the Concordia University community, on site, children between 18 months and 4.11 years of age with full time service.

Mandatory Attendance Form: All parents/guardians with children registered in the Centre are responsible for signing the form every four weeks. Your child's attendance form will be posted above your child's cubby and must remain in the Centre. Parents/Guardians must review, sign and date the form. The childcare staff will collect the attendance sheets at the end of each month. This procedure is part of a periodical inspection and our yearly audit. This procedure is mandatory and will guarantee your child's \$7 a day space. These attendance sheets must be kept in your child's file for five years after your child leaves the Centre.

2.1 Registration

2.1.1 Clientele

The childcare centre offers 80 full time places to the Concordia University community. When a child is registered in the childcare centre, the child's family will become a member of the corporation and in so doing, will need to respect the rules and regulations of the corporation. All members of the corporation are equal. The Board of Directors considers registration of a special needs child on an individual basis in cooperation with the Director, taking into account the special needs of the child.

2.1.2 Priority of Admissions

It is the policy of the childcare centre to provide spaces for children of the Concordia University community.

Priority will be granted in the following order, for each of the age categories:

1. Children who have acquired rights by attending the centre the previous year;
2. Children of staff;
3. Siblings of children with acquired rights;

4. Children whose Parents/Guardian are on the waiting list and meet the eligibility criteria: Students, Staff or Faculty in the Concordia Community
5. Children whose Parents/Guardian are Alumni followed by Parents/Guardians living or working in the Community, for a limited term and will have no acquired rights including the registration of siblings and the status will be reviewed every semester.

2.1.3 Registration Process and Eligibility Clause

Prior to registration the family must meet the eligibility criteria. There is a full time twelve months, compulsory, full time registration period (September to August, 5 days per week). **To be eligible for a place at CPE Concordia, each child must have one parent or guardian who is actively working or studying at Concordia University.** Eligibility is verified twice annually; autumn (September to December) and winter semester (January to May). Should a family no longer meet eligibility requirements during a given verification period, they will have one semester grace period to renew eligibility. Failure to meet eligibility requirements in the subsequent verification period will result in the loss of space. An exception may be made for those children who are 3 to 4.11 years old.

The waiting list is open as of September for the academic year starting the following September. Formal registration is carried out from April through August for the ensuing academic year. It is the policy of the childcare centre to provide as many spaces as possible for children of the Concordia University Community.

As soon as there is a place available, parents/guardians are invited to visit. If the parent(s)/guardians decide to register their child (or children), a full registration takes place. The following documents must be filled out:

- **Contract**
- **Registration form**
- **Medical information and immunization record**
- **Application for reduced contribution and supporting documents**
- **Acetaminophen form (optional)**

Any information in the child's file is confidential and no one, other than the director and the designated person, has access to this information without authorization from the official parental authority.

2.1.4 Termination of Services

Parent/guardian who intend on cancelling their contract are strongly encouraged to provide a two weeks' notice. Clause required under the Consumer Protection Act contract for the lease of service involving sequential performance.

“The consumer may cancel this contract at any time by the form attached hereto or another notice in writing for that purpose to the Merchant”.

“ The contract is cancelled, without further formality, upon the sending of the form or notice”.

“If the consumer cancels this contract after the Merchant has begun the performance of his principal obligation, the consumer must pay only:

- a) “The price of the service rendered him, computed on the basis of the rate stipulated in the contract;
- b) “The less of the following 2 sums: 50\$, or a sum representing not more that 10% of the price of the services that were not rendered to him”.

“Within 10 days following the cancellation of the contract, the merchant must restore the consumer the money he owes him or her.”

“It is in the consumer’s interest to refer to section 190 to 196 of the Consumer Protection Act (R.S.Q., c.p-40.1) and, where necessary, to communicate with the Office de la Protection du Consommateur.”

2.1.5 Cancellation of contract by service provider (CPE Concordia)

The Board of Directors of CPE Concordia can terminate the contract in the following situations:

1. Failure to pay the 7\$a day required fee, even after written notification
2. Failure to respect the CPE Concordia Policy and Procedures and By Laws of CPE Concordia which were provided to the Parents/Guardian with the contract
3. After the Center has developed an intervention plan with the parent/guardian to integrate the child into the Centers program and after consultation with the Educators, Director and Board of Directors it was determined that the Center cannot accommodate the Childs needs and/or if the Parent/Guardian of the Child does not collaborate in the application of an intervention plan.

The Board of Directors must give two weeks notice to the Parent/Guardian. However, the Board of Directors may terminate the contract at any time if the health and/or safety of the children and staff are threatened in any way.

2.2 Administration

2.2.1 Licenses

The C.P.E. is a registered non- profit corporation under Part III of the Law of Companies, and is subsidized by the Ministère de la Famille, the provincial governing body for Childcare Centres in Québec.

The C.P.E has been in operation since January 1981 and holds operating permits from the City of Montréal, "Ministère de l'Habitation" for security in public buildings, and from the MFA.

The C.P.E Concordia is also a member in good standing of the Regroupement des centres de la petite enfance de l'Ile de Montreal, the Canadian Child Care Federation and the Canadian Association for Young Children. The C. P. E. Concordia also participates in conjunction with Concordia University, CEGEP Marie Victorin and Vanier CEGEP in the training of Early Childhood professionals. In addition, we participate in conjunction with McGill University in accepting interns from the Nursing Program.

2.2.2 Insurance

The childcare centre has a comprehensive insurance policy. As well, all employees of the centre are covered by the centre's insurance policy, which includes fire, theft, accident and liability. Employees are also covered by the CSST.

