



Centre de la petite enfance Narnia Inc.
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1862-3405
Policies and Procedures

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PRESENTATION OF THE DAYCARE

CPE Narnia is a non-profit childcare center subsidized by the government and accredited by the Ministry of Family. CPE Narnia has a license for 60 spaces, for children at all developmental levels from 18 months to 59 months of age.

GENERAL ORIENTATIONS

MISSION STATEMENT

Narnia provides full-time childcare in a safe, healthy and nurturing atmosphere. We recognize children, staff and parents as active learners and support them through meaningful educational experiences.

PHILOSOPHY

Narnia provides opportunities to encourage the social, emotional, physical, cognitive and creative development of the child. Emphasis is placed on self-help skills and building a positive self-image. 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 his or her potential.

CPE Narnia adopts as its general orientations, those set out in the Educational Childcare Act (L.R.Q. c.S-4.1.1 art.1):

"The purpose of this Act is to promote the quality of the educational childcare services provided by the childcare service providers referred to in it in order to ensure the health, safety, development, well-being and equality of opportunity of the children who receive these services, in particular those who have special needs or who live in contexts of socio-economic insecurity.

Its purpose is also to promote the harmonious development of educational services by taking into account the needs of parents, in particular by facilitating the reconciliation of their parental and professional responsibilities, as well as their right to choose the childcare provider."

Age of Admission

CPE Narnia receives children from 18 months of age until admission to kindergarten.

Integration of children

To promote positive interactions between staff and children, we:

- greet the child with a smile, at his/her level, attentive to what he/she is saying, with a warm attitude and speaking with a reassuring tone of voice;
- show affection, offering hugs, support and comfort.

To promote children's sense of emotional security, we:

- remain available to children to help them receive support and encouragement;
- provide individual time for each child, showing them that they are important and that they feel loved, respected and understood
- respond to needs in a timely manner (comfort, sleep, hunger, etc.)
- establish stable and secure routines, applied with flexibility
- provide good supervision with consistent, clear and easy to understand rules
- allow the use of a blanket, or a plushie or other transitional object
- Provide a family photo album;
- maintain a relaxed atmosphere.

Integration of new children

We respect the child's need for a slow integration during his or her first weeks at the center. We allow for a slow integration process, visits to the park and accompaniment by the parents. In collaboration with the educational team, we will assist you and your child in this transition.

Integration of children with special needs

The CPE has a mandate to promote the integration of all children. Every effort will be made before terminating a childcare contract. We will solicit the resources of the CSSS, special educators, pre-habilitation centers and professional services. The parent and the CPE Narnia must work together to create an appropriate integration plan.

ADMISSION POLICY

Registrations on the waiting list are accepted throughout the year. Our waiting list is managed by La Place 0-5: <https://www.laplace0-5.com>

Depending on the availability of space by age group, priority will be given in the following order.

1. Grandfathered children (i.e., children who have attended Narnia in the previous year).
2. Children of Narnia employees
3. Siblings of children who attend Narnia.
4. Siblings of children who have previously attended Narnia.
5. Siblings of new children enrolling in Narnia.
6. Based on the date of enrollment on the waiting list :
7. Children of Temple Emanu-El-Beth Sholom members.
8. Children of City of Westmount residents and City of Westmount employees.
9. Children of parents who work or study at Temple Emanu-El-Beth Sholom.
10. Families residing in the zip codes designated for our ECC are listed on the LaPlace 0-5 website.
11. All other children from all areas based on the date of registration on the waiting list.

Required documents for registration

- Registration form
- Subsidized Child Care Agreement
- Application for eligibility to the reduced contribution program
- Parent's authorization for the administration of medication
- Authorization for the administration of acetaminophen
- Child's original birth certificate
- Original birth certificate of the parent signing the contract
- Emergency contact person, child care certificate, if the child was attending another subsidized child care service.

The following documents will be sent to you by email before your meeting with the director

1. Educational program
2. Policy and procedures

Attendance sheet

The parent must sign an attendance sheet every four (4) weeks containing the following information:

Parent and child's names.

The dates of the child's attendance or absence.

The date of the beginning of the child's attendance.

