

PARENT'S HANDBOOK (INTERNAL REGULATIONS)

TABLE OF CONTENTS

ADMINISTRATIVE INFORMATION

Administrative Structure
General Information
Mission Statement
Personnel
Philosophy
Police Verifications

GENERAL INFORMATION

Absences
Arrival
CPEL Closings
Diversity
Evening Late Fees
Fee Payments
Operating Hours
Pickup
Pick-up Authorization
Registration Procedures
Returned Payments
Withdrawal of Child

COMMUNICATION

Developmental Observations
Expulsion Policy
Information Sharing
Parent Participation
Photo / Images Policy
Special Parent Situations
Use of Cell Phones

SAFETY

Access Code
Emergency measures
Extreme Weather Policy
Security Systems
Staff Parking Lot

CHILD RELATED INFORMATION

Allergy Awareness Policy
Attendance and Weigh in Sheets
Birthdays
Child's Lockers
Daily Routine
Field Trips & Neighbourhood Outings
Meals
Outdoor Play / Indoor Play
Ratios
Sunscreen
Toys from Home
What to Wear to Daycare

A Final Note

Annex 1 - Procedure for Handling Complaints
Annex 2 - Expulsion Policy
Annex 3 - Educational Program
Annex 4 - Allergy Awareness Policy
Annex 5 - Policy for Taking “Images” of the Children
Annex 6 - Code of Conduct
Annex 7 – Health Protocol

Policy Revision Effective Date: June 2020

Centre de la Petite Enfance de Lachine Inc.
2890 Notre Dame Street
Lachine, Quebec
H8S 2H1
514-637-4323

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.