2.2.3 Calendar

The centre is open year round based on a September 1 to August 31 calendar and generally follows the Concordia University holiday calendar. There is a total of 13 days where the Center will be closed and the Parent/Guardian is entitled to pay the daily fee. The first day of the new contract will be September 1st of each year. The centre will be closed on the following days:

- 1. Labour Day**
- 2. Thanksgiving**
- 3. Christmas (mobile) 24, 25, 29,30, 31**
- 4. New Years (mobile) 1**
- 5. Good Friday**
- 6. Easter Monday**
- 7. Fête du Dollar**
- 8. La Fête Nationale**
- 9. Canada Day (mobile)**

The childcare centre will also close at 16:30pm on those election days when the labour code requires that workers be free from work for four consecutive hours during the time that the polls are open. There also may be special events days when parents will be asked to pick up their children earlier than 18:00pm.

2.2.4 Sickness and vacations

Parents or guardians are requested to inform the childcare centre when their children will be absent from the centre. Reimbursement of fees is not provided.

2.2.5 Integration

The transition from the summer programme to the fall programme is an important one for the childcare centre and is approached with care.

All the new children are encouraged to have two scheduled visits to the childcare centre before the fall programme begins. These visits will introduce the child to his or her classroom and

educator(s). It is hoped that through this gradual integration, these children will be prepared to attend on a full-time basis once the new session begins.

2.2.6 Temporary Closure

In the event of closure caused by a factor that the centre cannot control (i.e.: storm, heating failure, etc.) parents/guardians receive a notice in writing, if time permits, or by phone. If an emergency closure is necessary during the day, the centre will communicate with the parents/guardians by phone. If the parents have more than one child attending the childcare centre, the educator of the youngest child will contact those parents/guardians. In the event of a closure of more than three days, the Board of Directors will decide upon a course of action and notify parents as quickly as possible. Any emergency closings will be announced on CJAD (800AM) or The Mix (96FM).

Take note Parents/Guardians must pay the first day of closure only.

2.2.7 Evacuation Procedures

In case of emergency where the building must be evacuated, the procedure is as follows:

- After the safe evacuation of everyone in the building, all groups will meet at the back of the Grey Nuns Facility;
- Attendance will be taken;
- Based on the Fire Chief's advice, everyone will either re-enter the building or if the situation warrants, we will move to a safe location.
- At this time, parents/guardians will be notified by phone and told of the situation and advised where to pick up their children.

It is imperative that the Centre be kept up to date on parents' daytime phone numbers and emergency contact person's phone number.

2.2.8 It is strictly forbidden to smoke at the childcare centre

2.2.9 It is strictly forbidden to bring nuts or peanuts to the childcare centre

2.2.10 Change of Address and Telephone

Please notify the Centre immediately if there are changes to your telephone number, or your emergency contact person's, address or telephone number at home or at work. In the event that your child becomes sick at the childcare centre, we must be able to contact you or your emergency contact person.

Parents/guardians who will be attending classes during the day should submit a course schedule, for each term, to the office with the room numbers and hours so that the parent can be traced in case of an emergency.

2.2.11 University Research

All research proposals will be made to the director, who will judge the pertinence of the subject and consult the Board of Directors as needed. All involved parents will be notified and should they decide to allow their child to participate in the research, a permission slip will need to be filled out.

2.2.12 Concerns

If parents/guardians have any dissatisfaction, need to clarify a matter, or wish to make a complaint, they are encouraged to meet or contact either the educator involved or the Director depending on the nature of the complaint.

We urge parents/guardians who have not received satisfaction to contact, either in writing or in person, the President of the Board of Directors. The President has the mandate to review such requests and make appropriate recommendations to the Board or to designate the appropriate committee to review the requests and make appropriate recommendations to the Board. If the issue is not resolved, then the director or the party/parties involved can bring a complaint forth to the Board of Directors in the form of a discussion item on a Board meeting agenda.

2.2.13 Parent/Guardian Grievance Procedure

Grievance Procedure

In order to ensure the quality of services provided to children, the CPE Concordia (Concordia Daycare Centre) has developed a grievance procedure of which centre staff and parent users are informed.

By defining rules and guidelines, the daycare centre intends to promote the proper handling of reported complaints as objectively as possible. Likewise, it will take action to ensure the respect and integrity of the persons concerned.

1. Guiding principles of the grievance procedure

Anyone working at the Daycare Centre who is made aware of the dissatisfaction of a user is expected to follow up the complaint as soon as possible within the limits of their authority and powers. Thus, any dissatisfaction reported by a user should as a rule be resolved on site. If a solution to the problem reported by the user cannot be found, the person working at the Daycare Centre who is made aware of the complaint is expected to refer it to the person responsible for managing complaints.

The Daycare Centre accepts and handles any complaint about the services provided at its facility, a Daycare staff member or anyone acting on behalf of the Daycare Centre.

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A complaint can be filed with the **Concordia** Daycare Centre by anyone who has reason to believe that a Daycare Centre staff member or person acting on behalf of the Daycare Centre has failed to fulfill an obligation or a duty imposed by the *Educational Childcare Act* or one of its regulations or has not acted fairly.

A complaint can be filed with the Ministère de la Famille by anyone who has reason to believe that the Daycare Centre has failed to fulfill its obligations or a duty imposed by the *Educational Childcare Act* or one of its regulations.

2. Person designated to receive complaints

The **Concordia** Daycare Centre ensures that complaints can be filed during its business hours. **The Director** is the person responsible for handling complaints. If the Director is absent for a period of more than 24 hours, the Board of Directors appoints a person authorized to act in his or her absence.

3. Grievance procedure

The Director of the Daycare Centre or the person designated diligently handles all complaints and ensures that they are followed up.

The Director or designated person allows the complainant to explain the nature of his or her complaint provides the necessary information or documents, refers the complainant to the appropriate representative, person or organization as appropriate, and checks with the persons concerned to make sure that the complaint is legitimate.

3.1 Receipt of complaints

Complainants may make their complaint verbally or in writing but are not required to identify themselves. Nevertheless, the person who receives the complaint must reassure the complainant that the information will remain confidential and invite the complainant to identify him or herself, because it will be useful for communicating with him or her or for clarifying certain information when the complaint is being handled.