EXPULSION POLICY

A child enrolled in the Narnia Early Childhood Center may be expelled for the following reasons:

1. If the child is unable to adapt to the environment within a reasonable time. The Narnia Early Years Centre reserves the right to expel a child who exhibits aggressive and violent behaviours or any other actions that seriously endanger the health, safety or well-being of other children or adults working with the child.

The C.P.E. is committed to taking all necessary steps to help the child before proceeding with the expulsion. (Expulsion is the last resort in the process of helping the family). Educators notify the Executive Director (ED) that a child is having difficulties. Over a two-week period, educators make observations and write them down using the appropriate tool and behavioral scale. Observations should include the following: a detailed description of what happened (when, where, with whom...), evidence that the child is having difficulties as well as a list of strengths, and whether the behaviors are significant and persistent. The educator completes the developmental checklist appropriate to the child's age. After reviewing the observations, a meeting will be scheduled with the child's parents to discuss the situation and to develop an action plan.

If an action plan is proposed, it will be developed in collaboration with the educators and parents (signed consent is required) and, if necessary, outside professionals, with parental consent. A

professional assessment (at the parent's expense) and recommendations are mandatory for a child eligible for funding.

If all the tools and strategies included in the action plan and its subsequent revisions cannot meet the needs of the child or the parent OR in the absence of the parents' collaboration on the action plan OR in the case where the child's difficulties pose a significant danger to the child, other children or staff members, the CPE reserves the right to terminate the service contract.

2. Frequent delays by parents in picking up their child. The management will contact the parent and inform them of the situation. This warning will give the parent the opportunity to rectify their behavior and make other arrangements in the future. If there is no improvement on the part of the offending parent, they will be invited to a formal meeting to review the situation. The Board of Directors will make a decision on the retention or removal of the child and the parent will be informed verbally. A third infraction will result in a written warning. This warning will give the parent the opportunity to rectify their behavior and make other arrangements in the future, otherwise the contract between the parent and the Narnia Early Years Centre becomes null and void.

3. Neglect of parents to pick up their sick child at Narnia or knowingly bringing a sick child to Narnia. Management will contact the parent and inform them of the situation. This warning will give the parent the opportunity to rectify their behavior and make other arrangements in the future. If there is no improvement on the part of the offending parent, they will be invited to a formal meeting to review the situation. The Board of Directors will make a decision on the retention or removal of the child.

4. Repeated late payments. The parent of a child attending CPE Narnia repeatedly and/or without having made prior arrangements with the CPE management for the possible delay in the payment of the daycare fees or if the said arrangement is not respected. In this case, the daycare center will issue a verbal warning to the person and give them 7 days to comply and pay the full amount of the daycare fees due. In the case of non-compliance, a written warning is sent by registered mail to the parent's address to advise him/her that he/she must pay the daycare fees in full upon receipt of the registered letter, otherwise the contract between the parent and the Narnia Childcare Centre becomes null and void.

5. When the parent, after a warning from the management, does not provide the documents required in article 18 of the reduced contribution for the enrolment of his/her child, and if the parent neglects to bring the documents, and this, without a valid reason, the daycare center will give a delay of one (1) month in order to correct the situation and to bring the requested documents. At the end of this period, a written warning will be sent to the parent by registered mail to his/her address. This warning will give the parent the opportunity to come to the EPC with the documents as soon as the registered letter is received, otherwise the contract between the parent and the Narnia Early Childhood Centre becomes null and void.

6. The Narnia Early Childhood Centre is a place of harmonious work and professional development. No gesture or word of an intimidating or humiliating nature will be tolerated from parents towards staff members for any reason whatsoever. When a staff member believes that he/she has been verbally or physically abused by a parent, he/she must immediately notify the C.P.E. management and make a written report of the incident. This report is presented as soon as possible to the members of the Board of Directors (BOD) so that they may take cognizance of the situation and provide support to the person or group of persons who believe they are victims of violence. The Board mandates the Director and/or a member of the Board to meet with the parent who has engaged in abusive behaviour. At this meeting, the offending parent will be informed of the Board's decision concerning the event and the consequences inherent to it, namely; that the contract binding this parent with CPE Narnia is terminated without any notice.

Complaint Handling Policy and Procedure

CPE Narnia seeks to maintain and enhance our reputation of providing high quality care and services. We value complaints as they assist us to improve our services.

CPE Narnia is committed to being responsive to the needs and concerns of our community and to resolving complaints as quickly as possible.

