



Centre de la petite enfance Narnia Inc.
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Policy and Procedures

Updated

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Centre de la Petite Enfance Narnia is a non-profit, government subsidized day care centre licensed by the Ministère de la Famille, for 60 full-time places for children between the ages of 24 months to under 59 months or as otherwise permitted by law.

MISSION STATEMENT

Narnia provides full day childcare in a safe, healthy and nurturing atmosphere. We recognize children, staff, and parents as active learners and support this with meaningful educational experiences.

PHILOSOPHY

Narnia provides opportunities to encourage the social, emotional, physical, cognitive and creative development of the child. Self-help skills and the building of a positive self-concept are emphasized. The program focuses on the philosophy that children develop by interacting with their peers, their environment, and the community at large.

Families are an integral part of the Narnia experience. The administration, educators and parents work together to help each child reach their potential.

The Board of Directors

The Board of Directors is the legal governing body of CPE NARNIA INC. and participates in all major decisions concerning its operation. The following summarizes relevant parts of Narnia's bylaws:

- All parents are members of the corporation and are required to attend each general assembly.
- Parent board members are elected at a general assembly for a one-year term. Parents are invited to apply to the board 24 hours prior to the general assembly. Applicants are asked to introduce themselves at the general assembly. Voting takes place if there are more applicants than open positions.
- The board positions of President, Vice-president, Treasurer and Secretary are selected from the parent board members. The responsibilities of these officers are outlined in the By-Laws of Narnia.
- The Board of Directors must be composed of a majority of parents, two employee members, and one outside community member.
- Check signing powers are held jointly by the President, the Vice-President, the Treasurer, the Secretary and the Director of Narnia, with any two of these signatures being required. Normally all cheques are signed by the President and the Director. In the case of an emergency, Board members-at-large may also sign cheques.

Parent participation

All parents are encouraged to engage in the learning experience of their child. Parents are also encouraged to participate on ad hoc committees formed according to the needs of the centre.

Framework of Childcare at CPE Narnia

Arrival and Departure

CPE Narnia is open from 7:00 until 18:00 Monday to Friday. Parents arriving prior to 7:00 a.m. should wait with their child until Narnia opens at 7:00 a.m. The child must always be checked in with one of the educators upon arrival. We strongly recommend that children arrive by 9:00 a.m. The activity centres and mixed age groups are an important part of our program. This welcome period allows children time to integrate and will set the tone for the day. We respect that parents need time with their children and encourage early pick up instead of late drop off. When you leave the centre with your child, please notify the educator. If another person other than the parents must pick up the child, you must notify us in writing in advance. If the door to the school is locked for any reason the parent must stay with the child until the door is open to the center.

Meals and Snacks

CPE Narnia provides a morning and afternoon snack as well as a hot lunch. Due to allergies, Narnia is nut-controlled. CPE Narnia will supply a special meal, if necessary, for a child with medical restrictions, provided we receive a letter from a member of the college of doctors of Quebec. Our snack menu and lunch menu is posted on the parent board and sent out by e-mail monthly. All supplemental meals provided by parents must follow the guidelines of the Canadian Food Guide. The childcare center will remove all items that do not follow the guide.

Typical Daily Routine

7:00 - 9:30 welcome - activity centres – semi-structured activities and free play

9:15 – 9:30 snack

9:30- 10:30 group meeting and age appropriate activities

10:30-11:50 outdoor activities

12:00 – 1:00 lunch and preparation for rest period

1:00-2:30 rest period

2:30-4:00 group activity - semi-structured activity and free play

3:00-3:30 snack

4:00-6:00 activity centres and outdoor play

**Please consult our educational program for further details*

Material provided by the parents

- 1) The parents need to supply all diapers and wipes.
- 2) Children must have 2 changes of clothing: pants, shirts, underwear, and socks. One pair of indoor shoes must be left at Narnia. **Your child's belongings must be clearly labelled.**

Material provided by CPE Narnia

1. The bed sheets and blankets for rest period.
2. Children must arrive at the child care centre with sun cream already applied by the parents. We will re-apply sun cream, as needed, throughout the day.

Admission policy

Registrations for the waiting list are accepted throughout the year. Our waiting list is managed by La Place 0-5: www.laplace0-5.com.

Based on the availability of space per age group, priority will be granted in the following order.

