



# **PARENTS GUIDE**

## **Daycare**

**CENTRE ÉDUCATIF  
AU SOMMET DES COULEURS  
Ltée**

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January 2025 CWELCC Edition

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## PRESENTATION

Dear Parents/Guardians,

The Au Sommet des Couleurs Center would like to extend a warm welcome to all new parents and friends. We are committed to working with you to ensure that your child's experience is as wonderful as possible. This document includes all the policies and information regarding our childcare center.

By working closely together, we can ensure the well-being and health of the children, as well as the quality of our service. Your participation, cooperation, and encouragement are always appreciated.

Sincerely,

Sophie Masson  
Director/Owner

## MISSION, PHILOSOPHY, AND VALUES

### **Mission :**

The Au Sommet des Couleurs Educational Center's mission is to meet the emotional, physical, social, and intellectual needs of all children in an appropriate manner. This is achieved by planning activities, demonstrating the importance of the environment, providing nutritious meals, allowing rest time as needed, and, above all, instilling respect, autonomy, environmental awareness, and open-mindedness. We welcome children in a warm, welcoming, and vibrant manner. The relationship between staff, children, and parents will always be positive.

At the Au Sommet des Couleurs Educational Center, we have blended the principles of the Montessori approach with our pedagogical approach centered on learning through exploration, play, and inquiry. We foster environments rich in opportunities where children are encouraged to explore, ask questions, and discover on their own, while being supported by caring and competent adults.

The philosophy of the Au Sommet des Couleurs Center is based on the following core

**principles:**

- Each child is a unique individual and develops at their own pace.
- The child is a capable being.
- The child is a competent being.
- The child is a curious being.
- The child is a being with great potential.
- The child learns through play and imitation.
- The child is the primary agent of their own development.
- Regular collaboration and communication between staff and parents contribute to the child's harmonious development.
- Engagement with the community is in the best interest of the child and contributes to their growth.

**Values of the childcare center:**

- Respect
- Autonomy
- Open-mindedness (no discrimination based on nationality, social background, or disabilities)
- Environment/Nature

**Values Taught to Children:**

- Autonomy
- Respect
- Socialization
- Environment
- Sharing
- Honesty
- Mutual Assistance
- Creativity
- Imagination
- Language
- Self-Esteem
- Open-Mindedness
- Curiosity

## WAITING LIST

We place children on a waiting list when no spots are available. This list will be kept confidential to protect the privacy of the children and families on it. Only the child's position on the waiting list will be communicated to the parents.

We update the waiting list once a year. When a spot becomes available, the center will make an admission offer to the first eligible child on the waiting list. Parents/guardians have 72 hours to review the parent guide and confirm their intention to proceed.

When a family accepts the spot, a non-refundable \$50 registration fee will be required via electronic transfer to the email address provided. You will then receive a link to activate your Digibot account, the center's management platform. Following this, you will be asked to complete the forms and will be able to see your child's registration.

A site visit will be scheduled, followed by a meeting in the office to answer your questions. For parents with more than one child, the registration fee will be required for each child.

*Please note that priority is given to the children of our employees as well as to siblings of children already enrolled in the childcare service, regardless of their position on the waiting list.*

## ADMISSION

Admission is granted on a first-come, first-served basis, depending on the available spots in the childcare center.

During the admission process, an in-person or virtual meeting with the parents/guardians will be arranged. During this meeting, you will tour the facilities, review the parent guide together, complete the registration form if it hasn't already been done through your Digibot profile, and address any questions you may have. A copy of all documents will then be provided to you via Digibot or email. Please remember to bring your child's yellow immunization record to this meeting.

Parents are responsible for reporting any changes in address, phone number, or any other information provided during the child's registration (e.g., new allergies, changes in authorized individuals for drop-off or pick-up, updated contact information, vaccination information, etc.).

## PERMIT

The Educational Center Au Sommet des Couleurs is licensed, meaning we hold an operating permit recognized by the Ministry of Education and adhere to the 2014 Child Care and Early Years Act. Additionally, our programs and facilities are inspected at least once a year by a Program Advisor from the Ministry of Education as well as by the Health and Fire Department for the renewal of our operating permits. In accordance with this act, we employ staff trained in early childhood education according to the ratios required by the Ministry of Education and adhere to the child/educator ratios prescribed by the Act in all our programs: 1 to 5 for toddlers, 1 to 8 for preschoolers, 1 to 13 for kindergarten, and 1 to 15 for school-age children.

The childcare center holds a permit from the Ministry of Education to accommodate up to 59 children, divided as follows:

- 10 toddlers aged 18 months to 30 months (no more than 2 children under 18 months)
- 21 preschoolers aged 30 months to 6 years (no more than 3 children under 30 months)
- 13 kindergarten school-age children aged 3½ years to 7 years
- 15 average school-age children aged 5½ years to 13 years

When a child reaches the appropriate age: if there is space in the older age group, they will be transferred; otherwise, they will remain in their current group.

Children aged 4 and 5 years who attend school (school-age) are not grouped with those aged 6 to 12 years. They have a separate room in the basement. This separation may be altered only if there are not enough children to form two groups, during an outing, or on an excursion. Children from the English school board will be placed in a group according to their age.