This process is intended to be fair, transparent and objective. The Complaint Policy applies to all staff, board members and parents.

Objective

This Complaint Policy

- Aims to establish a uniform, objective, impartial, transparent approach
- Establishes the guiding principles and procedures that govern the handling of complaints by the CPE
- Strives for continuous improvement in the quality of services
- Aims to ensure the health, safety and well-being of children attending the centre
- Aims to ensure compliance with the Act, its regulations and the standards in force
- Defines what constitutes a complaint and establishes an accessible and effective complaint mechanism

Eligible Persons

Any individual or legal entity concerned by the services offered by the CPE, this can be a parent user, citizen, staff member, etc.

- to denounce a fact or situation prevailing at the childcare, if it suggests that there is breach of a duty imposed by law respecting childcare centers or the regulations respecting child care centers, or if it is a fact or a situation which threatens the health and safety of children that are received.
- where it has reason to believe that a member of the staff of the childcare or a person acting for the holder of the permit is not fulfilling an obligation or a duty imposed by law or regulation or that the laws and regulations are not fairly applied.

Definitions

Regulation refers to the Educational Childcare Regulation adopted in accordance with the Educational Childcare Act (RLRQ, chapitre S-4.1.1)

An inquiry is an examination into facts.

A complaint is a written allegation against a party made to the CPE management. The reason for the complaint must be related to the Educational Childcare Act, its regulations, an administrative standard or an existing practice.

The nature of the complaint is grouped under the following headings:

- Health, Safety and Welfare of Children
- Administrative Operation;
- A member of the CPE staff
- Accessibility and continuity of services

Note that in the case of a complaint of sexual abuse, physical abuse or neglect threatening physical health, where there is reasonable cause to believe that the child's safety is being compromised and that a crime has been committed against the child, this exceeds our complaint policy.

The situation must be immediately reported to Youth Protection and the CPE invites the complainant to file a complaint directly with Youth Protection within its hours of operation. When a complaint is filed with Youth Protection, the procedure for suspension for investigation with pay of the person concerned applies. When a complaint is filed against a person that is not an employee of the Center, an investigation will be launched, and the person will be prohibited from entering the premises until the investigation is completed. The CPE collaborates with the representatives of the organizations concerned in the follow-up of the complaint (multisector agreement).

It should be noted that if the complainant does not wish to file a complaint with Youth Protection, the CPE will be obliged to file a complaint with Youth Protection, in place of the complainant, in accordance with its legal obligation, the obligation of all adults to report child abuse.

Guiding Principles of the complaint policy

- All staff members and members of the Board of Directors are to encourage any person who expresses dissatisfaction to file a written complaint with the Executive Director to express his or her dissatisfaction. Such behaviour supports the policy's objective of constantly improving the quality of services offered by the childcare center.
- Any person may submit a complaint to the Ministry of the family when it has reason to believe that the permit holder at CPE Narnia lacks in its obligations or a duty imposed by the Act or regulations.
- If the complaint is a fact or a situation on the childcare centre but does not constitute a breach of the Act or the regulations, or a situation which threatens the health and safety of the children received, there may be a disagreement or conflict between individuals;

the complainant is invited to address the subject of the complaint with the person concerned.

- All complaints must be handled in a manner that respects the obligations of the childcare center and the staff, as well as the rights of the complainant and of the persons concerned by the complaint.
- All attempts are made to ensure that complaints are dealt with diligently. The CPE promotes a quick and efficient approach to resolving complaints to maintain a healthy work environment.
- All information relating to a complaint and the identity of the persons involved shall be treated as confidential, to the extent possible, by all parties involved, unless such information is necessary to process the complaint, investigate or impose disciplinary or administrative measures.
- The CPE recognizes the importance of confidentiality to all parties. Those involved in the complaint process shall make every reasonable effort to maintain confidentiality. However, confidentiality does not mean anonymity. It is a fundamental principle of natural justice that the respondent be informed of who made the allegations, and the specific details and nature of those allegations, as early in the proceedings as possible.
- The complainant, the subject of the complaint, and any other person involved are treated impartially.
- The CPE management undertakes to inform and/or redirect the complainant, when the complaint does not fall under the jurisdiction of the CPE, to the organization that has jurisdiction to handle the complaint.
- A complaint is not in itself evidence establishing a breach or an offence. The childcare center has the responsibility to verify the validity of the complaint, collect evidence and intervene later.
- At any point a complaint may be made to the Ministry of the Family
- The person making the complaint is informed, in accordance with the complaint handling procedure, of the outcome of the complaint (within the limits of confidentiality).

