

PARENT'S HANDBOOK (INTERNAL REGULATIONS)

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Policy Revision Effective Date: June 2020

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PARENT’S HANDBOOK (INTERNAL REGULATIONS)

***Please note that the “parent” refers to the custodial parent or legal guardian.*

ADMINISTRATIVE INFORMATION

ADMINISTRATIVE STRUCTURE

The CPEL has been in operation since January 1972 and was officially incorporated in 1975. The corporation is administered by a Board of Directors composed of eight official voting members, with six of these being parents of children who attend the Center, the Executive Director and a member of the community. Elections are held at a designated General Assembly meeting for which parents receive advance notice, as required by law.

Every family can designate one family member a vote at the Annual General Meeting and the right to present themselves as a candidate for a seat on the Board of Directors.

GENERAL INFORMATION

The Centre de la Petite Enfance de Lachine Inc. (also known as the CPEL), is a non-profit childcare Center serving 113 children between 0 – 5 years of age. CPEL has two distinct “installations”. The first providing services to 68 children between 2 1/2 and 5 years of age. The second installation is the Infant/Toddler Center providing service to 45 children (24 children 0 to 18 months and 21 children ages 18 to 30 months).

The CPEL is a registered non-profit corporation under Part 111 of the Law of Companies, and is subsidized by the Ministère de la Famille (also known as the MF), the Provincial governing agency for childcare Centers in Quebec.

It holds operating permits from the Borough of Lachine, Ministère de l’Habitation (for security in public buildings) and from the MF.

The CPEL is also a member, in good standing of the QAPPD (Quebec Association for Pre-school Professional Development). The CPEL also participates in conjunction with CEGEP’s in the training of early childhood professionals.

MISSION STATEMENT

“Our goal, with the assistance of a team of dedicated people, is to provide the highest quality childcare in a warm atmosphere combining security, love, protection and nurturing.”

PERSONNEL

All Educators are qualified in Early Childhood Education and are recognized by the Ministère de la Famille. As required by law, all staff working with the children are required to complete an 8 hour first aid course, including anaphylactic training every three years.

PHILOSOPHY

CPE Lachine provides opportunities to encourage the social, emotional, physical, cognitive and creative development of the whole child. Self-help skills and the building of a positive self-concept are emphasized.

POLICE VERIFICATIONS

Criminal Police Verifications are also done every three years for all employees, volunteers, students, people providing professional services, and the members of the Board of Directors.

GENERAL INFORMATION

ABSENCES

- Parents must pay in full the daycare fees even if their child is absent or on vacation.
- If your child will be absent for a consecutive period of more than 3 weeks, the parent must supply a written letter explaining the reason for the absence.
- If there is an extended period of absence due to a medical reason, a doctor must supply a letter to explain the reason for the absence.
- If a child is absent for a period longer than advised, and without a satisfactory explanation, the Executive Director, with the Board of Directors, within their discretion, may terminate the child's registration at the center.

ARRIVAL

Parents must escort their children into the Big Room or their designated classroom each morning and are responsible for the undressing and dressing of their child upon arrival and departure.

All children must wash their hands upon arrival to aid in the prevention of spreading germs throughout the Center.

Each child has a locker with his or her name marked on it where their clothes are to be hung.

CPEL CLOSINGS

Be advised that the CPEL is closed thirteen (13) days per year for legal holidays and professional development training and classroom preparation for the new year. These dates are listed in the MF "Reduced Contribution Child Care Services Agreement" as well as on the yearly calendar that you receive.

N.B. Parents are required to pay child care fees for these days.

DIVERSITY

CPE Lachine is committed to value diversity by ensuring equality of opportunities and anti-discriminatory practices for all children, their families and all staff members. CPE Lachine agrees to:

- Provide a secure environment where all our children, families and staff can flourish and all input is appreciated.
- Provide a positive, non-stereotypical environment regarding gender, family diversity, ethnicities, cultural groups and handicapped persons.

EVENING LATE FEES (AFTER 6:00PM)

The late fee is as follows: \$1.00 per minute from 6:00pm until your time of departure with your child. Late fees will be billed to you.

PLEASE NOTE: Late fees will be charged accordingly if you have children in both buildings.

IMPORTANT: If you are late in excess of 10 minutes three times in the period of one month, your child's registration will be terminated at CPE Lachine.

FEE PAYMENTS

According to the MF "Regulations Regarding Child Care Centers" and the "Regulations Regarding Reduced Contributions", and in accordance with the "Agreement for Subsidies for Child Care Centers, each parent is to pay a fee of \$8.70 per day per child for a total of 260 – 262 days per year (depending on the year). For this fee of \$8.70 per day, each child is entitled to receive:

- 2 snacks per day, 1 meal per day (lunch), an educational program of activities and 10 hours of available child care.

The CPEL fee payments are payable by "direct withdrawal" from your bank account on the second Friday of each month (consult the fee chart that you receive in August for withdrawal amounts)

OPERATING HOURS

The CPEL hours of operation are from 7:00am to 6:00pm, Monday to Friday. If your child will be absent, please call and advise us before 9:00am. The office hours are Monday to Thursday, 8:00am to 6:00pm and Friday from 8:00am to 4:00pm.

Center's hours, from 7am to 6pm, equals 11 hours of possible child care per day. The MF regulations state that children are entitled to 10 hours of child care, and for any time over and above those 10 hours a fee of \$5.00 can be charged by the Center. Arrival and departure times will be recorded and parents exceeding the 10 hours will be billed accordingly during the monthly billing. For more details consult the MF "Agreement Concerning the Provision of an additional period of childcare".

PICK-UP

If you know that you are going to be detained, please notify the Center immediately so that we can re-assure your child. Once you arrive and greet your child, the Center's responsibility for supervision ends. Your child is then your responsibility. We do however, with your collaboration, expect him or her to respect the rules and regulations of the Center.

PICK-UP AUTHORIZATION

NO child will be released to a person not authorized by the parent. We must have prior written or verbal permission. Only persons over the age of 16 years will be allowed to pick-up any children. Proof of age and photo ID may be requested. N.B. This policy is very strictly enforced.

REGISTRATION PROCEDURES

Upon registration of your child, parents are required to complete and sign the documents in the Registration File. The information in this file is confidential and will not be given out without written or verbal permission from the parent. It is very important that you keep the Center up-to-date on any changes in phone numbers, email addresses or other pertinent information.

RETURNED PAYMENTS

A \$25.00 administration charge will be assessed for a payment returned by the bank. Unpaid fee payments will result in receipt of a written notice, then a second warning letter followed by a final notice terminating your child's registration at the Center. Every family will receive Income Tax receipts for fees paid, in full, when their account is closed at the end of each year, where prescribed by law.

WITHDRAWAL OF CHILD

Two weeks of written notice is requested prior to withdrawal of your child from the CPEL. This allows time for your child's space to be filled.

COMMUNICATION

DEVELOPMENTAL OBSERVATIONS - Please refer to ANNEX 3 (Educational Program) for details.

EXPULSION POLICY – Please refer to ANNEX 2 for details.

PARENT INFORMATION SHARING

Information is shared on a regular basis via emails to the parents. General information is posted on our website: www.cpel.org In addition, the administration is always available to discuss specific issues or to hear your comments and suggestions. You can call us at 514-637-4323 or email the Executive Director, Lorraine Montpetit, at lmontpetit@cpel.org Parent Information Areas are the large Bulletin Boards in the entrances of the Centers. Topics of interest and up-coming events are posted here. Classroom (group) activities are posted on the bulletin boards in front of each classroom.

PARENT PARTICIPATION

There are various types of parent participation that are encouraged at the CPEL.

1. Orientation Night – This is an evening when all the parents of their child's group meet with the Educator who explains about the group's daily routine, activities, etc.
2. A "You're Welcome to Come" Policy – This policy exists for parents who would like to accompany their children (when possible) on some of the outings and field trips held by the Center, at their own expense.
3. An "Open Door" policy – This welcomes parents to come and spend some time in their child's group to better understand the daily routine at the Center. This can be arranged, in advance, with your child's Educator and the Co-Ordinator.

PHOTOS/IMAGES POLICY

All parents are required to sign, and agree to abide by the policy for taking "Images" of the children.

SPECIAL PARENT SITUATIONS

The Intoxicated Parent: The Center has a legal responsibility to intervene in this situation as any omission to act that could result in harm to a child or could result in liability. We will ask the parent to take a taxi home. Should the parent refuse, the police will be called once the parent leaves the Center. Be advised that depending on the severity, the Center may refuse to release your child to you and the police will be contacted, as well as the Department of Youth Protection.

Separation & Divorce: We must be given a copy, to keep on file, of any legal agreement that you have regarding custodial responsibilities. While the Center may not be named in a custody agreement, we do have a responsibility to prevent a non-custodial parent from leaving with a child.

SAFETY

ACCESS CODE/CARD

The “access code/card” entry system is an integral part of our security system. Please **DO NOT SHARE WITH ANYONE**, even your child. This defeats the purpose of the system. Also **DO NOT LET ANYONE INTO THE BUILDINGS OR BACKYARD**. Everyone should have an “access code/card” to allow them access. Help us keep the children and staff safe!

