



Internal Policies 2022/ 2023

- English

1. General Guidelines

Mission:

At Academy of Imagination, we provide full-time (and part-time) quality care to children of West Island Families.

Philosophy and values:

Children are our future and it is our responsibility to create an environment that fosters positive emotional, social, cognitive and physical development, as well as acceptance of all: Love is love is love is love. This is best accomplished by providing opportunities for children to explore and discover through fun meaningful activities and play.

As Early Childhood Educators it is our pleasure to provide your children with these experiences. Our goal is to provide a warm and nurturing environment where they will feel safe and loved. Our preschool program gives children the opportunity to learn through play but also introduces them to new activities that they may have not discovered on their own.

Families of our preschool program are respected and appreciated for the knowledge, understanding and love they have for their children. We value open communication with families and encourage involvement in their children's experience.

We believe in an environment in which all individuals are respected, included and celebrated for their unique cultures, diversities and abilities.

Respect yourself, respect others, respect the environment.

2. Admission Policy

1.1 Age of admission:

Toddler side: 18 months to 3 years old

Pre-K side: *3 years old, turning 5 by September 30th of the school year.

Must be potty trained

1.2 Admission priority:

Priority for admission is given to families requiring full-time care, staff children and siblings of current students, then children on the waiting list.

Children and parents must come for a visit to the daycare before deciding that they will enroll their child in the daycare.

1.3 Waiting list:

You will need to sign your child up on our waiting list on Place 0-5, the only waiting list for all daycares in Quebec. But, also call and harass us if you REALLY want a space.

1.4 Attendance:

Regular full-time: (\$55 per day) is considered as 5 days per week. 4 days a week is considered full-time and the regular 5 day fee is applied.

**Please note that due to the high demand for full-time care, we no longer offer part-time spaces.

Regular part-time: (\$70 per day) is considered as 2 or 3 fixed days per week.

Variable: Attendance is variable and allows the use of the daycare on an irregular basis from 2 to 5 days a week, but not fixed days. A space will be reserved for the child for 5 days a week. The parent must pay the fee for 5 days a week.

We reserve spaces on a priority to parents whose children require childcare 5 days a week. If you hold a part-time spot, and a family requests a space that is full time, priority will be given to the family who requires full-time care.

1.5 Non-Renewal:

When parents wish to withdraw their children for any reason they must fill out the attached Non-Renewal form (appendix A) cancelling their contract.

Child ratios:

The educator to child ratio is fixed to ensure quality of services at all times. We are a multi-age environment.

1 educator to 8 children from 18 months up to 4 years old

1 educator to 10 children from 4 years to 5 years old

3. Expulsion Policy

The objectives:

Our goal is to guide each child how to socialize and get along with others in a group environment. We believe that each child is different and that different approaches are necessary according to the child's needs. If behaviours are not manageable by our educators we will intervene and call a parental meeting to discuss the further needs of the child. The parents are required to be part of the team and contribute to the solution of the concerns of the child. Expulsion is always a last resort.

The establishment of an action plan:

Each child has the right to quality, individual care. As such, our goal is to provide age-appropriate, individualized solutions. In order to provide a fair solution, based on the situation of the child, the daycare will implement the following procedures:

Preliminary steps;

- 1) Observing the child over a period of time, compiling facts through written observation reports to help identify the problem.
- 2) Provide the child with the tools they need to deal with their emotions (words, or environment). Speak to parents regarding the situation.

Continue to monitor behaviours over time and coach the child how they can better deal with a situation.

Intervention:

- 1) A meeting with the educator, director and parent to discuss further action. A professional development plan and the help of professionals may be required.
- 2) Implement the action plan, continue to monitor and document results over time. Continuous communication between parents and the daycare staff. Communications shall be accompanied by emails between parties involved.
- 3) If the health, safety and welfare of the child concerned, other children or adults present at daycare are seriously threatened; if the cooperation of the parents is absent or deficient; If, despite the measures put in place, it turns out that the daycare does not have the resources - the Ministry of the Family must be made aware of the situation. This written communication shall specify the steps taken, the means used, the results obtained and the possibility of expulsion of the child. It is relevant that the intervention plan is in written form and be signed by the parents.
- 4) In all situations, the analysis of the case and the decision is made by the Board of Directors and the administration.
- 5) Finally, in case of permanent expulsion, the administration of the daycare will meet parents and will give them advance notice of at least two weeks before terminating the service for that child.