Roles and responsibilities

The Executive Director

- Coordinates the application of the policy and its procedure.
- Designated person to receive complaints, during business hours (in case of absence the individual replacing the Director for a period beyond 24 hours will receive the complaint).
- Examines the nature of the complaint and determines who is best suited to handle it (i.e., redirect the complainant, when the complaint is not within the jurisdiction of the CPE, to the jurisdiction to handle the complaint).
- Reviews, processes and follows up on the handling of the complaint.
- Prepares the investigation report.
- Communicate with the person concerned to identify ways that the situation be corrected.
- Communicate to the Board of Directors complaints received, the nature and treatment.
- Collaborates in identifying training needs related to improving the skills of staff and convenes periodic staff meetings and establishes priorities for quality improvement.

- Shares this policy with parents, the Board of Directors and staff members.

The Board of Directors

- Approves the policy and procedure for handling complaints.
- Directs all complaints to the Executive Director, unless it is against management
- Handles and reviews complaints in collaboration with the Executive Director.
- Reviews periodically the complaint policy and procedures to ensure it's validity.

The CPE staff

- Adheres to the principles outlined in the policy, including those related to quality of service.
- Informs any dissatisfied person of the existence of this policy.
- Cooperates in the application of the policy as required.
- Refers complainants who expresses dissatisfaction to file a written complaint with the Executive Director.
- Respects the confidentiality of the information to which it has access and the privacy rights of the people involved.

The complainant

- Responsible for first notifying the individual involved of their dissatisfaction.
- Collaborates in the complaint process.
- Respects the confidentiality of the information to which it has access and the privacy rights of the people involved.

Review and Processing a complaint

When a complaint is under investigation, information is gathered relying on information provided by the complainant and information that the centre may already be holding. The centre may have to contact the complainant to clarify details or request additional information where necessary.

In order to process a complaint quickly and efficiently we will need the following information:

- Complainants name and contact details
- The details of the complaint
- Details of any steps already taken to resolve the complaint
- Details of conversations had that may be relevant to the complaint
- Copies of any documentation which supports the complaint

CPE Narnia is committed to resolving issues at the first point of contact however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

- Where a third party is involved, directly or as a witness, the centre may be required to speak with them to fully investigate the complaint.
- When a complaint is received, first the nature of the complaint is identified so to determine the procedure for its treatment. (health, safety and security of children,

administrative functioning, CPE staff member, accessibility and continuity of services). Findings and conclusions are noted using the form for recording and monitoring.

Management and procedures to process a complaint

- **Reception:** acknowledge receipt of complaint. Communicate with the individual, address their concern and together decide to either close the file or continue to follow the complaint procedure.
- **Review:** undertake an initial review of complaint and determine what if any additional information or documentation may be required to complete an investigation. Contact complainant and others involved for further details where necessary.
- **Investigate:** investigate complaint objectively and impartially, by considering the information provided, as well as seek out other information
- **Respond:** notify complainant of findings and actions taken in regard to the complaint.
- **Take action:** where appropriate, amend business practices or policies and make corrective measures.
- **Record:** a file is kept containing all details of the complaint.

Complaint file: content

- REGISTRATION form and FOLLOW-UP OF A COMPLAINT
- The record of events and any supporting documentation provided.
- Acknowledgement of receipt
- A transcript of the verbal exchanges between all persons involved.
- Correspondence between the complainant or any other person involved in the handling of the complaint.

Preservation of records.

All complaint files received by the CPE Narnia, as well as the documents showing the follow-up, are confidential and kept under lock and key at the place of business. Only the designated person, or the person authorized to act in his/her absence, and the Board of Directors have access to these documents when necessary to carry out the mandates entrusted to them by law.

Violation of this policy

Any violation of this policy will be subject to corrective action up to and including termination of contract/dismissal. The childcare center reserves the right to take legal action in the event of prejudice or slander.

UPDATE OF THIS POLICY

The CPE reserves the right to change this policy as it deems appropriate, without notice or delay.