The designated person creates a file for each complaint received using the Grievance Registration and Follow-up form, on which the relevant information is recorded.

Furthermore, when the complaint is made in writing, the designated person will provide the complainant with an acknowledgement of receipt if the complainant has provided his or her name and address.

If **the Director** is absent for less than 24 hours, the person who receives the complaint offers to:

-speak to the designated person at another time during the day;

-note the complainant's contact information so that the designated person can contact him or her at another time during the day.

However, in an emergency, the person who receives the complaint must immediately refer it to the person who is best qualified to handle it.

3.2 Complaint review and handling

Whenever **the Director** or designated person receives a complaint, he or she must first determine its nature and identify the procedure that should be used to handle it. In all cases, he or she notes the findings and conclusions in the file using the Grievance Registration and Follow-up form.

a) If the complaint concerns abuse, mistreatment, aggression or another event of a similar nature suffered by a child;

The Director or designated person must immediately report it to the Child and Youth Protection Centre in accordance with the reporting process described in the “*Entente multisectorielle relative aux enfants victimes d'abus sexuels, de mauvais traitements physiques ou d'une absence de soins menaçant leur santé physique*” (a guide published by the Québec government). The designated person works with the representatives of the organizations concerned to follow up the complaint and informs the Board of Directors.

b) If the complaint does not fall within the jurisdiction of the centre;

The complainant is referred to the organization with jurisdiction over the matter, as appropriate.

*c) If the complaint concerns an event or situation involving a **Concordia** Daycare Centre staff member other than a member of the management,*

1. but does not constitute a violation of a law or regulation, or a situation that threatens the health, safety or well-being of the children at the Daycare Centre, (such as a misunderstanding or conflict between a parent and an employee);

The complainant is invited to resolve the object of the complaint with the person concerned. The person who receives the complaint can offer to assist the parties in solving the problem.

2. and does constitute a violation of a law or regulation, or a situation that threatens the health, safety or well-being of the children at the Daycare Centre;

The Director or person authorized to act prepares a written report and sends it to the staff member concerned and, depending on the situation, can:

- contact the staff member concerned in order to determine the actions that should be taken so that the situation is corrected and does not recur in the future;
- submit the complaint to the Board of Directors, which will decide on how it should be followed up and whether disciplinary actions should be taken or not.

*d) If the complaint deals with an event or situation concerning the **Concordia** Daycare Centre;*

The Director or designated person, together with the Board of Directors, must decide on the legitimacy of the complaint and how it should be followed up. He or she informs the complainant of the possibility of referring the complaint to the Ministère de la Famille. *e) If the complaint deals with an event or a situation involving a member of the management;*

The person who receives the complaint immediately forwards the file to the Board of Directors so that it can decide on the legitimacy of the complaint and how to follow it up. The Board of Directors will inform the complainant of the possibility of referring the matter to the Ministère de la Famille.

4. Complaint follow-up and settlement

The **Concordia** Daycare Centre must ensure that situations that have led to a justified complaint are corrected. For that purpose, **the Director** will take the steps necessary to verify that the situation has been corrected. He or she may have a second discussion with the complainant or interview the persons concerned, as appropriate.

If the situation is not corrected and recurs, the Director or person authorized to act will prepare a written report of his or her findings and present it to the Board of Directors, which will decide on how to follow up.

In addition, any complaint that is accepted by the Director of Youth Protection or the subject of legal proceedings must be immediately forwarded to the Board of Directors. The same applies to information collected when a complaint is received or being handled that reveals a situation that jeopardizes the integrity of the mission of the Daycare Centre.

The file remains active until the complaint has finally been resolved, there has been follow up with the persons concerned to regularize the situation or the settlement proposed has actually been implemented.

5. Complaint handling report

The Director prepares an annual report to the Board of Directors on the complaints received and handled by the **Concordia** Daycare Centre. It describes their nature and may make recommendations for improving the quality of services.

6. Record keeping

All complaint files created by the Daycare Centre and documentation demonstrating their follow up are confidential and kept under lock and key at the place of business of the Daycare Centre for 3 years after the date on which they were closed. Only the Director, the person authorized to act in the Director's absence and the Board of Directors of the Daycare Centre have access to these documents whenever it is necessary for them to use the authority provided to them by law.

2.3 Finances

2.3.1 Childcare Centre Fees

Parents/guardians who qualify must fill out a reduced contribution form which entitles them to pay the 7\$ per day fee. Based on the MFA's 261-day calendar. The government regulated 7\$ per day fee provides the child with the minimum service which covers a basic ratio between teachers and children and minimum educational activities.

Outings and Fieldtrips

The Center provides many educational outings and seasonal field trips throughout the year. When we schedule educational outings, and field trips parents will be responsible to cover the fee required for each outing and must fill out an agreement form (see "entente de services de garde: annexe A"). The parents/guardians will have the option for their child to participate in the outing/field trips or remain in the Center and follow the daily program. (See section 5.7 Programs)

Membership Fee

To be a member of CPE Concordia, there is a required membership fee of 10.00\$ per year per family. Please refer to the By-Laws for details of the rights of a member of the person moral. Please take note that although your membership fee is optional, this amount helps and supports our efforts to maintain a quality program. This allows your child to enjoy the benefits of low ratios, nutritious snacks, a variety of educational materials and equipment etc. Fees are payable in post-dated cheques dated the first of each month following the established fee schedule. The final remittance of all cheques post-dated checks is 15 days after your child has started the service.

In the event that a parent does not fulfill his or her obligation, such as when a payment is not made on the stipulated date, the legal interest rate of 5% is applied to the account.

If a parent/guardian is two months in arrears, the director will notify the Board of Directors and the Board will decide on a course of action. Parents/guardian who do not respect the payment policy will lose their place at the centre.

23.2 Income tax receipts

A federal income tax receipt will be given to parents by February 28 of each year. Seven dollar/day fees are not deductible on Provincial taxes.

