

Centre de Garderie SSMU Inc.

Daycare Guide for Parents



Revised on 2019-01-17



SSMU Daycare

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INTRODUCTION

WELCOME TO PARENTS

On behalf of our Educators and administrative staff, we would like to welcome you to the Centre de Garderie SSMU Inc.¹, which includes the Baby Bear Nursery and the SSMU Daycare Centre.

This guide is designed to help parents² understand the rules, regulations, policies, and protocols of our Centre that are in place to ensure that your child is receiving the best care possible. The information presented in this guide will ensure a successful transition from home, by offering your child a safe and supportive environment, filled with valuable experiences and opportunities to develop and grow.

Please take the time to read this document carefully. If you have any questions, comments or concerns we encourage you to share them with us at any time. We have an open door policy!³

DIVERSITY & INCLUSION

We are committed to providing care and support to children and families regardless of gender, age, sexual orientation, ability, socio-economic status, background, race, religion, language, beliefs, additional needs, and family structure or lifestyle. In order to develop a sense of community and partnership with children and their parents, we believe it is important to acknowledge each family's unique values, views, desires, and customs. We apply educational strategies that promote multiculturalism in an unbiased environment where children can learn the principles of fairness, respect, equality, and acceptance.

Ultimately, the Centre aims to provide a supportive and accessible environment that encourages participation from all children and their families. We believe it is important to foster healthy social relationships and help children grasp a better understanding and appreciation of individual differences by adopting an inclusive practice. At the Centre, we believe that children of all abilities should have equal access and the opportunity to participate in our programs in a meaningful way.

¹ Throughout this guide, the Centre de Garderie SSMU Inc. will be referred to as the Centre.

² Throughout this guide the terms 'parent' and 'guardian' are used interchangeably.

³ See Contact page for more information.



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ADMINISTRATION

Administrative Structure

The Centre is a private, not for profit corporation dedicated to serving the McGill community. We receive support from the Ministère de la Famille, parents, and McGill University undergraduate students.

PERMIT

The Centre holds two Daycare permits from the Ministère de la Famille allowing it to receive up to 8 infants of less than 18 months of age, 32 children of 18 months and older.

PERSONNEL

Director

The Daycare Director is responsible for developing and maintaining the operation, services and programs of the SSMU Daycare Centre. They are expected to maintain the goals of the Centre while providing professional service to both parents and children.

Administrative Assistant(s)

The Administrative Assistant supports in the overall coordination, administration and management the Centre. They are responsible for maintaining records and crafting communications for our families.

Educator(s)

Under the supervision of the Director, all Educators are qualified (or equivalent; ie. AEC) in Early Childhood Education (DEC) and are recognized by the Ministère de la Famille. As required by law, all staff working directly with children are CPR certified and have undergone a complete police check. They are responsible for enhancing the total development of each child through our educational program. They look after the health, safety and well-being of each child.

Volunteer and Students

All persons expressing an interest to become a volunteer must be screened, interviewed and placed by the Director. All volunteers must complete a standard application form in order to establish suitability



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for placement and every effort will be made to place the volunteer in a setting that best utilizes their interest and experience.

Board of Directors

A Board of Directors administers the corporation. The Board consists of 2 Executive Officers and 1 Councilor of the Students' Society of McGill University (SSMU). The Board of Directors will take all necessary steps for achieving the goals of the corporation in accordance with the letters patent, mission, direction and legal and regulatory obligations of the corporation.

Parent Committee

There are two Parent Committees of the Centre de Garderie SSMU Inc., corresponding to each permit. Each Committee of the Centre is comprised of (5) persons elected by and from parents of children enrolled at the Centre. The Parent Committee is consulted on many aspects of the Centre de Garderie SSMU Inc. Important aspects include, but are not limited to:

1. The application of the educational program for Daycare services;
2. The acquisition and use of educational materials, furniture and equipment used within the Daycare Centre;
3. The location or change of the Daycare Centre;
4. Events and activities; and
5. The services to be offered.

The Centre Parent Committees meet no less than four (4) times per year. Members will be notified 10 days prior to the meeting, which will include the posting of an agenda.

By written notice, the Centre calls a meeting of all parents to come and elect representatives of the Parent Committee. The annual meeting will be organized before October 15 of each year. The Committee selects a Chairperson and a Secretary from among its members. In the event that a position becomes vacant, the Chairperson convenes a meeting as soon as possible. The Chairperson directs the meetings and the Secretary keeps the minutes. All documents related to the meetings are kept at the Centre.

Parent(s) who will help in leading and organizing the meetings are elected. The following is a list of duties and responsibilities of the Parent Committee Officers:

President:

- Formally opens and closes the meeting;
- Leads the meeting;
- Assists in organizing the meeting agenda;



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- Requests assistance or information from the staff when there are concerns that need resolution;
- Assists in recruiting volunteers for Centre activities.

Vice-President:

- Fulfills duties of the President in their absence;
- Assists on organizing the meeting agenda;
- Assists in recruiting volunteers for Centre activities.

Secretary:

- Records and reads the minutes of the meeting;
- Assist in organizing the meeting agenda.

Managing Information

SERVICE CONTRACT

The parent(s) sign(s) a written contract to use the services offered at the Centre for a one year period or less. The contract stipulates the time period, childcare fees per day, and childcare fees for more than ten hours of childcare services. The parent(s) will be given a copy of the contract, and the original contract will be kept in the child's file.

*Please note that a new contract must be signed (as well as supporting documents) if your child is transitioning from the Nursery to the Daycare.

REGISTRATION CARD

The parent(s) complete(s) a registration card that provides the Centre with information regarding the child, family and important authorization forms required for the care of the child.

CHILDREN'S FILES

A copy of all documents required for registration will be kept in the child's file. A complete registration package will be given to the parent(s) including the service contract, the government rate eligibility form, and all relevant documentation from the Centre. A separate service contract is to be renewed annually, reports related to health, safety, security, anecdotes, and attendance; as well as Authorization forms will also be filed and kept confidential.



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Communication and Relationship with the Centre de Garderie SSMU Inc.

INFORMATION CHANGES

All information provided by the parents is confidential. Only administrative staff have access to family files. The Centre cannot communicate any information, including telephone numbers, without the consent of the parents. A list of emergency numbers, including parents' numbers, are kept by the phones in the Centre de Garderie SSMU Inc. Parents must inform the Centre of any change in contact information.

INFORMATION BULLETIN

A monthly newsletter will be emailed to all parents at the beginning of each month to inform them of events, monthly themes, and any other reminders.

We are committed to supporting families by encouraging parental involvement in our programming and childcare activities. Furthermore, each child has a diary that is used daily by the Educator. It indicates the activities of the child and important information to help parents monitor his or her progress (i.e. use of the toilet, appetite, nap, emotional state, etc.).

EXCHANGE OF INFORMATION

Communication is the foundation of establishing an honest and respectful relationship with our families. Educators work closely with parents to ensure that children are thriving and that the best childcare is provided. Constant and regular communication between parents and Educators will help foster a better understanding of your child holistically. This is paramount in helping us develop and shape a program that is both individually and developmentally appropriate for your child, keeping their unique needs, interests, and abilities in mind.

We value our partnership with parents and encourage meaningful communication through scheduled or impromptu meetings as it gives us an opportunity to discuss any concerns and most importantly the children's milestones, areas of development and accomplishments.

Regular and ongoing communication amongst staff and parents is an integral part of providing quality care. The following information allows for staff to apply this goal and vision. We encourage sharing of thoughts and concerns to ensure that everyone receives support to communicate in a clear and helpful manner.



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General communication amongst Educators:

- Educators exchange messages by leaving notes for each other, email, voice, text or messages posted in the staff room.
- If a child had a conflict or issue, the Educators will consult each other to develop strategies to provide resolution.
- In the case of emergencies or unusual events, Educators contact the Director. The Director gives all Educators their contact information at the time of hire.
- In case of emergency or an event that you feel affects your security or the security of The Centre de Garderie SSMU Inc. we will communicate with McGill Security and if needed 911.

When communicating with parents and colleagues:

- The goal is to tell the parents, "This is how I helped your child today". When a child had a conflict or issue, we relay the message clearly, respectfully and in a positive manner. Educators may give the parents the details on how the conflict was resolved.
- The goal is to exchange information about issues that may arise, "How do you see the situation? Let's review and talk about it, How can we find strategies to resolve this issue."

