



PARENTS GUIDE

Before and After School

CENTRE ÉDUCATIF
AU SOMMET DES COULEURS
Ltée

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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 Support
- Creativity
- Imagination
- Language
- Self-Esteem
- Open-Mindedness
- Curiosity

WAITING LIST

We place children on a waiting list when no spots are available. Please note that there is no waiting list for camp services such as summer camp or March break. However, current after-school program clients are given priority for these services.

This list will be maintained in a manner that protects the privacy and confidentiality of the children and families listed. Only the child's position on the waiting list will be communicated to parents.

We will 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 will 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 view 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 children of our employees as well as siblings of children already enrolled, regardless of their position on the waiting list.

ADMISSION

Admission is handled on a first-come, first-served basis, depending on the availability of spots at the childcare center.

At the time of admission, an in-person or virtual meeting with parents/guardians will be arranged. During this meeting, you will tour the facilities, review the parent guide together, complete the registration form if it has not already been done via 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 booklet to this meeting.

It is the parents' responsibility to report any changes in address, phone number, and any other information provided during the child's registration (e.g., new allergies, changes in authorized individuals for drop-off or pick-up, new contact information, vaccination information, etc.).

When September begins and the new school year starts, you will find the option to register for Pedagogical Days in the Pedagogical Days tab. Children already enrolled in the childcare service will be contacted and given priority. Subsequently, if there are remaining spots, we will make an offer on our web platforms to fill the available places. New parents will need to follow the same process outlined above. Please notify us at least one month before the Pedagogical Day to ensure the required staff is available.

Regarding summer camp registrations, they will be available starting in May and will operate on a first-come, first-served basis depending on the availability of spots. The same admission procedures described above must be followed. You will have the option to register by day or by week, depending on availability and demand.

PERMIT

The Au Sommet des Couleurs Educational Center is licensed, which means we have an operating permit recognized by the Ministry of Education and adhere to the Child Care and Early Years Act, 2014. Additionally, our programs and facilities are inspected at least once a year by a Program Advisor from the Ministry of Education as well as the Health and Fire Department for the renewal of our operating permits. In accordance with this act, we hire staff trained in early childhood education according to the ratios required by the Ministry of Education, and we comply with the child-to-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
- 21 preschoolers aged 30 months to 6 years
- 13 kindergarten children aged 3½ to 7 years (Kindergarten and Pre-K)
- 15 school-age children aged 5½ to 13 years (Grade 1 to Grade 6)

Children aged 4 and 5 years, who attend school (after-school care), are not grouped with those aged 6 to 12 years. They have a separate room in the basement, except when there are not enough children for two groups, on field trips, or outings. For English school council purposes, they will be placed in a group according to their age.

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 at the center to understand differences and engage in positive interactions. Welcoming children with special needs is part of the philosophy and values of the Au Sommet des Couleurs Educational Center. If needed, the United Counties of Prescott and Russell provide support to integrate children with special needs, aged from birth to 12 years, into our childcare services, subject to eligibility criteria. The director, with parental permission, may request support from the United Counties to assist in the inclusion of the child in our programs. Based on the recommendations of 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 Au Sommet des Couleurs Educational Center may not be able to admit certain children with special needs into our programs or may need to withdraw a child with special needs from our programs in the following situations:

- The nature of the special needs exceeds the expertise of the current staff.
- Accessibility to activities and facilities would pose a problem for the child.
- The child has complex health issues that our program cannot address.
- The child requires a 1-to-1 ratio, and the center does not receive the necessary funding to meet this additional staffing need.
- The center cannot access the external resources required for the child's inclusion (resource educators, physiotherapists, etc.).
- Despite implementing an action plan to support the child's inclusion in our program, the child exhibits or continues to exhibit behaviors that endanger their own safety, the safety of other children, or the 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.

**It is your responsibility to register the childcare center's address for your child's school bus stop during school registration or online.*

French link: www.ctse.ca

English link: www.steo.ca

Arrival and Departure

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

Upon arrival, please help your child undress and store their clothes in their cubby. Bring them to their educator and share any relevant information about the child's night and morning. 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 let us know.

Provide the name of the person, other than the parent, who will pick up your child, and they must carry an ID (especially for the first time). When leaving, please inform the educator of your departure.