EMERGENCY MEASURES

In the event of heating problems, gas leak, or any other such events requiring emergency measures, the buildings will be evacuated using our existing Fire Drill Procedures. We will evacuate to the closest public building.

Fire drills are performed at least 4 times per year.

EXTREME WEATHER POLICY

Indoor play will replace outdoor activities in the case of rain or extreme temperatures. The wind chill factor and humidex are also considered when deciding if it is too hot or cold to play outside, otherwise all the children are expected to go outside at least once daily, without exception. A decision will be made each day, for the safety of the children and staff, whether or not outdoor play will take place. Also remember, if your child is too sick to go out and play he/she is too sick to be at daycare.

During wintertime the daycare may be closed in the event of a major ice or snowstorm. Listen to the radio to verify. (we are listed with the following stations – CKOI, Q92, 690AM, 940AM, CJAD) Take note that CPE Lachine will be closed if the Lester B. Pearson School Board is closed.

SECURITY SYSTEMS

All the staff have received extensive training in emergency security measures in the event of an aggressor of any kind. We are all the best ambassadors for the safety of the children. If you feel that something does not look right upon your arrival or pick up, please let us know immediately.

STAFF PARKING LOT

The parking lot adjacent to the main building of CPE Lachine is reserved for “Staff Only”.

When the parking lot was first constructed, some parents used the space to park mainly when picking up their children in the evenings. On several occasions, children have almost been hit by cars exiting the lot as they have run out of the Center heading towards their car. For the safety and security of the children, “Staff Only” are permitted to use the parking lot.

CHILD-RELATED INFORMATION

ATTENDANCE AND WEIGH-IN SHEETS

As per regulations by the Ministère de la Famille, parents are required to sign your child’s attendance sheets on a monthly basis and as well, the weigh-in sheets four times a year.

Every child is weighed in September/December/March/June. The purpose of this is to be able to regulate the accurate dosages for administering acetaminophen.

ALLERGY AWARENESS POLICY

CPE Lachine has adopted an Allergy Awareness Policy. (refer to ANNEX 4 for details). Please read carefully and be advised that upon signing the Terms and Conditions of this "Internal Regulation" document, you agree to abide by this and all other policies. It is imperative that you read ANNEX 4 as it could mean life or death to a child here at the Center.

If your child has any food allergies, please advise the office immediately. **Upon receipt of a medical confirmation certificate from a doctor**, meals will be modified to enable your child to have a complete lunch. Be advised that an annual allergist's report will be required for your child's file.

BIRTHDAYS

We can provide Birthday Cupcakes at a nominal cost for your child's birthday. Details are posted at the Center.

Please make arrangements in advance with your child's Educator to bring in a cake, if you wish (ONLY pre-packaged food that specifies "Peanut & Nut Free" and any other allergens that are currently at the Center are permitted).

CHILD'S LOCKERS

No plastic bags are permitted. You must provide a back-pack, to remain in the locker, for all of your child's belongings. Please make sure that everything is labeled with your child's name on it.

DAILY ROUTINE

The typical daily routine is as follows (daycare building and upstairs)

7am to 9am	- Welcoming, Free Play in the Big Room
8:30am	- Breakfast served for those who are signed up for it
9am to 11:30am	- Group Time (age appropriate structured activities, outdoor play)
9:30am	- Morning Snack
11:45am to 1:00pm	- Lunch Time and preparation for rest time
1pm – 3pm	- Rest Time
3pm – 6pm	- Outdoor Play, Free Play, semi-structured activities
3:30pm	- Afternoon Snack

The approximate routine for the Infant Rooms is posted in front of their class.

FIELD TRIPS AND NEIGHBOURHOOD OUTINGS

Prior to a special field trip, parents are required to sign permission slips and pay the designated participation charge. For details consult the MF "Agreement concerning Educational Outings". Children travel on a rented school bus.

Parent participation is always encouraged, at their own cost. If parents choose not to send their child on a field trip, the Center will remain open and children will be cared for.

Neighbourhood outings are also an integral part of the daily programming. On occasion, the children will be using public transportation. We wish to assure you that each and every time the children leave the Center, proper ratios are respected and cell phones, bottles of water and first aid kits are carried.

MEALS

Breakfast – is optional and is served daily at 8:15am in Rooms 1A & 1B and at 8:30am upstairs in the Infant/Toddler Center and in the main Daycare building, at a cost of \$2.00 per day. If you want your child to eat on a regular basis **or** on an occasional basis, his/her name will be added to a daily Breakfast List and you will be billed accordingly each month. The total amount will be deducted from your account via the "direct withdrawal" system. For details consult the MF "Agreement for the Provision of an Additional Meal".

Lunches – Lunches, based on the Canada's Food Guide, are served to children daily.

Lunch is served at 11:30am in the Infant/Toddler Center and at 11:45am in the Day Care. Menus are posted in the front hallways of each building.

Snacks of fruit, etc. are served in the morning and afternoon (9:30am and at 3:30pm)

OUTDOOR PLAY / INDOOR PLAY

As a party of our "Healthy Lifestyles" program of activities, children will be playing outside on a daily basis (weather permitting our course). On days when outdoor play is really not possible or safe, the children will use the basement play area for a variety of gross-motor activities.

RATIOS

Educator / Children	0 - 18 months	1 Educator for 4 children
	18 - 36 months	1 Educator for 7 children
	3 & 4 years	1 Educator for 8 children
	4 ½ - 5 years	1 Educator for 10 children

SUNSCREEN

The Center can provide sunscreen during the Spring/Summer season at a nominal cost, as per the MF "Agreement on the Provision for Personal Hygiene Items". If you wish to bring your own, please note that any type of aerosol will not be accepted. All sunscreens brought from home cannot contain PABA or SHEA BUTTER.

TOYS FROM HOME

We ask that you leave your child's toys from home in the car. If an item is brought to daycare, we cannot be responsible for it. Your child is allowed to bring in a stuffed animal or blanket to cuddle if he/she feels the need for a bit of security from home. They may keep it in their own basket or locker but **it must be taken home every Friday to be washed**. No guns, war toys or other toys of destruction are permitted.

WHAT TO WEAR AT DAYCARE

- Think of your child's comfort – and send in simple clothing that is free of complicated fastenings.
- Think of art materials and other activities – and send in clothing that is washable.
- Think of the playground – and send in clothing that is durable.

Put name tags on all articles of clothing including hats, boots, mitts, etc... If you do not have commercial labels, use adhesive tape or a felt marker. Make sure that your child always has a pair of shoes to wear at the Center. Rubber-soled slippers are required for children to be worn at rest time, and must be supplied by the parents. The Center is not responsible for any articles lost or stolen.

A FINAL NOTE

We encourage and welcome communication with the parents, and we hope that your association with the CPEL will be a long and happy one.

CENTRE DE LA PETITE ENFANCE DE LACHINE INC.

ANNEX 7 **HEALTH PROTOCOL**

We hope that this Health Protocol will be helpful to you and will help to maintain the high standards of health at the "Centre de la Petite Enfance de Lachine".

Your child's health is a matter of major importance to us. Upon registration, you are given a Certificate of Good Health to be completed by your child's Health Care Professional within six (6) weeks of starting at the center.

All children are to be kept at home when ill, not only to recuperate, but also as a community responsibility to the others in the group.

The following needs are taken into consideration when a decision is made as to whether a child should remain at home:

- child's comfort
- avoidance of contagious illness spreading
- disruption to the flow of the group
- and not being able to meet the child's individual needs

It is the parent's responsibility to prepare themselves and their child in advance for home care when a child is sick, either by arranging flexible days off for themselves, or by acquainting their child with relatives or baby-sitters who are available on call.

We understand and empathize with the inconvenience of keeping a sick child at home, however a day care center has the responsibility to ensure that health standards, well-being and the comfort of all children and educators are taken most seriously. If all parents keep sick children at home, everybody's children will stay healthier. In the end, this will mean fewer lost work days and fewer illnesses for parents as well. ALL CHILDREN MUST WASH THEIR HANDS upon arrival in the morning. This greatly helps to avoid the transmission of contagious conditions.

The daycare cannot be responsible for children who are ill.

Parents will be advised if their child develops fever (defined as a temperature higher than 38C (100.3F) measured by their ear, or 37.5C (99.5F) measured under the arm), and will be required to pick up their febrile child if:

-the child cannot participate in regular activities

-the child requires more care than the educators can normally provide

-the child has an abrupt change in behavior or symptoms associated with the fever suggestive of a serious or communicable disease.

CPE LACHINE POLICY:

CPE Lachine will exclude any child with fever if:

-they are particularly irritable

-they are sleepy, lethargic

-they have difficulty breathing or have a persistent cough

-they have a skin outbreak

-they are vomiting

-they have diarrhea

-any other concerning symptom

NOTIFICATION OF ILLNESS OUTBREAKS

Whenever there is an outbreak of any type of illness, all parents will be advised via email. We will identify the number of cases and where they are in the center. (According to the CLSC, 4 cases of any type of illness constitutes an outbreak)

In order to help protect the health of each child in the center, the following directives are strictly enforced when we send your child home: If your child is diagnosed with an ailment that requires antibiotics, they will ONLY be permitted back into the center when all three of the following criteria are met:

- 1) a written diagnosis of the ailment provided by a Health Care Professional***
- 2) after the treatment period or observation period has elapsed (refer to last page of this document for specific conditions)***
- 3) when the child is feeling well enough to function in the daily routines of the center.***

It is inevitable that young children will have unforeseen accidents, but with our supervision and preventative measures, the CPE makes every effort to avoid preventable injuries.