OUR PROGRAM

Mission Statement

The overall development of each child is our benchmark for success. Programs and activities have been put in place to support the different spheres of development of the child, whether physical, motor, cognitive, language, social-emotional or moral.

Our educational approach allows each child to know their body better, to identify their thoughts and ideas, and to express their emotions and feelings. The ultimate goal is to have children acquire the skills needed to enter school.

We do this by:

1. Creating a quality living and educational environment that meets the needs and interests of each child;
2. Promoting socialization;
3. Detecting and addressing developmental issues in children, so they may progressively advance in their skills.



Materials Covered in our program

Our educational program is structured around the children's development on a global scale. The program focuses on providing children with opportunities to learn through a variety of activities that allow them to develop in the following areas:

Social & Emotional Development: We believe that learning social and emotional skills early will allow children to better understand the world around them and lead to educational success in their future. By offering rewarding activities and opportunities for positive engagement with peers, Educators and parents, children will become more socially aware, self-aware and be able to maintain healthy relationships. Through various games and group activities (ie. dramatic play, cooperative games) children will learn skills such as turn-taking, cooperation, communication, positive self-expression, collaboration and negotiation.

Cognitive Development: Our program offers children opportunities for cognitive growth by learning fundamental cognitive skills such as memory, critical thinking, problem solving, cause-and-effect, spatial relationships, number sense, symbolic play, etc. These skills can be learned through various activities, block play, puzzles, matching and counting games.

Physical & Motor Development: We provide children with various opportunities to practice and develop their fine motor skills through various art activities such as coloring, writing, and cutting with scissors, etc. With our outdoor play area, children are able to practice large motor skills and coordination through various activities (ie. Skipping, climbing, running, biking, crawling, throwing a ball etc.). Children can also develop their sensory perception through water and sand play, and various textural/sensory experiences.

Language Development: We offer stimulating experiences throughout the day to encourage the development of vocabulary, self-expression, auditory awareness and early reading and writing skills. Children learn language through songs, stories, discussions, writing, and dramatic play.

These development sectors are stimulated through:

- A program of structured and unstructured play activities;
- Participation in indoor and outdoor games, quiet and active games, individual and group activities, and small and large group activities; and
- Free-play and self-exploration.

Our Values

In order to achieve the objectives in our educational approach, we promote:



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1. Respect for oneself, others, the community, and the environment;
2. Autonomy and self-esteem;
3. Creativity and critical thinking;
4. Mutual help and the spirit of cooperation; and
5. Collaboration between staff and parents.

All these values are conveyed in an environment that is welcoming, warm, stimulating and dynamic. Through this environment, relationships of trust are built with the people each child comes to know. The bond of attachment that results allows each child to develop healthy relationships and build self-esteem.

These values are linked to general and specific development objectives, as well as the means of intervention recommended to achieve them.

CODE OF CONDUCT

Parental Involvement and Visits

Sometimes transitioning to a new Daycare can be a challenge for both the child and the parent. This is normal and can take up to a month before everyone feels comfortable at the Daycare.

- Generally, long farewells do not make starting easier. While we ALWAYS recommend saying goodbye, doing it repeatedly and coming back several times only increases the feeling of insecurity in the child. If you or your child has separation anxiety, discuss it with your child's Educators. They will have several options or suggestions that may help you and your child make the transition smoother.
- Please refrain from discussing your child (or other children) with Educators while in the presence of other children and their families. Our Educators will be happy to chat with you outside the classroom at a convenient time, or to communicate by phone or email if needed. Children are aware that people are talking about them. Any other concerns other than those concerning the class should be discussed with the administrative staff to avoid misunderstanding or confusion.
- When you come to pick up your child, they become your responsibility. It is difficult for your child to distinguish who is the authority figure when this is not clarified.
- Please wash your child's hands when entering Daycare in the morning. Many germs are carried into the Daycare by dirty hands and we would like to encourage everyone who comes to the Daycare to use the sink or use the antibacterial solution at the entrance as soon as you arrive.
- Change your outdoor shoes for indoor shoes.



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- To avoid losing items, please identify your child's clothing, especially mittens, leg warmers, boots, shoes, etc. These items are very similar in appearance and are easily mixed.
- Each class has a bulletin board near the classroom door. Please read frequently what is posted to get important information about your child's classroom activities.
- Parents should behave calmly and speak respectfully when speaking with Daycare staff. We have a policy of zero violence, and should it be violated, parents may be given a warning by the Director. A maximum of (3) three warnings will be given before termination of the contract. If a parent acts in a violent manner, the contract will be immediately terminated.
- Parents are asked to respect the time of arrival and departure at the Centre. Drop-off should not exceed 10am and pick-up should be before 6pm. If a parent is late due to an appointment or other reason, it is requested that the parent call the Director.

Integration of a New Child

As soon as a family is offered a place for their child at the Centre they become part of our family. Our goal is to integrate the child in a harmonious way. We encourage families to visit the Centre prior to the start date and take some time with their child in the new environment so they can build confidence.

An orientation week can be scheduled to ensure that your child adjusts well by building up gradually to a full day in the program. Parents should be prepared to take 3-4 days to accompany their child at the Centre for the integration period and help their child adjust to the routine.

SPECIAL NEEDS

We believe children develop to the best of their ability if they have a positive, nurturing and secure developmental environment that promotes physical, social, emotional and intellectual growth. For these reasons, we work in partnership with the families and community agencies to ensure that children with special needs are integrated successfully into our Centre.

If your child has special needs⁴ a meeting with the Director as well as the Educator will be necessary prior to integration to ensure that the Centre will be able to properly accommodate the child. An integration plan will be designed by a designated professional (ie. speech therapist, child psychologist, occupational therapist, special Educator, etc...) in collaboration with the Director.

The child with special needs is a child first and foremost. Upon acceptance of a child with special needs, the Centre de Garderie SSMU Inc. will integrate them into a group according to their age and requirements. Resources will be put in place, so that the child can progress harmoniously in all

⁴ Special Needs is defined as any difficulty such as a physical, emotional, behavioral, or learning disability or impairment that causes a child to require additional or specialized services or accommodations (ie. education or recreation).



aspects of their development, while gaining autonomy and integrating into their own group at their own pace.

Daily schedules (Appendix A)

A daily routine gives children the sense of security and stability. The Centre provides a program that is play-based offering children a variety of activities that are developmentally appropriate and engaging. Our program schedule is flexible as we take into account the interests of the children and their individual needs, as well as the weather, and various themes.

A newsletter is sent out to the parents highlighting monthly themes, special activities, outings and invitations for involvement. Our program focuses on providing children with opportunities for active exploration and play that help foster children's development in the social, physical, moral, cognitive and language domains.

For infants in the Nursery, a routine will slowly be integrated in order to provide the children with a sense of security and stability. The Centre will provide opportunities for exploration and play time, and focus on hygiene, feeding, and napping routines. As the infant's age, they are well adjusted to the routines, which makes for an easier transition into Daycare.

Outdoor activities (Appendix B)

The Centre has access to an enclosed outdoor play space. We value outdoor play as it provides children with the opportunity to engage in gross motor activities that supports their physical development. Outdoor activities also allow children to explore the natural environment through sensory experiences which helps foster an appreciation and respect for nature. We encourage physical activity through fun and stimulating activities throughout the day.

The Centre also manages a community garden where children are able to plant, grow, and harvest various fruits, vegetables and plants. This provides our staff with an educational tool to help children cultivate healthy eating habits, establish environmental sensitivity and learn about our ecosystem. We take pride in our play space and community garden and we maintain a safe and healthy environment for our children by:

- Examining the play space for any potential dangers;
- Keeping equipment, materials and toys in good condition;
- By storing equipment and outdoor materials safely;
- Helping children dress appropriately according to season and weather conditions;
- Applying sunscreen and bug spray to children (when needed; with authorization);
- Ensuring scheduled daily opportunities for outdoor play in a secure, stimulating and developmentally appropriate environment.