3. Policies

3.1 Nutritional Policy

The objective of the childcare centre's snack programme and catered lunch programme is to provide a nutritionally balanced diet with food that is appealing to the children and that responds to Canada's Food Guide. The menu endeavours to offer the children as wide a variety of foods as possible, with particular emphasis on fresh fruits, vegetables and whole grains.

ANY FOOD CONTAINING NUTS AND/OR PEANUTS IS NOT PERMITTED AT THE CHILDCARE CENTRE.

3.2 Animals at the Day Care

In accordance with government regulations, no animals of any kind are allowed at the Childcare Center.

Since there are educational benefits to be derived from animals, children should be exposed to animals on an occasional basis outlined by, but not limited to, the following suggestions:

- through field trips to working farms, or ethically run animal enclosures;
- through visits from animal handlers, i.e. a visually handicapped person bringing a working dog to educate the children on the depth of the bond between animal and humans.

3.3 Parent/Guardian Participation

The healthy development of the Centre depends on parent/guardian participation not only as members of the Board of Directors, but also on their commitment in different committees and ensuring that decisions made are in the best interest of the children, parents/guardians and staff. There are various ways that parent/guardian participation is encouraged at CPE Concordia:

I. General Assembly/Orientation Night

The Board of Directors hosts the Annual General Assembly meeting for all members of the person moral. Then parents/guardian are invited to meet with their children's teachers and learn more about their educational programme, daily routine, special activities, etc. (For role of Board of Directors see By-Laws for details).

II. Progress Reports

Parent/guardian / Educator meetings, prepared by your child's educators, are held twice a year. One informal meeting in the fall and one formal meeting where a written Progress Report is given to the parents.

III. A "You're Welcome to Come" Policy

This policy exists for parents/guardians who would like to accompany their children on some of the outings or planned activities held by the Centre.

Committees

Personnel, Fund Raising, Financial, Health and Safety, Space Committee

These activities are an important part of the C.P.E. Concordia parent/guardian participation. Many activities are held to encourage social exchange opportunities for parents/guardians whose children attend the Centre and also family-oriented activities where all members can participate. Parents/guardians are requested to respect the centre rules while on the premises (in the cubby areas, in the outside play area, etc.) and during excursions.

Parents/guardians are also encouraged to bring in any items from home that can be used for arts and crafts (i.e.: wool, ribbon, wrapping paper, tin pie plates, etc.).

3.4 Staff Children Attending the Childcare Centre

The Centre has a policy of welcoming its staff's children. Supportive and constructive communication from all professionals will be essential to facilitate the successful integration of a staff member's child.

- age restrictions for staff children are identical to those for other children in the childcare centre.
- placement of staff children in the parent/educator's classroom will be avoided;
- centre costs for staff children will be the same as those of other registered children.

3.5 Special Needs

The children at the childcare centre are diverse in terms of skill and competence, personality and temperament, and in their preferences and goals. It is exactly this diversity that gives the childcare centre its richness and vitality. Insofar as each child is unique, the childcare centre

must be sufficiently flexible so as to accommodate the needs and requirements presented by particular children. In this respect it is important for the childcare centre to be aware of and responsive to the unique characteristics of each child.

As a group enterprise, the Childcare Centre is responsible for facilitating the integration of children into its programme. In some cases, however, the childcare centre resources, may not meet the needs or requirements presented by a particular child. In such cases, the centre reserves the right to refuse to accept a child and/ or to ask a child who is already at the centre to leave.

The decision to refuse to accept a child at the Centre, or to ask a child who is already at the Centre to leave, will be made by the Board after consultation with the staff and the Director and after the Centre has attempted to develop means to integrate the child into its programme. In instances when the Director and/or the staff are concerned about whether a child can be integrated into the Centre, either before or after the child has been enrolled, it is their responsibility to (a) bring this to the attention of the Board; (b) work with outside consultants, if appropriate, to explore alternative means of integrating the child into the Centre; and (c) explore the possibility that the Centre can receive additional resources, such as through government agencies, to help integrate the child into the Centre.

This policy should be implemented so as to respect the rights of the individual child and the other children at the Centre.

3.6 Toilet Learning

A milestone in the life of a child is the process of learning to use a toilet. In so far as each child is an individual who has his/her own rate, it is important for the centre educators to be sensitive to the cues shown by the child that s/he is physically and emotionally ready for this process and in collaboration with the Parents.

4 Daily Operations

The Centre is open from 7:00 am to 18:00, Monday through Friday. In order for the children to benefit from all the activities, they should arrive by 9:30. Organized activities begin around 9:30. Parents are requested to pick up their children at 17:50 at the latest in order to respect the actual closing time of 18:00 in accordance to Ministère de la famille regulations that state a child can only be in a childcare Centre for a maximum of 10 hours per day. The Administrative office is opened between 9:00 and 17:00 Monday to Friday.

4.1 Access card for Entering CPE Concordia Center

When registering your child(ren) in CPE Concordia, each Parent or Guardian must apply for an access card. This procedure is done with the Concordia Security department. A deposit of 10\$ must be made for each card. The 10\$ will be reimbursed to you when your child no longer requires services at CPE Concordia provided it has not been lost or damaged. **The access card is strictly for the Mother, Father or Guardian of your child (ren). If the card is stolen or lost it must be reported immediately. You are then responsible for purchasing a new access card. When entering the Grey Nuns facility the card must be scanned at security and the**

Center entrance. If someone other than the parents or guardian will be picking up the of the child(ren), the person must be on the authorization list and will need to provide a photo ID. Please notify the Educators and the office so we can then notify the Security.

A staff member will escort that person to the child's class. In order to keep the children as safe as possible, no unknown person should enter with the parent, or if a stranger is seen within the Centre, a staff member should be notified immediately.

