

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:

- The parent with a child currently attending and would like to increase the number of days of service.
- The parent that currently has one child/sibling regularly attending the daycare service.
- A permanent employees of the ECC; their child can have access to the 2 centers independently from work place.
- The parent that has a child currently attending and their contract has changed due to availability.
- The parent on the waiting list, in chronological order and the availability based on the age of the child and group.
- The ECC has a signed protocol with the CISSSO, therefore, we have 2 spots are reserved for children referred and followed by the CISSSO.

Registration procedures

The parent must complete the following documents:

- Child registration (health card number);
- Vaccination booklet (in the event of an outbreak at daycare);
- Procedure for administering medications;
- Request for reduced contribution; (both parents social insurance number for the releve 24 – income taxes purposes)
- Licence (proof of residency in Québec);
- Birth certificate of child and parent;
- Service agreement (the contract)
- Service agreement for outing;
- Authorization for direct debit services (void cheque);
- Letter of confirmation ‘La place 0-5 ans’
- Attestation of services received.

Requested documents are mandatory and will be:

- Kept in a file not under lock and key in the office.
- Transmitted to the Ministère de la Famille via the Enfantin computer software.
- Accessible to financial auditors during the mandatory annual audit.

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 with 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, management and the parents can end the contract if the child is not adapting well to the daycare environment.

Termination of contract

The parent may terminate the agreement contract signed with the daycare service at any time. However, we ask that the parent give us two weeks' notice before withdrawing the child from the daycare. Similarly, following one or more meetings with the parent (noted in the child's file), or following a written warning, the daycare center may terminate the agreement contract for reasons deemed serious, such as :

- Non-payment of contributions by parents;
- Long, unjustified absence of the child;
- Child's behavioral problems;
- Parent's behavioral problems;
- Non-compliance with internal rules by the parent.

The ECC will give the parents two weeks' notice before terminating the service agreement contract. Management will inform Board members in advance, either verbally at a Board meeting, or by e-mail or telephone. As well as the Ministry by e-mail or telephone, if applicable. The ECC has the right to demand a penalty representing the lesser of the following amounts: \$50 or 10% of the price of the contracted services not provided.

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. 31st)
- New Year's Day (Jan. 1st)
- The day after New Year's (Jan. 2nd)
- Good Friday
- Easter Monday
- Victoria Day (May)
- St-Jean Baptist day (June 24)
- Canada Day (July 1st)

- 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.

Additional fees and late fees

Additional fees per child may be requested 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.