

GARDERIE K.I.D.S.

ADMINISTRATIVE POLICIES

In case of differences between the English and French versions,
the French version shall have precedence.

2010-2011



YOUR CHILD DESERVES THE BEST™



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1. PRESENTATION OF THE DAYCARE

The Daycare is incorporated in the Province of Quebec. It holds the following permits :

- An operating permit from the Ministère de la famille et des Aînés for 15 infants et 65 children
- the ratios are: infants = 5:1, children 18 months – 4 years = 8:1, children over 4 years old = 10:1
- An occupancy permit from the municipality.

The Daycare must create a consultative committee made up of five (5) parents whose children attend the Daycare. The committee may examine certain aspects touching upon the life of the children in the Daycare. (See Article 21.)

The Reduced Contribution is fixed at \$7 per day.

In return for the Reduced Contribution, the Daycare must provide each child under 5 years of age before September 30th of each reference year with:

- 1° Educational childcare services up to a maximum of a 10-hour continuous period per.
- 2° Snacks, if the **Child** is in the childcare service at the time when snacks are scheduled to be served.
- 3 ° The noon or evening meal, if the **Child** is in the childcare service at the time scheduled for meals.
- 4 ° The materials used as part of the childcare service.

The child referred to above may benefit from an annual maximum of 261 days of Daycare service per reference year, divided into any combination of full days and half days.

A parent may benefit, for his child, of more than 20 days of Daycare service per 4 weeks if he is able to demonstrate a need because of seasonal work or because his work or study schedule justifies it.

The Daycare meets its obligations, as stated above, according to the organization of its services and the style of its services, including the days of attendance of the child, and the hours of operation as contracted between the Daycare and the parent.

The Daycare may require the parent to pay additional fees beyond those fees set by Regulations, namely :

- 1° an occasional, organized outing as part of an educational activity in which the child may participate and for which the Daycare incurs a cost;
- 2° an outing at a sports or recreational centre which allows the child to attend and participate in activities not available at the Daycare;
- 3° a personal hygiene article provided to the child for which the Daycare has incurred expenses;
- 4° a meal other than the one furnished in application of Article 6 of the “Règlement sur la contribution réduite”;
- 5° more than 10 hours of continuous Daycare service in a day.

2. INSURANCE

The Daycare carries a \$5,000,000 civil liabilities insurance policy.

3. THE QUALITY OF LIFE IN THE DAYCARE

MISSION STATEMENT

To provide children with a safe and nurturing learning environment and the varied experiences which help them develop socially, intellectually, physically, and emotionally in a manner appropriate to their age and stage of development .

EDUCATIONAL PROGRAM

Introduction

The Daycare applies an educational program appropriate to the age of the child and also to the amount of time spent in the Daycare. Play is at the core of the learning process. A thematic approach is used.



The educational program aims to:
encourage the global and harmonious development of the child in all his personal dimensions -prepare the
child for the subsequent stages of his development.

Également le programme éducatif fait de la prévention et de la promotion afin de donner à l'enfant un environnement favorable
à l'acquisition de saines habitudes alimentaires, de vie et de comportement.

Dans cet esprit, certains moyens sont révélés utiles pour faciliter la transition des enfants du milieu des services de garde
éducatifs vers l'école et le service de garde en milieu scolaire.

Guiding Principles

- Each child is a unique being and the educational activities respect his rhythm of development and his individual needs.
- The development of the child is a global, integrated process that takes into consideration his needs and all the dimensions of his self.
- The child is the main agent of his development. He will develop his sense of self, of others and of his environment.
- The child learns through play, which is the main activity at the daycare and the foundation of the educational program.
- The collaboration between the educators and the parents is essential. It contributes to the harmonious development of the child.

Development of the Child

At the Daycare, the child is prepared for the subsequent stages of his development.

- The child becomes autonomous. He develops his capacity to feed and dress himself, to rest, and to acquire good hygiene and eating habits.
- The child grows, moves about and develops his coordination.
- The child develops a sense of the world around him, he learns the relationship between objects and events, finds solutions, learns differences and similarities, and familiarizes himself with the idea of quantity.
- The child expresses himself, acquires a greater vocabulary, improves his pronunciation, and progresses towards a better understanding of language in all its forms.
- The child develops a sense of self, he develops his self confidence, learns to live with others, learns to respect rules and resolve conflicts.