4.2 Procedures for Arrival and Departure

The entry into the daycare requires an **access card**. When entering the Grey Nuns facility it is **obligatory** to use your access card at the security desk. The card must be scanned **twice**: at the security desk of Concordia upon entering the building and again at the Daycare's entrance. The card must be scanned **even if the door is already open** by a parent/guardian entering before you (since the security system must record every person coming inside). The access card has photo identification and can be used only by the parent/guardian on the photo. **The card must not be given to anyone else.**

If a person attempts to enter with somebody else's access card, the Parent/Guardian's access card will be de-activated for 2 (two) months. A second offence will result in immediate expulsion of the **parent/guardian and child**. If the card is lost or stolen it must be reported immediately. You are then responsible for purchasing a new card.

In order to keep the Children safe, no unknown person should enter with the parent/guardian.

The security at the entrance is within their right to ask questions regarding any person accompanying an access card holder. If a stranger is seen within the Center, Please notify a CPE staff member immediately.

Please, note that your child(ren) **must be with you and holding your hand at all times until you enter and upon departure from the Center**. It is required that there is no running or wandering into the residence area of Concordia University and in the Center.

The parents/guardians are expected to familiarize themselves with the new procedures and follow them strictly. A staff member will be at the door during the first week to guide you through the new procedures and provide directions.

Children must be accompanied by a parent or a guardian, and left in the care of an educator. It is a policy of C.P.E. Concordia that children should arrive before 9:30. This policy was established so the children will benefit from the organized activities. Also, it respects the educator's planned program and avoids difficulties when a child enters their group late (such as disturbing a group already in progress or difficulty entering an activity already in progress). It is important to notify the Centre if the child will be late. (i.e. due to a doctor or dentist appointment.)

When the child leaves for the day, the parent/guardian must notify the educator. Once a parent/guardian has taken charge of their child, they must accompany their child at all times as the educators are responsible for the other children who are awaiting pick-up and cannot be responsible for a child that has already been picked-up.

Parents/guardian must respect the established schedule of the centre and should arrive at 17:50pm to prepare and pick up their child(ren) so that the Centre can be secured and promptly

closed by activating the alarm system at 18:00. It is helpful, when parents who will be foreseeably delayed for more than 10 minutes, notify the Centre in advance.

Late Fee Policy: In the case of late pick-ups, parents/guardians will be charged \$1.00 per minute after 18:00pm.

. This policy is intended to discourage lateness.

Upon the late arrival of a parent/guardian, the educator completes a *Late Fee Form*, which both the educator and the parent sign. The parent is responsible to pay the Center immediately or within one week. Unpaid fees will be brought to the attention of the Director. Repeated abuse of the closing schedule would lead to Board intervention and possible loss of place at the Centre.

4.3 Personal Belongings

The Centre is not responsible for lost articles. In order to identify your child's belongings, all items should be labelled with your child's name. Any borrowed clothes must be washed and returned. Please return any borrowed clothes to your child's teacher so it can be used for other children.

4.4 Catered Lunch Programme

CPE Concordia offers a catered lunch to all the children at our Centre. We employ the catering services of Chartwells, a member of the Compass Group Canada with over 40 years of experience. Chartwells provides us with hot nutritional lunches. Their menus and food portions are reviewed by their dieticians and follow the latest Canada Food Guide for preschool children. Please note that all hot dishes do not contain pork, peanut or nut products. During the school year, we will run on a 4-week menu and in the summer, a 4-week menu. The teachers in each classroom will post a chart indicating how well each child ate his/her lunch each day. The menu for lunch and snacks are posted in the main entrance area.

4.5 Program

Example of the daily schedule of activities:

7:00 – 9:00/9:30	Free Play/bathroom routine
9:00 – 11:00	Snack/gym or outside play (18mos & 2's)
	Snack/morning program - Thematic Circle/Learning Centres (3's & 4's)
	Snack/Bilingual program (4's)

11:00 – 12:00	Morning Program – Thematic Circle/Learning Centres (18mos & 2's) Bathroom routine/Outside play/Gym (3's & 4's)
11:30 – 14:30	Lunch/Story time/Bathroom routine/Rest time (everyone)
14:00 – 16:00	Wake-up/Bathroom routine/snack (18mos & 2's) Outside play or gym (everyone) Snack (3's & 4's)
15:45 – 17:15	Afternoon program – thematic circle/Learning Centres (everyone)
17:15 – 18:00	Free play/quiet activities.

The children follow a daily program that includes:

Circle Activities: are based on themes designed to encourage and develop social, language, motor and cognitive skills, and may include group activities such as discussion, games, songs, finger play, poetry, storytelling, etc.

Learning Centres: are established within the classroom and deal with various areas such as dramatics, books, science, art, blocks, math, manipulations and computers. These areas promote learning through peer interaction, cooperative learning, teacher/child interaction, individual exploration and learning through play.

Outdoor Play: is a healthy physical activity that promotes gross motor through climbing, running, skipping, hopping, ball playing, sand and water play, etc. As the children develop and master these skills, they become more confident individuals. These activities also allow the child an opportunity for fresh air and exercise.

Socialization: through organized games and activities such as imagination play, multi-age groupings, cooperation, turn taking through organized games. Pro-social skills (i.e.: sharing, turn taking and cooperation) are encouraged through small group activities (same age and multi-aged) such as imaginative play, games and clock building. In addition, whole group activities such as organized games, discussions, songs and movement activities provide the children with opportunities to develop and practice their interpersonal skills.

Outdoor Activities: This encourages the respect of nature through activities such as plantings, picnics, apple picking, bird feeders, tree decorating, observing insects, painting, and drawing.

Bilingual Program: (4 year old groups) the objective of the French program is to familiarize the child with the sounds and vocabulary of the French language as well as to enjoy learning a new language. During the circle times (French and English), the children join together to discuss the weekly theme. They sing songs, play games, and/or the teacher reads theme related books and poetry. Various learning centres are set up in the classroom to encourage learning and help to develop independence and self-confidence (i.e.: opportunities to choose, make decisions, be responsible, show initiative). Throughout the day, the children are provided with many opportunities to express themselves in French and English at their own pace.