## INTEGRATION PERIOD

The child's integration period will be based on their individual needs. At the parents' discretion, the enrolled child may start with shorter days initially, until they feel comfortable. Every child enrolled at the childcare center is subject to a two-month evaluation period to observe their integration. The center reserves the right to withdraw a child, with a 4-week notice, if the child is experiencing adaptation difficulties. In exceptional circumstances where a child repeatedly exhibits dangerous behaviors that jeopardize their safety, the safety of other children, or the staff, an immediate withdrawal may be required without notice.

## INCLUSION OF CHILDREN WITH SPECIAL NEEDS

The inclusion of children with special needs aims to promote equal opportunities and provide a normalizing and stimulating environment for children with special needs and their families, while allowing other children attending the daycare to understand differences and engage in positive interactions with others. Welcoming children with special needs is part of the philosophy and values of the Educational Center Au Sommet des Couleurs. If needed, the United Counties of Prescott and Russell offer support for integrating children with special needs, aged from birth to 12 years, into our childcare services, subject to eligibility criteria. With parental consent, the director may request support from the United Counties to assist in the child's inclusion in our programs. Based on recommendations from the United Counties or the child's specific needs, an action plan may be developed and implemented by the center's staff to support the child's inclusion process. Despite the commitment to inclusion, the Educational Center Au Sommet des Couleurs may not be able to admit some children with special needs into our programs or may need to withdraw a child with special needs from our programs under the following circumstances:

- The nature of the special needs exceeds the expertise of the current staff;
- Accessibility to activities and facilities would be a problem for the child;
- The child has complex health issues that our program is unable to accommodate;
- The child requires a 1-to-1 ratio, and the Educational Center does not receive the necessary funding to provide this additional human resource;
- The Educational Center cannot access the external resources needed for the child's inclusion (e.g., resource educators, physiotherapists, etc.);
- Despite implementing an action plan to help the child with special needs integrate into our program, the child exhibits or continues to exhibit behaviors that jeopardize their own safety or the safety of other children or staff.



## CENTER OPERATION

The center's hours of operation are Monday to Friday from 6:30 AM to 5:15 PM. The center is located at 729 St-Isidore Street, Casselman, ON, K0A 1M0. The center offers both full-time and part-time services. Full-time enrollment requests will be given priority.

### Arrival and Departure

The arrival and departure of your child at the childcare service are very important moments. The transition between family-daycare-family should occur under the best possible conditions to facilitate the child's adaptation and ensure their safety. We aim for these moments to be experienced in a warm and trusting atmosphere.

- Upon arrival, please help your child get undressed and store their clothes in their cubby.
- Escort them to their educator and provide any relevant information about the child's night and morning.
- To ensure that your child participates as much as possible in educational activities, it is recommended that the child arrives at the daycare before 9:00 AM.
- It is important to inform us immediately of any changes. If your child will be absent, late, or if you are unable to pick up your child, please notify us.
- Provide the name of the person, other than the parent, who will pick up your child, and they must have identification with them (especially for the first time).
- When leaving, please inform the educator of your departure.

The center has implemented a "good arrival" policy. If the child does not arrive as expected by 9:00 AM, staff will contact the parent via text message, DigibotGO app message, and phone call. In the event of no response regarding the child's absence or if we cannot reach the parent, the management will use emergency contact numbers. The same procedure applies if the parent does not pick up their child as expected at closing time.

Children must arrive by 9:00 AM at the latest to adhere to a regular schedule and provide them with a sense of security. Additionally, this ensures they do not miss the program's activities.

*It is important to call or send a message to the daycare before 9:00 AM to report any delays, absences, or illness of the child.*

### Access Code

Access codes are to be used exclusively by parents/guardians. Under no circumstances are children allowed to use the code or the keypad. Failure to comply may result in the revocation of access code privileges.

For safety reasons, when entering or exiting the building, you must not grant access to others, for example, by leaving the door open for others to enter.

The access code is provided solely for entry to the childcare service and its designated areas. The entrance to the childcare service is to be used only for purposes related to childcare, such as picking up or dropping off children.

You must ensure that the access code remains confidential, including shielding the code when entering it on the keypad so it is not visible to others. When the code is entered, an indicator will display to show that the door has been unlocked.

The keypad will only be active during the regular operating hours of the childcare service. Outside of these hours, access to the keypad will be restricted, and the alarm system will be activated. Please do not attempt to enter the premises without an employee present.

Access codes may be modified, revoked, and/or changed at any time. In such cases, a notice will be provided.

**Arrival**

The side doors of the building provide access to the class cubbies. They are labeled for toddlers, preschoolers, and school-age children. You should use the door that corresponds to your child's age group. The main entrance can be used at any time.

**Departure**

Parents/guardians are required to inform the center of the name and familial relationship of all individuals authorized to pick up their child (as specified in the registration form), as well as any changes regarding this information. They must also notify us verbally, on the same morning or by phone, when one of these authorized persons comes to pick up their child. If no notice has been given and an authorized person arrives to pick up the child, the educator will call the parent to confirm before releasing the child. This person must be over 16 years old. The daycare may request identification without prior notice from individuals other than the parents/guardians picking up a child; initial requests will be more stringent. Responsibility for the child transfers to the parents/guardians once the child has left the daycare.