1. Children with acquired rights (i.e. children who attended Narnia during the previous year).
2. Children of Narnia employees
3. Siblings of children attending Narnia.
4. Siblings of children who previously attended Narnia
5. Siblings of new children registering at Narnia

Based on the date of registration on the waiting list:

6. Children of parents who work for the Westmount Park School
7. Children of Westmount City residents and Westmount city employees.
8. Children of parents who work for the English Montreal School Board.

If space is still available, places will be made available to non-members of the above-mentioned communities, based on the date of registration on the waiting list.

If a space is declined in our childcare centre, the child's name will be removed from the waiting list.

The following documents will be emailed to you prior to your meeting with the director

1. Educational program
2. Policy and procedures

The following documents are completed at the time of registration

1. Registration card
2. Child care contract
3. Request for admissibility to the reduced contribution program
4. Authorisation by Parent for administration of Medication
5. Authorisation for the administration of Acetaminophen

CPE is mandated to support the integration of all children. Every effort will be made before terminating a child care contract. We will request the resources of the CSSS, pre-adaptation centres, and professional services. The parent and CPE Narnia must work together to create an appropriate integration plan.

Expulsion policy

Narnia can require a parent to withdraw their child for the following reasons:

- If a child is unable to adapt to the milieu within a reasonable amount of time.
- Frequent lateness on the part of the parents to pick up their child.
- Negligence on the part of the parents to pick up their child when ill at Narnia or knowingly bringing a sick child to Narnia.
- Lack of cleanliness and/or hygiene.
- Repeated lateness of payments or N.S.F. cheques.
- Unwillingness to follow the general rules and regulations of Narnia.

Narnia reserves the right to refuse or terminate a child's contract for any additional reason that it considers valid.

Health and safety

The Director and staff are responsible for enforcing the CPE Narnia Health Protocol and for protecting the children from unnecessary health risks, stresses, and accidents from the time of their arrival until their departure.

1. Children with a fever, vomiting or diarrhea should not come to Narnia. If they develop these symptoms during the day, the parents will be phoned and asked to arrange for their child to be picked up immediately. A child cannot return to Narnia unless he or she is symptom free for 24 hours.
2. If a child's educator or the Director feels that a child is not well enough to attend Narnia, they have the right to ask the parent to bring him/her home.

3. Parents are responsible for notifying the Director if their child contracts a communicable disease. The Director is then responsible for notifying the other families. Children are allowed to return only when they are no longer contagious.
4. In the event of a minor or major accident a report must be filled out by the educator and the parent. The parent will be contacted. In the event of a major accident, 911 will be called and the parent will be contacted immediately.
5. When a case of head lice is found: children will be removed from the group, the parent will be called and the child must be picked up as soon as possible. The child's head must be treated and all lice and nits removed manually from the wet hair. It is imperative to remove lice and nits **manually**. This is a long process and the parent must be fully committed to the process. All parents in the center will be notified of the presence of lice. Parents will need to be very vigilant and check each child's, and each family member's hair daily. We recommend tying up long hair. All the sheets and stuffed animals will be sent home until Narnia is free from all lice and nits. Narnia will call in parent volunteers throughout the year to do a complete lice check. Each child who had head lice will be verified prior to being able to return to CPE Narnia. Each time nits or lice are found the child will be sent home. If this re-occurs with the same child more than 3 times we would recommend that an outside lice specialist be sent to the home to remove all nits and lice, at the families expense.

The administration of medication

CPE Narnia must ensure that no medication is administered to a child without the written authorization of the parent and a member of the College of physicians of Quebec. In the case of a prescribed drug, information collected by the pharmacist on the label identifying the medication proves the authorization of the doctor.

Narnia is **NOT PERMITTED** to administer ANY medication without a doctor's prescription.

Notwithstanding the first paragraph, acetaminophen can be administered and be applied to a child without medical authorization, provided that they are in accordance with the Protocol set out in annex II. Nasal saline drops, oral hydration solutions, zinc oxide cream, calamine lotion and sunscreen can be applied to a child without medical authorization, with written authorization.

Except for acetaminophen, oral hydration, insect repellent, calamine lotion, zinc oxide and sun cream, CPE Narnia must ensure that only the medication provided by the parent is administered to the child.