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Extreme weather policy

Indoor play will replace outdoor activities in the case of storms 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 by the Director will be made each day, for the safety of the children and staff, whether or not outdoor play will take place. Indoor play will be held in the spacious University Centre located in the adjoining building.

Children can go outside when the temperatures are above -15C (including wind chill factor) and below +29C (factoring in the humidex).

ADMISSION AND REGISTRATION

Eligibility

The Centre de Garderie SSMU Inc. serves the McGill community and our parents who study or work in that milieu. Although the Nursery and Daycare were created for the children of undergraduate students at McGill University, we welcome all parents who meet the following criteria, in order of priority:

- a) Sister or brother with proof of status from McGill University (student); or a sibling that is already registered in the Centre in the same academic year.
- b) Full-time undergraduate student (12 credits or more)
- c) Part-time undergraduate student (11 credits or less)
- d) SSMU staff;
- e) Full-time graduate student;
- f) Part-time graduate student;
- g) Staff or faculty member of McGill University;
- h) A student at the school of continuing education;
- i) McGill undergraduate alumni who have graduated within the last 4 years;
- j) McGill post-graduate alumni who have graduated within the last 4 years.

Criteria for Admissions

Undergraduate students are students who are registered and are pursuing a Bachelor's degree in one of the following fields of study: Arts (BA), Architecture (BSc (Arch)), Dentistry, Education (B.Ed.) , Law



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(BCL, LLB), Administration (B. Com.), Medicine, Music (B. Mus.), Nursing Sciences (B.Sc. N., BN), Physiotherapy and Occupational Therapy, Theology (B. Th.) , Science (BSc), Social Work (BSW).

Graduate students are registered students pursuing a degree beyond a bachelor's degree (registered with the Faculty of Graduate Studies). This includes students enrolled in Master's, Ph.D. or Postdoctoral Program.

Staff members are defined as employees of the McGill University downtown campus. Staff members include affiliated faculties, full-time faculty, assistant professors, and associate professors. This does not include employees or professors affiliated with the McGill University Health Center (MUHC). The relationship between a child and a custodian affiliated with McGill must be one of the following: biological parent, adoptive parent, legal guardian, or step-parent.

In all cases, the Centre uses Place 0-5 (<https://www.laplace0-5.com/>) to determine the priority based on the priority list and the length of the waiting list.

- a) It is the responsibility of the parent to inform the Centre of any changes affecting their eligibility. Failure to do so may result in the loss of child care, following agreement expiry.
- b) An annual service agreement must be signed between the Centre de Garderie SSMU Inc. and the eligible parent.
- c) A child who has a parent who no longer works at McGill has the right to stay only until the end of the agreement unless special permission is required.

For example, a four-year-old child who will be eligible for kindergarten in the following September will be allowed to complete the entire school year at the Centre. Please note that students who drop out or who fail their program will not be eligible for any special offers.

- d) If a child stops attending childcare to accompany a parent during an authorized absence, they will be offered the first priority for the next available place for their age group. This privilege is offered only if the parent gives adequate advance notice of their intention to return.
- e) No registered child can be unsubscribed to accommodate a returning family.
- f) The Centre's services are considered a privilege and not a right. Families benefiting from these services must stay in good standing.
- g) If your child has a health condition or special needs, such as a disability, we will try to adapt so that your child feels as comfortable as possible. They will be put in the age group that corresponds to them; it is believed that children with disabilities should be treated the same as other children without making any distinction.

Required documents

- The child's original birth certificate;
- The parent(s) original birth certificate or proof of permanent residence or citizenship;



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- The signed consent form verifying the parent's status as a McGill University student or employee in accordance with the eligibility criteria.
- Application for reduced contribution (supporting documents);
- The agreement and registration form;
- Medical information and immunization records;
- Forms for administering medication (acetaminophen, sunscreen and bug spray);
- Authorization for outings, transportation, and field trips.

WITHDRAWAL

Parents who intend on canceling their child care service contract or wish to withdraw their child must provide the Daycare Director with two weeks' notice by returning their cancellation form which is attached to the service agreement.

Parents will also need to revise their 'Application for Reduced Contribution' form.

When a child stops attending the Centre, a certificate of services rendered will be issued.

The cancellation fee will be the lower of the following two figures: either \$50 or the sum representing 10% of the outstanding services (as stipulated in the Consumer Protection Act).

<http://legisquebec.gouv.qc.ca/en/showdoc/cs/P-40.1>

DAILY OPERATIONS & SERVICE SCHEDULE

Operating Hours

The Centre de Garderie SSMU Inc. is open Monday to Friday from 7:00 am until 6:00 pm. This excludes the closing days indicated in the contract or in case of emergency. Daycare attendance is full-time, 5 days a week.

The administration office is open from 9:00 am to 5:00 pm, Monday to Friday. If parents wish to speak to the Director they may send an email, make a fixed appointment, or come during business hours. There is an open door policy and parents should speak with the administration about any concerns or questions. Educators are not responsible for answering any questions other than those concerning the activities of the day, such as the agenda, food, nap, outings and/or events.



Holidays

The Centre is closed on all Statutory Holidays according to the Labor Standards. Parents must pay the usual daily fee for statutory holidays, December holidays, unforeseen closures, family planned vacation days, days your child is absent due to illness, and all other absences, according to the days of service indicated on the service contract.

Labour Day	1st Monday of September
Thanksgiving	2nd Monday of October
Christmas Eve to New Years	December 24th to January 1st
Good Friday or Easter Monday	As per the Calendar
Victoria Day	As per the Calendar
Saint Jean Baptiste	June 24th
Canada Day	July 1st

*Please note that these dates may be subject to change based on the needs of the parents.

Unforeseen closures

In the event the Centre cannot open due to circumstances that create an unsafe environment such as an ice storm, etc., parents will be notified by telephone, text or email before 6:30 am on the affected day.

Arrivals & Departures

Our objective is to ensure a safe and secure arrival and departure of all children. Children must be accompanied by a parent and left in the care of an Educator. When the child leaves for the day the parent must notify the Educator. It is very important to indicate on the sign-in/sign-out chart the arrival and the departure of the child. When you drop off or pick up your child, please make sure that Educators have taken note of their arrival or departure. Be certain the doors are locked behind you and do not open doors for other parents or staff members. We ask this to ensure the safety of everyone in the Daycare and the nursery. Door codes will only be given to parents of registered children, staff members and security personnel. Parents should keep these codes in a safe place.



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Parents are asked to make arrangements that will allow them to leave the Daycare no later than 6:00 pm. It is therefore recommended that parents arrive early enough to dress their children and pick up their things.

Authorization for Pick-Ups

Parents are asked to fill out an authorization form specifying the person(s) authorized to pick up their child. Parents are asked to notify an Educator or Director by phone or in person when a person other than the parent is to pick up their child. If the person is not on the authorization form, the Centre will only release the child to that person if the parent informs an Educator or Director in writing of this authorization and receives confirmation.

Early Departures

If you or your child has an appointment and requires early leave for the day, please notify the Director as soon as possible. Call or email the Centre so that we can accommodate your needs and tell your Educators to prepare your child for departure at the specified time.

Attendance Sheet

As per Article 23 of the government regulations document Reduced Contribution Regulation division IV, parents are required to sign an attendance record at the end of each month attesting the presence of their child at the Centre.

Absences

Parents are required to inform us by telephone when their child is absent. No reimbursement is given for these absences. In case of fever, the child must remain at home for a minimum of 24 hours or present a letter from their doctor indicating that the child may return to the Centre.

Reason for Absence	Preferred Advance Notice
Sickness	24 Hours
Vacations	2 weeks
Leaving the Centre	2 weeks
Other reason	24 hours



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FEES

Registration Fees

The cost of childcare services is \$ 8.25 (subject to change according to government regulations) per day per child if the child qualifies for the reduced parental contribution. This fee covers a 10-hour Daycare service including snacks, meals and education up to a maximum of 261 days per year.

The parent will be required to pay the Daycare fee on a monthly basis. Daily fees are payable regardless of whether the child is present or absent for any reason or if the Daycare is closed for Statutory Holidays and/or unforeseen events.

In the event that a child is absent for an extended period of time, parents will not be required to pay

Daycare fees unless:

- a) The parents did not notify the Daycare in advance and/ or;
- b) The Daycare is not able to find a replacement for the child's place.