Procedures for notifying parents are as follows:

- Head injuries: if a child hits his/her head, parents will be informed immediately.
- Minor bumps, cuts, scrapes, splinters, bites, etc...The parent will be informed when the child is picked up through an Incident Report.

Please note that all Incident Reports, once completed and signed by the parent, will be kept on file.

ADMINISTERING HEALTH CARE PROFESSIONAL PRESCRIBED MEDICATIONS

The Center's ability to treat sick children is restricted by the following law: The Ministere de la Famille et l'Enfance states: Division III - Article 116 - 120 (S-4.1,r.2):

*"No medication may be administered to a child attending a daycare center without written authorization from the holder of parental authority, from the child's de jure guardian or from the person given de facto custody of the children by either of the former **and** from a Health Care Professional who is a member of the Corporation professionnelle des medecins du Quebec.*

In the case of prescribed medication, the information listed by the pharmacist on the label identifying the medication is proof of the Health Care Professional's authorization."

**PLEASE PROVIDE A COPY OF PROOF THAT YOUR CHILD IS TAKING ANTIBIOTICS TO THE OFFICE –
A PICTURE OF PRODUCT PRESCRIPTION INCLUDING CHILD'S NAME, DATE AND PRODUCT NAME IS ACCEPTABLE.**

Employees of CPE Lachine are only allowed to give children prescribed medication with the information written down by the pharmacist on the label identifying the medication, the expiry date, the child's name and the dosage and duration of treatment.

Due to privacy and safety considerations, all medications should be handed to an educator to be placed in a locked medicine box.

Notwithstanding the first paragraph, acetaminophen, oral hydration solutions, saline nasal drops, zinc oxide-based cream for the seat area, and sun screen without PABA may be administered to a child attending a daycare center without medical authorization on the condition that the administering is done in accordance with the appropriate procedure as determined by the MFA as follows.

POST-INOCULATION FEVERS

Many children experience fever following their vaccinations. If there are no other indications of illness and the child is able to participate fully in the group's activities, there is no reason for the child to be kept at home. Parents are asked to advise their child's Educator when they have received a vaccination.

The day care is not permitted to administer acetaminophen to ease the physical discomfort (soreness at the injection site) that children sometimes experience after a vaccination.

If your child has been vaccinated, you are required to submit a Health Care Professional's confirmation, and an authorization to administer acetaminophen for relief of fever due to the vaccination.

ADMINISTERING ACETAMINOPHEN

Acetaminophen may be administered solely to reduce fever, not to relieve any type of pain, including teething. If your child has fever, you will be informed and we will administer *Acetaminophen with your verbal permission*. The daycare provides the acetaminophen product.

During the day, parents will be called if their child has a fever that exceeds 38C (100.3F) taken by the ear OR fever at 37.5°C (99.5° F) taken under the arm. (Canadian Pediatric Society)

We will administer acetaminophen, with your verbal permission.

CPE LACHINE POLICY: A child can only return to the center once he/she is without fever.

Note: If a child is sent home 3 consecutive days with a fever, a doctor's note will be required before your child can return to the center.

CONTAGIOUS CONDITIONS

COLDS AND UPPER RESPIRATORY INFECTIONS (eg. influenza, croup, bronchiolitis, pneumonia)

Symptoms can include:

- runny nose (may be green or yellow discharge)
- watery eyes
- sore throat
- sneezing
- wheezing
- fever
- coughing

The average child has about 8 to 10 colds a year. The most common way for colds to be passed is from coughing, sneezing, and from hand contact. It is important that the child with the cold as well as persons providing child care wash hands frequently, especially after nose blowing. A child who is at the onset or height of a cold and cannot be properly cared for at the daycare is to be kept at home.

CPE LACHINE POLICY: During the day parents will be called to pick up their child if the child has fever AND if the child cannot function in the group.

DIARRHEA

A child is considered to have diarrhea when:

- he/she has more bowel movements than usual.
- stools are liquid.

Diarrhea can be dangerous if not treated properly because it drains water and salts from your child.

Diarrhea germs are easily spread from person to person, and especially from child to child.

CPE LACHINE POLICY: During the day the parents will be called to pick up their child, after the child has had TWO liquid stools and any of the following:

-if the stool contains blood or mucous

-if it is associated with fever

-if it is associated with 2 or more vomiting episodes

-if the child is too unwell to participate in the normal daily activities

-if the stool cannot be contained in the diaper or if the child is incontinent (cannot access the toilet quick enough)

A child may return to the center once their symptoms have resolved and their stools can be contained.

VOMITING

A child should be kept at home if:

- he/she vomits twice for no apparent reason and still feels nauseous after vomiting
- vomiting is accompanied with diarrhea
- has a fever
- vomiting is accompanied with stomach cramps
- vomiting is accompanied with a headache.

CPE LACHINE POLICY: During the day the parents will be called to pick up their child if any of the above symptoms are exhibited. A child can return to the center once these symptoms have gone.

RASH

Symptoms can include:

- skin eruptions, redness, swelling
- crusty lesions
- severe itching
- may be accompanied by fever & vomiting and other general symptoms

It is important to contact a Health Care Professional in order to identify the type of rash and treat it accordingly and also to protect the other children in the center.

CPE LACHINE POLICY: During the day, the parents will be advised if any of the above symptoms are present and could be asked to pick up their child depending on the condition. Parents will definitely be asked to pick up their child for any cutaneous lesions with purulent drainage that cannot be covered, or if accompanied by fever. A Health Care Professional's note identifying the condition and eligibility to attend the center will be required upon returning.

CONJUNCTIVITIS (Pink Eye)

Symptoms can include:

- inflammation of one or both eyes
- redness and itchiness

- crusty eyelids that sometimes stick together
- tearing and discharge

CPE LACHINE POLICY: During the day the parents will be called to pick up their child if he/she presents with conjunctivitis associated with fever, a very infected appearing eye, or if there is an epidemic (>3 cases, or 2 cases in the same group).

A child may return to the center once treatment has begun or until advised by a Health Care Professional, or when symptoms have resolved.

HEAD LICE AND NITS

- Head lice are tiny insects that live on the scalp.
- The eggs called nits stick to the shaft of the hair very close to the scalp.
- Many children with head lice do not show any symptoms, most common being itching and scratching of the head.
- There is no need to become alarmed by head lice. It is not caused by lack of cleanliness nor do head lice spread any diseases.
- Head lice can be very common in daycare centers because the lice spread easily among the children who are together in one place.
- The lice spread from person to person by direct contact between the children or through such items as hats, combs, brushes, play clothes or bed linens.
- Head lice cannot jump or fly.
- The eggs/nits appear as whitish-gray oval shaped specks, which are firmly attached to the hair shaft very close to the scalp. They cannot be removed easily.
- They may look like dandruff but they cannot be flicked or brushed away.
- They are most commonly found behind the ears, at the back of the neck or directly atop of the head.
- There are very effective treatments for head lice. The special shampoos or cream rinses all contain an insecticide that kills the insects and its eggs.
- It is necessary to treat all members of the household at the same time, if affected. After treatment, it is imperative that all nits are removed from the hair; most treatment kits provide a special comb for this purpose.

Once head lice have been detected, all children and staff members will be checked regularly.

The affected child **must** have a second treatment 7-10 days after the first treatment to ensure that all lice and nits have been eradicated.

CPE LACHINE POLICY: The parents will be contacted to pick up their child if he/she has head lice. Any extra clothing items, stuffed animals will also be sent home with the child, so that they can be properly washed. Treatment of your child as well as of family contacts must be pursued. The affected child **MUST have a treatment before they are allowed to return to the daycare.**

Head lice treatments require a 24-hour period to be effective; therefore, the child is not allowed to return to daycare until 24 hours after being treated and all the nits have been removed.

Upon returning to the daycare, a staff member will verify that your child's head is lice and nit free in order to be accepted back into the center.

If a case of active head lice is confirmed, parents of classmates will be informed. In case of a large or persistent daycare infestation, the center may be closed until the infestation can be controlled.

RESOURCES

- « La Sante des Enfants en service de garde éducative » – Ministère de la Famille
- « Well Beings – A Guide to Health in Child Care » - Canadian Pediatric Society
- « Prévention et contrôle des infections dans les services de garde a l'enfance » - Santé et des Services sociaux du Québec
- Pediatrician - Montreal Children's Hospital – Dr. V. S
- « Sante et Sécurité des Enfants »- Régulations – Ministère de la Famille

A Health Care Professional's note must be supplied to confirm any of these most common childhood diseases / conditions before your child will be accepted back into the center.