Outings: Outings are an important part of CPE Concordia’s program. The outings provide opportunities for the children to explore their surrounding community through trips to the library, parks, and walks around the neighbourhood. Longer trips provide the children with seasonal activities like apple picking and sugaring off. Also, the children enjoy trips to the theatre to see plays. The staff of CPE Concordia carefully plans these outings and they are a wonderful learning experience for the children as well as an opportunity for parents/guardians to join in and share a meaningful experience with their children and their group.

Field Trips: For trips out of walking distance, the children can travel by metro, city bus or a bus is hired to safely transport the children. An emergency bag is prepared with a first aid kit, childcare numbers and children’s information. Parent/Guardians volunteers are welcome and need to follow the rules of the centre during these outings. For example, on walks, the children need to hold an adult’s hand. *We realize this may be different from what they can do with their own parents/guardians, but young children can begin to understand different expectations. Because we are caring for many children, our safety policies may be stricter than those a parent/guardian has.*

Ratios: CPE Concordia maintains small group size and low teacher/child ratios to promote high quality childcare and programming at the Centre.

Children’s Ages	Ratios	Group Size
18 months to 2.01 years	1 to 5	9
2.02 to 2.08 years	1 to 6	12
2.09 to 3.03 years	1 to 7	13
3.04 to 3.10 years	1 to 7	15
3.11 to 4.04 years	1 to 8	15
4.05 to 4.11 years	1 to 8	16

(It should be noted the MFACF ratio requirements are 1 to 8 for 18mos to 3 years and 1 to 10 for 4+ years)

4.6 Health, hygiene and safety

The Centre maintains a rapport with both Concordia University Health Services and CLSC-Downtown. The following are emphasised to the children:

- the importance of hand-washing after using the washroom, playing in the sand, doing arts and crafts, playing outside, as well as before all meals and snacks;
- good nutrition;
- issues concerning health consciousness habits (ie: covering mouth when coughing, using a tissue to blow nose, etc).

Staff ensures that:

- All potties used in toilet training are cleaned after each use;

- All beds are disinfected on a regular basis especially if a child has urinated or vomited on it.
- Sheets are washed bi-weekly,
- All tables are washed before and after each meal;
- All toys are disinfected on a regular basis;
- The centre is adequately ventilated to maintain air quality;
- Appropriate safety measures are taken when handling bodily fluids.
- They wash their hands after helping a child go to the bathroom or blowing noses;

As well, all the recommendations of the MFACF are observed.

4.7 Illness and medication

Parents/guardians are responsible for notifying the Director if their child contracts a contagious disease (i.e.: chicken pox, strep throat, measles, fifth's disease, hand, foot and mouth disease, gastro, conjunctivitis etc). The Director is then responsible for notifying, via posting, the rest of the parents and educators. The children should not attend the centre until they are no longer contagious. Then Centre is not responsible for children who are ill. When making decisions about bringing a child to the Centre, parents should follow the guidelines of the health policy manual. Children and staff with a fever, vomiting, and/or diarrhoea may not come to the Centre. If these symptoms occur during the day, the parents will be asked to immediately pick up their child.

As soon as the child appears to be ill and if the needs of the child/group cannot be met at the Centre, or if the child is too ill to participate in their normal activities, the Director or educator will follow the guidelines of the health policy. They will contact the parents and notify them of their child's condition and determine the procedure to be taken.

If a child develops a fever at the Childcare Centre, the following steps will be followed:

- **For a low-grade fever at 101.2° F and under, the child will be monitored closely and parent(s) will be notified of the situation. If your child has a low-grade fever and is unable to participate in the group's activities, parents will be called to come pick up the child.**

For a high-grade fever of 101.3° F and over, parents will be notified of the situation, informed that their child will be given acetaminophen and asked to pick up their child. A child with a high-grade fever cannot have his/her needs met at the Centre and should be kept at home until the child has a normal temperature for 24 hours.

Regarding medication:

- When your child is prescribed and starts on an antibiotic, he/she should remain at home for the first 24 hours. This allows time for the antibiotic to take effect and for your child to no longer be contagious to the other children, teachers and

parents/guardians at the Center. Once your child is feeling better and can participate in the group's activities he/she can return to the Center.

- The MFA regulations state that the Centre cannot administer any medication to children unless there is a prescription from a doctor and written parental approval.
- *No medication may be administered by a staff member of the centre permit holder...without the written authorization of the child's parent and of a member of the Collège des médecins du Québec. In the case of a prescribed medication, the information listed by the pharmacist on the label describing the medication and the current date is proof of the physician's authorization. (Regulation Respecting Childcare, Art. 116 to 120)*
- If a parent or guardian wants their child to take certain medication during the day, they must fill out the *Parent Authorization form* provided and sign it. All medications must be stored in a special locked box in the refrigerator or on top of the refrigerator. Medication must NEVER be left in the child's cubby.

4.8 Articles parent/guardians should bring

The following articles, which should be clearly labelled with the child's name, are necessary for the good functioning of the Centre and the well-being of the children:

Every day:

- Disposable diapers (if necessary)
- Pillow (optional)
- Comfort toy or stuffed animal (optional)
- Complete change of clothes
- Extra shoes
- Slippers to be worn on bed at rest time

Summer:

- A towel
- A sun hat
- A bathing suit
- Water shoes
- Closed toe sandals or running shoes

Winter:

- A second pair of mittens and snow pants

Each child should have a complete set of extra clothes, including pants, shirt, underwear and socks, to be left at the Centre for emergency changes. A pair of running shoes should be left in his/her cubby for inside wear at the Centre and for gym.

The children are encouraged to participate in a variety of activities. Some of them are a bit messy: painting, sand play, collage, etc. Think of your child's comfort and provide simple, comfortable, washable clothes and shoes that won't slip while he/she is playing.

