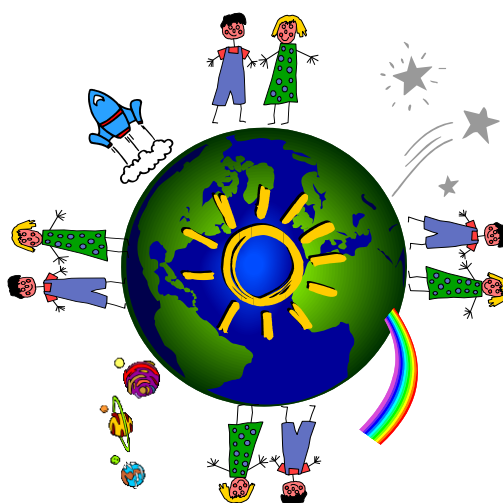


Operating Principals

CPE l'Univers des Bambinos Universe ECC



Revised August 2019

The "OPERATING PRINCIPLES", of the **BAMBINOS UNIVERSE ECC** contain the rules and policies of operation for both the Luskville and the Shawville daycare facilities. These rules and policies were established in order to promote a quality daycare environment for all children attending our daycare facilities.

Our mission is based on our belief that each person is a unique being with a potential to become an accomplished individual. Our daycare centres commit to offer quality childcare services that stimulate the development of their whole selves.

For the purpose of interpretation, the French version of this document overrules the English version.

Luskville Center

Capacity of 39 spots
1955, ch. de la Montagne
Luskville (Qué)

Tel : 819-455-9697 ext.1
Fax : 819-455-1027

Shawville Center

Capacity of 36 spots
316, Argue Crescent
Shawville (Qué)

Tel : 819-647-6412 ext.2
Fax : 819-647-6408

Operating Principles Index

PAGE 3

INDEX

PAGES 4-6

ADMISSION POLICY

- Clientele
- Request of services
- Treatment of request
- Registration procedure
- Service agreement and trial period
- Termination of contract
- Schedule
- Calendar
- Daycare fees
- Additional fees and late fees
- Method of payment

PAGES 7

MATERIAL AND THINGS BROUGHT FROM HOME

- Supply list for the infants
- Supply list for the children 18 months and older
- Candy and toys from home

PAGES 8-12

HEALTH AND SAFETY POLICY

- Medication
- Safety measures
- Sunscreen
- Exclusion policy
- Emergency health procedure
- Procedure for treating complaints

PAGES 13

TYPICAL SCHEDULE

PAGES 14

TYPICAL BABY SCHEDULE

PAGES 15

EDUCATIONAL PROGRAM

ADMISSION POLICY

Clientele

The Luskville and Shawville facilities accept full and part time children aged from 6 months to 59 months.

Request for service

The parent must contact “La place 0-5ans” either through their website www.laplace0-5.com or by telephone 1-844-270-5055 to put their child on the waiting list.

Treatment of requests

The requests are treated in the following order of priority:

- A. The parent with a child already present in daycare and would like to increase the number of days of service.
- B. The parent that already has one child regularly attending the daycare service.
- C. The permanent employees of the ECC; their child can have access to the 2 installations independently from work place.
- D. The parent that has a child attending the daycare and their contract has changed due to availability.
- E. The parent on the waiting list in chronological order and the availability of places in the group for that child.
- F. The ECC has an ECC – CLSC agreement signed, therefore, we have 1,5 spots reserved that are subsidized and reserved for children referred and followed by the CLSC.

Registration procedures

The parent must complete the following documents:

- Child registration file with authorization to outings and special activities, walks and to transport children in case of an emergency;
- Procedure for administering medications;
- Service agreement (the contract);
- Service of agreement for outing;
- Request for reduced contribution;
- Authorization for direct debit services.
- Vaccination booklet;
- Birth certificate of child and parent;
- Proof of residency in Québec;
- Child’s weight;
- Letter of confirmation ‘La place 0-5 ans’

Service agreement and trial period

The ECC and the parents sign an agreement for the services offered. This agreement is signed during registration. The agreement can be terminated at any time in compliance to the Consumer Protection Act. The agreement includes a trial period to insure that the child is adapting well, a one month grace period is allowed for this adaptation. After this period and in the best interest of the child, the ECC direction and the parents can end the contract if the child is not adapting well to the daycare environment.