Children can return to the Center:

Impetigo	24 hours after treatment has started. Lesions on exposed skin must be covered with water tight dressings.
Scarlet Fever	24 hours after treatment has started
Strep Throat	24 hours after treatment has started
Whooping Cough	After 5 days of being on antibiotics

Measles	5 days after the rash appears
German Measles/Rubella	7 days after the rash appears
Roseola	No exclusion from day care as long as child feels well enough to participate in daycare activities.
Chicken Pox	When all blisters are scabbed over and dry and as long as child feels well enough to participate in daycare activities
Pinworms	12 hours after treatment has started
Hand, Foot and Mouth Disease	When all blisters are dry and as long as child feels well enough to participate in daycare activities.
Fifth Disease	No exclusion from day care as long as child feels well enough to participate in daycare activities.

This document was revised and approved by the CPEL Board of Directors July 2021..

CENTRE DE LA PETITE ENFANCE DE LACHINE INC.

ANNEX 1

PROCEDURE FOR HANDLING COMPLAINTS

Person Designated to Handle Complaints

The Board of Directors must receive and respond to all complaints arising from all persons regarding an employee, a parent, and/or a person acting on behalf of the corporation, including the Board of Directors itself.

The Board of Directors has designated the Executive Director and/or the Day Care Co-ordinator as the people to handle complaints and has assured that they will be available to handle complaints during regular business hours.

Guiding Principles for Making a Complaint

Anyone may make a complaint to the CPE regarding a situation or event prevailing in the daycare facility which they suspect represents a violation of the Act or the Regulations, or if he/she notices a situation that poses a risk to the health, safety or well-being of the children.

Anyone may make a complaint to the Executive Director of the CPE when he/she believes that an employee of the CPE, or a person acting on behalf of the Corporation, is failing to perform an obligation or duty required of him/her by the Act or the Regulations, or that person is not acting in a fair and equitable manner.

Anyone can make a complaint to the MF (Le Ministère de la Famille) whenever they have reason to believe that the Board of Directors is failing to fulfill its obligations or duties as required by the Act or Regulations.

Guidelines for Treating Complaints

All complaints are to be treated with diligence and confidentiality within 10 working days of the receipt of the complaint, with the follow up with the complainant at the latest 21 days after receipt of the complaint. The person making the complaint is encouraged provide any and all the necessary information to determine the nature and validity and severity of the complaint.

Procedures for Receiving Complaints

A complaint can be made in writing or verbally. While ensuring that this information remains confidential, the complainant is encouraged to identify him/herself, since it could be necessary to communicate with him/her to clarify certain details and/or obtain further information about the complaint, and to provide follow-up.

For every complaint, a file is opened and relevant information is recorded onto the "Record of Complaint and Follow-Up Form".

If the Executive Director and the Co-Ordinator are absent, the person receiving the complaint:

1. Offers to take note of his/her name and phone number and the call will be returned.
2. Receives the written information and gives the person an acknowledgement in writing.

In case of an emergency however, the person receiving the complaint immediately contacts the President of the Board of Directors or another Board member if he/she is unavailable.

Examination and Treatment of a Complaint

When a complaint is received the designated person first examines the nature of the complaint in order to determine how to handle it.

Where the complaint concerns abuse, mistreatment, an assault, physical or verbal abuse, lack of care, or any other event of this nature, of a child:

The Executive Director or the Co-Ordinator has the legal obligation to immediately signal the situation to the Department of Youth Protection (DYP). The designated person cooperates with the representatives of all agencies concerned regarding the complaint. Notes are recorded of the conclusions of the investigation and on the "Record of Complaint and Follow-Up Form".

When a situation is reported to the DYP and it concerns an employee of the Center, the employee is immediately suspended.

In either case the situation is immediately brought to the attention of the Board of Directors and a written notice of suspension is sent to the employee and a copy is placed in his/her file.

If the complaint concerns a fact or situation concerning the Center or one of its employees:

The Executive Director will decide on the validity of the complaint and on what has to be done. When the complaint is judged founded, the Executive Director will take the actions necessary to have the situation corrected within a reasonable delay.

If the complaint arises from areas outside the CPE's jurisdiction:

The person making the complaint is referred to an agency that has jurisdiction on the issue, as the case may be. The complaint file is closed.

Filing of Complaint Records

All complaints received as well as the documents regarding the actions taken are confidential and kept under lock and key. Only the Executive Director, the Co-ordinator and the Board of Directors may have access to these documents. The Executive Director informs the Board of Directors periodically about complaints received, their nature and how they were handled

CENTRE DE LA PETITE ENFANCE DE LACHINE INC.

ANNEX 2

POLICY REGARDING EXPULSION – Termination of the Contract

The expulsion of a child (termination of the Childcare Contract) is not a decision that is taken lightly, and happens only in exceptional circumstances. CPE Lachine may demand that a parent remove his or her child from CPE Lachine under the following circumstances:

The Child:

- The child does not adapt to his or her environment within a reasonable time period.
- The child requires significantly more attention than the other children in his or her group, thereby depriving the other children of the care that they need.

Note: CPE Lachine has a mandate to integrate children, and its staff must make every possible effort to do so before cancelling a contract. There are resources available to help Childcare Centres, and the MF also offers a subsidy to help integrate children with disabilities.

If a developmental or behaviour problem is reported, the following procedure must be followed:

- The educator will advise the Coordinator that a child has a problem.
- The educator will make her observations and record these observations. The observations noted must include the following: A factual and detailed description of the events; When? Where? With whom? Proof of the child's difficulties and a list of his or her strengths. Are the behaviours "**significant and persistent?**"
- The educator will fill out the developmental checklist corresponding to the child's age.
- All information will be submitted to the Coordinator.
- A decision regarding the outcome of events will be made jointly with the Coordinator, the Executive Director and the Educator. An intervention plan will be set up (in collaboration with the Educator, the Coordinator, the parents and the external professional resource people).
- If all the tools and strategies of the intervention plan do not result in an improvement within a reasonable time period, and if the situation presents a clear danger or detriment to the health and wellbeing of the other children and the staff, the Executive Director will decide if the contract should be cancelled and whether the child should stop attending the Centre. The parents should be given a reasonable time period (usually two weeks) to allow them to find other childcare options. If the child presents an immediate danger to others, the Centre will demand that the parents remove their child immediately.

POLICY REGARDING PARENTS WHO REFUSE SERVICES FOR A CHILD WITH A DISABILITY

Since a disability is defined as any disadvantage diagnosed by a member of a professional corporation, and if the parent refuses services:

Due to the fact that the Centre may not impose services and if, as a result of refusal of services, the educational staff must devote an excessive amount of time or attention to one child to the detriment of others, we have no other choice than to cancel the child's registration at the Centre.

Please note that this is a measure of last resort, and all the appropriate documentation must be placed in the child's file (observation protocol) – which may include advising the Youth Protection Office.

The Parent :

CPE Lachine may demand that a parent remove his or her child from CPE Lachine under the following circumstances:

- The parent does not make an effort to pick up his or her child when the child is sick, or the parent brings his or her child to the Centre knowing full well that the child is sick (noncompliance with the health protocol.)
- The parent regularly has payments returned for insufficient funds. The policy stipulates that in the case of unpaid fees, a written notice must be sent, followed by a warning letter, and then by a final notice cancelling the child's registration at the Centre.
- If the parents are more than 10 minutes late three times within the period of one month, the child's registration will be cancelled (noncompliance with the operating hours).
- Refusal to respect the CPE rules, policies and procedures.
- Actions contrary to the interests of the CPE.
- Actions deemed prejudicial to the CPE, its staff or to the children in its care.
- Physical or verbal violence towards a member of the staff, a child, other parents or any other person on site (immediate termination).
- Noncompliance with the internal regulations of the CPE.
- Before termination of any service contract, parents will first receive a verbal notice and/or a warning letter for every noncompliance situation. If there has been no improvement or modification of the unacceptable behaviour, a second warning letter will be sent, followed by a final notice cancelling the child's registration at the Centre.

CPE Lachine reserves the right to refuse a childcare service contract or to terminate a contract for other reasons if the Board of Directors deems these reasons sufficient.

CENTRE DE LA PETITE ENFANCE DE LACHINE INC.

ANNEX 3

EDUCATIONAL PROGRAM

Foundations of the Program

The educational childcare program mandated by le Ministère de la Famille (MF) is aimed at enhancing the quality of early childhood centers by emphasizing the following:

- **Children's overall development** encompassing emotional, physical and motor, social and moral, language and cognitive skills
- **Quality educational interventions** based on basic consistent principles and approaches
- **Educational continuity** between families, childcare centers and other educational services, so as to facilitate children's transition to kindergarten in order to foster school success
- **Healthy Lifestyles** program of activities that promotes an increased level of physical (gross motor) play during the day, both indoors and outdoors, as well as a nutritional component which includes a balanced menu based on Canada's Food Guide and appropriate portion sizes.

Basic Principles

Age appropriate activities are planned in order to apply the educational program in each classroom on a daily basis. The following basic principles are taken into account in planning these activities.

- **Each child is unique**

Children's pace of development, individual and special needs are taken into account when planning proposed activities.

- **Children are the primary agents of their development**

They are naturally motivated and capable of building awareness of self, others and the environment by experimenting, observing, imitating and communicating with others as they are guided and supported by educators who care for them.