Late Fees

Parents leaving the Daycare later than 6:00 pm are asked to sign a late form and are charged a penalty as follows: \$20.00 for all departures between 6:01 pm and 6:10 pm and \$1.00 per minute for each minute thereafter. It should also be noted multiple late departures will be brought to the Board of Directors' attention for decision. Parents who are late on more than 3 occasions in a thirty day period, or 6 times in a year, risk losing their place at the Centre.

Special Fees

FIELD TRIPS (OPTIONAL)

Field Trips are organized throughout the year. Parents are given notice detailing the cost, location, date and time of the field trip at least two weeks prior.

NSF FEE

A \$20.00 fee will be charged in the case of an NSF cheque.



LATE PAYMENTS

In the case of late payment, parents will receive a notification from administration requesting payment. In the event that the fees have not been paid, the Centre reserves the right to terminate the service agreement.

A late penalty may also apply if the payment deadlines are not respected.

Income Tax Receipts

A federal income tax receipt will be issued to parents by February 28th of each year. Please note that all parents who have signed a subsidized child care agreement will also receive a RL-30 slip (please note that these fees are not deductible on provincial taxes).

Methods of payment

Monthly payments are to be made for the 1st of each month. A fee schedule is included with the service contract. The daily rate is subject to change according to government regulations. Payments are accepted exclusively by cheque.

HEALTH & HYGIENE

Clothing & Accessories

ITEMS FURNISHED BY PARENTS

For children under 18 months old:

- Disposable diapers;
- Plastic baby bottle (2) labeled with child's name;
- A comfort blanket and soft toy or doll;
- Milk formula or breast milk (Milk formula and breast milk must be prepared in bottles);
- Pacifier (2);
- List of foods introduced to the child;
- A picture of the child;
- Baby zinc oxide cream;
- Nasal solution;
- Shoes that remain at the Daycare to be worn in the classroom only;



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For children older than 18 months old:

- Disposable diapers;
- Zinc oxide cream (if needed);
- Comfort blanket and soft toy or doll;
- A picture of the child.

APPROPRIATE CLOTHING

Parents are to dress their children in clothing suitable for full participation in the Daycare program and accordingly to the weather. This includes clothing for outdoor activities. I.e.: rain boots, raincoat and splash pants, winter boots, mittens, etc.

Parents must provide their children with non-slip shoes. Slippers and flip-flops are not permitted. Parents are to provide an extra change of clothes (shirt, pants, underwear, socks, and mittens for the winter) to be kept in the basket at their child's locker. Please note that:

- All items are to be labeled with the child's name;
- Parents are to provide diapers or pull-ups if needed; and
- Parents may provide pacifiers for children in the infant and toddler classrooms.

PERSONAL BELONGINGS

You can leave your child a "blanket" or napping companion for comfort. Please make sure these items are kept clean and washed weekly. For hygienic reasons, these nap accessories must be small enough to fit in the nap bins.

The Centre will provide each child with a sheet for nap time. Parents are also welcome to bring in their child's sheets for nap time. However, they are responsible to bring the sheets home at the end of each week for washing. They must return them the following Monday. The Centre is not responsible for any lost items or clothing.

Toilet Training

Our mission at the Centre is to offer childcare services that provide a loving, nurturing and caring environment to support the growth and development of each child in our care. An important stage in your child's development is the process of toilet training and it is our goal to make this process a positive experience.

The importance of knowing what signs to look for, being consistent and working together as a team are important things to consider when toilet training your child.



Signs your child is ready:

- Shows an interest in the potty or toilet;
- Stays dry in diapers for two hours in a row (during nap time);
- Can take down and pull up their own pants;
- Has a word for “pee” and “poo”;
- Shows an interest when parents use the bathroom.

What to do when your child is ready:

- Put your child in underwear and dress your child in comfortable clothing. Wearing clothing without fasteners and buttons will make it easier for your child to go to the bathroom without help;
- Get a potty or toilet seat ring and a step stool and tell your child what this is for;
- At the beginning, take your child to the potty/toilet every half hour;
- Then develop a routine by having your child use the potty at specific times of the day such as after getting up in the morning, after meals and snacks, before bedtime and naps;
- If they have regular bowel movements bring them to the toilet at that time;
- Praise your child often, be patient and cheerful;
- Tell your child you are proud of them even if they don't go to the potty.

Helping your child:

- Convey a relaxed but persistent “we can do it” attitude;
- Stay calm and positive;
- Stay with your child, maybe share a story;
- Don't make them sit on the potty if they don't want to. Tell them we can try again later.

How long will it take to succeed?

- It depends on the child and it could take a few days to a few weeks to a few months. However, the process usually starts between the ages of two and three;
- Important to stay consistent;
- Staying dry at night usually takes much longer and boys are generally trained later than girls;
- It is also very normal and part of the process for children to have accidents even after they are toilet trained.

When to consider waiting:

- If there is a big change of routine at home, such as the arrival of a new baby, a move etc., it might be a good idea to wait until everything has settled.



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Positive effects of being toilet trained:

- Helps your child gain a sense of control over their body;
- Builds confidence and self-esteem.

Working together as a team:

- Inform your child's Educator(s) if you've started to notice signs that your child is ready;
- Begin the process at home, preferably on the weekend or during a vacation to give your child a few days of consistency at home before beginning the process at Daycare;
- On the first day back from vacation or weekend, let your child's Educator(s) know that the toilet training process has started and work together by having open communication on how the process is going. (Does your child go pee in the toilet but only has bowel movements in their diaper, are they afraid of the toilet or do they enjoy certain things like flushing or getting their own toilet paper...).

Hand Washing

In order for Educators of the Centre to better support the children in learning to care for themselves and to practice healthy habits, hand washing is practiced frequently throughout the day.

Educators pay special attention to the importance of hand-washing in order to prevent the spread of germs that can potentially cause illness at the Centre. Educators guide children to wash their hands:

- After using the washroom;
- Blowing their nose;
- Playing in the sand, playing outside, and before AND after various activities (ie. Painting, Play Dough etc...); and
- Before and after all meals and snacks.

Food

The Centre offers 2 snacks and a hot meal for children. The morning snack is given at approximately 9:30 am. The offered snack is not breakfast. Please make sure your child has eaten breakfast prior to leaving the house.

BABY BEARS NURSERY

Feeding times will be based on the individual needs of the child after consultation with parents. The texture of the food will be adjusted for each child. For example, a very young child consumes mashed foods while older children will gradually be introduced to solid foods. We ask parents to share home



feeding strategies so that there is a balance between day care and home care. There is a refrigerator at the nursery and parents are welcome to bring their bottled milk and/or breastfeed during the day.

CUDDLY CUBS AND TEDDY BEARS

Lunch is served in class at approximately 12:00 pm. Afternoon snacks are given after nap at approximately 3:15 pm. All Daycare snacks are peanut-free, healthy, balanced and nutritious. The Daycare offers a hot lunch, vegetarian options are also offered at no extra cost. To protect children that suffer from certain allergies, all menus are displayed outside the kitchen, the main entrance as well as each classroom. If a child does have particular food allergies the parents are to supply all information along with a photo for the Daycare to post outside each classroom along with emergency procedures to be followed in case of indigestion of this food.

Educators are responsible to help children foster a healthy and positive relationship with food. Their dispositions, modeling, and effective engagement help shape children's eating habits and allow them opportunities to be autonomous and establish a positive attitude towards food.

Educators Roles and Responsibilities during Meal Times

- To never use food as a reward or as a punishment;
- To provide children with a supportive nutrition environment (stress free);
- To never pressure a child to eat a food or to eat more or less of something (e.g., rewarding, praising, punishing, scolding, coaxing, forcing);
- To respect the likes and dislikes of the children;
- To respect a child's ability to know when they are hungry and when they are full;
- To engage with children during meals and choose foods from the same meal being offered;
- Encourage autonomy by giving children opportunities to tidy up and or prepare for a meal (ie. clearing their plate, putting away their dishes, setting the table, washing their hands before and after meals etc...);
- To be aware of foods that may cause foodborne illness, anaphylactic reactions or discomfort (intolerances);
- Practice appropriate hygiene and food safety when preparing or handling food;
- Model healthy eating habits by eating in accordance with Canada's Food Guide;
- To create activities and/or opportunities for the children to practice or adopt healthy eating habits and learn about nutrition (ie. including them in meal preparation, cooking activities, grow a garden etc...);
- Encourage and model good manners and carefully handle food that is going to a child with an allergy or intolerance and or respect food restrictions;
- Change children's clothing, bibs etc. as needed;
- Assist children with hygiene (washing face and hands);
- Establish a routine for children to transition into meal times;



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- Clean and disinfect the tables, chairs, high-chairs, utensils, cups and dishes after meals;
- Introduce new foods and prompt children to discuss their thoughts and ideas with the group;
- Encourage children to drink water throughout the day to keep hydrated;
- Clearly post all children's food allergies and intolerances in areas where food is being served.