**Late Pick-Ups**

*Please note that stormy days may be an exception to this paragraph.*

A parent who is late and unable to pick up their child before 5:15 PM is responsible for making arrangements to have their child picked up; otherwise, they will be charged as follows: \$10.00 for 1 to 5 minutes late and \$1.00 per additional minute thereafter.

These fees will be based on the center's clock, and a bill will be issued with the childcare fees for the next payment.

**Absences**

Please report your child's absence, specifying the reason: personal, vacation, or illness (in the case of illness, please describe the illness or symptoms to help us monitor its spread).

*REMINDER You are paying for your child's spot, not for the days they are present at the childcare service.*

## Schedule

The center's hours of operation are Monday to Friday from 6:30 AM to 5:15 PM. However, it is not advisable for this to be your child's schedule. Please note that your child's day is similar to your workday; the longer the hours, the more tired the child will become and the harder it will be for them to thrive. It is therefore recommended that your child's day does not exceed 9 hours per day.

Here is the basic schedule of the Educational Center Au Sommet des Couleurs. This schedule may be modified at any time at the discretion of the educator, except during mealtimes and nap times.

<b>6:30 AM - 8:00 AM</b>	Opening and free play
<b>8:15 AM - 8:45 AM</b>	Morning snack
<b>8:45 AM - 9:00 AM</b>	Toilet routine, diaper change
<b>9:00 AM - 9:30 AM</b>	Directed activity and free play
<b>9:30 AM - 10:45 AM</b>	Outdoor play (weather permitting)
<b>10:45 AM - 11:00 AM</b>	Toilet routine
<b>11:15 AM - 11:45 AM</b>	Lunch
<b>11:45 AM - 12:00 PM</b>	Toilet routine, diaper change
<b>12:00 PM - 12:15 PM</b>	Storytime
<b>12:15 PM - 2:15 PM</b>	Nap
<b>2:15 PM - 2:30 PM</b>	Toilet routine, diaper change, quiet play
<b>2:30 PM - 3:00 PM</b>	Afternoon snack
<b>3:30 PM - 5:15 PM</b>	Outdoor play (weather permitting) and closing

## Special Days

From time to time, the Educational Center Au Sommet des Couleurs organizes special themes such as Halloween, Christmas, Easter, Valentine's Day, Canada Day, etc. If you do not celebrate one or more of these holidays for religious reasons, please inform us. We will also organize special themed days, such as pajama day, dress-up day, inside-out day, hat day, rainbow day, crazy hair day, etc. All this information will be communicated via the calendar in DigibotGO and the parent portal, as well as being posted at the entrance.

For children's birthdays, they will be celebrated within their respective groups. He will receive all the special attention. Parents are welcome to join us for lunch with their child if they are available. No desserts brought by parents will be allowed. If you would like to bring party hats, goody bags, napkins, or any other non-food items, they will be accepted.

## Excursions and Outings

Throughout the year, your child will have the opportunity to participate in educational outings. You will be notified in advance and will need to sign a consent form for your child to participate in the outing. If you choose to opt out, you will still need to pay for the childcare fees. Additionally, you will need to cover any costs associated with the outing if applicable. Parents are always welcome to join the outings.

Any parent or adult participating in the program or accompanying their child on an excursion must complete a Vulnerable Sector Police Check. Parents who wish to volunteer in the program must provide proof of a criminal background check before volunteering. A volunteer letter will be provided by the coordinator to the parent wishing to participate in our programs.

We will organize walks in the village, with a maximum distance of 15 minutes walking from the childcare center for children aged 0 to 4 years, and up to 30 minutes for children aged 4 to 12 years. These outings are usually planned in advance but can also be arranged spontaneously. Examples of excursions include parks, water play areas, grocery stores, Ahoy Adventure Center, restaurants, libraries, churches, schools, etc.

## Holidays

*Childcare fees must be paid for the following public holidays:*

- New Year's Day (January 1)
- Family Day (Ontario)
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day (July 1)
- Civic Holiday (First Monday in August)
- Labour Day (First Monday in September)
- Thanksgiving
- Christmas Day (December 25)
- Boxing Day (December 26)

If these holidays fall on a Saturday, the center will be closed on the preceding Friday. If these holidays fall on a Sunday, the center will be closed on the following Monday.

\*Please note that on December 24th and 31st, the daycare will close at noon.

## Professional Development Day (closing at noon)

There will be 4 professional development days for our educators each year. On these 4 days, the daycare will close at noon:

- The fourth Monday of February
- The fourth Monday of May
- The third Monday of August (including summer camp)
- The November 11th holiday

## Unscheduled Closures

In the event of an unforeseen situation beyond the center's control (epidemic, heating failure, storm, power outage, water damage, etc.) that necessitates a closure, parents will be notified immediately.