Play

The educational program puts the accent on play. This is an excellent tool for the child to use to explore, understand and master his universe. Play is therefore considered as the essential element for the child's expression and integration.

Play allows the child to develop and realize all his plans. Play can take many forms: playing alone, playing in parallel with others, playing in association with others or in cooperation with others, exercises, assembly of items with simple or complex rules. The children are encouraged as they go through different learning experiences. Through building games the child learns the laws of equilibrium. Through games with rules, the child learns social skills essential to working in a group.

Educational Program at our Daycare

The Daycare applies the principles of the educational program taking into consideration our resources and environment. The educational program is adapted to the ages and needs of the children and to the time spent in the daycare.

The educational program provides a daily balance: inside and outside play, quiet and active play, individual and group play, all the while taking into consideration the health and security of the children.

The educational program is based on monthly themes. Weekly lesson plans are posted for each classroom.

Our Educators

Thanks to their competence, experience and training, our educators guide the children in their play and receive, by observation, essential information to help guide the children in their activities. The educators place at the children's disposition everything needed to facilitate the children's play. The educators comfort and encourage the children all day



long, whether while the children are engaged in familiar or new, imaginary games and indirectly guide them so as to allow them to become competent at the games by themselves

Parents' Role

The educational program recognizes the parents as the main people responsible for their children's education. Parents know their children and are well placed to support the educators. Parents can assist by:

- becoming involved in the Daycare;
- speaking with the educators and supplying the educators with useful information about their children;
- discussing the child's day at the Daycare with the child;
- helping with parent meetings;
- becoming a member of a Daycare committee.

Parent involvement is as important for the Daycare as for the harmonious development of their child.

Objectives of the Educational Program

Aims of the educational program:

- the global and harmonious development of the whole child including all dimensions of his person (socioaffective, moral, literacy, intellectual, and physical);
 - an educational program of quality;
 - a link between the Daycare and the family designed to help the child move successfully to kindergarten and to succeed in school.

A) Physical Objectives:

- acquisition of fine and gross motor control
- develops spacial development
- develops body awareness
- develops sensory perception
- lateralization

B) Affective Objectives:

- safety and confidence
- expression and control of the emotions
- management of the changes and the transitions
- self esteem
- personal and sexual identity

C) Cognitive Objectives:

- space-time organization
- structuring of thought
- reasoning, deduction
- comprehension of the world
- resolution of problems

D) Social and Moral Objectives:

- to develop good and strong regard of oneself
- to develop an independence by acting himself
- to become responsible for himself in his behavior and possessions
- to be able to make choices
- to accept separation and to face the changes in his life
- to learn how to recognize nonsuitable situations which can endanger his safety (fire, crossing the street) and emergencies.
- to develop the respect of others
- to be conscious of the right of others, to share and to await his turn.
- to develop social, co-operative abilities and to be able to function in a group
- to be able to express its emotions correctly.
- To learn how to share attention and affection
- to develop good food habits, physical practices and hygiene.

E) Literacy Objectives:

- to develop good and strong verbal expression (communication, listening and expression)
- development of sounds and language
- phonological conscience
- vocabulary
- body language and artistic language
- awareness of culture
- awareness of reading and writing.



Typical Daily Schedule (Children over 18 months)

7:00 – 7:45	Welcome and multi-age free play
7:45 – 8:15	Preparation for optional breakfast and storage of toys
8:15 – 8:35	Optional breakfast and bathroom routine
8:35 – 8:50	Clean-up after optional breakfast and hand washing
8:00 – 9:00	Circle time for each class: morning welcome and daily plans
9:00 – 9:45	Workshops: Child directed activities and clean-up (last 5 minutes)
9:45 – 10:00	Hand washing
10:00 – 10:30	Snack and bathroom routine
10:30 – 11:45	Workshops: Child directed activities and clean-up (last 5 minutes) This workshop may be outside.
11:45 – 12:00	Bathroom routine
12:00 – 12:45	Lunch and Bathroom routine
12:45 – 1:00	Preparation for nap time
1:00 – 2:30	Nap time
2:30 – 3:00	Gradual wake-up and Bathroom routine
3:00 – 3:30	Snack and bathroom routine
3:30 – 4:00	Circle time, music, and stories in small groups. This workshop may be outside.
4:00 – 6:00	Cooperative games and gradual departure of the children

The daily schedule includes outside play unless the outside temperature prohibits it.