Administering Medication

Parental consent is required to administer acetaminophen, zinc-based skin ointments, oral rehydration solutions, saline, and sunscreen and bug spray. Parents must provide sunscreen and/or bug spray for their child.

Legally, we do not have the right to administer medication without written medical authorization (with the exception of those mentioned above) and written authorization from the parental authority. A medication form will be given to you for completion and signature before administration. A medication administration record is completed and kept by the Educators.

Prescription drugs must be in their original container that was provided to you by the pharmacist with the name of the child, the name of the medication, the expiry date, and the doses to be given, how to administer it and the duration of the treatment.

STORING MEDICATION

All medications must be stored in a special locked box in the refrigerator or the medicine cabinet in the child's room. Medication must never be left in the classroom. Tylenol/Tempra medication is kept in the pharmaceutical cabinet at the Daycare and is only administered when the child has a high fever (37.5 °C/100.7 °F) under the arm. The parent is contacted before or immediately after the administration of the medication.

In addition, every child is weighed monthly. The purpose of this is to be able to regulate the accurate dosages for administering acetaminophen.

****For all prescription medication administered to children, it is recommended that parents ask their pharmacist to prepare two separate containers: one for the home and one for the Daycare****

Injuries

The nursery and Daycare staff will keep a record of minor injuries, illnesses and abnormal/surprising behaviors that occur during Daycare hours. Accident reports will be completed and archived.

In the event of an emergency such as a serious accident or illness, actions will be taken to ensure that the child receives the required medical care.



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In the event of a serious accident or illness, a staff member will immediately call for medical assistance by contacting a doctor or going to the nearest emergency service facility. The staff member will contact the parent or other person designated by the parent and the child will be isolated from the other children and kept under the constant supervision of an adult.

Please inform the Centre immediately if your child develops a contagious illness so that we can notify other parents.

SAFETY & SECURITY

Ratio

The ratio of Educators to children at the Centre de Garderie SSMU Inc. are:

Baby Bears (0-18 months)	1:5
Cuddly Cubs (18 months-3 years)	1:8
Teddy Bears (3-4 years)	1:8
(4-5 years)	1:10

This allows for more individual interaction between Educators and children to enhance the educational development of each child.

Access to the Centre

For security purposes, there must be a lock system on the door (keypad, buzzer system) to ensure the safety of the children. The door system can include electronic access though provisions must be in place to ensure parents have access during operating hours.

The Centre utilizes a punch code system for its main entry points into Daycare spaces. The code for the respective spaces is confidential and should not be shared.

It is recommended that when a parent is asked to leave the services of the Centre that the code is changed for security and safety reasons. Also, a code change will take place at the start of each new school year.



Authorized Access

All persons working for the Daycare whether providing care services, conducting administration duties, volunteering or transporting must be subject to a criminal check.

(6.1-6.2. Éditeur officiel du Québec, “Règlement sur les services de garde éducatifs à l’enfance”, last updated Sept. 1, 2018, Québec.)

All information obtained from the verification process must be appropriately filed and be available upon request by the Ministère. Persons seeking to have access to a Daycare must contact the Director. Visitors must wear a badge identifying them as a volunteer, a supervisor or a student. Badges are available in the classrooms and must be returned at the end of each visit. Centre visits for potential parents are by appointment only.

If someone does not wear a badge and you do not recognize them as a parent, please inform a staff member.

Student Staff will be required to submit an ‘Introduction to the Parents’ announcement that includes their name, picture, welcome letter and additional information that will be posted in each classroom and presented to the parents.

External Services

Professionals doing trade works in the Daycare space or in a space used by a Daycare (such as a playground) must be in possession of a work order, identification or other forms of proof of employment by the company. The individual should be supervised while in the space and workspace quartered off from the Daycare operations for the duration of the work being done. Once complete, the area must be thoroughly cleaned and verified for safety concerns.

Accident & Incidents

Every precaution is taken to ensure that your child enjoys a safe, hazard-free environment. All poisonous and hazardous materials are kept in a locked cupboard and medication is kept in a locked medical box. A first aid kit is also kept in every classroom and in the kitchen of the Centre. Educators are required to take a first aid course every three (3) years. Whenever the children are away from the Centre for an outing, the accompanying Educator carries a backpack with a first aid kit (including any necessary, prescribed medication belonging to the children such as puffers, EpiPens, etc), a cell phone and a list of emergency phone numbers.



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We take great care to enforce safety rules and the children are taught safety procedures to follow in case of danger. The children are never left unattended and unsupervised, nor are they permitted to run in the hallways. Parents are also responsible to ensure that this safety precaution is followed. Parents accompany their child(ren) during drop off and pick up times and parents who have more than one child at the Daycare are required to accompany each child to their class. Staff members are attentive to greet families when arriving and departing The Centre de Garderie SSMU Inc.

In the event of an accident the staff member will:

- Attend to the injured child immediately;
- Assess the accident and direct a co-worker to attend to the other children in the group;
- Administer first aid to the injured child: Minor accident: apply ice, clean and bandage the wound;
- Report the accident to the Director;
- Contact the child's parent(s) or an authorized person immediately in the event of a serious illness or accident;
- In the case of a serious illness or accident: a staff member will seek immediate medical assistance as the situation warrants, they may call 911 and go to the nearest medical emergency service with the ambulance;
- Complete an incident report for minor and serious injuries and have the parent(s) sign it;
- Forward the incident report to the Director who will then place it in the child's file.

Emergency Procedures

In the event of an emergency, everyone is to remain calm (staff, volunteers and parents if present) and is to proceed according to the following emergency procedures:

- The first person to discover a fire must immediately pull the manual fire alarm situated near the emergency exit.
- Begin the emergency evacuation procedure outline below. Once you are safely away from danger, call 911 as well as McGill Security at 514-398-3000.
- If it is safe to do so and if you have received proper training, use the portable fire extinguisher to extinguish the flames.

A detailed explanation of the role for each position is listed in **Appendix C**.

- McGill University authorities may assist the periodic evacuations for the Centre and will respond if any emergency occurs. McGill University authorities will send a security officer to the Centre to monitor planned fire drills.
- The contact person at the Centre in case of emergency is the Director.



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- In the Director's absence, another employee of the Centre will receive the information and follow the emergency procedures.
- The Educators are responsible for each class and will keep a list of the children present on the premises of the Centre on a daily basis. If any changes take place, the list is immediately updated.

A list of emergency numbers, including parents' numbers, are kept by the phones in the Centre. Parents must inform the Director of any change in contact information.

EVACUATION & FIRE DRILLS

In coordination with the Fire Prevention Office of McGill University, the listed routes and destination points seen in **Appendix D** have been approved for use during an evacuation.

The Centre is assigned staff to aid in the evacuation process in May of each year. Training is conducted within the months of June and July with refresher training done in January of each year.

Peterson Hall is the primary destination point for the Daycare. If Peterson Hall is deemed unsafe, then the Bronfman building is the secondary destination point.

Once a safe destination point has been reached the Educators must verify that all children, staff, and evacuation volunteers are accounted for then call the building warden to confirm they have completed their evacuation procedure.

Field Trips

Educational outings happen a few times during the year. Outings are always mentioned in the monthly newsletter.

Special activities may be offered from year to year, such as apple picking. For any additional activities where a fee is required, a separate permission form and contract agreement will be provided.

When going on field trips the children are divided into small groups beforehand and assigned to specific Educators for the duration of the trip. The Educators are responsible for the safety and well-being of the children in each group. Parent volunteers will not be left alone to supervise a group of children at any time. Parent volunteers will accompany and assist Educators only.