*No refunds will be provided for unforeseen situations where Au Sommet des Couleurs must close its programs without prior notice (e.g., flooding, heating failure, power outage, extreme weather conditions, and others).*

**What Your Child Needs**

- Disposable or cloth diapers (if necessary)
- Wet wipes (if necessary)
- Breast milk or formula (if necessary)
- Diaper cream in its original container (parents must sign the form, if necessary)
- Reusable water bottle
- Bottle/sippy cup if the child does not drink from an open cup
- Two sets of spare clothes (appropriate for different seasons)
- A comfort object and/or pacifier for nap time (no pillows allowed; blankets are provided and washed by the center)
- Slippers or indoor shoes

*Please remember to clearly label all of your child's items to avoid any confusion or loss.*

*Thank you!*

## FINANCIAL ARRANGEMENTS

The Centre Éducatif Au Sommet des Couleurs participates in the CWELCC program aimed at reducing childcare service costs for families with children aged 0 to 6 years. All children aged 7 and older are not eligible for the program's reduced rate.

For more details about the CWELCC program, please visit:

<https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

For more information on available subsidies for childcare fees,

visit: [https://en.prescott-russell.on.ca/stay/social\\_services/early\\_years\\_services](https://en.prescott-russell.on.ca/stay/social_services/early_years_services)

### Base Fees

GROUP	AGE	PRICE standard (per day)	PRICE (CWELCC) 0-6 years old
TODDLER	18 to 29 months	\$43.97	\$20.78
PRESCHOOL	30 months to 6 years	\$43.03	\$20.33
BEFORE-SCHOOL	4 to 6 years	\$20.86	\$12.00
	7 to 12 years	\$17.00	N/A
AFTER-SCHOOL	4 to 6 years	\$20.86	\$12.00
	7 to 12 years	\$17.00	N/A
BEFORE & AFTER-SCHOOL	4 to 6 years	\$20.86	\$12.00
	7 to 12 years	\$17.00	N/A
FULL DAY	4 to 6 years	\$33.72	\$15.93
	7 to 12 years	\$45.00	N/A
SUMMER CAMP	4 to 6 years	\$33.72	\$15.93
	7 to 12 years	\$45.00	N/A

Basic childcare fees apply for regular operating days as well as for holidays, vacations, absences, unscheduled closures, and staggered entries.

Childcare fees are specific to the rooms and groups where your child is placed. When space becomes available in an older group, your child will be relocated to another room



and group, and the fees will be adjusted accordingly. This evaluation is based on each child's date of birth, and as soon as a spot opens up in the older group compared to the group where your child is currently placed.

#### Administrative base Fees

FEE	PRICE	DETAILS	Payment Timing
File Opening	\$50.00	Applicable to each new child enrolled	At the time of enrollment
Annual Fee	\$50.00	<b>Includes:</b> Sunscreen Rain gear Insect repellent Hand sanitizer	January of each year (first payment)

#### Miscellaneous Fees

FEE	PRICE	DETAILS	Payment Timing
Late Fee	variable	\$10.00 for the first 1 to 5 minutes and \$1.00 per additional minute	Next payment
Additional Tax Receipt	\$15.00	Fee for an additional receipt	Upon request
Fee for bounced checks	\$25.00	Frais pour revirement de fond	Next payment
Toy replacement	variable	In case of repeated intentional damage	On demand

#### Deposit

A two-week deposit, payable by check, bank transfer, or cash, will be required upon signing this contract. This deposit will serve as a guarantee for your child's spot.

The center will retain the full deposit if the agreement is canceled before the start of the service. Otherwise, the deposit (balance) will be applied to the **last weeks of service**. Since the daycare requires payments in advance, parents will maintain a positive balance of 2 weeks throughout the service, which will be applied to the 2 weeks' notice when the child leaves. This means that upon giving notice, payments will stop immediately.

## Payment

Payments will be made via pre-authorized automatic transfer every two weeks, two weeks before the service takes place. The options of electronic transfer and cash will be available for late fees.

In case of non-payment (delay), you have 4 days to make the required payment; otherwise, the service will be suspended.

**REMINDER If you have more than three instances of late payment, you will be expelled from the childcare service.**

## Reservation Fees

If there is a significant delay between the signing of this contract and the start of care, parents agree to pay the full amount to reserve the space(s). In the case where the space is reserved for the arrival of a sibling, parents will also accept the same payment plan as above to secure a spot.

## Tax Receipt

Receipts are issued only once, by February 28 of each year at the latest. The tax receipt must be made out to the parent(s)/payer(s) as prescribed by the Canada Revenue Agency. A duplicate receipt can be issued with at least 10 business days' notice and a fee of \$15 per receipt. Parents are responsible for notifying the center of any address changes and other relevant changes before December 31.

## CANCELLATION OF SERVICE

You are required to notify the center and provide a written two-week notice before withdrawing your child from the center. The childcare center will then provide a statement of any remaining balance or credit. In the case of an outstanding balance, an invoice will be issued along with the statement; if there is a remaining credit, a transfer will be made to the parents. In the absence of a notice, you will be required to pay the full fees for two weeks.

## EXPULSION POLICIES

### Reasons Justifying the Expulsion of a Parent/Guardian

The Centre Éducatif Au Sommet des Couleurs may request the removal of a child from the program for the following reasons involving a parent/guardian:

- The payer has more than three late payments;
- The family has accumulated three late payments;
- The parent or any adult does not adhere to the rules;
- The parent or any adult demonstrates aggressive behavior or uses inappropriate language;
- The parent or any adult shows disrespect towards a staff member through actions or words;
- The parent or any adult shows disrespect towards another parent at the daycare through actions or words;
- The parent or any adult threatens another child besides their own on the daycare premises or addresses them in an inappropriate or intimidating manner.