Typical Daily Schedule (Infants under 18 months)

7:00 – 7:45	Welcome and free play
7:45 – 8:15	Preparation for optional breakfast and diaper changes
8:15 – 8:35	Optional breakfast
8:35 – 10:00	Inside educational activities
10:00 – 10:30	Snack and diaper changes
10:30 – 11:30	Outside play (or inside)
11:30 – 12:15	Lunch
12:15 – 12:30	Diaper changing
12:30 – 2:30	Nap time
2:30 – 3:00	Gradual wake-up
3:00 – 3:30	Diaper changing and snacks
3:30 – 4:00	Circle time, music, and stories
4:00– 6:00	Free play and gradual departure of the children

The daily schedule includes outside play unless the outside temperature prohibits it.

4. Meals and Snacks



The Daycare supplies two nutritious snacks and lunch, all in conformity with the “Canada Food Guide”. A Daily menu for four weeks of meals is posted.

Please note that candy or other sweets and peanuts and any outside food is not permitted in the Daycare.

Typical menu:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
SNACK	Fresh Apples	Pita with Cream Cheese	Yogurt	Cereal with Milk	Raisin Bread
LUNCH	Macaroni and Cheese Peas Juice or Water	Chilli Rice, Corn Milk, Juice or Water	Tomato Soup Turkey Sandwich Carrot Sticks Milk, Juice or Water	Meat Loaf Broccoli, Rice Milk, Juice or Water	Chicken Stew Potatoes, Veggies Milk, Juice or Water,
SNACK	Veggies with Dip	Fresh Bananas	Oatmeal Muffins	Fresh Fruit or Apple Sauce	Pears

5. Admission Policy

Children are admitted to the DAYCARE according to the following priorities:

- recommendations from the Parent Committee and/or Coordinator;
- full-time applicants are given priority over part-time applicants;
- returning children are given priority over new applicants;
- part-time applicants are accepted who can be twinned with other families to complete a full-time place, 2 days / 3days only;
- applications are considered according to the date the Contracts are signed by the DAYCARE.

ATTENDANCE

- The minimum required service is 2 days per week **if** the child can be twinned with a 3 day child;
- The choice of days is fixed at Registration; any changes in days must be requested in writing and depend on availability;
- Adding extra days depends upon availability.

WAITING LIST

- A waiting list will be maintained by our Office. You may inquire as to your child's place on the Waiting List at any time.
- When space becomes available, you will be called to confirm your space and asked to provide necessary payments and documents. If you do not conform within 48 hours you lose this place, the next person is called but you are kept on the list.

6. Hours of Operation

The DAYCARE is open from Monday to Friday inclusive. Hours of operation are 7:00am - 6:00pm. We reserve the right not to open the DAYCARE if extreme weather conditions do not permit us to operate. Should closure be deemed necessary, it will be announced on Radio Station CJAD 800.

Parents are obliged to be out of the Daycare with their children by 6:00pm or pay an additional late fee.

7. Payment

- Please note that all fees are due on the first of each month.

8. Payment Method

- DAYCARE Fees are paid on the first of each month by **PRE-AUTHORIZED WITHDRAWALS**, or by **POST DATED CHEQUES** deposited at the time of registration. A separate cheque must be made for each child.
- In the event of late payments, the CONTRACT is cancelled (after the third notice).
- Cheques are to be written out in the name of the DAYCARE. On the reverse side, **please write your child's full name**. Please deposit payment in the box provided. **ONE CHEQUE PER CHILD**.
- Cash payments must be made directly to the Coordinator who **must** give you a receipt.
- Parents will be charged a service charge of thirty-five (**\$35**) dollars for any cheques returned to us for any reason by your financial institution. Should cheques be returned a second time, the DAYCARE at its sole discretion may request all future payments to be made by certified cheque, money order or cash only.



9. Exemption From Payment Of The Reduced Contribution

11. [A parent] Is admissible for an exemption from payment of the reduced contribution for daycare for his child aged under 5 years by September 30th of the reference year, if the parent receives a benefit under the Programme d'aide sociale or the Programme de solidarité sociale as per the Loi sur l'aide aux personnes et aux familles (L.R.Q., c. A-13.1.1).