- **Children's development is a comprehensive, integrated process**

Developmental areas affect the whole child. The emotional, physical/motor, social/moral, language and cognitive dimensions are affected by many aspects of children's learning experiences. Adult interventions, classroom arrangement, and educational activities influence these dimensions in many ways.

- **Children learn through play**

Play is a way for children to explore and experiment in the world. They engage in activities which promote all dimensions of their development.

- **Cooperation and communication between personnel and parents**

An understanding and trusting relationship is essential in order to foster a child's harmonious development.

Development of the Whole Child (4 Dimensions)

Aiming for the development of the whole child means giving each child the opportunity to develop at all levels. It entails placing equal importance on each dimension of development and recognizing that these dimensions are closely interrelated. Programmed activities are planned age-appropriately in order to promote children's social & emotional, cognitive, language and physical/motor skills.

The following activities and experiences are a means for children to put into practice the skills needed to enhance each dimension of their whole development.

1. Social & Emotional (security, trust, confidence, expression & control of emotions, self-esteem, manage changes & transitions, personal & sexual identity) (socialization, integration, empathy, cooperation, leadership, tolerance, conflict resolution)

Security & Trust: positive interactions, routines, transitions

Confidence & Self-esteem: doll play, helping others, responsibility chart

Expression & control of emotions: role playing, puppet play, pictograms

Manage changes & transitions: gradual integration, songs/finger plays

Personal & sexual identity: toileting, stories, songs

Socialization: role playing, group interactions,

Integration: welcoming song, photos albums, labeling personal items

Empathy: puppet play, role playing, taking care of dolls,

Cooperation: cooperative games, helping others, sharing

Leadership: leading a dance, reading a story,

Tolerance: multi-cultural living, photo gallery, posters

Conflict resolution: role modeling, turn taking, choices

2. Cognitive: math, science, cooking, social studies

(organization of time & space, memory, thinking, reasoning, deducting, analyzing, problem solving, symbolic representation)

Organization of time & space: patterning, sequence and classification games

Memory: stories, counting, recall games

Thinking: lotto games, puzzles, sink/float experiments

Reasoning: anatomy, magnet play, measurement

Deducting: weather observations, nature walks, science experiments

Analyzing: planting, cooking, stories

Problem solving: role playing, puppet play, routines

Symbolic representation: building blocks, modeling clay, papier mâché

3. Language

(vocabulary, phonological awareness, oral comprehension & expression, cultural awareness, artistic & dramatic language)

Oral & Auditory: story telling, rhymes/songs, puppet shows, sound tapes

Written: pre-reading, drawing, computer games

Cultural: felt board stories, dress-up, picture taking

Artistic: dancing, role playing, modeling, construction, miming

4. Physical and Motor

(sensory perception, motor control, coordination, lateralization, body awareness)

Sensory perception: water/sand play, playdoh/plastercine, finger painting

Motor control: walking, running, climbing, cutting, stringing, drawing, painting

Coordination: ball play, balancing, parachute play, obstacle course

Lateralization: pre-writing, drawing, dressing

Body awareness: mirror games, body tracing, movement games,

Application of the Educational Program

Educational Intervention

- **Observation**

Observations are necessary to determine each child's preferences, needs and abilities. From these, age-appropriate and individualized activities or experiences are planned. Documented and up-to date observations are used to facilitate on-going, open communication with parents. Developmental Observation Reports will be prepared in November and May of each year and presented to parents. An opportunity to sit down with the Educator to discuss these observations will be available.

- **Planning and Organization**

Planning is based on children's interests and developmental needs. A flexible daily schedule helps children adapt to transitions and routines at their own pace. A balance of calm and active activities is offered. Selection of age-appropriate materials and preparation of environment facilitate a smooth flow of activities.

- **Intervention**

The role of the educator is to provide children with challenging and new experiences which encourage, support and guide them. They are also given many opportunities to choose a variety of materials and activities throughout the day.

- **Reflection and Feedback**

This process enables educators to evaluate all of the elements that influence the child's well being. It gives them an opportunity to plan future interventions based on their reflections and feedback, as well as reflect on their educational practices. They also evaluate the relevance of the physical layout, resources, and the accuracy of their observations.

Programming

Routine and transitional activities are the foundations upon which the planning of the daily schedule of the center is built. They include hygiene care, snacks, nap/rest time, clean up, arrival and departure. These are all opportunities for children to have adult contact while allowing them to develop their autonomy, confidence, motor, social, and problem solving skills. During these activities, children engage in learning that stimulates their development at all levels in a healthy manner.

Play periods of activities vary from one group to another. Each classroom offers a balanced daily routine providing both indoor and outdoor play, quiet and active games, individual and group experiences in both small and large groups. During these periods educators stimulate children's and support them in searching for solutions as activities are adapted to each child's abilities.

Outdoor play not only promotes physical development involving gross motor skills, but also offers different sensorial experiences that vary according to the seasons.

The Environment

The environment is functional, safe and organized in a welcoming and stimulating atmosphere. The set up promotes the physical and nutritional health and well being of children. The organization of space, the arrangement of furniture, and the selection of materials is key in promoting the autonomy, identity, and socialization of each child. In addition, cultural diversity is also reflected in the layout to ensure meeting the individual needs of each child.

Play materials are safe, in good condition, age-appropriate, stimulating, varied, accessible and available. There is sufficient quantity and variety offered on a regular basis to maintain children's interest however our objective is for more emphasis to be placed on non-commercialized materials.

Parents' Role

The educational program recognizes parents as the primary educators of their child. Daily communication and cooperation are underlying components of a trusting relationship between personnel and parents. Educators support the parenting skills of parents and encourage their involvement. Educators make a point of relaying children's progress and the development of new skills. Educators are responsible for preparing, in collaboration with parents, intervention plans for children with special needs.

NUTRITION POLICY

Food provided by CPEL - No Food from Home is Permitted

Goal: To provide children with food and drink that is safe, varied and nutritious.

The guidelines used to plan our menu and other food provision practices are:

- Food provided is consistent with nutritional requirements and recommendations from Canada's Food Guide.
- The menu planning process includes input from the Cook, assistant and other staff members and is reviewed by a dietician/nutritionist.
- Food provided is developmentally appropriate for children and encourages independent eating.
- Tap water is the main drink and is available at all times.
- Food provided takes into account special dietary needs and religious accommodation.
- Food linked with a high risk of choking is minimized.
- Food is prepared and provided in a safe and hygienic manner and the kitchen is inspected on a regular basis by government inspectors.
- Staff is familiarized in proper portion control.
- Guidelines are available for foods for special occasions eg, birthdays.

Mealtimes and the eating environment

Goal: To provide a safe, supportive and social environment in which children can enjoy eating.

The following strategies are used to outline the eating environment where positive food habits and multicultural values will be included:

- Meal and snack times are scheduled at appropriate times so that children's hunger does not overwhelm their ability to self-regulate food intake.
- Mealtimes include routines such as washing hands before coming to the table, assisting with setting plates and utensils and cleaning up after meals.
- Children will be supervised while eating, at all times.
- Staff will sit with the children, and where possible eat with them.
- Staff will promote positive discussion about the foods being served.
- Staff will promote a positive, relaxed, social eating environment.
- Food will not be used as a punishment, or reward, where by its provision or denial.
- Staff will provide positive encouragement and role modelling.
- The food preferences of the children will be respected.
- Cultural food events and practices are celebrated.
- Staff will encourage self-help and, where necessary, assist children at mealtimes.
- Precautions to prevent choking are known by all staff and are implemented.

Families and nutrition

Goal: To communicate effectively with parents and families about their child's food and nutrition.

The following strategies are used to communicate about the child's nutrition at the center:

- The menu is prominently displayed, outlining the food and drinks to be provided daily, including snacks.
- Details of food content and portions are available to parents upon request.
- Nutrition information is accessible to families, in appropriate languages where possible.
- Families will receive copies of the centers Nutrition Policy.
- The center uses a cycle menu of four weeks that changes twice a year and contains minimal repetition.
- A positive relationship is encouraged with the Cook and Assistant to the Cook.

Educational program

Goal: To teach children about food and nutrition.

As children learn best through experiences, learning about food is incorporated into many areas of the educational program. The following strategies will be used to provide learning opportunities:

- Staff will include nutritional activities in planned educational programming and spontaneous programming.
- Sources food activities from various cultures.
- Treat mealtimes as an opportunity for social learning.
- Discuss food safety with children.
- Teach children mealtime behavior such as serving and clearing.

Procedure for special diets

Goal: The special needs of children with food allergies or medical diets will be catered for in consultation with parents and the appropriate medical professionals.

Steps that will be taken if special dietary needs are required:

- Families are informed about what dietary support can be provided.
- The ability of the center to cater for any special dietary needs is at the center's discretion. In some instances parents may be asked to provide some/all of the food required for the child.
- A food allergy must be confirmed by a specialist who should also provide detailed information of any emergency procedures required. The child should be tested once a year to confirm the continued presence of the allergy.
- Staff is trained to take all necessary emergency procedures in the event of any allergic reaction.