The center has implemented a "good arrival" policy. When a child does not arrive as scheduled at 9:00 AM for pedagogical days or summer services, staff will contact the parent via text message, DigibotGO app message, and phone call. If there is no response regarding the child's absence or if we are unable to contact the parent, the management will use emergency contact numbers. The same procedure is followed if the parent does not pick up their child as scheduled at closing time.

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.

Before School

A child using the after-school service must arrive at the childcare center before 8:00 AM to be ready for the bus that picks up children from the center. In case of changes, such as a morning absence, if the child is already at school, or for any other reason, the parent must inform the center to ensure the child's presence or absence is noted at all times. An educator will be present with the children outside in the morning during the bus departure or walk to school to ensure the children's safety.

Bus Departure:

- École St-Euphémie: 8:50 AM (stop at the childcare center)
- Cambridge Public School: 8:52 AM (stop at St-Isidore Street and Guillaume Street)

Departure for Walking:

- École Académie de la Seigneurie: 8:30 AM

After School

An educator will be present with the children in the evening outside during the bus arrival or at the school for pick-up and the walk to the childcare center to ensure the children's safety. To ensure the children's safety, the staff will take the following steps every day after school:

1. The educator fills out the attendance register.
2. If a child is absent, the educator checks if the absence has been reported by the parent.
3. If the parent has not reported the child's absence, the educator, coordinator, or responsible director will:
 - Call the parent's work and/or cell phone.
 - Consult with the school staff to determine if the child left school before the end of classes.
 - Contact the emergency contacts listed.
 - If no contact can be made, the responsible person will then call the school staff to search inside and outside the school premises.
 - If, after following these procedures, the child is still not found, the responsible person will call 911.

Bus Arrival:

- École St-Euphémie: 3:50 PM (stop at the childcare center)
- Cambridge Public School: 4:25 PM (stop at St-Isidore Street and Guillaume Street)

School Departure:

- École Académie de la Seigneurie: 3:15 PM

Children must arrive no later than 9:00 AM for pedagogical days or other full-day services (unless otherwise notified). This ensures adherence to a regular schedule and provides them with a sense of security. Additionally, it allows them to participate fully in the program's activities.

**It is important to notify the childcare center of any delays, absences, or illnesses of the child through the available means, by indicating it on Digibot, sending a chat message, calling, using the center's Messenger, or via email.*

Arrival

The side doors of the building provide access to the class cubbies, which are labeled for toddlers, preschoolers, and after-school care. You must use the door corresponding to your child's age group. The main door can be used at any time.

Departure

Parents/guardians are required to inform the center of the first name and relationship of all individuals authorized to pick up their child (as specified in the registration form), as well as any changes in this regard. They must also inform us verbally on the same morning, via chat, or by phone when one of these authorized individuals comes to pick up their child. If no notice has been given and an authorized person comes to pick up the child, the educator will call the parent to confirm before allowing the child to leave. This person must be over 16 years old. The center may request identification from individuals other than parents/guardians picking up a child, with more stringent checks for the first few times. Responsibility for the child transfers to the parents/guardians once the child has left the childcare center.

Delays (Late fees)

Note that stormy days may be an exception to this paragraph.

A parent who is late and cannot pick up their child before 5:15 PM is responsible for making arrangements for someone else to pick up their child; 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 an invoice will be issued with the next childcare payment.

Absences

Please report your child's absence on Digibot, specifying the reason: personal, vacation, illness, etc. (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 be 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 for the Au Sommet des Couleurs Educational Center. This schedule may be modified at any time at the educator's discretion, except during meal times or when we need to rotate groups outside due to the number of children exceeding the allowed limit of 27.