10. Late Pickup Of Children

Parents are to please respect the closing hours of the Daycare (6:00PM). If you are delayed, as a courtesy, please phone in to tell us. A Late Pick-up Fee of three (\$3) dollars per child per minute will be charged for children picked up after 6:00pm according to the Daycare clock.

11. Receipts For Income Tax

A receipt for income tax will be issued to parents by February 28th.

12. List of Holidays (Days Closed)

The Daycare is open from September 1st to August 31st except for the following holidays:

- Labour Day- Thanksgiving – Professional Development Day (on Remembrance Day)
- Christmas – Day after Christmas – Day before New Years Day – New Years Day – Day after New Years Day – Good Friday – Easter Monday - Journée des Patriotes (Queens Birthday) - Fête Nationale (st Jean Baptiste Day) – Canada Day

13. Holidays and Sick Days

All sick days, holidays and vacation days are payable in full. Legal holidays may not be switched for any reason.

Part-time children may substitute days only if there is space available, and with the prior approval of the coordinator.

14. Withdrawal from the Daycare

We would appreciate a written notice of withdrawal two weeks in advance of quitting. Parents must complete the CANCELLATION FORM. A penalty will be charged corresponding to the lesser of \$50.00 or 10% of the cost of the Daycare services contracted for but not completed. When quitting the Daycare please request the form ATTESTATION DES SERVICES DE GARDE REÇUS and your REGISTRATION FORM.

15. Procedures For Arrival & Departure

Children must be accompanied by an adult into the Daycare. The adult will remove the outerwear from the child and bring the child into his/her classroom. The Parent must be sure the **educator acknowledges the child's arrival**.

Upon leaving the Daycare, parents must ensure that the **educator has been informed**. The parent will dress the child in the cloakroom area.

16. Items To Be Provided By Parents

All items are to be clearly identified with the child's name.

Children under 18 months:

- 3 bottles (with sufficient refill bags);
- 1 cloth laundry bag
- 2 complete, seasonal changes of clothing (seasonal)
- diapers
- formula, if the child cannot drink cow's milk
- the list of food restrictions if necessary (what the child cannot eat)
- a painting smock

Children 18 months and over:

- 2 complete, seasonal changes of clothing (seasonal)



- 1 cloth laundry bag
- diapers and other necessary

Children must be dressed for active outdoor activities and for the Season.

Please do not bring toys, candies (especially peanut butter ingredients as this is dangerous to many), soft drinks, **jewelry** or items of personal value.

**We are not responsible for the loss or damage of such items.
Jewelry is especially dangerous for the children.**

17. Administration of Medication

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 physician who is a member of the Ordre professionnel des médecins du Québec. In the case of prescribed medication, the information listed by the pharmacist on the label identifying the medication is proof of the physician's authorization.

Only the person designated for that purpose in writing by the permit holder or by the person designated for cases of emergency or their replacement may administer a medication to a child.

Notwithstanding the first paragraph, acetaminophen, oral hydration solutions saline nose drops, zinc oxide based creams for the seat area and sun creams without PBA may be administered to a child received without medical authorization, if they are administered in accordance with the appropriate protocols.

The label on the container of that medication shall indicate the name of the child, the name of the medication, its expiry date, its dosage and the duration of the treatment.

Except for sun cream without PABA, and zinc oxide based cream for the seat area, every occasion on which a medication is administered to a child received in a facility shall be recorded in the register kept for that purpose by the person who administered it.

The name of the child, the name of the medication, the date and time at which it was administered, the quantity administered and the signature of the person who administered it shall be entered in that register.

The Daycare service provider must insure that all medications are clearly labeled and stored in a space reserved for them that is out of the reach of the children and separate from food storage, toxic product storage and cleaning supplies. This medicine storage area must be locked.

Notwithstanding the first subparagraph, oral hydration solutions, nasal saline drops, creams for the seat, sun screen lotions and the carauto-injector of épinéphrine (epipen) do not have to be stored under key and the oral hydration solutions must not be stored with foodstuffs. Moreover, the Daycare Director must store the drugs for the use of the children separately from the other drugs used in the Daycare.

The Educator who manages the drugs must write in a Register of the drugs the name of the child, the name of the drug, the date and the hour it was given, the quantity given and her signature.