PHYSICAL ACTIVITY POLICY

Daily Physical Activity for Children

Our center encourages all children to participate in a variety of daily physical activity opportunities that are age appropriate, that are fun and that offer variety. We incorporate opportunities for active play into planned learning experiences and the center's educational program. Physical activity is integrated into daily routines whenever possible, such as transition times.

- Toddlers (ages 1 to 2 years) are provided with at least 90 minutes of structured activity and at least 60 minutes up to several hours of unstructured physical activity daily.
- Preschoolers (ages 3 to 5 years) are provided with at least 90 minutes of structured activity and at least 60 minutes up to several hours of unstructured physical activity daily.
- Toddlers and pre-schoolers are not sedentary for more than 60 minutes at a times except while sleeping.

All children are provided outdoor play time at least twice daily, weather and air quality permitting.

- Children can go outside when the temperatures are above -10C (including wind chill factor) and below 32C (factoring in the humidex) See attached charts.
- Outdoor time is limited to 30 minutes when temperatures are between -20C and -24C (including the wind chill factor)
- Outdoor play is in safe settings supervised by adults.
- Staff members lead and participate in active play (eg. Games and activities) during outdoor play time and and other times devoted to physical activity.

Indoor play will replace outside activities in the case of rain or extreme temperatures. The wind-chill factor and humidex are also considered when deciding if it is too cold to play outside, otherwise all the children are expected to go outside at least once daily, without exception. If your child is too sick to go out and play he/she is too sick to be at daycare.

WHAT TO WEAR AT DAYCARE

- * *Think of your child's comfort - and send in simple clothing that is free of complicated fastenings.*
- * *Think of the art materials and other activities - and send in clothing that is washable.*
- * *Think of the playground and send in clothing that is durable and appropriate for the weather conditions.*
- * *Make sure that your child always has a pair of shoes to wear at the Center.*

Play Space and Equipment for Children

Our center provides children with a physical environment that promotes active play and supports the development of gross motor skills. Safe, sufficient and developmentally appropriate indoor and outdoor space and equipment encourage all children to be physically active. Sufficient equipment is provided to avoid competition and long waits.

- *A variety of fixed play equipment is available that accommodates the needs of all the children, such as climbing structures, sandboxes, tunnels and slides.*
- *A large variety of indoor and outdoor portable play equipment is available for children to use at the same time, such as balls, hoops, tumbling mats, jump ropes, etc.*
- *Outdoor play space includes a open grassy area and a spaced for wheeled toys.*
- *Indoor play areas are safe and provide adequate space for each child.*

Staff members inspect equipment and play areas on a daily basis to ensure they are safe. Staff members always supervise children on playground equipment and during active play and other physical activities.

Our physical environment does not promote sedentary activity. Sedentary equipment such as televisions and videos are not prominently displayed.

Screen Time

Screen time is limited to special occasions for children ages 2 and up, and never to exceed more than one hour.

Physical Activity and Punishment

Staff members do not withhold opportunities for physical activity (eg. Not being permitted to play with the rest of the group or being kept from playtime), except when a child's behavior is dangerous to himself or others. Staff members never use the deprivation of physical activity or exercise as punishment.

CENTRE DE LA PETITE ENFANCE DE LACHINE
ANNEX 4
ALLERGY AWARENESS INFORMATION

Policy Statement

CPE Lachine Board of Directors, Staff and Administration will do their utmost to secure our environment to be nut and peanut free and, or any other allergen that could affect our staff or children here at the center.

The purpose of this handout is to provide practical information to help parents assist us to:

- Create safer places for children with life-threatening food allergies to eat, learn, and play.
- Support these children in managing their life-threatening food allergies.
- Promote a community approach to managing life-threatening food allergies.
- Develop strategies to protect children with life-threatening allergic reactions.
- Support early detection and treatment of symptoms.
- Put in place the precautions needed to prevent life-threatening food allergy reactions.

Even though this information pertains mostly to food allergies, be assured that the center will take all necessary measures possible to protect any children with any other allergies.

More and more children in our care have life-threatening food allergies.

For these children, smelling, eating or touching an allergy-causing food can trigger a life-threatening allergic reaction (also known as anaphylaxis). Peanuts, tree nuts, shellfish, fish, wheat, soy and eggs are the most common foods causing reactions (90% of all food allergies). The reaction may begin with itching, hives, swelling of the mouth, throat, or tongue, and difficulty in breathing. In severe cases the anaphylactic reaction is followed by anaphylactic shock. If not treated, it could lead to collapse and death. Some anaphylactic reactions can occur within seconds or minutes of contact with the allergy-causing food. Other reactions may take an hour or longer to appear.

The only way to prevent this type of reaction is to avoid contact with allergy-causing foods.

Children with known food allergies are at increased risk for a severe reaction. While children can outgrow some allergies, an allergy to peanuts or tree nuts is often lifelong. Children may also have other life-threatening allergies such as to insect bites and to latex rubber. These allergic reactions are all considered Medical Alert conditions that may require emergency care.

Being Allergy Aware is a strategy to educate children, parents and staff about reducing the risk of exposure to life threatening foods. This is a better approach to promoting an “allergy free” or “peanut safe” setting, since these are virtually impossible to guarantee.

What is the difference between food allergy and food intolerance? Many people think the terms *food allergy* and *food intolerance* mean the same thing; however, they do not. Food intolerance, unlike a food allergy, does not involve the immune system and is not life-threatening. Lactose intolerance, trouble digesting the milk sugar lactose, is a common example. Symptoms may include abdominal cramps, bloating and diarrhea. A food allergy occurs when the immune system reacts to a certain food.

What is a food allergy? Food allergy occurs when the immune system mistakenly attacks a food protein. Ingestion of the offending food may trigger the sudden release of chemicals, including histamine, resulting in symptoms of an allergic reaction. The symptoms may be mild (rashes, hives, itching, swelling, etc.) or severe (***anaphylaxis***) - (trouble breathing, wheezing, loss of consciousness, etc.).

What is anaphylaxis? Anaphylaxis is a serious allergic reaction that is rapid in onset and may cause death. ***Common causes of anaphylaxis include:*** Food, Medication, Insect stings and Latex.

Who is at risk for having an anaphylactic reaction? Anyone with a previous history of anaphylactic reactions is at risk for having another severe reaction. Also at risk are those with a personal or family history of allergic conditions, such as asthma, eczema, or hay fever. Individuals who have asthma in addition to food allergies may be at increased risk for having a life-threatening anaphylactic reaction to food.

What is the best treatment for a food allergy? Strict avoidance of the allergy-causing food is the only way to avoid a reaction. Reading ingredient labels for all foods is the key to avoiding a reaction. If a product doesn't have a label, individuals with a food allergy should not eat that food. If you have any doubt whether a food is safe, call the manufacturer for more information.

Is there a cure for food allergies? Currently, there are no medications that cure food allergies. Strict avoidance is the only way to prevent a reaction. Many people outgrow their food allergies, although peanut, tree nuts, fish, and shellfish are often considered lifelong allergies.

For more information, you can check out these websites:

www.anaphalaxis.ca

www.allergicchild.com

www.allergicliving.com

WHAT WE DO HERE AT CPE LACHINE TO DO OUR UTMOST TO PROVIDE A SAFE AND HEALTHY ENVIRONMENT FOR THE CHILDREN IN OUR CARE

- Our kitchen guarantees that no nut or peanut products are used in the making of the food and that the food preparation environment is nut and peanut free.
- Everything that the center purchases is guaranteed nut and peanut free.
- Nothing brought in by parents
- Birthday cakes only will be accepted if in original sealed packaging with the label stating all ingredients and also indicating any allergens, eg. "may contain".
- EDUCATION of the parents: establishing an allergy awareness flyer that states what the center's policy is and why, list of products that are acceptable, info on proper label reading, etc....
- EDUCATION of the staff: they will agree (indicated in the Personnel Policy) that because they are bringing in food from home, that will assure that all products that they eat are nut and peanut free, info on proper label reading, list of products that are acceptable, the difference between a food intolerance and an allergy, etc...
- In collaboration with the parent of an allergic child, necessary steps will be taken to assure a safe environment for their child.