CHILDCARE STAFF TO CHILD RATIOS

Educator Ratios

Group 1: 6 children 18 - 23 months – 1 full-time educator

Group 2: 14 children 24 months - 36 months - 2 full-time educators

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

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



1 full-time educator

OPENING HOURS

Our CPE is open from 7:00 a.m. to 6:00 p.m., Monday to Friday.

CPE Narnia must comply with the reduced contribution regulation which stipulates that:

"A child care provider shall provide educational child care for a child under the age of 5 as of September 30 of the reporting year for a maximum continuous period of care of 10 hours per day."

TYPICAL DAILY ACTIVITY SCHEDULE

Typical Daily Routine

7:00 - 9:30 am reception - activity centers - semi-structured activities and free play

9:15 - 9:30 am snack Grooming or diaper changes (depending on age group)

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 Grooming or diaper change (depending on age group)

1:00-2:30 rest/relaxation time

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

3:00-3:30 snack Grooming or diaper change (depending on age group)

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

*Please see our educational program for more details.

** Children go out for outdoor activities at least once a day, depending on the weather.

VACATIONS, HOLIDAYS, ILLNESS OR OTHER TEMPORARY CLOSURE OF THE DAYCARE

Holidays and closing days

Narnia will be closed on the following days:

- Labor Day
- Yom Kippur
- Rosh Hashana
- Thanksgiving
- Christmas Holidays
- Good Friday
- Victoria Day
- National Holiday
- Canada Day

Please note that you will be charged for the days of closure up to a maximum of thirteen (13) days, as agreed to in our subsidy agreement with the MF.

Unscheduled Closure

In the event of a closure due to a cause beyond the control of the facility (heating failure, power failure, fire, snowstorm, etc.), parents will be notified by 7:00 am via email and Classdojo.

If the decision to close is made during the day, all parents/guardians will be contacted as soon as possible by phone and email and asked to pick up their child within a specific time frame. The parent must then pay the reduced fee for the first day of unscheduled closure.

Vacation and Illness Policy

Narnia offers child care to families who require full and part-time care. When a child is absent from the center due to illness or other reasons, the fees remain applicable. We ask that you notify the center of any absence.

Weather-related closures

In the event of a snowstorm or weather related closure. The decision will be announced on :

- Classdojo
- Email

HEALTH AND SAFETY POLICY

Meals and snacks

Narnia Child Care Center provides a morning and afternoon snack and a hot lunch. Due to allergies, Narnia is subject to a nut control. CPE Narnia will provide a special meal, if necessary, for a child with medical restrictions, provided we receive a letter from a member of the Quebec College of Physicians. Our snack menu and lunch menu are posted on the parent board and

emailed monthly. All supplementary meals provided by parents must follow Canada's Food Guide guidelines. The Early Years Centre will remove any items that do not follow the guide.

FOOD SERVICE

Nutritious lunches, prepared according to Canada's Food Guide, are provided daily by our catering service Evoosanté (www.evoosante.ca). Our caterer is aware of all allergies and food preferences of the children, and vegetarian, vegan and gluten-free meals are also available. No meals contain pork.

The CPE also serves nutritious morning and afternoon snacks, planned and prepared by our catering service Evoosanté.

The lunch and snack menu and the list of fruits and vegetables served each day are posted on the door of the daycare. A copy of the menu is updated on our website every four weeks and is posted on Classdojo.

Allergies

If a child has severe food allergies or intolerances or a specific medical condition, a diet prescribed by a member of the Collège des médecins du Québec is required to make modifications or substitutions to our menu. Children's allergies are posted in the kitchen and in all classrooms. All staff members and the catering service are informed of children's allergies.

HEALTH, SAFETY AND SECURITY POLICY

Safety

Our ECC is equipped with a variety of features to ensure the safety of all, including:

- A secure front door with a digital code lock.
- A video intercom
- An entry system with a bell

Health and Safety

Narnia is deeply committed to health - the health of your child, our educators and the entire Narnia community.

The health policy takes into consideration the following factors:

- The comfort and needs of the child
- The comfort of the educators
- Constant presence of educators, ensuring the safety of the children
- Minimization of contagion

The CPE Narnia staff is responsible for the application of the health policy and the protection of the children from unnecessary risks, stress and accidents, from their arrival to their departure.