Please consider variations weather conditions between October to May and dress your child with the appropriate clothing for each season for our two outside play periods per day.

4.9 Cubbies

- Each child will have his/her own-labelled cubby to place coats, boots and shoes. During the winter months, a mesh bag is provided to store hats, scarves, and mittens.
- Upon arrival, parents/guardian need to help remove outdoor clothing (to be left in the child's cubby) and put on running shoes before bringing him/her into the classroom. Extra clothes are kept in your child's cubby.
- Wash hands
- Parents/guardians are reminded to follow safety rules and not sit their child(ren) on the cubbies when dressing or undressing them.
- Please look out for **notices** and artwork to be taken home daily.
- Parents/Guardians are asked to help keep the cubbies and the locker areas clean and orderly.

Parents/Guardians need to make sure that no plastic bags are left in their children's cubbies since they are a safety risk to young children in the Centre.

4.10 Toys and Jewellery from Home

We ask that you leave your child's toys at home. We cannot be responsible for lost jewellery, toys or broken toys. If you have a book, record, or educational game that may be of interest to the children, we will appreciate this being shared with your child's teacher and friends. CPE Concordia request that your child's jewellery be kept at home because jewellery can pose a safety risk for young children in the centre (i.e. Choking, cutting off circulation, and swallowing).

4.11 Birthdays

At the childcare centre, we celebrate children's birthdays the last week of each month. We celebrate during the afternoon snack period and provide the children with a birthday cake, a birthday candle, and a hat. In addition, your child's teacher will celebrate his/her birthday on the day itself.

We recommend that parents/guardians, who wish to bring treats or party favours, bring instead a gift for the whole class to share together. This present could be a contribution to the library

shelf, a puzzle, etc. Such a gift teaches the birthday child the importance of giving as well as receiving.

4.12 Emergency Preparedness plan

In October of 2007 we were mandated by the MFA to prepare and adopted a plan for the continuation of services in the event of an Influenza Pandemic. In our plan we are emphasizing the means of prevention and spread of virus. We are aware of the following conditions that can assist us in taking all necessary precautions.

- Virus transmitted by cough
- Virus not in ventilation systems
- Transmission 8 – 12 hours on clothes & paper, 5 minutes on hands, 24 – 48 hours on hard surfaces (longer when environment is colder)
- Incubation period 1-3 days
- Contagious for 24 hours before symptoms and 7 days after symptoms start
- A person with the flu will usually pass it to 2 people in a closed environment
- Kids will be contagious for 21 days

In the event of a Pandemic the virus could be present in Quebec over a period of 8 weeks and it could take several weeks for a treatment to be developed and made available to the public. The prediction in Quebec, by the World Health Organization and the Quebec Minister of Health and Safety, is that 1.4 million people will get sick, 34,000 could be hospitalized and up to 8500 deaths. Please be aware that we will be welcoming children and personnel that could display mild symptoms of the influenza as they may not necessarily be infected, but assured that all our established hygiene procedures are in place to prevent any transmission. In the case of an influenza pandemic the Centre will remain open, unless directed otherwise by a governmental authority. If the Centre is closed, parents/guardian will be notified by phone and possible by E-Mail. It will also appear in newspapers, on the radio, on the television and on the internet via government communication to the public.

It is vital that Parents/Guardians always keep the Centre aware of any contact information changes (home telephone, cell numbers, e mail addresses).

For any further information, please consult the web site: www.pandemicquebec.qc.ca

5. Committees

Committees are working groups, as defined below, who work for and report to the Board of Directors. Committees have the mandate to investigate pertinent requests from the Board or requests from the Director. In so far as committees report to the Board, it is important that they keep the Board informed of their activities. It is the responsibility of each committee chair to provide documentation of the workings of the respective committee. To ensure continuity, this documentation will be available to subsequent committees.

Recommendations for changing existing conditions, or recommended solution to problems that have been brought to a committee, are to be made to the Board, which is the final decision-making body through the process of resolutions. Should committees conclude that no changes to

the existing conditions are necessary or possible, a final report of that conclusion should be presented to the Board. Healthy communication between the committees and the Board is essential to the effective management of the centre.

5.1 Finance Committee

Structure: (minimum three, maximum six members) Director, Treasurer of the Board (responsible for reporting to the Board and Chair), a staff representative and up to three additional members of the Corporation.

Task: This committee deals with issues concerning the finances of the corporation: budget planning, purchases of major expenditures, salary negotiation, preparation of annual financial report.

5.2. Personnel Committee

Structure: (minimum three, maximum five members) Director, Chair of the Personnel Committee from the Board of Directors (responsible for reporting to the Board), a staff representative and up to two members of the person moral.

Task: This committee deals with personnel matters such as: reviewing applicants for position of educator and Director; establishing need to hire/dismiss staff members, developing tools for Director and staff evaluation; dealing with issues of staff dissatisfaction not resolved at the Director level. Confidentiality is essential.

5.3 Other Ad Hoc Committees, and/or Task Forces

The structure and tasks of these committees are to be determined at the time of formation. These committees may be struck at any time to deal with any issue that the Board deems necessary at the recommendation of staff, parents, or the Board itself.

5.4 Staffing

As of 2001, CPE Concordia's staff consists of one Executive Director, two co-assistant Directors/teachers, one Administrative Assistant, one Kitchen Coordinator, 10 full time teachers and one co-educator replacement (to replace co-assistant Directors/teachers in the classroom). All the teachers are trained and experienced with preschool children. In addition, we welcome student interns from the Education Department of Concordia University, McGill School of Nursing, and Vanier College each year.