### Child Expulsion

The Centre Éducatif Au Sommet des Couleurs reserves the right to remove a child from the program if the child faces difficulties even after an individual intervention plan has been made (see below), such as:

- The child has difficulty integrating into the group (e.g., behavioral issues, etc.);
- The program no longer meets the child's needs or is no longer suitable for them;  
or
- The child demonstrates behaviors that endanger their well-being, the well-being of other children, or the staff.
  
- The child who damages, breaks, or repeatedly and intentionally plays inappropriately with objects that are the property of the daycare.

In the event of expulsion by the childcare provider for reasons other than those indicated in the guide, a 4-week notice will also be given. Any violation of a policy in our

guide constitutes a valid reason for immediate dismissal, depending on the severity of the situation.

### PROHIBITED PRACTICES

No employee, student, parent/guardian, or volunteer is authorized to use the following practices:

- A. Subjecting a child to corporal punishment.
- B. Physically restraining a child, including confining them in a high chair, car seat, stroller, or other device for disciplinary purposes or to replace supervision, except when physical restraint is used to prevent the child from harming themselves or others, and only as a last resort and until the risk of injury is no longer imminent.
- C. Locking the exits of the childcare center or the family childcare setting to confine the child, or confining the child in an area or room without adult supervision, except in emergency situations and as required by the licensee's emergency management policies and procedures.
- D. Using severe or degrading measures against the child, including threats or disparaging language that could humiliate, frighten, or harm their dignity or self-esteem.
- E. Depriving the child of basic needs, such as food, drinks, shelter, sleep, use of the toilet, clothing, or bedding.
- F. Inflicting bodily harm on the child, including forcing them to eat or drink against their will.

**Anyone, whether a member of the general public or a professional working with children, is legally obligated to report any suspicion of abuse or neglect of a child. If parents or guardians suspect that a child is being abused or neglected, they must directly contact the local child protection agency.**

Children will be disciplined in a constructive and positive manner appropriate to their age to ensure their safety, health, and respect for others and their belongings. If a staff member determines that a child may have special needs or that their behavior is unmanageable, a meeting with the parents will be required to discuss the issue and create a plan to improve the situation, potentially involving contact with an external agency.

A violation of the policy on prohibited practices will result in disciplinary measures as outlined below, according to the detailed policy and procedure related to violations of policies and procedures.

However, the educational center reserves the right to dismiss an employee immediately upon the first warning if there is abuse. Any volunteer or student employee is informed of the center's disciplinary policies and signs an acknowledgment before starting to work with children. A copy of the policies is provided upon hiring. These policies are reviewed annually in team meetings.

### INDIVIDUAL PREVENTION PLAN

Before proceeding with the expulsion of a child due to adaptation difficulties or behavioral problems, the following procedures will be followed:

1. **Notification:** The child's parents/legal guardians will be informed of the implementation of an individual prevention plan for the child.
2. **Observation:** The child will be observed by the staff for one week to collect data and information on a behavior observation grid concerning the child's behavior incidents. The staff will document the child's behaviors and attempt to provide solutions to reduce the frequency or eliminate the behavior.
3. **Meeting with Parents/Guardians:** A meeting will be organized with the parents/guardians to present the individual prevention plan and propose potential solutions.
4. **Ongoing Communication:** During the implementation of the individual prevention plan, parents/guardians will be informed and will need to sign the child's behavior reports as needed.
5. **Follow-Up:** If the noted difficulties persist after two weeks of implementing the individual prevention plan, a second meeting will be organized with the parents/guardians and the management. A notice of withdrawal will then be issued. Depending on the severity of the difficulties, a notice period of two to four weeks will be given. In exceptional circumstances where the child repeatedly exhibits dangerous behaviors that put their own safety or the safety of other children at risk, immediate withdrawal may be required without prior notice.

## HEALTH

### Medications

Staff members are not authorized to administer any over-the-counter medications or syrups (e.g., Tylenol, cough syrup, teething syrup, etc.). Designated staff may only administer prescription medications to a child if the parent signs and dates an authorization form. No medication should be left in the child's cubby or bag. Parents are responsible for handing all medications directly to the staff. All medications must be prescribed by a doctor and be presented in their original container, with a label including the child's name, the name of the medication, dosage, and purchase date. Staff members are not authorized to administer expired medications. No non-prescription medications may be administered on-site by parents or staff members.

### Immunization Records

Childcare centers are environments where it is easy to contract vaccine-preventable diseases due to the close interactions and contact between children and adults. The Centre Éducatif Au Sommet des Couleurs and the Eastern Ontario Health Unit require a copy of the immunization record for every child receiving childcare services. Parents are responsible for keeping their child's record up to date, ensuring vaccinations are administered, and informing the childcare center of any updates to their immunization record.

In either of the following cases, a child is not subject to the immunization record requirements if:

There is a medical reason that prevents the person from being vaccinated

**OR**

The person opposes vaccination due to religious beliefs or reasons of conscience

In either case, the individual must provide the license holder with documentation confirming this situation. The administrative requirements must be completed using one of the two standard forms issued **by the health unit**; each form has two versions—one for employees, volunteers, and students, and the other for parents of children.