The Daycare reserves the right to refuse admission to any sick child (fever, liquid stool, etc)

The Daycare must be informed of any contagious diseases at home. In such a case the child will be temporarily withdrawn from the Daycare to stop the risk of contagion. A doctor's certificate is necessary at the time of the return of the child to the Daycare.

18. EMERGENCIES AND SECURITY

In case of an emergency involving your child, action will be taken to:

- treat the child;
- immediately inform the parent.

An Accident Form is always filled out by the educator in charge of your child in case of accidents. The Parent is required to sign this indicating they have been informed of the accident.

Only parents or people authorized to pick up a child will be allowed to do so. Please inform us of changes to your list. Should you call in to authorize a new person, your voice must be familiar to the teacher and you must provide a precise physical description of the person. This person may also be required to show some form of identification.

Smoking is strictly prohibited in the DAYCARE and the DAYCARE yard and on any buses rented for DAYCARE outings.



19. TEMPORARY CLOSURE:

In the case of temporary closure of the DAYCARE due to emergency situations (heating failures, fire, etc.) parents will be called and informed as to the temporary address. All efforts will be made to secure space in other DAYCARES in case of closure for more than one week. In case of an emergency we will relocate to:

_____ .
The Parent is responsible for the payment of the Fees for the First day of closure.

20. PARENT PARTICIPATION:

Parent participation reinforces ties between the home and the DAYCARE. Parents are welcome to visit the DAYCARE any time if they have questions. Parents are invited to share their talents; tell us!

21. PARENT COMMITTEE:

Before October 15th each year, by way of written notice, the DAYCARE shall call a meeting of all the parents of children who are registered in the DAYCARE so that they may elect their representatives to the Parents' Committee.

The DAYCARE shall call meetings of the committee four times a year.

The DAYCARE shall give not less than ten days notice in writing to all the committee members of the date, time and place of every meeting.

The chairman shall preside over the meetings of the committee and the secretary shall keep the minutes.

Three members are a quorum at meetings of the committee.

When a vacancy occurs on the committee, the permit holder shall call a meeting of the committee so that it may fill the vacancy by appointing to the vacant seat a person who is not a member of the staff of the DAYCARE, chosen from among the parents of children who are received by the DAYCARE.

The DAYCARE shall inform in writing all the parents of children who are received by the DAYCARE of the names of the committee members and, before every meeting of the committee, of the date, time and place of the meeting and the matters on the agenda, in particular:

- the elaboration, evaluation and revision of the educational programme;
- the acquisition and utilization of educational materials;
- any change in location of the DAYCARE;
- the set up and furnishings of the DAYCARE;
- the services given;
- the treatment of Complaints (see Complaint Procedure below).

The DAYCARE shall keep on the premises of the DAYCARE every document relating to the committee to ascertain compliance with the above, including the notices, and minutes of meetings (for 5 years).

The Committee shall govern itself with internal rules.

The committee shall choose a chairman and a secretary from among its members.

The Daycare shall inform, in writing, all the Parents in the Daycare of the names and telephone numbers of the Parent Committee members. This information shall be posted on the Parent Information Board.

No member of a parents committee may be sued for any act done in good faith in the performance of his duties.

22. OUTINGS:

Parents must use the ANNEX "D" of the Contract to approve any special outings. Parents should consult the Notice Board for full details of the outing. Should there be a fee involved, it is divided equally amongst the children who are signed on. If the monies thus raised do not cover trip costs, the trip is canceled and monies are returned. If children signed on do not attend, there is no refund unless funds are left over from the outing. Children not attending the outing will receive the usual educational programme to which they are entitled.

23. TRANSPORT:

Parents are required to furnish their own transportation to and from the DAYCARE.

24. OUTDOOR POLICY:

Children must be properly dressed to go outdoors to play every day unless:

- it is exceptionally windy, rainy or snowy,



- it is too cold -28° C or colder.
- it is too hot 30°C or hotter or too humid, and if there is no shady spot on site.