Pedagogical Schedule & Summer camp Service

- 6:30 AM - 8:00 AM** Opening and free play
- 8:00 AM - 9:30 AM** Morning snack
- 9:30 AM - 10:30 AM** **School Garden Group:** Directed activity and free play
Middle School Group: Outdoor games
- 10:30 AM - 11:30 AM** **School Garden Group:** Outdoor games
Middle School Group: Directed activity and free play
- 11:30 AM - 12:30 PM** Lunch
- 1:00 PM - 1:45 PM** **School Garden Group:** Outdoor games
Middle School Group: Walk in the village
- 1:45 PM - 2:30 PM** **School Garden Group:** Walk in the village
Middle School Group: Outdoor games
- 2:30 PM - 3:00 PM** Quiet play
- 3:00 PM - 3:30 PM** Afternoon snack
- 3:30 PM - 4:15 PM** **School Garden Group:** Outdoor games

Middle School Group: Free play

4:15 PM - 5:15 PM School Garden Group: Outdoor games and closing

Middle School Group: Free play and closing

After-School Schedule

6:30 AM - 7:30 AM School Garden Group: Opening and outdoor games

Middle School Group: Free snack and free play

7:30 AM - 8:00 AM School Garden Group: Free snack and free play

Middle School Group: Outdoor play

8:00 AM - 9:30 AM Free play and bus

SCHOOL

3:00 PM - 4:00 PM School Garden Group: Outdoor play

Middle School Group: Free snack and free play

4:00 PM - 5:15 PM School Garden Group: Free snack, free play, and closing

Middle School Group: Outdoor play and closing

Special Days

From time to time, the Au Sommet des Couleurs Educational Center organizes special themed events 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 let us know. We will also organize special themed days, for example: pajama day, dress-up day, inside-out day, hat day, multicolor day, crazy hair day, etc. All these details will be communicated via the calendar in Digibot and will also be posted at the entrance.

Excursions and Outings

During the summer program, your child will have the opportunity to participate in community outings or simply for fun at least once a week. When registration for the summer program opens, all outings will be listed on the registration form. All parents are welcome to join the outings. The more, the merrier!

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

We will organize walks within the village, with a maximum distance of 30 minutes. These outings are generally planned in advance but can also be arranged spontaneously. Here are some examples of excursions: park, water play area, grocery store, restaurant, library, church, school, etc.

Holidays

Childcare fees will be charged 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)

A professional development day for the school-age program/summer camp educators is scheduled once per year during the summer camp. This development day will take place on the third Monday of August. A reminder will be sent to families in advance.

Unscheduled Closures

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

No refunds will be provided for unscheduled closures where Au Sommet des Couleurs must close its programs without prior notice (e.g., flooding, heating issues, power outages, extreme weather conditions, and others).

What Your Child Needs

- Reusable water bottle
- Spare clothes (suitable for different seasons)
- Slippers or indoor shoes
- Seasonal outerwear

Please make sure to clearly label all of your child's items to avoid any confusion or loss. Thank you!

FINANCIAL ARRANGEMENTS

****Please note that the Au Sommet des Couleurs Educational Center is not registered with the Canadian Child Care and Learning System (CCLS)****

For more information on available subsidies for child care fees, please visit:

https://www.prescott-russell.on.ca/habiter/services_sociaux/services_a_la_petite_enfance

Base Fees

GROUP	AGE	PRICE standard (per day)	PRICE (CWELCC) 0-6 years old
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

The after-school service offers the option of before **OR** after school care, as well as the option of both before **AND** after school care. Regardless of the option chosen, enrollment will be based on a Monday-to-Friday schedule. You cannot choose to pay for only certain days of the week. For example, if you choose before-school care, you will be charged for the morning service from Monday to Friday, whether or not your child is present.

Standard basic child care fees apply for regular opening days, holidays, pedagogical days, unscheduled closures, and staggered entries. If you wish to have full-day care for pedagogical days, you will simply be charged an additional fee, which is the basic fee (according to your enrollment) plus the extra charge to reach the maximum amount of \$45.00.

Administrative base Fees

FEES	PRICE	DETAILS	Payment Timing
File Opening	\$50.00	Applies to each new child enrolled	At the time of registration
Annual Fee	\$50.00	Includes: Sunscreen Raincoat rental Insect repellent Hand sanitizer	Every January (first payment)

Miscellaneous Fees

FEES	PRICE	DETAILS	Payment Timing
Late Fees	variable	\$10 for the first 1 to 5 minutes and \$1 per additional minute	Next Payment
Additional Tax Receipt	\$15.00	Fee for extra receipt	Upon Request
Insufficient Funds Fee	\$25.00	Fee for bounced checks	Next Payment
Inclement Weather Day	\$33.72 (4 to 6 years) \$45.00 (7 to 12 years)	See Note below	Next Payment
Toy Replacement	Variable	In case of repeated intentional damage	On demand

Note (Inclement Weather Day):

On inclement weather days, you will have the option (LIMITED SPACE BASED ON AVAILABLE STAFF) to leave your child at the childcare center for the cost of a full day. Due to the absence of bus service and the danger of walking in such weather conditions, you will need to decide whether to pick up your child and bring them to school or leave them at the center for the day. Daily fees equivalent to a full-day program will apply and will be charged with the next payment.