In addition to field trips, Educators plan visits to the local fire station, library, or to local merchants around the community. Educators inform or send out a written notice in advance and parents are always welcome to participate.



In the event that the Centre will go on a field trip (where transportation is needed) the following procedures will be followed:

- The environment will be assessed for potential safety hazards;
- Areas for toileting, resting, eating, meeting and playing will be established beforehand;
- Each group leader will carry an emergency backpack which includes: A first aid-kit, medication (if applicable), emergency clothing and/or diapers, snacks, water, sunscreen and bug spray;
- Attendance will be taken multiple times throughout the day;
- While on walking trips Educators will model pedestrian safety and teach the children to only cross at the corner, when traffic signals indicate it is safe, and only after looking left, right and left again;
- Educators will keep younger children together on walking trips with the aid of a travel rope.

TRANSPORTATION

During field trips, Daycare staff may take public transportation or rent a school bus. Parents must provide authorization for the children to participate.

If the parents do not provide authorization, the Director will contact the parents of the child to make them aware of alternative arrangements that have been made to accommodate the child.

In the event that the Centre will go on a field trip (where transportation is needed) the following procedures will be followed:

- Educators/volunteers will enforce transportation safety rules that comply with Transport Canada Guidelines;
- Children between 18 months -3 years old should be seated next to an adult while on a school bus. Children 4-5 years old can be seated together;
- The ratio of Educators/parents to children will be increased to ensure the safety and adequate supervision of the children (adult-child ratio):

School Bus	1:2 (2 years old) 1:2 (3 years old) 1:4 (4 years old)
Public Transportation	2:1 (18months-3 years old) 4:1 (3-5 years old)



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POLICIES

Nutrition Policy

The planning of menus is a well thought out process and it involves the gathering of important information. The dietary needs of the children, food restrictions based on religious beliefs, and special diets are all respected. Close attention to the fruits and vegetables that are in season as well as food costs are considered.

The meals and snacks are developed to create a balance between the daily and weekly menus. Since children have small appetites, we need to fill their nutritional needs with many small quantities of food throughout the day. Healthy snacks complete and contribute to the nutritious elements of a meal. The menus are planned by the caterer and revised by the Director. We apply the Canadian Food Guide and serve the recommended portions for each food group according to the age of the children. In the Baby Bears Nursery, the rhythm of the children is always respected. The introduction of new foods is done in accordance and in collaboration with the parents.

The parent is responsible for the introduction of new foods at home (minimum of 3 times) before they eat it at Daycare. This is to minimize the risk of an allergic reaction at the Daycare. The parent must complete a table listing the foods that the child has already been introduced to as well as keeping the Educators up to date by informing them when new foods are introduced.

Peanuts and other nuts

We are 'nut aware' at the Centre; traces of nuts and their by-products may be found in foods through contamination during food preparation. The Centre cannot guarantee a completely nut-free environment.

Food from Home

For safety reasons we do not allow food to be brought from home.

Allergies & Intolerances

It is the responsibility of the parent to inform the Centre during enrolment or as soon as the condition arises of any food allergy and/or restriction their child has. All products that may contain these are considered toxic and are **banned** from the Centre.



It is the responsibility of the parent to provide and keep a record of expiry dates of all necessary medications for their child.

Special dietary restrictions and allergies are posted in the kitchen, eating area and the Director's office (includes the child's picture and information regarding their allergy/restriction and/or intolerance).

SPECIAL DIETS

The dietary needs of the children, food restrictions based on religious or cultural beliefs and special diets are all respected. We are more than happy to work with families on an individual basis when it comes to specific dietary needs. Families are encouraged to make requests in advance in order to ensure their child can be accommodated. Please note that all of our food is Halal.


Menu (sample)

PÉRIODE DU 3 AU 28 DÉC 2018

ALLERGIES
P. LAITIERS & OEUFS

ALLERGIES
PRODUITS LAITIERS

ALLERGIES
AUX OEUFS



La Bonne Maman
Service Traiteur – Que du bon

	LUNDI	3	MARDI	4	MERCREDI	5	JEUDI	6	VENDREDI	7
SEMAINE 1										
3 DÉC	MACARONI SAUCE FROMAGE ET LÉGUMES CALIFORNIEN		PÂTE CHINOIS CAROTTE ET CONCOMBRES		SOUPE COURGE, CAROTTE ET POMME DE TERRE AVEC PAIN ET FROMAGE		BAZELA POIS ET CAROTTES, SAUCE TOMATE, VIANDE RIZ ET LENTILLES		CUBE POMME DE TERRE, LÉGUMES CALIFORNIEN, CROQUETTE POISSON	
DESSERT	COMPOTE DE FRUITS		FRUIT		YOGOURT AUX FRUITS		FRUIT DE SAISON		GALETTE AVOINE ET CAROTTE	
C. AM	FRUIT		FRUIT		FRUIT		FRUIT		FRUIT	
C. PM	FRUIT		CRAQUELINS ET FROMAGE		FRUIT		CÉRÉALES		YOGOURT AUX FRUITS	
SEMAINE 2										
10 DÉC	FUSILLI SAUCE ROSÉE SAUMON ET BROCOLI		HACHIS PARMENTIER, BOEUF FROMAGE ET CAROTTE		SOUPE LENTILLES BROCOLI ET CAROTTE FEUILLETÉ À LA POMME DE TERRE ET FROMAGE		RIZ POULET CAROTTE, CÉLERI POIVRON ET SAUCE SOYA		BOULGOUR ET SAUCE TOMATE BŒUF, CAROTTE, POIVRONS ET CÉLERI	
DESSERT	COMPOTE DE FRUITS		YOGOURT AUX FRUITS		FRUIT		FRUIT		MUFFIN AUX FRAMBOISES	
C. AM	FRUIT		FRUIT		FRUIT		FRUIT		FRUIT	
C. PM	CRAQUELINS ET HUMUS		FRUIT		CÉRÉALES		YOGOURT AUX FRUITS		CRAQUELIN POISSON AUX FROMAGE	
SEMAINE 3										
17 DÉC	ROTINI SAUCE TOMATE LANIÈRE DE POULET ET CAROTTE		PAELLA FILET DE POISSON LÉGUMES MACÉDOINE ET RIZ		SOUPE PATATE DOUCE ET POMME DE TERRE FEUILLETÉ AU FROMAGE		REPAS DE NOEL ROTIE DE DINDE AU CANNEBERGE, POMME DE TERRE ET CAROTTE		CHILI SAUCE TOMATE PROTÉINES DE SOYA, CAROTTES ET RIZ	
DESSERT	COMPOTE DE FRUITS		FRUIT		YOGOURT AUX FRUITS		COMPOTE DE FRUITS		MUFFIN AUX BANANES	
C. AM	FRUIT		FRUIT		FRUIT		FRUIT		FRUIT	
C. PM	FRUIT		CRAQUELIN POISSON AUX FROMAGE		TREPÊTE ET CRUDITÉ		YOGOURT AUX FRUITS		CRAQUELINS ET FROMAGE	
SEMAINE										
	LUNDI	24	MARDI	25	MERCREDI	26	JEUDI	27	VENDREDI	28



Photo/Video policy

At the time of enrollment, the Centre will obtain parental authorization for the use of photographs and videos of their child for educational purposes. This includes the use of devices such as a camera, cellphone, video camera, audio recording device etc.

Photographs and videos are a valuable tool for Educators as it allows them to take anecdotal records, make developmental observations and/or capture special moments to share in the child's portfolio. However, our aim is to respect the privacy concerns of all families and most importantly the dignity and well-being of their children at all times.

Additional authorization from parents to utilize photographs or videos for publicity purposes (website) is required. The child's identity will always be kept confidential and will not be shared over social media to ensure their protection and the privacy of the family.

Parking Policy

Parents who drive their children to the Centre can park up to 15 minutes to drop off and pick up their child. Parents must ensure that their emergency lights are turned on so that parking personnel are aware that they are not parking.

Smoking Policy

The Centre is a smoke-free environment. Smoking is prohibited in buildings, in the yard, and during outings.