5.5 Director – Role and General Responsibilities

The Director of the childcare centre carries out his/her duties under the general authority of, and is responsible to, the Board of Directors and is in charge of the management, planning, organization, direction, monitoring and evaluation of the Center's programs and resources. He/she shall see the efficient operation of the Center in accordance with the policies and objectives determined by the Board of Directors and shall in particular,

- 1) Oversee the implementation of the programs and policies in force to govern the services provided and coordinated by the Center;
- 2) Be responsible for the quality of childcare services and for the information provided to parents;
- 3) Represent the Board of Directors with the staff;
- 4) Apply policies and procedures with respect to recruitment, selection, evaluation and management of the staff;
- 5) Inform the members of the Board of Directors with the information necessary for making decisions;
- 6) Inform the members of the Board of Directors of the tools that may help them to assume their role and responsibilities;
- 7) See to the application of the Educational childcare program;
- 8) Cooperate on the preparation of the budget and do a regular follow up with a view to ensure a sound management;
- 9) Endeavour to establish relations with other agencies in order to encourage the joint action of childcare services.

5.6 Assistant Director(s) – Role and General Responsibilities

The assistant director carries out his/her duties under the direction of, and is responsible to, the Director of the Centre. He/she aids the Director in maintaining the safety and well-being of the children and provides quality programming in the Centre. The Assistant Director works in collaboration with the Director on issues concerning children, parents, and staff. In the Director's absence, the Assistant Director will replace the Director and be responsible for the daily operation of the Centre. In addition, he/she is available for consultation in regards to staff concerns about children, parents, etc., responsible for emergency procedures, keeps a record of important daily events, and informs the Director of any changes or situations which occur within the Centre.

Appendix A

Code of Rights and Responsibilities

1. Rights

Our primary responsibility is to provide safe, healthy, nurturing, and responsive settings for children and to recognize and respect the uniqueness and the potential of each child.

All children, parents, and staff of C.P.E. Concordia may reasonably expect to use and participate in the services offered in a safe and civil environment. CPE Concordia therefore does not condone discrimination, harassment, sexual harassment, threatening or violent conduct or offences against property.

DEFINITIONS

I. Discrimination is defined as treatment which:

- a. has the effect or purpose of imposing burdens, obligations or disadvantages on members or groups of members; and
- b. for which there is no bona fide and reasonable justification; and
- c. when such treatment is based on one of the prohibited grounds specified in the Quebec Charter of Human Rights and Freedoms, that is; race, colour, ethnic or national origin,

sex, pregnancy, sexual orientation, civil status, age, religion, political convictions, language, social condition, handicap or the use of a means to palliate a handicap.

II. Harassment is defined as:

- a. Unwelcome, vexatious conduct, directed towards a member or group of members; and
- b. Which may or may not be based upon one of the prohibited grounds specified in article I(c); and
- c. When such conduct has the effect or purpose of unreasonably interfering with a member's work or of creating an intimidating or hostile environment in the centre.

III. Sexual Harassment is defined as conduct of a sexual nature such as, but not limited to, sexual assault, verbal abuse or threats of a sexual nature, unwelcome sexual invitations or requests, demands for sexual favours or unwelcome and repeated innuendos or taunting about a member's body or appearance when:

- a. Submission to such conduct is made, whether explicitly or implicitly, a term or condition of a member's employment, or
- b. Submission to or rejection of such conduct is used as the basis for an employment, or
- c. When such conduct has the effect or purpose of unreasonably interfering with a member's work or of creating an intimidating or hostile environment.

IV Threatening or Violent Conduct is defined as:

- a. Assaulting another member; or
- b. Threatening another member or group of members with bodily harm or causing another member or group of members to have reasonable grounds to fear bodily harm; or
- c. Creating, or threatening to create, a condition, which unnecessarily endangers or threatens the health, safety or well-being of another member or group of members or threatens the damage or destruction of property.

V Offences Against Property is defined as wilfully or recklessly taking, having unauthorized possession of, damaging or destroying any property belonging:

- a. To the centre; or
- b. To any member when such property is on centre premises or on other premises during the course of a centre-sponsored activity or event.

2. Responsibilities

All parents and staff are expected to refrain from violating this code and are responsible to promote and uphold it. The Director and Board of Directors bear a particular responsibility to act in a timely and effective manner if they become aware of any violation of this code.

3. Jurisdiction

Complaints with respect to a violation of this code may be made by members of the childcare centre in relation to the conduct of other members where the complainant is directly affected by the conduct in question. As well, the centre, through its designated members, may make a complaint on its own behalf. The alleged violation must have taken place on the centre premises or on other premises of any centre-sponsored activity or event. Exceptionally, complaints may be made regarding an alleged violation that has taken place at another location, where the potential consequences of the violation may adversely affect the complainant's involvement at the centre.

4. Visitors and Contractors

Visitors and contractors to the centre are expected to conduct themselves in any centre -related activity in a manner consistent with this policy. Violations of this code by such persons may be dealt with as breaches of contract or may result in suspension of centre privileges, such as access to the premises.

Source: Concordia University's "Code of Rights and Responsibilities".

Appendix B

Code of Ethics

C. P. E Concordia

Parents/Guardians as well as the Staff at C. P. E. Concordia are expected to act at all times in an ethical and professional manner. Parents/Guardians who do not respect our code of ethics including the law of confidentiality can be asked to leave C. P. E Concordia.

Parent(s)/Guardians Signature(s) _____ & _____

*Here is the Code of ethics that the educators at
C.P. E. Concordia have been practicing over the past 25 years*

Early Childhood Educators promote the health and Well-being of all children and work in ways that enhance human dignity.

Early Childhood Educators use developmentally Appropriate practices when working with children and demonstrate caring for children in all aspects of their practice.

Early Childhood Educators work in partnership With parents/guardians, supporting them in meeting the needs of their children.

Early Childhood Educators are responsible for informing parents/guardians of their child's progress according to a developmental perspective.

Early Childhood Educators work in partnership with colleagues and other service providers in the community to support the well being of children and their families.

Early Childhood Educators pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent.

Early Childhood Educators demonstrate integrity and practice Confidentiality in all of their professional relationships.

Childs Name: _____ **Date:** _____