Payment

Payments will be made through pre-authorized automatic transfers every two weeks, two weeks before the service is provided. The options of electronic transfer and cash will be available for late fees.

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

REMINDER If you have more than three late payments, you will be expelled from the childcare service.

Summer Camp Payment

For summer camp, payment will be made via bank transfer at the time of registration for the selected days. The option to pay bi-weekly via DPA is available by arrangement with the center for regular clients.

Tax Receipt

Receipts are issued only once, no later than February 28 of each year. The tax receipt must be made out in the name of 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 or other relevant changes before December 31.

CANCELLATION OF SERVICE

If you are enrolled in the after-school service, you are required to notify the center and provide a written notice of 2 weeks before withdrawing your child from the service. 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 credit remaining, a transfer will be sent to the parents. In the absence of notice, you will be required to pay the full fees for 2 weeks.

If you are enrolled in the summer camp service, any cancellation within four weeks before the selected date will be refundable. You must inform the center as early as possible in case of changes. Any cancellation after this date will not be accepted, and you will be required to pay the full registration fees for the summer session.

EXPULSION POLICIES

Reasons for 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 comply with the regulations.
- The parent or any adult exhibits 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 childcare center through actions or words.
- The parent or any adult threatens another child, other than their own, on the premises of the childcare center 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 continues to face difficulties even after an individual intervention plan has been created (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;

- The child exhibits behaviors that endanger their well-being, that 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.

If the childcare provider expels a child for reasons other than those outlined in the guide, a 4-week notice will also be given. Any violation of a guide item constitutes a valid reason for immediate dismissal, depending on the severity of the situation.

PROHIBITED PRACTICES

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

- A. Subjecting the child to corporal punishment;
- B. Physically restraining the child, such as 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 solely to prevent the child from harming themselves or others, and only as a last resort and for as long as necessary to eliminate any imminent risk of injury;
- C. Locking exits from the childcare center or from the family childcare space to confine the child, or confining the child in an area or room without adult supervision, except if such confinement occurs during an emergency situation and is required by the emergency management policies and procedures of the licensee;
- D. Administering severe or degrading measures towards the child, using threats or disparaging language in their presence that could humiliate, frighten, or undermine their dignity or self-esteem;
- E. Depriving the child of their basic needs, such as food, drink, shelter, sleep, toilet use, clothing, or bedding;
- F. Inflicting physical harm on the child, such as forcing them to eat or drink against their will.

Everyone, including members of the public or professionals working with children, is legally required to report any suspicion of child abuse or neglect. If parents or

guardians suspect that a child is being abused or neglected, they must contact the local child protection agency directly.

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 property. 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 develop a plan to improve the situation, potentially involving contact with an external agency.

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

However, the educational center reserves the right to terminate the employee immediately upon the first warning if abuse is observed. All volunteers and students are informed of the center's disciplinary policies and must sign an acknowledgment before beginning work with the children. A copy of these policies is provided at the time of hiring. These policies are reviewed in team meetings annually.

INDIVIDUAL PREVENTION PLAN

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

1. **Notification to Parents/Guardians:** The child's parents or legal guardians will be informed of the implementation of an individual prevention plan for the child.
2. **Observation Period:** The child will be observed by the staff for one week to collect data and information using an observation grid concerning the child's behavior. The staff will document the child's behaviors and attempt to find solutions to reduce or eliminate these behaviors.
3. **Meeting with Parents/Guardians:** A meeting will be arranged 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 be required to sign the child's behavior reports as needed.

5. **Follow-Up Meeting:** 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 be issued. Depending on the severity of the difficulties, a notice period of two to four weeks may be given. In exceptional circumstances where the child repeatedly exhibits dangerous behaviors that risk their own safety or the safety of other children, immediate withdrawal may be required without prior notice.