The label of the container of medication must indicate the child's name, the doctor's name, the name of the drug, its expiry date, its dosage, and the duration of the treatment.

In addition, parents must always notify CPE Narnia if any medication was administered to the child prior to arriving at Narnia.

At CPE Narnia only permanent educators have the right to administer medications.

Except for sun cream and zinc oxide, CPE Narnia shall ensure that the administration of a medication to a child is recorded in the register maintained for this purpose, by the person who administered it.

This register must include the name of the child, the name of the drug and the date and time the medication was administered, the amount administered and the signature of the person who administered the medication.

CPE Narnia must ensure that all medications are clearly labelled and stored in a storage space reserved for this purpose only. All medication must be out of the reach of children, away from food, toxic products and maintenance products. This storage must be kept locked at all times.

Notwithstanding the first paragraph, oral hydration solutions, saline nasal drops, Zinc oxide, sun cream, and EpiPens are not to be stored under lock and key. Oral hydration solutions must be stored away from food.

Child Care Fees

Parents whose child attends Narnia are eligible for the reduced contribution fees (\$8.50 per day per 10 hours of care) as per the government family policy. This fee is determined over the whole year and divided into twelve (12) equal payments from September through August.

Narnia provides additional services, activities and specialists in order to enhance the quality of our childcare centre. There are no fees for these services that go beyond the required government program.

Our enhanced program includes, but is not limited to, the following:

- Westmount Library visits
- Extra staff and educators above the required child educator ratio, as specified in the government regulations respecting childcare centres.

Payment Policies

1. Monthly payments must be made on the first day of each month. At the time of the registration interview, parents are asked to submit to the Director twelve post-dated cheques. Cheques are to be made payable to: "CPE NARNIA INC".
2. The government \$8.50 a day program is for 10 hours of care per day. All children registering for more than 10 hours will be charged a supplement of \$5.00 per hour per day. This must be indicated on the contract. Late fees will be applied to all clients who stay beyond the hours indicated on their contract.
3. Parents in arrears with payments could be asked to withdraw their child from CPE Narnia. Parents owing money from the previous year will not be allowed to register a child until the debt is paid.
4. There will be an extra charge of \$10.00 for any cheque returned to CPE Narnia due to insufficient funds (NSF).
5. Refunds for absences are not given.

Late fees

CPE Narnia closes at 18:00. The children must leave by 18:00. If for any urgent reason you plan arrive after, please notify us by telephone. Any delay will result in a fee of \$1 every minute after 18:00. The parent must sign a registry to demonstrate that he came late to the CPE.

Income tax receipts

Federal tax receipts are provided each year for the \$8.50 fee per day. The receipts are issued no later than the end of February.

Legal Holidays and Days Closed

Narnia will be closed on the following days:

- Labour Day
- Yom Kippur
- Rosh Hashana
- Thanksgiving
- Christmas Break – dates to be determined on contract
- Good Friday

- Victoria Day
- La Fête Nationale
- Canada Day

CPE Narnia charges the parents for 13 days of closure per year. Additional days of closure are not charged to the parents.

Policy concerning vacation and illness

When a child is absent for more than 90 days in a row, we will be obliged to offer this space to another applicant.

Narnia provides childcare to families who require full-time childcare.

Educator Ratios

Group 1: 14 children 24 months - 36 months – 2 educators full time and 1 educator part-time

Group 2: 6 children 24-36 months – 1 educator full time

Group 3: 20 children 36-48 months– 3 educators full time

Group 4: 20 children 48- 64 months - 2 educators full time

Complaint Policy

CPE Narnia receives and processes any complaint from any person regarding the child care service, a member of the staff of the centre, or any person acting on behalf of the centre.

Any person may submit a complaint to the permit holder of a child care centre:

- To denounce a fact, or situation prevailing at the child care centre that suggests that there is breach of: a law or regulation respecting educational child care, or if there is a fact or a situation which threatens the health, safety or well-being of children that are received.
- Any person may submit a complaint to CPE Narnia when it has reason to believe that a member of the staff of the child care or a person acting on behalf of the child care centre is not fulfilling the obligations imposed by law or regulation or that the laws and regulations are not fairly implemented.
- Any person may submit a complaint to the Ministry of the Family and Seniors when it has reason to believe that the holder of the permit of the early childhood centre is not meeting their obligations imposed by law or regulations of early childhood care centres.