## Illnesses

- Every child must be in good health to participate in the program's activities, including outdoor activities.
- A child will not be admitted to the daycare if they exhibit any of the following symptoms of illness: fever, undiagnosed rash, diarrhea, vomiting, or communicable diseases (e.g., pink eye, lice, chickenpox, strep throat, etc.) within the past 24 hours.
- For a fever, the child must have been fever-free for 24 hours without the aid of medication before returning to the daycare.
- For diarrhea and vomiting, the child must be symptom-free for 48 hours before returning to the center.
- Certain illnesses and symptoms require exclusion from childcare services for a specified period. The exclusion period is determined by the Ottawa Public Health Unit and will depend on the symptoms and illness. For a list of symptoms and illnesses requiring child exclusion, please consult the Ottawa Public Health website at:  
[\\*https://www.santepubliqueottawa.ca/fr/professionals-and-partners/resources/Documents/cd\\_guidelines\\_ccc\\_fr.pdf](https://www.santepubliqueottawa.ca/fr/professionals-and-partners/resources/Documents/cd_guidelines_ccc_fr.pdf)
- In the case of exclusion, the parent will be notified by the childcare staff.
- If a child shows symptoms of illness during the day, the staff will contact the parent to pick up the child as soon as possible. As we follow public health guidelines, you are required to pick up your child when you receive a call from us regarding this matter. If you are unreachable, your emergency contact will be called to retrieve your child as soon as possible.
- A sick child may exhibit one or more of the following symptoms: behavioral changes, diarrhea, vomiting, dehydration, rash, cold, cough, and fever (a child has a fever if their temperature is equal to or above 37.8 degrees Celsius °C or 100.0°F, measured frontally, auricularly, or axillary). While waiting for the parent to arrive, the child will rest in a quiet area away from others, as much as possible.
- Parents must notify the staff as soon as possible if their child shows symptoms of communicable diseases. This helps monitor other children and limit the possibility of an outbreak.

## Nutrition

The center will provide breakfast, lunch, and a snack for children aged 12 months and older, in accordance with the Canadian Food Guide standards. For children aged 12 months and younger, the center will follow the information provided on the registration form, and parents will need to bring food for their child. Breakfast will be served from 8:15 AM to 8:45 AM, lunch from 11:15 AM to 11:45 PM, and snacks from 2:30 PM to 3:00 PM.

Meals are hot and varied, and occasionally include cold meals in the summer. According to the public health dietitians in Ontario, the main meal (lunch) includes 2 choices of vegetables and fruits, along with 1 choice of either a grain product, milk and alternatives, or meat and alternatives. Snacks include 1 choice of vegetable and fruit, and 1 choice of either a grain product or milk and alternatives (a different choice for each snack).

- Snack time is a period of relaxation and socialization for the children and staff. The ideal atmosphere is a family-like environment where children and adults have the opportunity to take turns talking and sharing ideas.
- Snacks should be small enough not to replace a meal. Water is the preferred beverage.
- L'eau est la boisson privilégiée.
- All children must have eaten their lunch before arriving at the daycare.
- The 4-week menu will be posted in the kitchen, classrooms, on the website (parent portal), and on the DigibotGO app, and will be updated in case of any changes.
- If your child consumes pureed food, formula, or breast milk, parents must provide this food.
- If for any reason your child cannot consume certain foods, please indicate this on the registration form in the "Special Dietary and Food Provisions" section. If your child needs specific foods for medical reasons, you may be asked to provide them.
- In the daycare, when a child has dietary restrictions or allergies and the parent must provide a food substitute, the following steps will be implemented:
  - 1. The food provided must be labeled with the child's full name and given to a staff member.
  - 2. The food will be stored in the appropriate place.
  - 3. The cook or responsible person will replace the foods, according to the established menu, to accommodate the child's allergies/dietary restrictions.
- For safety reasons regarding food allergies at the daycare, children cannot arrive at the daycare with their lunch in hand, nor eat food with their parents in the entrance area of the daycare. No food from home will be accepted at the daycare.



or placed in the child's bag, except for Valentine's Day. Parents who wish to provide small treats for friends are welcome, but they must ensure that the food does not contain allergens, that all ingredients are clearly indicated, and the educators will check for allergens and reserve the right to return any treat that contains an allergen for a child present at the daycare.

- Throughout the year, there will be special meal occasions such as the sugar shack, meals prepared by the after-school program, Children's Day, restaurant outings, etc.
- The daycare will also provide a small surprise dessert for birthdays.

### Allergies

Parents are responsible for informing the center of any allergies or specific dietary issues concerning their child. In cases where a child suffers from food allergies and the meals and snacks provided by the daycare cannot meet their needs, the parent will be asked to supply the meals and snacks for their child. For special diets, it is necessary for the parent to provide the appropriate food. Additionally, in the case of allergies, parents will need to complete an emergency procedures form.

Parents who serve foods containing allergens at home should ensure that their child is free of allergens before arriving at the daycare (e.g., thorough hand washing, tooth brushing, etc.).