25. WHEN DOES THE DAYCARE NOT ACCEPT A CHILD?

THE DAYCARE DOES NOT ACCEPT A CHILD WHO:

- has a fever of 39.5°C (103°F)
- has had fever reduced due to medication (must be fever free without medication for 24 hours)
- has a temperature of 102°F and displays symptoms such as excessive tiredness
- has 3 liquid bowel movements in less than 24 hours
- has gastro-enteritis (two liquid bowel movements combined with vomiting)
- has an undiagnosed and suspicious looking skin eruption
- has untreated scabies
- has untreated impetigo (various pustular diseases of the skin)
- has German measles
- has measles (all children who have not been vaccinated must be vaccinated or withdrawn from the DAYCARE for two weeks)
- has scarlet fever, whooping cough or mumps
- has intestinal parasites (worms, etc.)
- has untreated conjunctivitis (inflammation of the conjunctiva or the mucous membrane which lines the inner surface of the eyelids)
- has untreated lice
- has an untreated ear infection with a discharge
- has fungus, thrush or any other untreated skin infection

THE DAYCARE WILL STILL ACCEPT A CHILD WHO HAS HAD THE FOLLOWING TREATED BUT ONLY IF ACCOMPANIED BY A DOCTOR'S NOTE:

- scabies (24 hours after the beginning of treatment)
- impetigo (24 hours after the beginning of treatment)
- German measles (6 days after the beginning of eruptions)
- measles (6 days after the beginning of eruptions)
- Scarlet fever (48 hours after beginning of treatment)
- Whooping Cough (when a Doctor decides the child can return to a group without risk of spreading disease to others)
- at the end of gastro-enteritis (48 - 72 hours after)
- intestinal parasites (24 hours after the beginning of treatment)
- asthma (if controlled by medication)
- lice (24 hours after the beginning of treatment)with NO VISIBLE EGGS
- ear infection (after the beginning of treatment)
- conjunctivitis (24-72 hours after the beginning of treatment if still with mucus)

A Doctor's Note is **not** required for a child who is absent for a few days with a non-infectious illness.

THE DAYCARE HAS THE RIGHT TO REFUSE A CHILD ENTRY TO THE DAYCARE IF THE DAYCARE HAS SERIOUS DOUBTS ABOUT THE CHILD'S HEALTH OR THE QUALITY OF CARE GIVEN TO THE CHILD. IT IS ADVISABLE THAT WORKING PARENTS KEEP A FEW SICK DAYS TO TAKE CARE OF THEIR CHILD OR ARE ABLE TO HAVE THEM LOOKED AFTER ANOTHER WAY.

ALLERGY ALERT!

WE MAKE EVERY ATTEMPT TO KEEP THIS DAYCARE A PEANUT FREE ENVIRONMENT.
PLEASE HELP US BY NOT BRINGING IN ANY FOODS THAT HAVE PEANUTS AS AN INGREDIENT!

26. EXPULSION FROM THE DAYCARE:

The DAYCARE reserves its right to expel any family from the DAYCARE and to cancel the APPLICATION & CONTRACT for any reason including, **but not limited to:**

- more than 2 weeks delay in the payment of fees:
 - after 1 week delay in payment, the parent will be advised in writing and by phone;
 - after 3 written notices, an expulsion is automatic;



- inappropriate behaviour of the child (as determined solely by the administration of the DAYCARE).
- **when a child is repeatedly and unusually aggressive or violent towards other children or adults. In such situations, parents are first informed of the problem and provided with clear reasons, including examples of unacceptable and/or dangerous behaviour . Interventions are agreed upon. If the behaviour persists or worsens, the parents shall be informed and the child shall be expelled as per the CONTRACT. Unacceptable behaviour includes, but is not limited to: kicking, biting, shoving, hitting and willful hurting (such as stepping on or hitting sleeping children).**
- inappropriate behaviour by a parent (as determined solely by the administration of the DAYCARE) towards Educators, or other personnel or other parents:

Before the expulsion, the Parent will be advised in writing and after 3 notices will be expelled.

Intervention:

- Information about the behaviour
- Documentation supporting the behaviour
- Meeting with the staff
- References to appropriate professionals.

27. COMPLAINT PROCEDURE :

The Daycare values appropriate ways to resolve complaints about the conduct of and/or decisions made by members of the daycare community.

It is the desire of the Daycare to rectify any misunderstandings that arise between members of the daycare community, or by its policies, through informal discussions whenever possible. It is only when such informal meetings fail to resolve differences that more formal procedures shall be employed.

Members of the daycare community who have complaints about the conduct of and/or decisions made by members of the daycare community or Daycare policies shall follow the procedures outlined below.