Parents are responsible for keeping their child at home when required by this policy, for picking up their child when warranted by this policy, and for notifying CPE Narnia as early as possible in the morning when a child will be absent due to illness.

1. Illness. Children who are ill must stay home to recuperate and to help prevent infections at CPE Narnia. It is the parents' responsibility to prepare in advance for this possibility. If a child is ill, it is important to have a plan to ensure that a parent, relative or other caregiver is able to stay home with the child. While Narnia understands that this may cause inconvenience to parents, CPE Narnia has a responsibility to ensure that the health and comfort standards of all children and caregivers are met, and therefore our primary concern is to minimize infections.

If all parents keep their sick children at home, everyone's children and the staff of CPE Narnia will stay healthier.

2. Non-functional child. Non-functional child (i.e., a child who is not deemed well enough to attend CPE Narnia by the staff).

If the Narnia EPC staff determines that a child is unable to attend group or function in the day's routine, they have the right to ask the parent to pick up the child. The child may return to the center when well enough to participate fully.

3. Fever. Fever is defined as a temperature of 38.5°C (101.3°F) or higher, as determined by the tympanic measurement method using a Thermoscan ear thermometer used at CPE Narnia

A child with fever should not attend the center until 24 hours after the fever has broken (in the case of a pandemic, the child should stay home for 48 hours after the fever has broken) without medication. A child with fever can not have their needs met at the centre. If the child has a fever during the day, the parents will be called and asked to pick up their child. The child may return to the center 24 hours after the fever has broken [temperature of 38.5°C (101.3°F) or higher] (in the case of a pandemic, the child must stay home for 48 hours after the fever has broken), without the use of acetaminophen or any other medication.

4. Eyes/Conjunctivitis. A child who has red, swollen eyes and/or a colored discharge, or who wakes up with an encrusted and stuck eyelid, should not come to Narnia until these symptoms disappear or until a physician approves his/her return to Narnia. If a child in the daycare center has red or swollen eyes with secretions, the parents will be called and asked to pick up the child as soon as possible.

5. Vomiting. If a child vomits at home, he/she should not come to the daycare. If a child vomits once during the day at the Narnia daycare center, the parents will be called and asked to pick up the child immediately. The child may return to the center 24 hours after the last incident of vomiting.

6. Diarrhea. If a child has diarrhea at home, he/she should not come to the centre. Diarrhea is very contagious. If a child has two bouts of diarrhea in one day (in the case of a pandemic, if the child has one bout of diarrhea) at the center, the parents will be called and asked to pick up the child immediately. The child may return to the center 24 hours after the last incident of diarrhea.

7. Lice and Nits. In special situations such as an infestation and persistent. If a child is found to have lice or nits, the parents will be called and asked to pick up the child immediately.

It is strongly recommended that the child be seen by a physician for a diagnosis. The child may return to the center 24 hours after all symptoms have disappeared or 24 hours after an antibiotic ointment has been applied.

The child's head should be treated for lice at home. It is imperative to manually remove lice and nits from wet hair using a fine nit comb. This is a time-consuming process and the parent must be fully engaged in this process. All parents at the center will be notified of the presence of lice. Parents will need to be very vigilant and check the hair of each child and family member daily. We recommend that long hair be tied back. All bedding and stuffed animals will be sent home until CPE Narnia is free of all lice and nits. Narnia will call on parent volunteers throughout the year to perform a comprehensive lice check. Each child who has had lice will be checked before being allowed to return to Narnia. Each time nits or lice are found, the child will be sent home. If this happens to the same child more than 3 times, we recommend that an outside lice specialist be sent home to remove all nits and lice at the family's expense. The child may return to the center after the treatment described above and after the child has been checked by the Narnia staff.

8. Contagious diseases. In addition to the health conditions described in this policy, if CPE Narnia suspects a child has a contagious disease, we will call the parent to pick up the child as soon as possible. It is strongly recommended that the child be seen by a physician for a diagnosis. Examples of contagious diseases include, but are not limited to, measles, mumps, rubella, fifth disease, hand, foot and mouth disease, chicken pox, pinworms, croup, roseola and whooping cough. A child who contracts any contagious disease should be kept at home.

Isolation periods for all contagious diseases must be respected. For each known contagious disease present at the center, CPE Narnia will send an information sheet by email to the parents to which they can refer.