### Rest Periods

In accordance with the Child Care Act, all children must have a rest period of no more than two hours to balance the physical activities they engage in at the daycare center. The scheduled nap time is from **12:15 PM to 2:15 PM**. During the rest period, each child will be assigned a cot with a light blanket. Only during the afternoon nap, soft music will be played, and the curtains and lights will be closed.

All children in the **Toddler group** must remain on their respective beds for the first hour and a half, and this is non-negotiable. Those who do not sleep after this period may participate in quiet activities, such as reading a book or playing a calm game.

All children in the **Preschool group** must remain on their respective beds for the first 45 minutes, and this is non-negotiable. Those who do not sleep after this period may participate in quiet activities, such as reading a book or playing a calm game on their respective beds until **1:15 PM**, when two other educators will return from their break. One educator will go to the basement with a maximum of 8 children, all aged over 3.5

years, for quiet activities or free play. The other educator will stay to supervise the sleeping children with the help of the director or program coordinator.

An exception applies when there are fewer children and fewer staff members, such as during Christmas holidays, the summer period, staff training days, or outbreaks. During these times, preschool children must remain in their room for the entire nap period and may only start tabletop activities at **1:30 PM**.

We take into account the instructions provided by parents while respecting the child's needs. As these needs may vary from day to day, if a child falls asleep within the first 30 minutes, it means they need the rest. We do not force them to stay awake, just as we do not force them to sleep. Our primary goal is always to respect and respond to the needs of each child.

### Hygiene

We follow the following hygiene practices:

- Shoes or slippers must be worn at all times.
- Hands are washed before and after each activity (meals, snacks, outdoor play, etc.).
- Tables are disinfected after crafts as well as before and after each meal.
- Towels, clothing, blankets, and textiles are washed and dried according to a specific schedule displayed in the laundry room.
- Animals are prohibited in the center except for special days (e.g., animal therapy, bring-your-pet days), and always considering the allergies of children or staff.
- Use a tissue for wiping the nose.
- A list of cleaning tasks to be done will be posted in each room.
- Toys and materials are disinfected regularly.
- Toys or materials that have been put in a child's mouth are washed and disinfected immediately or placed in a disinfecting bin.
- Parents who use cloth diapers must bring a transport bag each day containing 4 to 5 ready-to-use diapers (unfastened, with inserts properly placed inside, and labeled). The caregiver is responsible for removing clean diapers and placing them in the child's designated diaper bin, as well as returning the empty bag.

Caregivers reserve the right to refuse cloth diapers in the following cases:

- The child frequently overflows their diaper, even after adjustments.
- The child is in the process of potty training (it may be preferable to switch to reusable training pants).
- The parent often forgets to properly prepare the diapers or to bring enough clean diapers.
- The child appears uncomfortable or difficult to change

## SAFETY

### Smoke-Free and Carbon-Neutral

Smoking or vaping is prohibited inside the childcare center and on the property. The center must report any incidents to the health office for investigation. Signs prohibiting smoking and vaping are posted within the center. It is also forbidden to leave your gasoline engine running on the center's property, even in winter, to reduce the risk of poisoning. Thank you for your cooperation.

### First Aid

The staff is certified in emergency first aid and in administering EPIPEN. In case of an accident at the childcare center, first aid will be administered. In an emergency, the ambulance service will be contacted. Parents will be informed of any situation.

### Criminal Background Checks

All occupants of the center have undergone a vulnerable sector criminal background check, including staff members, management, volunteers, and interns.

### Emergencies

Depending on the nature of the emergency, the center will communicate via telephone, the DigibotGO app, or email through a newsletter. Staff will ensure that children are safe and supervised at all times during an emergency situation. If evacuation is required, the assembly point where everyone should go will be posted with the center's logo on the premises.

If the alert is "not lifted," proceed to the **evacuation location**, which is:

- **Short-Term Designated Location:** École publique Académie de la Seigneurie (731 Rue des Pommiers, Casselman, ON K0A 1M0). Written approval must be obtained before using this location.
- **Long-Term Designated Location:** Paroisse St-Euphémie (716 Principale St, Casselman, ON K0A 1M0). Written approval must be obtained before using this location.

## Monitoring of Volunteers and Interns

Volunteers and students will always be supervised by an employee and will never be allowed to be alone with a child or a group of children receiving childcare services. Volunteers and students will not be counted in the employee-to-child ratios.

## Code of Conduct

The Centre Éducatif Au Sommet des Couleurs aims to provide a violence-free environment where all children, parents, staff, and volunteers are safe. For this reason, violent and aggressive behaviors, including verbal aggression, will not be tolerated. The center takes all necessary precautions to prevent accidents. However, please note that the center is not responsible for accidents that may occur during your child's participation in our programs and related activities. Parents are responsible for their own health insurance, dental insurance, and accident insurance, including any injuries your child might sustain or cause to others due to negligence or actions while participating in the program and related activities. In the event of theft, vandalism, serious injuries, or intentional damage to the property of participants, staff, or the center, parents will be informed immediately. Replacement or repair costs for damaged materials must be reimbursed by the parents. The Centre Éducatif Au Sommet des Couleurs is not responsible for loss, theft, or damage to children's belongings. The center takes necessary measures to minimize the risk of such incidents.