Exclusion Policy (illness)

In the event that a child becomes ill during the day until he or she is no longer able to follow the regular activities, the Director will contact the parent(s) immediately. The parent(s) must report to the Daycare to pick up the child as soon as possible. If it is impossible to reach the parent(s), the emergency contact will have to pick up the child. The best place for a child to recover is the house. Symptoms of allergies or colds do not exclude children from attending Daycare. If the following symptoms occur, the child must be excluded from the Daycare service:

- Difficulty breathing - whistling or persistent coughing;
- Fever- (99.5 F / 37.5 C or higher) - the child must be free of fever (without medication) for 24 hours before returning to the Daycare;
- Pain in the throat or difficulty swallowing;



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- Eye or skin infection: mucus, runny pus, conjunctivitis, undiagnosed skin irritation, and hand-foot-mouth disease;
- Children with known or suspected infectious diseases;
- Vomiting - 2 or more times in 24 hours - may return after 24 hours without vomiting;
- Diarrhea (defined as an increase in stool frequency and liquefaction) - 2 or more times over a 24 hour period - may return to Daycare after 24 hours without loose stools or diarrhea;
- Lice: Head that stings, pear-shaped particles (eggs) stuck in the hair;
- Does not feel well - A child needs to come to Daycare in a form that will allow them to participate in the routine. Keep an eye on your child's condition, if they do not demonstrate a typical form or behavior. It can signal that an illness will manifest itself.

Children may be reinstated when they are free of symptoms or are authorized by the Director. A medical note is required if the child has been absent for reasons of fever, vomiting, diarrhea or any other serious illness that prevents the child's regular participation in day-care activities. If a child has had a fever during the previous evening and has been given Tylenol, it is recommended that the child stays at home for 24 hours to keep an eye on their condition. Tylenol only hides the fever, which can reappear.

Disciplinary Policy

The Centre follows a policy of respect, responsibility, redirection, and security. We teach children and we encourage them to be mutually respectful, with the staff and with the indoor and outdoor property of the Daycare. Children need to help each other when there is a collection of toys, use good manners when they ask the Educators things and learn to calmly solve problems using their word. Instead of saying "no", children are redirected with the help of Educators who model positive behaviors. Safety for all is our ultimate priority at Daycare and is reinforced and expressed daily.

Expulsion Policy

The philosophy of the Centre is to support the children and their families by providing them with a safe and nurturing environment. We aim to be proactive in order to prevent expulsion by providing positive behavior interventions and by first applying remedial actions.

As a last resort, the Daycare reserves the right to suspend or expel a child/family from receiving childcare services under the following circumstances:

1. The fees for the child have not been paid, as per the signed service agreement;
2. The family has failed to comply with the Centre's Internal Rules and Regulations;
3. The child's conduct is deemed to be harmful;
4. The Centre is unable to meet the basic needs of the child.



Action plan:

- Educators of the child are in charge of making a compilation of facts in order to have a more objective view of the situation;
- Educators of the child are in charge of observing the child every day over a period of two weeks; they will identify the difficulties but also the strengths of the child and explain the advice to apply for the development of the child;
- Identification of the problem: Educators will make a series of hypotheses about the causes of the child's problematic behaviors;
- Educators and the Director will have a meeting with the parent(s) of the child to obtain their authorization and collaboration with the intervention plan;
- If necessary, other professionals will be invited to the meeting. The presence of these people must be done with the agreement of the parent(s).

Intervention plan:

- Educators with the help of the Director and professionals will develop a plan of intervention to improve the integration of the child;
- Application of the intervention plan for the integration of the child: these strategies are tested during a period of at least two weeks and observations are noted;
- Evaluation of the results of the plan: the assessment is done in the company of the parent(s) and the Director in order to obtain an overall understanding of the situation;
- Positive Assessment: If there is a decrease in the frequency and intensity of unwanted behaviors and a rise in desired behaviors, it is called a positive assessment; Educators will continue to implement the intervention plan for the integration of the child;
- Negative assessment: No behavioral changes, the parent is referred for professional help;
- Revision of the strategy: after having implemented the intervention and if this intervention has a negative result, the parent is asked to seek help from specialized persons or organizations: CLSC, hospital centre, community organizations, etc.
- Reassessment according to the recommendations made by the professionals mentioned above.
- The intervention plan will be presented in written and signed by the parents.

With the Board of Directors, the director will send the Ministry of Family a detailed report setting out the details of the situation: the steps taken, the means put in place, the results obtained and the possibility of expulsion of the child.



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Complaints Policy & Procedures

COMPLAINTS

The Daycare guarantees the availability of complaints processing during opening hours. To do this, the Director is designated to receive and process these complaints.

COMPLAINTS HANDLING

The Director treats all complaints from parents and Educators equally and makes sure to take action if the situation requires it. The Director allows the complainant to describe the nature of the complaint and provide the required information. In the case of dissatisfaction with a decision made by the Director of the Daycare Centre, the Director must submit a written report justifying their decision.

Receiving complaints

A complainant may make a complaint verbally or in writing. They are not required to identify themselves. However, the person who receives the complaint, while ensuring that the information will remain confidential, invites them to identify themselves, as it may be useful to contact them to clarify certain information when processing the complaint.

For any complaint received, the Director opens a file using the Registration and Complaint Tracking Form to collect the relevant information.

In addition, when the complaint is in writing, the Director will send the complainant an acknowledgment of receipt, if the latter has provided their name and address. If the Director is absent for less than 24 hours, the person who receives the complaint offers the complainant the opportunity to contact the Director at another time during the day. They take notes of their contact details so that the Director can communicate with them at another time of the day.

However, if it is an emergency, the person who receives the complaint shall forward it without delay to the person best able to treat it.

Examining complaints

When dealing with a complaint, the Director must first determine the nature of the complaint in order to identify the procedure to be followed for its processing.

In all cases, the Director records their findings and conclusions.



For a complaint of abuse, assault or other similar event suffered by a child:

The Director or designate must report immediately to the Director of Youth Protection (DYP) in accordance with the Multi-Sectoral Agreement on Child Victims of Sexual Abuse, Physical Abuse or Lack of care threatening their physical health.

If the DYP does not carry out additional checks as a result of the report, the Director may then treat the file as a complaint. The Director works with representatives of the organizations concerned to follow up on the complaint and informs the Board of Directors.

If the abuse involves a member of the Daycare staff, the Director shall immediately withdraw the employee with pay and investigate.

If the complaint does not fall within the competence of the Daycare Centre:

- The complainant is referred to the body that has jurisdiction over the issue as the case may be.

If the complaint relates to a fact or situation regarding the Centre or a staff member, but does not constitute a breach of the law or regulation or a situation that threatens the health, safety or well-being of the children received, such as a disagreement or conflict between a parent and an employee:

- The complaint must be addressed to the General Manager. If the complaint concerns the latter, it must be forwarded to the Board of Directors. The complainant is invited to settle the complaint with the person concerned. The Director can offer help to the parties to find a solution to the problem.

If the respondent is deemed to be in breach of the Act or the regulations or the cause of a situation that threatens the health, safety or well-being of the children, the Director or the person(s) authorized to act, draws up a written report which they present to the respondent. Depending on the situation and the recommendations. The Director of person(s) authorized to act may:

- Communicate with the respondent to identify ways to ensure the situation is corrected and does not reoccur in the future;
- Apply disciplinary action, up to and including dismissal.

FOLLOW-UP AND RESOLUTIONS

When the complaint is founded, the Daycare must ensure that the situation that led to it is corrected. For this purpose, the Director shall take the necessary means for this verification. They may, as the case may be, have a second interview with the complainant or have an interview with the persons concerned.



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If the situation is not corrected or if it recurs, the Director or the person(s) authorized to act produces a written report of their findings.

Also, any complaint that is made by the Director of Youth Protection (DYP) or that is the subject of an appeal to the courts must be forwarded without delay to the Director and will be archived as confidential. The same applies when information received at the reception or during the processing of a complaint raises a situation that threatens the integrity of the Centre's mission.

The file remains active until the final resolution of the complaint has been achieved.