HEALTH

Medications

Staff are not permitted to administer any non-prescription medications or syrups (e.g., Tylenol, throat or teething syrups, etc.). Designated staff can 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 locker or bag. The parent is responsible for handing any medication directly to the staff. All medication must be prescribed by a doctor and presented in its original container, with a label showing the child's name, the name of the medication, dosage, and purchase date. Staff are not allowed to administer expired medication. No non-prescription medications may be administered on-site by either parents or staff members.

Immunization Records

Child care centers are places where it is very easy to contract vaccine-preventable diseases, as children and adults spend a lot of time together and have many interactions and contacts. The Centre Éducatif Au Sommet des Couleurs requires a copy of the immunization record for any child receiving care services. Parents are responsible for keeping their child's record up-to-date, getting vaccinations, and informing the center of any updates to their immunization record.

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

- There is a medical reason why the person cannot be vaccinated, or
- The person opposes vaccination due to religious beliefs or conscientious reasons.

In either case, the individual must provide the license holder with a document certifying this situation. Administrative formalities must be completed using one of two standard forms provided by the Ministry; 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 program activities, including outdoor activities.
- A child will not be admitted to the daycare if they exhibit the following illness symptoms: fever, undiagnosed rash, diarrhea, vomiting, or contagious illness (e.g., pink eye, lice, chickenpox, strep throat, etc.) in the past 24 hours.
- For fever, the child must be fever-free for 24 hours without 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 child care for a specific period of time. The exclusion period is determined by the Ottawa Public Health office and will depend on the symptoms and the illness. For a list of symptoms and illnesses requiring exclusion, please refer to the Ottawa Public Health website at https://www.santepubliqueottawa.ca/fr/professionals-and-partners/resources/Documents/cd_guidelines_ccc_fr.pdf.
- In the event of exclusion, the parent will be notified by the daycare staff.
- When a child exhibits symptoms of illness during the day, the staff will contact the parent to pick them up as soon as possible. As we follow public health guidelines, you must come 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 37.8 degrees Celsius (100.0 degrees Fahrenheit) or higher, measured frontally, auricularly, or axillary). While waiting for the parent to arrive, the child will rest in a quiet place away from others as much as possible.
- Parents must notify the staff as soon as possible when their child shows symptoms of contagious illnesses. This helps monitor the health of other children and limit the potential for outbreaks.

Nutrition

Snack time is a moment for relaxation and socialization for both the children and the staff. The ideal atmosphere is a family-like environment where children and adults have the opportunity to take turns talking and sharing ideas. Throughout the year, there will be special meal occasions such as maple syrup season, meals prepared by the after-school program, Children's Day, restaurant outings, deliveries, etc. All these details will be communicated in advance.

- Due to numerous food allergies, peanuts and nuts, as well as any products labeled “may contain traces of peanuts or nuts,” are strictly prohibited on the premises of the after-school programs. Parents are responsible for ensuring that no foods containing allergens for any child present at the daycare are included. These allergies will be communicated to parents via the DigibotGO app and posted at the entrance door.
- Parents must avoid allowing their child to consume foods containing nuts or peanuts in the morning or before arriving at the daycare. This is to prevent traces of peanuts on the child's clothing or face from triggering an anaphylactic reaction in an allergic child.
- Additional restrictions or guidelines may apply based on the allergy cases present in the children's groups. Parents will be notified by a memo if this is the case.
- It is essential to always check the ingredient lists of foods brought into the program to ensure they do not contain nuts, peanuts, or derivatives, or any traces of these products.
- For safety reasons related to food allergies, children cannot bring food with them upon arrival or eat with their parents at the daycare entrance. They must sit at the designated table before opening their lunch box and eating their snack.
- All children must eat their breakfast before arriving at the childcare center.
- A free snack is available for children before 8 a.m. and after 4 p.m.
- For full-day services, two snacks and a lunch will be served according to the daycare's menu.
- Water is the preferred beverage.
- If you do not want your child to eat what is served at the daycare for snacks or during the full day, you must bring a lunchbox for your child. Here are the policies if you bring a lunchbox:

- The staff at Au Sommet des Couleurs will inspect lunchboxes during snack times to check the snacks brought.
- Each child participating in the after-school program must have a nutritious snack compliant with the Canadian Food Guide in a rigid, refrigerated lunch box with an ice pack and clearly labeled with their name.
- If the child forgets their lunchbox or snack, we will contact the parent to bring it to them. If it is impossible for the parent to return to the site, the Educational Center will ensure that the child is provided with a healthy snack or, if necessary, a lunchbox.