## CLOTHING / PERSONAL ITEMS

It is recommended to provide two complete sets of spare clothes for your child at the childcare center. All clothing, including boots, jackets, mittens, hats, and sweaters, should be labeled with the child's name. It is essential that the child is dressed appropriately to fully enjoy both indoor and outdoor activities.

Although staff make reasonable efforts to prevent children from staining or damaging their clothes, it is impossible to avoid all accidents that may occur during daily activities. The Centre Éducatif Au Sommet des Couleurs cannot be held responsible for any clothing or items that are stained, lost, or damaged.

Children may bring a labeled blanket and a comfort item or use a blanket provided by the center solely during naptime. The center will wash these blankets each week. A variety of age-appropriate toys is provided for the children to play with. Therefore, please do not bring toys from home (except on special "bring a toy from home" days) as this may cause jealousy and disputes among the children.

## PARENTS CONCERNS

We strongly encourage parents to play an active role in the activities of the childcare center and to regularly discuss their child's experience with the program. We support positive and attentive interactions between children, parents, and staff, and we promote parental involvement as well as ongoing communication regarding the program and their children. Our staff is available to converse with parents and facilitate constructive exchanges. All questions and concerns raised by parents and guardians are taken seriously and addressed promptly to satisfy all parties involved. Questions and concerns can be expressed either verbally or in writing. Responses are communicated verbally or in writing if requested. The level of detail in the response respects the confidentiality of all parties involved. Parents receive an initial response within a standard timeframe of 24 hours (1 business day). The person who raised the question or concern is kept informed throughout the resolution process. The review of questions and concerns is conducted fairly, impartially, and respectfully of all parties involved.

Anyone, whether a member of the public or a professional working with children, is required by law to report any suspicion of child abuse or neglect. If parents or guardians suspect that a child is a victim of abuse or neglect, they must contact the appropriate child protection services directly.

## COMMUNICATION

All correspondence or exchange of information regarding the child will be made only with the child's legal parents or guardians. In the case of separated parents, Au Sommet des Couleurs will communicate all information, especially regarding the possible removal of the child from our programs due to non-compliance with the center's policies or regulations, to both parents. A court order or a written agreement signed by both parents will be required for any special requests concerning the child.

We will use the following forms of communication:

- Phone
- Email
- Newsletter
- Text message
- Digibot (parent portal) and DigibotGO
- Website

### Language

Given our Francophone mission, communication with the children will be conducted exclusively in French at all times. Similarly, written communication will be in French under all circumstances. English-speaking parents who are unilingual will be responsible for inquiring with their child's educator or the coordinator when written correspondence is distributed and they wish to understand its content. Staff are encouraged to communicate verbally in the parents' language whenever necessary and possible.

In cases of emergency and safety where information needs to be communicated to parents, a notice will be prepared in English to alert the unilingual English-speaking parent picking up their child that they should speak with the coordinator, the educator, or their substitute to obtain important information.

### **Weekly Journal**

We use the DigibotGO app for your child's weekly journal. This includes photos and videos from the day, the weekly agenda, the weekly menu, the activity calendar, important messages, and more.

### **Contact**

Centre Éducatif Au Sommet des Couleurs Ltée

729 rue St-isidore, Casselman K0A 1M0

Sophie Masson

613-764-5664

[sophiemasson@ausommetdescouleurs.com](mailto:sophiemasson@ausommetdescouleurs.com)

<https://www.facebook.com/Au-Sommet-des-Couleurs-100692632172261>

<https://www.instagram.com/garderie.ausommetdescouleurs/>

## PAYMENT SCHEDULE

### Payment Schedule for the Centre Éducatif Au Sommet des Couleurs 2025

<b>2025</b>	
<b>PAYMENT DATE</b>	<b>COVERED SERVICE PERIOD</b>
December 13, 2024	December 16 to 27, 2024
December 27, 2024	December 30, 2024 to January 10, 2025
January 10, 2025	January 13 to 24, 2025
January 24, 2025	January 27 to February 07, 2025
February 07, 2025	February 07 to 21, 2025
February 21, 2025	February 21 to March 7, 2025
March 7, 2025	March 7 to 21, 2025
March 21, 2025	March 24 to April 4, 2025
April 4, 2025	April 7 to 18, 2025
April 18, 2025	April 21 to May 2, 2025
May 2, 2025	May 5 to 16, 2025
May 16, 2025	May 19 to 30, 2025
May 30, 2025	June 2 to 13, 2025
June 13, 2025	June 16 to 27, 2025
June 27, 2025	June 30 to July 11, 2025
July 11, 2025	July 14 to 25, 2025
July 25, 2025	July 28 to August 8, 2025
August 8, 2025	August 11 to 22, 2025

22 August, 2025	August 25 to September 5, 2025
September 5, 2025	September 8 to 19, 2025
September 19, 2025	September 22 to October 3, 2025
October 3, 2025	October 6 to 17, 2025
October 17, 2025	October 22 to 31, 2025
October 31, 2025	November 3 to 14, 2025
November 14, 2025	November 17 to 28, 2025
November 28, 2025	December 1 to 12, 2025
December 12, 2025	December 15 to 26, 2025
December 26, 2025	December 29, 2025 to January 9, 2026