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CONTACT US

Daycare

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Nursery

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Fax	514-398-7490
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APPENDIX A (Daily schedule)

Activities and Routine (general sample)

7 am	<ul style="list-style-type: none">● Arrival of the Director, and the Educators● Drop-off period and communication with parents
7-9 am	<ul style="list-style-type: none">● Greetings● Free Play● Clean-up
9-9:30 am	<ul style="list-style-type: none">● Diaper Changes (as needed)● Toileting● Hand-washing● Snack Preparation
9:30-10 am	<ul style="list-style-type: none">● Snack Time/Feeding (bottles)● Preparation for outdoor play
10-10:30 am	<ul style="list-style-type: none">● Outdoor Play (weather permitting) or Gross-Motor Play Indoors
10:30-10:45 am	<ul style="list-style-type: none">● Diaper Changes (as needed)● Toileting● Hand-washing
10:45am-11:30 am	<ul style="list-style-type: none">● Small Group Activity (planned)<ul style="list-style-type: none">○ Circle Time○ Sensory Play○ Games○ Song○ Stories○ Art● Hand-washing● Lunch Preparation
11:30am-12 pm	<ul style="list-style-type: none">● Lunch Time/Feeding (bottles)
12-12:15 pm	<ul style="list-style-type: none">● Diaper Changes (as needed)● Toileting● Hand-washing
12:15pm-12:45 pm	<ul style="list-style-type: none">● Quiet Games● Stories



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	<ul style="list-style-type: none">● Nap preparation/Prepare Bottles (as needed)
12:45-2:45 pm	<ul style="list-style-type: none">● Nap Time
2:45-3 pm	<ul style="list-style-type: none">● Progressive wake-up● Quiet Time/Games● Diaper Changes (as needed)● Toileting● Hand-washing● Snack Preparation
3-3:30 pm	<ul style="list-style-type: none">● Snack Time/Feeding (bottles)
3:30-3:45 pm	<ul style="list-style-type: none">● Hand-washing● Clean Eating area
3:45-4:45 pm	<ul style="list-style-type: none">● Prepared Activity and/or Free Play<ul style="list-style-type: none">○ Table Top Games, Puzzles○ Art○ Play dough○ Block Play○ Books
4:45-5 pm	<ul style="list-style-type: none">● Diaper Changes (as needed)● Toileting● Hand-washing● Preparation for outdoor play
5-5:30 pm	<ul style="list-style-type: none">● Outdoor Play (weather permitting) or Gross-Motor Play Indoors
5:30-5:45 pm	<ul style="list-style-type: none">● Diaper Changes (as needed)● Toileting● Hand-washing
5:45-6 pm	<ul style="list-style-type: none">● Free play in activity areas● Preparation for departures



APPENDIX B (ACTIVITIES)

Outdoor Activities

Summer	<ul style="list-style-type: none">• Water play (mini pool), splash pad• Play in the sandbox• Story time (outdoors)• Yoga• Music classes (outdoors)• Nature scavenger hunt• Tricycles and bike riding• Nature scavenger hunt <p>Field trips and Outings:</p> <ul style="list-style-type: none">• Visit animals (Eco museum)• Visit festivals in the city (jazz festival)• Go to the local park and have a picnic• Sprinklers at the park
Fall	<ul style="list-style-type: none">• Collect leaves and sticks for art activities• Hunt for pine cones (to paint and decorate)• Jump through piles of leaves• Decorate pumpkins <p>Field trips and Outings:</p> <ul style="list-style-type: none">• Go to Mount Royal (older children)• Pumpkin picking (go to the farm)
Winter	<ul style="list-style-type: none">• Building snow structures• Tobogganing on campus• Make footprints in the snow• Add food coloring to the snow• Shovel snow and build hills/castles• Make icicles <p>Field trips and Outings:</p> <ul style="list-style-type: none">• Search for Holiday decorations locally• Visit the Ogilvy window• Trip to the Redpath Museum
Spring	<ul style="list-style-type: none">• Gardening Project (children learn about agriculture, planting, watering, nutrition etc...)



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- Treasure hunt
- Painting rocks
- Easter hunt
- Colour and trace with chalk
- Blow bubbles and chase them

Field trips and Outings:

Picnic in the park (prepare lunches and eat outside)



APPENDIX C (Emergency Responsibilities)

Responsibilities of the Director (or their appointed replacement):

- Put on the green identification vest;
- Once it is safe to do so, call 3000 to inform McGill security of the nature of the emergency and that 911 has been called;
- Coordinate the safe evacuation of the rooms occupied by the Daycare or the Nursery, depending upon the case;
- Do a sweep of the Daycare and Nursery rooms to ensure that the evacuation has been completed;
- Verify the headcount of the children and the employees at the designated outdoor meeting place;
- Communicate the head count and any other pertinent information to the emergency personnel (SSMU building emergency warden or in the case of there being no warden present, McGill campus security dispatch or fire prevention/fire marshal near the entrance of the brown building);
- Remain in contact with emergency personnel; and
- Oversee the return of the children and staff to the Daycare once advised to do so by the building emergency warden.

Responsibilities of the Educators:

- Remain calm at all times;
- The Educators assigned to groups in the Daycare put on the orange safety vest;
- Direct the children toward the designated door;
- Ensure that at the minimum one Educator is located at the front and rear of the effort at all times;
- Take the emergency poncho bag and backpack (including daily attendance sheet, list of emergency contacts and first aid kit);
- Do a headcount of the children and exit the room, closing the door upon leaving;
- Direct the children toward the emergency exit designated in the emergency evacuation plan;
- The group must remain together at all times. Volunteers and parents assisting in the evacuation must also remain with the group.



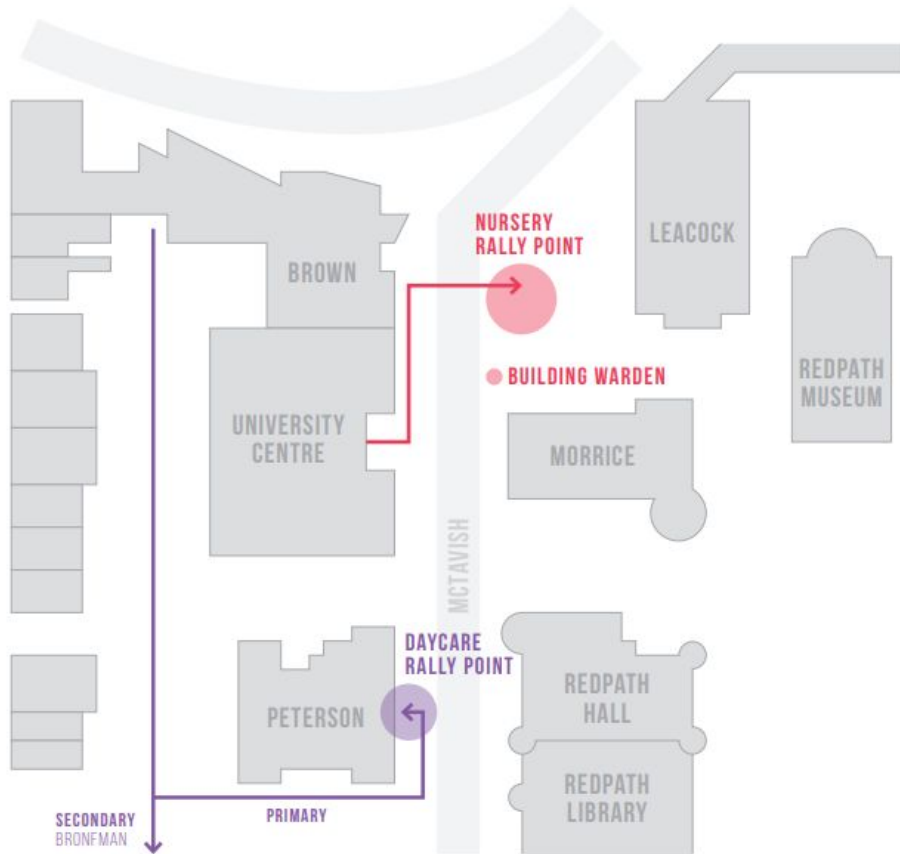
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APPENDIX D (SAFETY ROUTES)





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CONSENT FORM FOR NURSERY AND SSMU DAYCARE

I confirm that I have read the guide and I agree to abide by the policies and regulations of the SSMU Daycare Centre Inc.

Name (write in block letters)

Signature

Date