OUR EXPECTATIONS OF CPEL PARENTS

- Your child arrives at the center with clean hands, face and teeth. (free from whatever they may have eaten in the morning at home or in your vehicle on the way to the center)



CENTRE DE LA PETITE ENFANCE DE LACHINE INC.
ANNEX 5
POLICY FOR TAKING "IMAGES" OF CHILDREN

*On June 29, 2009, the Board of Directors of CPE Lachine approved the Policy for Taking Images of Children. Considering this age of internet access and the sharing of information that goes on, this policy was created to protect the "images" of the children in our care. All details of this policy are included in the contract between the parents and the center. (see below)
All parents will be required to sign this contract upon registration of their child at CPE Lachine, and it will remain in effect, forever.
A copy of this contract will always remain in the child's file until they leave the center and the original will be given to the parent upon signing. After that, the copy will be placed in the centers archives.*

BETWEEN: **CPE LACHINE**, 2890 Notre-Dame Street, Lachine, District of Montreal, herein represented by Lorraine Montpetit, Executive Director (hereinafter called "CPEL")

AND: _____, mother/father/tutor
of the minor child, _____

residing at _____
(hereinafter called "Parent")

CPEL operates a day care centre in Lachine;

Parent is the parent of a minor child attending said day care centre;

Images of, inter-alia, Parent's child and their voice may from time-to-time be taken by photographic, audio or any other means (all hereinafter called "**Images**") by CPEL, Parent, other parents of other children or by third parties;

The parties desire to protect the security and development of all of the children attending the day care centre insofar as possible;

The Parties hereby consent and agree as follows:

1. The preamble is true and correct and forms part of this Agreement as if recited at length herein.
- 2a. Parent acknowledges and consents that **Images** of, *inter alia*, their minor child may be taken and recorded by electronic, photographic or other means, including but not restricted to audio recorder, digital camera, cellular telephone camera, video camera, digital video camera, photographic camera, and moving picture photographic camera, the whole by **CPEL**, **CPEL'S** employees, **Parent**, parents of other minor children and third parties present at the day care centre;
- 2b. The parties agree, however, that it is their declared intention that no such **Image** may be published in any manner without the express written consent of at least one parent of each of the minor children appearing in said **Image** or the child itself, if then of major age;
- 2c. Where any such **Image** is published, the child shall not be identified unless with the express written consent of at least one parent of each of the minor children appearing in such **Image** or the child itself, if then of major age;
3. No **Images** may be taken nor published unless the child is suitably dressed to reduce the risk of inappropriate usage;
4. Recognizing the difficulty of controlling the publication of **Images**, the parties undertake, upon becoming aware of the publication of an **Image** of a child which attended or is attending the day care centre, to advise the parents of said child, or the child itself, if then of major age, of any such publication;

5. **Parent** acknowledges that **CPEL** is not and cannot be held responsible for the publication of any **Images** beyond its control and therefore hereby releases **CPEL** from any responsibility therefore;

6. **Parent** hereby expressly consents, on their own behalf and on behalf of their child, that **CPEL** may take, record and publish reasonable **Images** of their child from time-to-time and for such purposes assigns and transfers to **CPEL** any and all personality rights which **Parent** or **Parent's** child may have;

7. Each section of this Agreement is and shall be independent of the other and, in the event that any part of this Agreement is declared invalid, illegal or unenforceable, then the remaining terms, clauses and provisions of this Agreement shall not be affected by such declaration and all the remaining provisions of this Agreement shall remain valid, binding and enforceable.

8. The parties agree to do, sign and execute all acts and documents necessary or desirable to give full force and effect to this Agreement.

9. THE PARTIES ACKNOWLEDGE THAT THEY HAVE REQUIRED AND CONSENTED THAT THIS AGREEMENT AND ALL DOCUMENTS, NOTICES, CORRESPONDENCE AND LEGAL PROCEEDINGS CONSEQUENT UPON, ANCILLARY OR RELATING DIRECTLY OR INDIRECTLY HERETO, FORMING PART HEREOF OR RESULTING HEREFROM BE DRAWN UP IN ENGLISH.

LES PARTIES RECONNAISSENT QU'ELLES ONT EXIGÉ ET CONSENTI À CE QUE CETTE CONVENTION AINSI QUE TOUS DOCUMENTS, AVIS, CORRESPONDANCE ET PROCÉDURES LÉGALES CONSÉCUTIFS À, AYANT RAPPORT DIRECTEMENT OU INDIRECTEMENT AVEC, FAISANT PARTIE OU DÉCOULANT DE CETTE CONVENTION SOIENT RÉDIGÉS EN ANGLAIS.

AND THE PARTIES HAVE SIGNED at _____ on this _____ day of

_____, 20 ____.

CPE LACHINE

Per: _____
Executive Director

Parent

CENTRE DE LA PETITE ENFANT DE LACHINE INC.

ANNEX 6 CODE OF CONDUCT

MISSION STATEMENT

Our goal, with the assistance of a team of dedicated people, is to provide the highest quality childcare in a warm atmosphere combining security, love, protection and nurturing.

CPE Lachine is committed to providing a healthy and safe work environment in which all individuals are treated with respect, and to ensure that an acceptable manner of conduct is maintained consistent with the Mission Statement values of the CPE.

CPE Lachine supports the underlying principle that any persons who believe that the actions of others are inappropriate, disrespectful or harmful have the right to bring their concerns forward and to have them addressed without fear of recrimination or reprisal.

To achieve this goal, the Board of Directors has adopted a zero-tolerance of abuse policy as indicated in this Code of Conduct.

The Code of Conduct identifies the standard of behavior which is expected in CPE Lachine. With this in mind we must always remember that parents and staff members are role models for children and must therefore act accordingly.

Parents/Guardians are responsible to:

- Keep in contact with the daycare Educators concerning their child's progress and conduct
- Maintain up-to-date home, work, and emergency numbers at the daycare
- Ensure that their child is in daily attendance and promptly report/explain an absence or lateness
- Assist their child in being healthy, neat, and clean
- Bring to the attention of the daycare administration any problem or condition which affects their child or other children of the day care community
- Attend Parent/Teacher conferences
- Report to the daycare administration inappropriate conduct/situations on the daycare premises
- Share our mutual responsibility to achieve our Mission Statement

The following unacceptable behaviors could result in either an immediate suspension of services until an internal investigation can be conducted, or an immediate termination of childcare services:

- Abuse (*abuse means any behavior such as physical assault or aggression; unsolicited and unwelcome conduct, comments, gestures or contact which causes offence or humiliation; or physical harm to an individual which causes fear or mistrust or which compromises and devalues the individual*)
- Threats or Intimidation
- Smoking
- Quarreling or Arguing
- Disciplining other people's children

CPE Lachine reserves the right to refuse a childcare service contract or to terminate a contract for other reasons if the Board of Directors deems these reasons sufficient.

The health, safety and well-being of all the children and staff of CPE Lachine are a major priority.

CPE Lachine Board of Directors

Adopted May 26, 2011

CENTRE DE LA PETITE ENFANCE DE LACHINE INC.

ANNEX 7 HEALTH PROTOCOL

We hope that this Health Protocol will be helpful to you and will help to maintain the high standards of health at the "Centre de la Petite Enfance de Lachine".

Your child's health is a matter of major importance to us. Upon registration, you are given a Certificate of Good Health to be completed by your child's Health Care Professional within six (6) weeks of starting at the center.

All children are to be kept at home when ill, not only to recuperate, but also as a community responsibility to the others in the group.

The following needs are taken into consideration when a decision is made as to whether a child should remain at home:

- child's comfort
- avoidance of contagious illness spreading
- disruption to the flow of the group
- and not being able to meet the child's individual needs

It is the parent's responsibility to prepare themselves and their child in advance for home care when a child is sick, either by arranging flexible days off for themselves, or by acquainting their child with relatives or baby-sitters who are available on call.

We understand and empathize with the inconvenience of keeping a sick child at home, however a day care center has the responsibility to ensure that health standards, well-being and the comfort of all children and educators are taken most seriously. If all parents keep sick children at home, everybody's children will stay healthier. In the end, this will mean fewer lost work days and fewer illnesses for parents as well. ALL CHILDREN MUST WASH THEIR HANDS upon arrival in the morning. This greatly helps to avoid the transmission of contagious conditions.

The daycare cannot be responsible for children who are ill.

Parents will be advised if their child develops fever (defined as a temperature higher than 38C (100.3F) measured by their ear, or 37.5C (99.5F) measured under the arm), and will be required to pick up their febrile child if:

-the child cannot participate in regular activities

-the child requires more care than the educators can normally provide

-the child has an abrupt change in behavior or symptoms associated with the fever suggestive of a serious or communicable disease.

CPE LACHINE POLICY:

CPE Lachine will exclude any child with fever if:

-they are particularly irritable

-they are sleepy, lethargic

-they have difficulty breathing or have a persistent cough

-they have a skin outbreak

-they are vomiting

-they have diarrhea

-any other concerning symptom

NOTIFICATION OF ILLNESS OUTBREAKS

Whenever there is an outbreak of any type of illness, all parents will be advised via email. We will identify the number of cases and where they are in the center. (According to the CLSC, 4 cases of any type of illness constitutes an outbreak)

In order to help protect the health of each child in the center, the following directives are strictly enforced when we send your child home: If your child is diagnosed with an ailment that requires antibiotics, they will ONLY be permitted back into the center when all three of the following criteria are met:

- 1) a written diagnosis of the ailment provided by a Health Care Professional***
- 2) after the treatment period or observation period has elapsed (refer to last page of this document for specific conditions)***
- 3) when the child is feeling well enough to function in the daily routines of the center.***

It is inevitable that young children will have unforeseen accidents, but with our supervision and preventative measures, the CPE makes every effort to avoid preventable injuries.

Procedures for notifying parents are as follows:

- Head injuries: if a child hits his/her head, parents will be informed immediately.
- Minor bumps, cuts, scrapes, splinters, bites, etc...The parent will be informed when the child is picked up through an Incident Report.

Please note that all Incident Reports, once completed and signed by the parent, will be kept on file.