Termination of contract

The parent may end the signed agreement (contract) with the daycare facility at any time. However, we ask that the parent give us two weeks notice before removing their child from daycare. In the same order, the ECC may end the agreement due to a serious matter:

- The child is not adapting to the daycare service;
- The child has persistent behavioural problems;
- The parent does not respect the rules of the daycare facilities or its values.

The ECC will give the parents two weeks notice before ending the contract. The ECC reserves the right to apply a penalty that represents the lesser of the two amounts: \$50.00 or 10% of the remainder of the contract that has not been fulfilled.

Schedule

The service hours are from 6:30am to 5:30 pm and our opening hours for both Luskville and Shawville daycares are from 7:00 A.M. to 5:00 P.M. Monday to Friday. Please notify the childcare center before 9:00am if your child will be late or absent. The number for Luskville is: 455-9697 extension 1 and for Shawville is: 647-6412 extension 2

Calendar

Statutory Holidays:

The Administration and the Luskville, Shawville daycare facilities are closed on the following statutory holidays:

- | | |
|--|--|
| • New Year's Eve (Dec. 31 st) | • New Year's Day (Jan. 1 st) |
| • The day after New Year's (Jan. 2 nd) | • Good Friday |
| • Easter Monday | • Victoria Day (May) |
| • St-Jean Baptist day (June 24) | • Canada Day (July 1 st) |
| • Labour Day (Sept.) | • Thanksgiving Day (October) |
| • Christmas Eve (Dec. 24) | • Christmas Day (Dec. 25) |
| • Boxing Day (Dec. 26) | |

As stipulated in the service agreement, the parent must pay for the statutory holidays when the daycare facilities are closed. The six statutory days during the holiday period (Christmas and New Years) will be put together for a consecutive holiday.

Daycare fees

Daycare fees and method of payment

All parents who are residents of Québec are entitled to the reduced contribution program in accordance with the rate in place by the “Ministère de la Famille” for children between the ages of 6 to 59 months. Parents must pay the days reserved for their children. **Also, for the days their child is absent due to illness or parent vacation.** Parents must pay for the days the child is refused due to the child’s health. As mentioned previously, the parents must pay for the days the childcare facility is closed due to statutory holidays.

Additional fees and late fees

Additional fees may be requested by the parent per child for special activities or educational outings.

Late fees are charged when parents pick up their child after the daycare facility’s hours. The closing hour for the Luskville and the Shawville daycares facilities are at 5:30 p.m. Parents who are late cause the employees to work overtime, therefore we ask the parents to please notify the daycare facility if you are to be late. *A late fee of \$5 per 5 minutes per child will be charged to parents when they are late.* There is a fee of 5\$ per day per child, if there hours exceed 10 hours per day, a contract must be signed to this effect.

Method of Payment

Childcare fees are payable **every second Thursday**. Daycare fees can only be paid by **direct debit** from a bank account. Parents authorize this withdrawal by signing the service agreement and the attendance sheet every month.

The daycare services do not offer credit. If the automatic withdrawal is returned (NSF) a fee of \$25 per week is applied if these payments are late. This payment must be paid in cash. The ECC management reserves the right to refuse childcare services to parents who exceed 3 overdue payments per year.

MATERIAL AND THINGS BROUGHT FROM HOME

Supply list for the infants supplied by the parents

The following articles are necessary for the well being of your child at the daycare facility:

Infants:

- A picture of the child
- Maternal milk or formula for the child if he or she does not drink homogenized milk (3.25%)
- Bottles /Sippy cup
- Baby food (until the child can eat the food from our menu)
- A pacifier that stays at the daycare (optional)
- Blanket for rest time (a special blanket)- must stay at daycare
- Change of clothes
- Indoor shoes – streak free
- Disposable diapers and training pants
- Zinc oxide based cream for diaper rashes

All items must be identified with the child's name on them.

Because of the risk of an allergic reaction, it is important that the child be introduced to new foods at home.