Parents must inform the Director of CPE Narnia as soon as possible in case of a confirmed contagious disease. The director will inform the other families.

In the case of a minor or major accident, a report must be completed by the educator and the parent. The parent will be contacted. In case of a major accident, 911 will be called and the parent will be contacted immediately.

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 Collège des médecins du Québec. In the case of prescribed medication, the information collected by the pharmacist on the label identifying the medication proves the authorization of the physician.

Narnia is NOT AUTHORIZED to administer any medication without the authorization of a physician.

Notwithstanding the first paragraph, acetaminophen may be administered and applied to a child without medical authorization, provided they are in accordance with the protocol in Appendix II. Saline nose drops, oral hydration solutions, zinc oxide cream, calamine lotion and sunscreen may be applied to a child without medical authorization, with written authorization.

With the exception of acetaminophen, oral hydration, insect repellent, calamine lotion, zinc oxide and sunscreen, PBS Narnia must ensure that only medication provided by the parent is administered to the child.

The label on the medication container must indicate the child's name, the name of the physician, the name of the medication, its expiration date, its dosage and the duration of treatment.

In addition, parents must always notify the Narnia daycare center if medication has been administered to the child prior to his/her arrival at Narnia.

At CPE Narnia, only permanent educators are allowed to administer medication.

With the exception of sunscreen and zinc oxide, CPE Narnia must ensure that the administration of a medication to a child is recorded in the logbook kept for this purpose, by the person who administered it.

This record must include the child's name, the name of the medication, 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 labeled and stored in a dedicated storage area. All medications must be kept out of reach of children, away from food, toxic products and cleaning products. Such storage shall be kept under lock and key at all times.

Notwithstanding the first paragraph, oral hydration solutions, saline nose drops

zinc oxide, sunscreen and EpiPens should not be stored under lock and key. Oral hydration solutions should be stored away from food.

Childcare centers must follow the strict regulations of the Ministère de la Famille regarding the administration, storage and administration record of any medication given to a child, without exception. The CPE Narnia must ensure that no medication is administered to a child without the

written authorization of the parent and a member of the Collège des médecins du Québec. In the case of prescribed medication, all medication must:

- Be in its original container with the original prescription on the container
- Clearly identify the child's name
- Describe the name of the medication, the dosage, the duration of treatment and the expiry date

"The Regulation respecting educational child care services (chapitre S-4.1.1, r. 2) provides that acetaminophen may be administered to a child in the care of a child care provider, without medical authorization, provided that it is administered in accordance with this protocol and that the parent consents in writing. Under this protocol, acetaminophen may be administered only for the purpose of reducing fever."

Saline nose drops, oral hydration solutions, zinc oxide cream, calamine lotion, and sunscreen may be applied and administered to a child without medical authorization, with written parental permission on the " Autorisation parentale pour l'administration d'un médicament " form.

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

CPE Narnia must ensure that all medication is clearly labeled and stored in a dedicated storage area. All medications must be kept out of reach of children, away from food, toxic products and cleaning products.

CHILD PICK-UP AND DROP-OFF POLICY

Arrival and departure

The CPE Narnia is open from 7:00 a.m. to 6:00 p.m. from Monday to Friday. Parents who arrive before 7:00 a.m. must wait with their child until the CPE Narnia opens at 7:00 a.m. The child must always be registered by one of the educators upon arrival. We strongly recommend that children arrive before 9:00 am. Activity centers and mixed age groups are an important part of our program. This welcome period allows the children to integrate and sets the tone for the day. We respect the fact that parents need time with their children and encourage parents to pick up their children early rather than drop them off late. When leaving the center with your child, please inform the educator. If someone other than the parents will be picking up the child, you must inform us in writing in advance. If the main door is locked for any reason, the parent must remain with the child until the center door is opened.

PARENT PARTICIPATION

All parents are encouraged to be involved in their child's learning experience. Children are always so proud when their parents participate in the center. If you have skills or expertise you would like to share with us, please call or email the center. Parents are also encouraged to participate in committees formed based on the needs of the center.

Ways we encourage communication:

Face to face - The Narnia CPE team is available to speak with parents face to face in the morning or afternoon.

Email - You can email info@narnia.qc.ca with any questions you have for the team. In addition, in order to keep parents informed, emails regarding protocols, upcoming events, closures, activities and general information are sent via email.