It is the Daycare's policy that an attempt be made to resolve disputes at the 1st Level (see below) whenever possible.

1. Level 1: Discussion with members of the daycare community

The complainant shall be directed to attempt to resolve the complaint informally by speaking directly with the member of the daycare community about the problem.

2. Level 2: Discussion with Coordinator

If the complaint is not resolved to the satisfaction of the complainant at Level 1 within five (5) Daycare days of the discussion, the complainant must inform the Coordinator in writing by completing the COMPLAINT FORM. The Coordinator shall arrange to hold a conference with the complainant within five (5) Daycare days. The conference may also include the member of the daycare community. The Coordinator shall ensure that the complainant receives a copy of these procedures immediately following the conference. If the complaint is about a member of the daycare community, the member of the daycare community shall acknowledge that he/she has received the Complaint Form by signing and returning a copy of the Complaint Form to the Coordinator, with the express understanding his/her signature does not indicate agreement with the contents of the complaint. At the time of returning the signed copy of the complaint, the member of the daycare community may also submit a written answer to the complaint to the Coordinator. The answer shall be reviewed by the Coordinator and attached to the filed copy of the complaint.

3. Level 3: Consultation with the Parent Committee:

If the complaint is not resolved to the satisfaction of the complainant at Level 2, the complainant may pursue the complaint by submitting the Complaint Form with the written Response to the Parent Committee within five (5) Daycare days of receipt of the Response. The Parent Committee shall review the matter and make recommendations to the Manager after consulting with the parties involved, all within 10 days of receipt of the complaint.

4. Level 4: Review by the Manager

If the complaint is not resolved to the satisfaction of the complainant at Level 3, the complainant may pursue the complaint by submitting the Complaint Form with the written Response to the Manager of the Daycare within five (5) Daycare days of receipt of the Response.

The Manager and/or his/her designee shall investigate the matter. The Manager may, within fifteen (15) Daycare days of his receipt of the complaint, arrange a meeting or conference with the member of the daycare community (if the Complaint is about a member of the daycare community), Coordinator, and the complainant. Both the complainant and the member of the daycare community (if the Complaint is about a member of the daycare community) shall be informed that the purpose of the meeting is to elicit facts and seek a resolution of the complaint.



Resolution of Complaints Regarding Members Of The Daycare Community Conduct

At the conclusion of the investigation of any complaint and/or appeal to the Daycare, a complaint that is found to be without merit, or basis in fact, shall not be placed in the member of the daycare community file.

If the complaint is substantiated, a copy of the Complaint Form and the final written decision shall be placed in the member of the daycare community file.

COMPLAINT FORMS are available in the Office.

28. CODE OF ETHICS:

A. Educators and Employees :

I. In relation to children, I will:

1. Act in the best interests of all children to protect them from physical and emotional harm.
2. Respect the rights of children as enshrined in the United Nations Convention on the Rights of the Child (1991) and commit to advocating for these rights.
3. Recognize children as active citizens participating in different communities such as family, children's services and schools.
4. Work with children to help them understand that they are global citizens with shared responsibilities to the environment and humanity.
5. Respect the special relationship between children and their families and incorporate this perspective in all my interactions with children.
6. Create and maintain safe, healthy environments, spaces and places, which enhance children's learning, development, engagement, initiative, self-worth, and dignity, and show respect for their contributions.
7. Work to ensure children and families with additional needs can exercise their rights.
8. Acknowledge the uniqueness and potential of all children, in recognition that enjoying their childhood without undue pressure is important.
9. Acknowledge the holistic nature of children's learning and the significance of children's cultural and linguistic identities.
10. Work to ensure children are not discriminated against on the basis of gender, age, ability, family structure, lifestyle, ethnicity, religion, language, culture, or national origin.
11. Acknowledge children as competent learners, and build active communities of engagement and inquiry.
12. Honour children's right to play, as both a process and context for learning.

II. In relation to families, I will:

1. Listen to and learn from families, in order to acknowledge and build upon their strengths and competencies, and support them in their role of nurturing children.
2. Assist each family to develop a sense of belonging and inclusion.
3. Develop positive relationships based on mutual trust and open communication.
4. Develop partnerships with families and engage in shared decision making where appropriate.
5. Acknowledge the rights of families to make decisions about their children.
6. Respect the uniqueness of each family and strive to learn about their culture, structure, lifestyle, customs, language, beliefs and kinship systems.
7. Develop shared planning, monitoring and assessment practices for children's learning and communicate this in ways that families understand.
8. Acknowledge that each family is affected by the community contexts in which they engage.
9. Maintain confidentiality and respect the right of the family to privacy.