Supply list for the children 18 months and older supplied by the parents

For children 18 months and older:

- A picture of the child
- Change of clothes
- Indoor shoes (with white or beige soles)- must stay at daycare
- Blanket for rest time (a special blanket)- must stay at daycare
- Diapers and wipes (if necessary)
- Training pants (if necessary)

All articles must be clearly identified with child's name.

The ECC is not responsible for lost, damaged or stolen items and /or clothes.

Candy and toys from home

The ECC does not permit the child to bring toys from home unless it is for a special event that is stated by the educator. Candies and gum are not allowed. For special occasions the children may bring candies for the other children at the daycare facility; however the ingredients must be labelled on the package. The candies are sent home and the parent can give the child their candy. The child may bring in a teddy or blanket from home to help them relax during nap time.

HEALTH AND SAFETY POLICY

Medication

The ECC is regulated by the laws of the MFA. The “Ministry” has issued a regulation on the administration and the storing of medications in the ECC, in which the ECC must be in compliance. In this regulation, medication means: “all products used for a prevention treatment”, as stipulated in the law on pharmaceutical products. No medication can be administered to a child at the centre without a written note from the parent, the legal guardian, or the person that has been appointed as the child’s legal tutor and without the prescription of a doctor who is a member of the «professional corporation of the Quebec doctors» or of the «college of the Ontario doctors».

If the child must take medication, it is preferable to choose a medication that he/she does not have to take at the ECC. If it is impossible, please make sure to hand in the prescription to the ECC that has the pharmacy label with the name of the child, the name of the medication, the expiry date, the name of the doctor, the dosage and the duration of the treatment (if needed). When possible, ask the pharmacy if they can separate the medication in two separate bottles, (one for home and one for daycare) in order to prevent the coming and going of medication between home and daycare and not to forget the medication at home or at daycare.

The administration of medication will be noted by the parent on a form at the ECC. After administering the medication to the child, the person responsible will fill out a form of the registry of medication.

The only exemption to this rule is the administration of the acetaminophen for which the ECC has regulated procedures.

As for the sunscreen, nasal drops, oral hydration solution and zinc oxide cream the parent must provide us with a written authorization.

Homeopathy medication cannot be administered unless it is prescribed by a doctor. The medications are stored “out of the reach of children” and are under lock and key in the infant room. It is strictly forbidden to leave medication in the child’s locker or in their individual bags. At the end of the treatment, the educator will give back to the parent the medication container.

All the employees at the ECC have a First-aid / CPR certificate including the general baby and children health measures. The employees have a refresher course every three years.

Do not forget to bring a tool to administer the medication (spoon, syringe, and little cup) to allow us to reach the bottom of the bottle (if necessary).

Safety measures

Outdoor Yard:

There is a daily inspection done of the exterior play yard. This is done by the same person for the most part; they are also responsible for documenting their observations.

Dress code:

Particular attention needs to be brought to shoes when it comes to daycare safety, the ECC has made the decision to not authorize shoes that are "croc", "Flip Flops", shoes or boots with a heel more than an inch high to be worn by the children or employees at daycare; Wearing such shoes is not very secure, crocs are very slippery on wet surfaces, they do not hold the heel well or the foot when we run, etc. Therefore, it is recommended that all should have a pair of shoe that gives good support at the back of the foot. Ex: closed in shoe, running shoes, and sandals with large band that supports the heel. The children are not to wear shoes offering little stability and protection or ones that could provoke a fall, bruise or sprain, etc...

Due to safety concerns scarves are also not accepted at daycare, the ECC recommends neck warmers.

Access to the daycare:

The parents need to acquire a magnetic key for \$10 each. The amount will be returned at end of the contract once the magnetic key is returned.

Exceptional prevention measures:

A protocol and plan of intervention is known by all employees of the ECC in case of intrusion and/or threat.

It is important to keep your ECC informed of any changes, difficult personal circumstances or delicate situations in your family environment which could possibly have repercussions at the ECC. We all have a role of prevention to play in the community. The staff of the ECC is trained and acts in a professional manner with regard to the confidentiality and the respect of your privacy.

It is important not to open the door of the ECC to any person if the doorbell is heard. A member of the staff will identify the person in question and will make the decision to open it or not.

It is important not to enter the ECC at the same time that another family enters or exits the ECC. ALL must use their magnetic key and leave traces of their entry.