Telephone - We invite you to call the center with any questions. (514) 932-9137.

Authorization to pick up a child

A parent must fill out an authorization form for any person authorized to pick up his/her child. The person must provide photo identification, without which the daycare will not allow the child to leave.

Materials provided by parents

1. Parents must provide all diapers.
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 labeled.

Equipment provided by the CPE Narnia

1. Bed sheets and blankets for the rest period.
2. Children must arrive at the daycare with sunscreen already applied by parents. We will reapply sunscreen as needed throughout the day.

The Board of Directors

CPE NARNIA INC. and the affairs of the corporation are managed by a Board of Directors composed of 9 members elected by the General Assembly.

Any member in good standing has the right to vote and may be elected to the Board of Directors. The composition of the Board of Directors is as follows:

- 6 parent users;
- 2 educators;
- 1 member from the community;

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

- All parents are members of the corporation and are required to attend each general meeting.
- Parent members of the Board of Directors are elected at a general meeting for a term of one year. Parents are invited to apply to the board 24 hours prior to the general

meeting. Candidates are invited to introduce themselves at the general meeting. Voting will take place if there are more candidates than open positions.

- The positions of president, vice-president, treasurer and secretary are chosen from among the parent members of the board of directors. The responsibilities of these officers are outlined in the Narnia Bylaws.
- The Board of Directors shall consist of a majority of parents, two staff members and one member from outside the community.

ADMINISTRATIVE POLICY (CHILD CARE FEES, PENALTIES, PAYMENT TERMS, TAX RECEIPTS)

Child Care Fees

Parents whose children attend Narnia are eligible for a reduced contribution fee (\$8.85 per day for 10 hours of care) in accordance with the government's family policy. This fee is determined over the course of the year and is divided into twelve (12) equal payments from September to August.

Narnia provides additional services, activities and specialists to enhance the quality of our child care center. There is no charge for these services beyond the required government program.

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

- Parent involvement and activities based on parent's talents (i.e. community helpers; dentist, artist, musician)
- Participation in yoga and rock climbing
- Seasonal events based on children's interests.
- Visits to the Westmount library, walks in the neighbourhood, garden and urban complex
- Additional staff and educators beyond the required child/educator ratio as specified in government regulations for early childhood centers

Payment Policies

1. Monthly payments are due on the first day of each month. At the time of the enrollment interview, parents are asked to give the director twelve post-dated checks. Checks should be made payable to: "CPE NARNIA INC".
2. The government program of \$8.85 per day is equivalent to 10 hours of care per day. All children registered for more than 10 hours will be charged an additional \$5.00 per hour per day. This must be indicated on the contract. A late fee will be applied to all clients who stay beyond the hours indicated on their contract.
3. Parents who are in arrears may be asked to remove their child from the Narnia EPC. Parents who owe money from the previous year will not be allowed to register a child until the debt is paid.
4. There will be an additional charge of \$10.00 for any check returned to CPE Narnia due to insufficient funds (NSF).
5. Refunds for absences will not be given.

Late fees

The CPE Narnia closes at 6:00 p.m., children must leave before 6:00 p.m. If for an urgent reason you plan to arrive after 6:00 pm, please inform us by phone. Any delay will result in a fee of \$1 per minute after 6:00 pm. The parent must sign a log to show that they have arrived late at the daycare.

Tax Receipts

Federal tax receipts are provided annually for the \$8.85 per day fee.

Receipts are issued by the end of February.

Others

Cubbies

Each child has his/her own locker in the locker room that is labeled. Parents must help remove outerwear that needs to be left in the locker room and put on indoor shoes before bringing their child into the playroom. Extra clothing is kept in the child's locker.

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

Birthday Parties

Our policy is: no candy, no goodie bags and no balloons. We suggest that all cakes and cupcakes be a child size portion.

Parent/Educator Interviews

Periodic portrait twice a year - These meetings are held in late November and late May. This is an opportunity to share and exchange observations with your child's educators and to discuss your child's development. However, parents should feel free to meet with their child's educator at any time to discuss specific issues arising 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 behavior.

- Model and reinforce appropriate behavior
- Praise and reinforce positive social interactions
- Teach age-appropriate social skills
- Ensure that the classroom environment is as effective as possible.
- Use preventive measures, be alert to potentially problematic situations and readjust as necessary.