ADMINISTERING HEALTH CARE PROFESSIONAL PRESCRIBED MEDICATIONS

The Center's ability to treat sick children is restricted by the following law: The Ministère de la Famille et l'Enfance states: Division III - Article 116 - 120 (S-4.1,r.2):

*"No medication may be administered to a child attending a daycare center without written authorization from the holder of parental authority, from the child's de jure guardian or from the person given de facto custody of the children by either of the former **and** from a Health Care Professional who is a member of the Corporation professionnelle 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 Health Care Professional's authorization."

**PLEASE PROVIDE A COPY OF PROOF THAT YOUR CHILD IS TAKING ANTIBIOTICS TO THE OFFICE –
A PICTURE OF PRODUCT PRESCRIPTION INCLUDING CHILD'S NAME, DATE AND PRODUCT NAME IS ACCEPTABLE.**

Employees of CPE Lachine are only allowed to give children prescribed medication with the information written down by the pharmacist on the label identifying the medication, the expiry date, the child's name and the dosage and duration of treatment.

Due to privacy and safety considerations, all medications should be handed to an educator to be placed in a locked medicine box.

Notwithstanding the first paragraph, acetaminophen, oral hydration solutions, saline nasal drops, zinc oxide-based cream for the seat area, and sun screen without PABA may be administered to a child attending a daycare center without medical authorization on the condition that the administering is done in accordance with the appropriate procedure as determined by the MFA as follows.

POST-INOCULATION FEVERS

Many children experience fever following their vaccinations. If there are no other indications of illness and the child is able to participate fully in the group's activities, there is no reason for the child to be kept at home. Parents are asked to advise their child's Educator when they have received a vaccination.

The day care is not permitted to administer acetaminophen to ease the physical discomfort (soreness at the injection site) that children sometimes experience after a vaccination.

If your child has been vaccinated, you are required to submit a Health Care Professional's confirmation, and an authorization to administer acetaminophen for relief of fever due to the vaccination.

ADMINISTERING ACETAMINOPHEN

Acetaminophen may be administered solely to reduce fever, not to relieve any type of pain, including teething. If your child has fever, you will be informed and we will administer *Acetaminophen with your verbal permission*. The daycare provides the acetaminophen product.

During the day, parents will be called if their child has a fever that exceeds 38C (100.3F) taken by the ear OR fever at 37.5°C (99.5° F) taken under the arm. (Canadian Pediatric Society)

We will administer acetaminophen, with your verbal permission.

CPE LACHINE POLICY: A child can only return to the center once he/she is without fever.

Note: If a child is sent home 3 consecutive days with a fever, a doctor's note will be required before your child can return to the center.

CONTAGIOUS CONDITIONS

COLDS AND UPPER RESPIRATORY INFECTIONS (eg. influenza, croup, bronchiolitis, pneumonia)

Symptoms can include:

- runny nose (may be green or yellow discharge)
- watery eyes
- sore throat
- sneezing
- wheezing
- fever
- coughing

The average child has about 8 to 10 colds a year. The most common way for colds to be passed is from coughing, sneezing, and from hand contact. It is important that the child with the cold as well as persons providing child care wash hands frequently, especially after nose blowing. A child who is at the onset or height of a cold and cannot be properly cared for at the daycare is to be kept at home.

CPE LACHINE POLICY: *During the day parents will be called to pick up their child if the child has fever AND if the child cannot function in the group.*

DIARRHEA

A child is considered to have diarrhea when:

- he/she has more bowel movements than usual.
- stools are liquid.

Diarrhea can be dangerous if not treated properly because it drains water and salts from your child.

Diarrhea germs are easily spread from person to person, and especially from child to child.

CPE LACHINE POLICY: *During the day the parents will be called to pick up their child, after the child has had TWO liquid stools and any of the following:*

-if the stool contains blood or mucous

-if it is associated with fever

-if it is associated with 2 or more vomiting episodes

-if the child is too unwell to participate in the normal daily activities

-if the stool cannot be contained in the diaper or if the child is incontinent (cannot access the toilet quick enough)

A child may return to the center once their symptoms have resolved and their stools can be contained.

VOMITING

A child should be kept at home if:

- he/she vomits twice for no apparent reason and still feels nauseous after vomiting
- vomiting is accompanied with diarrhea
- has a fever
- vomiting is accompanied with stomach cramps
- vomiting is accompanied with a headache.

CPE LACHINE POLICY: *During the day the parents will be called to pick up their child if any of the above symptoms are exhibited. A child can return to the center once these symptoms have gone.*

RASH

Symptoms can include:

- skin eruptions, redness, swelling
- crusty lesions
- severe itching
- may be accompanied by fever & vomiting and other general symptoms

It is important to contact a Health Care Professional in order to identify the type of rash and treat it accordingly and also to protect the other children in the center.

CPE LACHINE POLICY: *During the day, the parents will be advised if any of the above symptoms are present and could be asked to pick up their child depending on the condition. Parents will definitely be asked to pick up their child for any cutaneous lesions with purulent drainage that cannot be covered, or if accompanied by fever. A Health Care Professional's note identifying the condition and eligibility to attend the center will be required upon returning.*

CONJUNCTIVITIS (Pink Eye)

Symptoms can include:

- inflammation of one or both eyes
- redness and itchiness
- crusty eyelids that sometimes stick together
- tearing and discharge

CPE LACHINE POLICY: *During the day the parents will be called to pick up their child if he/she presents with conjunctivitis associated with fever, a very infected appearing eye, or if there is an epidemic (>3 cases, or 2 cases in the same group).*

A child may return to the center once treatment has begun or until advised by a Health Care Professional, or when symptoms have resolved.

HEAD LICE AND NITS

- Head lice are tiny insects that live on the scalp.
- The eggs called nits stick to the shaft of the hair very close to the scalp.
- Many children with head lice do not show any symptoms, most common being itching and scratching of the head.
- There is no need to become alarmed by head lice. It is not caused by lack of cleanliness nor do head lice spread any diseases.
- Head lice can be very common in daycare centers because the lice spread easily among the children who are together in one place.
- The lice spread from person to person by direct contact between the children or through such items as hats, combs, brushes, play clothes or bed linens.
- Head lice cannot jump or fly.
- The eggs/nits appear as whitish-gray oval shaped specks, which are firmly attached to the hair shaft very close to the scalp. They cannot be removed easily.
- They may look like dandruff but they cannot be flicked or brushed away.
- They are most commonly found behind the ears, at the back of the neck or directly atop of the head.
- There are very effective treatments for head lice. The special shampoos or cream rinses all contain an insecticide that kills the insects and its eggs.
- It is necessary to treat all members of the household at the same time, if affected. After treatment, it is imperative that all nits are removed from the hair; most treatment kits provide a special comb for this purpose.

Once head lice have been detected, all children and staff members will be checked regularly.

The affected child **must** have a second treatment 7-10 days after the first treatment to ensure that all lice and nits have been eradicated.

CPE LACHINE POLICY: The parents will be contacted to pick up their child if he/she has head lice. Any extra clothing items, stuffed animals will also be sent home with the child, so that they can be properly washed. Treatment of your child as well as of family contacts must be pursued. The affected child MUST have a treatment before they are allowed to return to the daycare.

Head lice treatments require a 24-hour period to be effective; therefore, the child is not allowed to return to daycare until 24 hours after being treated and all the nits have been removed.

Upon returning to the daycare, a staff member will verify that your child's head is lice and nit free in order to be accepted back into the center.

If a case of active head lice is confirmed, parents of classmates will be informed. In case of a large or persistent daycare infestation, the center may be closed until the infestation can be controlled.

RESOURCES

- « La Sante des Enfants en service de garde éducative » – Ministère de la Famille
- « Well Beings – A Guide to Health in Child Care » - Canadian Pediatric Society
- « Prévention et contrôle des infections dans les services de garde a l'enfance » - Santé et des Services sociaux du Québec
- Pediatrician - Montreal Children's Hospital – Dr. V. S
- « Sante et Sécurité des Enfants »- Régulations – Ministère de la Famille

A Health Care Professional's note must be supplied to confirm any of these most common childhood diseases / conditions before your child will be accepted back into the center.

Children can return to the Center:

Impetigo	24 hours after treatment has started. Lesions on exposed skin must be covered with water tight dressings.
Scarlet Fever	24 hours after treatment has started
Strep Throat	24 hours after treatment has started
Whooping Cough	After 5 days of being on antibiotics
Measles	5 days after the rash appears
German Measles/Rubella	7 days after the rash appears
Roseola	No exclusion from day care as long as child feels well enough to participate in daycare activities.
Chicken Pox	When all blisters are scabbed over and dry and as long as child feels well enough to participate in daycare activities
Pinworms	12 hours after treatment has started
Hand, Foot and Mouth Disease	When all blisters are dry and as long as child feels well enough to participate in daycare activities.
Fifth Disease	No exclusion from day care as long as child feels well enough to participate in daycare activities.

CPE Lachine - RECORD OF COMPLAINT AND FOLLOW-UP

Date Complaint Received: _____

Time Complaint Received: _____

Complaint Received by: _____

Name of the Person Making the Complaint: _____

Address: _____

Tel. No: _____

Name of the Person in Question:(if any)_____

Complaint Details: _____

Action(s) taken:

Date File Closed: _____ By Whom: _____

COMMENTS: _____