Social Media:

It is prohibited to put pictures of children, parents and employees of the ECC on social media, ex: Facebook, without the consent of the persons concerned.

Sunscreen

Taking into consideration the importance of:

- each child having a sun hat
- each child wearing light weight clothing to cover their bodies
 1. example: long shorts or skirts, t-shirts
- having the children wear a t-shirt while swimming
- receiving vitamin D naturally
- limiting the time exposed to direct sunlight, providing shade

Sunscreen will be applied:

- Usually between the months of May to September;
- On hot and humid days
- After the morning snack, and then a second application will be done at 11:00 before lunch when there is a picnic and according to the temperature.

Sunscreen will not be applied:

- On comfortable cloudy days, according to the teams judgement, taking into account the characteristics of certain children(ex: sensitive skin or specific written request from the parent)
- After 3:00pm, unless it is a hot and humid day.
- The sunscreen applied is the name brand “Personelle” SPF 30.

-

Exclusion policy

1. To prevent the spreading of infectious agents in the daycare.
2. Ensure and maintain the health of the group of children in reducing the possibility of contamination.
3. Adequately inform the parents of the situation when the child can not be accepted in daycare.

METHODS OF PREVENTION

The daycare staff applies the following measures to prevent the transmission of illnesses:

- Usage of gloves for physical aid;
- Washing of hands (many times during the day);
- Diaper change procedure;
- Daily disinfection of toilets, change tables, door handles;
- Disinfection of toys;
- Airing the rooms daily;
- Washing the floor daily;
- Individual cups and facecloths;
- Good measure in food preparation;
- Other

In reality, the educators are responsible for numerous children. It is impossible to direct their time completely to one child without affecting the other children. The daycare is not to respond to the needs of sick children. What they need is to rest and to get into good physical health.

The parent may communicate with the educator at the daycare if there is an uncertainty of the health of their child. This call must be done before the child is brought to daycare. The parent and the educator can decide together if they will try the child for the day. If the child is brought to daycare, the parent **must be available** to come and pick the child up if their health worsens. If the parent is unable to come they are responsible to find a back up person to pick up their child.

SYMPTOMS TO OBSERVE

A child **can not be** accepted in a childcare service if he/she has the following symptoms:

- Fever (temperature reading, under the arm) of 38°C (100°F) and up);
- Diarrhoea;
- Vomiting ;
- Unusual moods that prevent the child from following the group : constantly crying, lack of energy, sleepy, irritable ;
- Ear or stomach aches, difficulty breathing ;
- Persistent or uncontrollable cough (if not treated);
- Undetermined skin conditions (especially when accompanied with other symptoms).

If one of these symptoms appears during the day, the educator will ask the parent to come and pick their child up.

We ask that the child be seen by a doctor, depending on the situation, to ensure that there is no risk of spreading and to see the duration of exclusion. If the child is not seen by a doctor, the symptoms must have diminished significantly before the child can return to daycare. **Furthermore, if a child is sent home from daycare for two consecutive days due to having a fever, they will not be allowed at daycare the third day. They may return to daycare the fourth day as long as no medication has been admitted to mask a fever.**

PERIOD OF EXCLUSION to reduce the risk of contracting an illness and to avoid re-contaminating the group, here are time durations of exclusion of the child for the following illnesses:

Illnesses	Exclusion duration and reintegration conditions*
Infectious conjunctivitis (pink eye and/or yellow or white puss leaking from the eye)	24 hours after the beginning of treatment
Impetigo	48 hours after the beginning of treatment
Gale	24 hours after the beginning of treatment

Lice	The next day after treatment
Hepatitis A (Jaundice)	Once the child is treated and the children of the group
Chickenpox	Once the child is able to follow the group activities
Stomach flu (epidemic, therefore 2 children or more have been contaminated)	Once the symptoms are gone and the child is in generally good health
Diarrhea	Once the symptoms are gone and the child is in generally good health
Ear infection (caused by complications from a cold or flu)	Once the child is able to follow the group activities
Whooping cough	5 days after the beginning of treatment
Flu and cold	Once the child is able to follow the group activities
Tonsillitis /Scarlet fever	24 hours after the beginning of treatment and in generally good health
Pneumonia	After beginning of treatment and if the child can follow the group
Laryngitis	Once the child can follow the activities and the cough has diminished

Note: * In all cases, the child's general condition must be good before reintegration into the daycare.