- CPE Narnia ensures the availability of a service to receive complaints during its business hours. The Director is designated to receive and process complaints. If the Director must be away please contact his or her assistant.
- The plaintiff may file his complaint verbally or in writing.
- The plaintiff is not required to identify themselves. The person receiving the complaint, while assuring that this information will remain confidential, invites the plaintiff to identify themselves, because it may be useful to contact him/her to clarify some of the information in the complaint.
- For any complaint received, the designated person opens a folder as per the Complaint Policy and Procedure to receive and process complaints in order to collect relevant information and proceed with the appropriate follow up as per the policies.
- In addition, when the complaint is written, the designated person must provide a written acknowledgement of receipt of the complaint, if the plaintiff has provided his name and address.
- If the designated person is absent for less than 24 hours, the person receiving the complaint offers the plaintiff to:
 - Communicate with the person responsible for receiving complaints at another time in the day.
 - Takes notes and coordinates so the designated person can contact the plaintiff at another time of the day.
 - However, if it is an emergency, the person receiving the complaint routes the complaint without delay to the person most suited to treat a complaint.
- The CPE must determine the nature of the complaint to identify the procedure for its treatment.
- If a complaint concerns an abuse, mistreatment, assault, or another event of the same kind suffered by a child: the designated person must immediately report to the Centre for Protection of Children and Youth in accordance with the reporting process described in the *Guide of Negligence and Ill-treatment Towards Children: Prevention and Intervention in Child Care (this guide is published by the MFA)*. The designated person works with the representatives of the agencies concerned in order to follow up on the complaint.

- If the complaint is a situation concerning CPE Narnia but does not constitute a breach of the Act or the regulations, or a situation which threatens the health, safety or welfare of children received, there may be a disagreement or conflict between individuals. The plaintiff is invited to address the subject of the complaint with the person concerned. The person designated for receiving complaints can offer assistance to the parties in order to assist in the solution of the problem.
- If the complaint is a fact or situation concerning the child care centre and constitutes a breach of the Act or the regulations respecting child care, or a situation which threatens the health, safety or well-being of children received, the designated person must prepare a written report and, depending on the situation and the recommendations of the permit holder she can, depending on each case:
 - Contact the person concerned to identify ways that the situation be corrected and that it does not happen again in the future.
 - To clarify the situation, the designated person may, if deemed appropriate, conduct a second interview with the plaintiff or have an interview with the person concerned.
 - The designated person contacts the plaintiff to transmit the general results and processing of his/her complaint.
 - CPE Narnia must ensure that the situation which resulted in the complaint, if it is validated, be corrected.
 - If the situation is not corrected or if it is repeated, the designated person must produce a written report with their findings, present it to the Board of Directors and the Board of Directors will decide on the follow-up.
 - The designated person periodically informs the Board of Directors of all complaints received by the CPE, their nature and their treatment.
 - All records of complaints received by CPE Narnia as well as documents showing the follow-up provided, are confidential and kept under lock and key at the place of business. Only the designated person, or the person empowered to act in his/her absence and the Board of Directors have access to these documents when necessary for the implementation of mandates entrusted to them by the law.

Other

Cubbies

Each child has his/her own cubby in the cloakroom that is labelled. Parents should help remove outdoor clothing that is to be left in the cloakroom and put on indoor footwear before bringing their child to the playroom. Extra clothes are kept in the child's cubby.

We encourage parents to check for notices daily that are placed in each child's cubby.

Birthday Celebrations

We ask that birthday invitations *not* be placed in the cubbies—instead we encourage parents to use the “friendship list” to contact each other. We suggest that invitations are mailed to the child’s home.

We have a No Candy, No loot bag and No balloons policy. We suggest that all cakes and cupcakes are a child size portion.

Parent/Educator Interviews

Once a year educators meet individually with parents to discuss the child's progress at Narnia. However, parents should feel free to arrange to meet their child's educator at any time to discuss specific problems occurring either at Narnia or at home.

Guidance policy

The most important guidance policy is to help children develop an inner sense of acceptable and unacceptable behaviour.

- Model and reinforce appropriate behaviour
- Praise and reinforce positive social interactions
- Teach age-appropriate social skills
- Ensure that the classroom environment is as effective as possible
- Use preventative measures and be alert to potential problem situations and re-adjust as required