Allergies

Parents are responsible for informing the center of any allergies or specific food issues concerning their child. In the case of an allergy, parents must complete an emergency procedures form.

Parents who serve foods containing allergens at home should ensure that their child no longer carries any traces of allergens (e.g., thorough hand washing, brushing teeth, etc.).

Hygiene

We follow these 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.
- Washing and drying of towels, costumes, blankets, and textiles are done according to a schedule posted in the laundry room.
- Animals are prohibited in the center except for special days (mobile farm, animal therapy, bringing pets from home, etc.), and always considering the allergies of children or staff.
- Use a tissue to blow your nose.
- A cleaning task list will be posted in each room.
- Toys and materials are regularly disinfected.
- Soiled toys or materials are washed and disinfected immediately or placed in a disinfecting bin.

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 department for investigation. Signs prohibiting smoking and vaping are displayed in the center. It is also forbidden to leave your gasoline engine running on the center's grounds, even in winter, to minimize the risk of poisoning. Thank you for your cooperation.

First Aid

Staff are certified in emergency first aid and in the use of an EpiPen. In the event of an accident at the childcare center, first aid will be administered. In case of an emergency, the ambulance service will be contacted. Parents will be informed of any occurrences.

Background Checks

All individuals associated with the center have undergone a criminal background check for vulnerable persons, including staff members, management, volunteers, and interns.

Emergencies

Depending on the nature of the emergency, the center will communicate via phone, the DigibotGO app, or email with a newsletter. Staff ensure that children are safe and supervised at all times during an emergency. If it is necessary to evacuate the childcare center, the assembly point where everyone should go is posted with the daycare's logo on the grounds.

If the alert is "not lifted," you should proceed to the evacuation site, which is:

- **Short-term:** Académie de la Seigneurie, 731 Rue des Pommiers, Casselman, ON K0A 1M0. Written approval must be obtained before using these locations.
- **Long-term:** Parish of St. Euphémie, 716 Principale St, Casselman, ON K0A 1M0. Written approval must be obtained before using these locations.

If a child with an individualized plan is involved in an emergency, the procedures outlined in the plan must be followed. If an emergency results in a serious incident, the policy and procedures for serious incidents must also be followed.

Supervision of Volunteers and Interns

Volunteers and interns will always be supervised by a staff member and will never be allowed to be alone with a child or a group of children receiving childcare services. Volunteers and interns will not be included in the staff-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 or mental abuse and bullying, 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 injury that your child may sustain or cause to others due to negligence or actions during their participation in the program and related activities. In cases of theft, vandalism, severe injury, or intentional damage to the property of participants, staff, or the center, parents will be informed immediately. Replacement or repair costs for damaged materials will need to be reimbursed by the parents. The Centre Éducatif Au Sommet des Couleurs is not responsible for loss, theft, or damage to children's personal belongings. The center takes necessary measures to minimize the risk of such incidents.

CLOTHING / PERSONAL ITEMS

It is recommended to provide a complete set 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 clothing, 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 stained or damaged clothing, nor for lost or damaged personal items.

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 could cause jealousy and disputes among the children.

PARENT CONCERNS

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

Any individual, whether a member of the public or a professional working with children, is required by law 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 contact the local child protection agency (CPA) directly.

COMMUNICATION

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

We will use the following forms of communication:

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

Language

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

In emergency and safety situations where information must be communicated to parents, a notice will be prepared in English to inform the English-speaking parent who arrives to pick up the child that they should contact the coordinator, educator, or their substitute to obtain the important information.

Weekly Journal

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

Contact

Centre Éducatif Au Sommet des Couleurs Ltée

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

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

PAYMENT SCHEDULE

Payment Schedule for the Educational Center "Au Sommet des Couleurs" 2024-2025

2025	
PAYMENT DATE	COVERED SERVICE PERIOD
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