Emergency Health Measures

Note that in a situation where the ECC is required to call 911 for an ambulance service, according to Emergency Health Quebec standards, it will be the parent's responsibility to pay for the service.

PROCEDURES FOR TREATING COMPLAINTS

1. If parents have concerns with respect to their educator or the Management, the parents must address these concerns to the person concerned.
2. If the concerns persist or get worse, the parents must address the Management when it concerns an employee. If it is concerning the Management the parent must put it in writing addressed to the Board of Directors and hand it in to the Management. If the concern is related to the health, safety and well being of the child, we are obligated to address it with the person concerned.
3. Each complaint is put in writing and bears the signature of the person making the complaint and will be verbally addressed to the person concerned.
4. Each complaint must be analysed by the ECC Management and/or the Board of Directors.
5. A follow-up will be done with the people concerned (parent/staff/etc...).
6. Anyone can make a complaint to the MFA if they feel that the permit holder of the ECC is not obeying the Loi sur les services de garde éducatifs à l'enfance.

Typical Schedule

<i>Hours</i>	<i>Schedule</i>
Opening	Arrival Greetings Free play Clean up Hygiene routine
9:00	Snack Hygiene routine Yoga / Psychomotricity Planned activities Get dressed Outside play Circle
11:30	Lunch Planned activities Hygiene routine Sleep routine
12:30	Rest time Wake up Hygiene routine
3:00- Closing	Snack Quiet Games Get dressed Outside play Departure

Some days require flexibility and change depending on the weather and group dynamics.

Typical Schedule for the Babies

<i>Hours</i>	<i>Schedule</i>
Opening	Arrival Greetings Free play Diaper change Rest time <i>When napping is no longer necessary, there are planned activities</i> Hygiene routine
9:00	Snack Hygiene routine Outside play Circle Diaper change Dressing Outside play / Gross motor activities
11:30	Lunch Hygiene routine Sleep routine Diaper change, exploration of the room, circle
12:30	Sleep time Wake up Hygiene routine
3:00- Closing	Snack Quiet games Diaper changes Dressing Outdoor play Departure

Some days require flexibility and change depending on the weather and group dynamics.

Educational program at Bambinos Universe ECC

With children:

- Pedayoga: psychomotricity, control
- Québec en Forme: psychomotricity
- Brindami: Social skills
- Show and tell weekly: Language, presentation in front of a group, sharing
- Daily story time
- Nursery rhymes / daily songs: songbook given to parents for the year.
- Pictograms: for tidy up, emotions, schedule, sequence of a task (washroom, washing hands, etc ...)
- Calm corners
- Responsibilities chart
- Lunch box and pencil case activities: Independence for school readiness
- School visit
- Dental hygienist visit
- Others: workshops on bullying, assertiveness, etc.
- Espace Outaouais Organisation: Violence Prevention, etc.
- Awareness concerning nature: Recycling, composting, gardening, (watering, maintaining, picking, bringing vegetables to the kitchen).
- Healthy lifestyles: Quebec en Forme(nutrition)/ Milles Pattes: cook for a day, Making muffin, biscuits, pizza, etc.... Pack their own lunch box with educator. Learning healthy methods such as "blowing their nose", washing hands, how to cough, brushing teeth (Germaction), etc...
- Outdoor games: 2 to 3 times a day depending on temperature. Free games and workshops.

With the parents:

- School readiness workshop for parents in collaboration with the school.
- Monthly Newsflash: explaining themes, healthy recipes, information tools, etc ...
- Monthly activity calendar posted in the locker room: reminders of the annual calendar.
- Annual activity calendar given at the beginning of the year: monthly themes, theme days, outings, visits, etc ...
- Bi-annual meetings between parents and their child's educator. (November and June)
 - Observations with the help of a grid in order to evaluate the different spheres of the child's development and to define with the parents objectives.
- Programming sheet.

For employees:

- "Joujouthèque" photo book: themes boxes, games, furniture, various materials, etc...
- Programming board