III. In relation to colleagues, I will:

1. Encourage my colleagues to adopt and act in accordance with this Code, and take action in the presence of unethical behaviours.
2. Build collaborative relationships based on trust, respect and honesty and avoid gossip.
3. Acknowledge and support the personal strengths, professional experience and diversity which my colleagues bring to their work.
4. Make every effort to use constructive methods to manage differences of opinion in the spirit of collegiality.
5. Share and build knowledge, experiences and resources with my colleagues.
6. Collaborate with my colleagues to generate a culture of continual reflection and renewal of high quality practices in early childhood.

IV. In relation to my employer, I will:

1. Support workplace policies, standards and practices that are fair, non-discriminatory and are in the best interests of children.
2. Promote and support ongoing professional development within my work team.
3. Adhere to lawful policies and procedures, and when there is conflict, attempt to effect change through constructive action within the organization or seek change through appropriate procedures.
4. Give conscientious service to further my employer's legitimate best interests as expressed by management decisions.
5. Inform management of any abuse, threats or problems encountered in the Daycare.

V. In relation to myself as a professional, I will:



1. my work on contemporary perspectives on research, theory, content knowledge, high quality early childhood practices and my understandings of the children and families with whom I work.
2. Regard myself as a learner who undertakes reflection, critical self-study, continuing professional development and engages with contemporary theory and practice.
3. Seek and build collaborative professional relationships.
4. Acknowledge the power dimensions within professional relationships.
5. Act in ways that advance the interests and standing of my profession.
6. Work within the limits of my professional role and avoid misrepresentation of my professional competence and qualifications.
7. Mentor other early childhood professionals and students.
8. Advocate in relation to issues that impact on my profession and on young children and their families.
9. Encourage qualities and practices of leadership within the early childhood profession.

B. FAMILIES

I. In relation to educators and employees, I will:

1. Listen to and learn from educators and employees, in order to acknowledge and build upon their strengths and competencies, and support them in their role of nurturing children.
2. Develop positive relationships based on mutual trust and open communication.
3. Be sensitive to the vulnerabilities of educators and employees and respond in ways that empower and maintain the dignity of all.

II. In relation to the Daycare, I will:

1. Follow Daycare policies, standards and practices.
2. Adhere to lawful policies, procedures, rules and regulations of the Daycare.
3. Promote and support the Daycare in policies, standards and practices that are fair, non-discriminatory and are in the best interest of the Daycare
4. Refrain from spreading ill-will, dissent and from sowing problems for the Daycare.

ETHICS COMMITTEE:

– A committee composed of the Operations Manager, a Coordinator elected from among the K.I.D.S. DAYCARES coordinators, an educator elected from among the K.I.D.S. DAYCARES educators, and a parent appointed from among the K.I.D.S. DAYCARES parent-clients. K.I.D.S. DAYCARE authorizes the ETHICS COMMITTEE to inquire into and determine any matter of complaint against an educator, employee, child or parent where it is in substance alleged, or the committee has reasonable grounds for believing that the educator, employee, child or parent has been guilty of conduct not becoming to an educator, employee, child or parent. Without limiting the generality of the committee's mandate, K.I.D.S. DAYCARE further defines as guilty of misconduct any educator, employee, child or parent who:

- (a) Willfully takes, because of animosity or for personal advantage, any steps to secure the dismissal of any educator, employee, child or parent;
- (b) Willfully circulates false reports, derogatory to any educator, employee, child or parent or to any other person directly associated with K.I.D.S. DAYCARE;
- (c) Is in violation of this Code of Ethics in fact or in spirit.

K.I.D.S. DAYCARE authorizes the ETHICS COMMITTEE to inquire into and determine any matter of complaint against any educator, employee, child or parent who violates the Code. Any educator, employee, child or parent found to be in violation of this Code shall be suspended and/or expelled from the Daycare after a notice of violation.

COMPLAINT FORMS available in the Office.

N>B> the masculine gender is used throughout this document for reasons of simplicity.

Updated : April 15 2010