Determination of situations and reasons of expulsion:

If the daycare does not have or is unable to obtain the necessary resources (human and/or financial) to support the child with learning difficulties, with behaviour problems, or handicap (layout of the daycare and equipment needed, special qualifications of teaching staff), the daycare reserves the right to refuse a child or to remove the child from the daycare.

Any child who, after attempts have been made to meet the child's individual needs, demonstrates inability to benefit from the type of care offered by our facility or whose presence is detrimental to the group and demonstrates extreme behavioural concern shall be discharged from the facility. Reasons why a child could be expelled are:

- Extreme problems with group settings and boundaries
- Repetitive fighting or physically harmful
- Verbally explosive behaviour
- Violent or harmful to others
- Vulgar vocabulary

Alternatively, if the parents' action cause or may cause harm to the health, safety and well-being of children and or staff;
Should the concern not be with the child, but the parent, reasons why services would no longer be offered:

- Non-payment of fees
- Inappropriate behaviour on the part of the parent(s)
- Inappropriate vocabulary on the part of the parent(s)
- Unwillingness to respect and comply with daycare procedures

4. Business Hours

The centre provides day care on a 12-month basis (September to August).

Hours of operation:

Monday to Friday: 7:30 am to 6:00 pm.

Calendar of statutory holidays (closed):

Labor Day, (September)

Thanksgiving Day, (October)

Christmas Eve (closed at noon December 24))

Christmas Day (December 25th)

Christmas Holidays - closed from December 25th, reopening January 2nd.

New Years Day (January 1st)

Good Friday and Easter Monday

Victoria Day - (May)

St. John the Baptist - (June 24)
Canada Day (July 1)

5. Schedule of the Daily Activities

Daily schedule:

The daily schedule is in effect from 9:00 am to 4:30 pm. We provide care before and after these hours as indicated in our opening hours.

Fall/Spring/Winter Daily Schedule:

7:30 to 8:45 - Free play and art table activities
8:45 to 9:00 - Clean up time
9:00 - Hygiene
9:10 - Snack
9:30 - Circle time / Greeting (English and French)
9:45 - Small Group Activities (science and math)
10:00 to 11:45 - Outside (as weather permits)
11:45 - Hygiene
12:00 - Lunch
12:30 - quiet time, hygiene and on their beds with a book
1:00 to 3:00 - Rest time
3:00 to 3:30 - Wake up, hygiene, table activities (puzzles, colouring, baking etc)
3:30 - Snack
4:00 to 4:30 - Large Group Activities (Music and Movement)
4:30 to 6:00 - Free Play (outside, weather permitting)

Summer Daily Schedule:

Note: Monday to Thursday are pool days, swimming lessons are offered.

7:30 to 9:00 - Park drop off (weather permitting) FREE PLAY
9:00 - Snack
9:30 - Pool
10:00 - Swimming lessons and outdoor activities

12:00 - Picnic Lunch

12:30 - 2:30 - Quiet time (back at daycare)

2:30 - 3:00 - wake up and head outside (sunscreen etc)

3:30 - Snack

4:00 to 6pm: Free play - park pick up most days (weather permitting)

6. Procedure for Handling Complaints

What is a complaint and who can file it:

Any person may file a complaint with the management of the daycare when it has reason to believe that a member of staff of the daycare or another person acting on behalf of the corporation lacks an obligation or a duty imposed by the Educational Childcare Act or the Regulations thereunder has been made, or if they notice a situation that poses a risk to the health, safety or well being of a child or does not act fairly.

Any person may make a complaint to the Ministry of Family (MFA), if they have reason to believe that the director is failing to fulfill her obligations or duties as required by the Act or its Regulations.

Guidelines for the treatment of a complaint:

1. How to submit a complaint:

All complaints must be received within a reasonable time frame (24 hours) from the time of incident so that they may be dealt with swiftly and find a proper resolution. A person who files a complaint is invited to do so in writing by email or letter and reveal all information necessary to establish the nature and validity of the complaint. In instances where a parent is not aware of a situation, the complaint must be filed within 24 hours of when they became aware.

2. Person designated to handle complaints:

The Director of the daycare is responsible for handling any complaints. The director is always accessible by email; academie.imagination@live.-com. In the directors absence you may submit your complaint to the the president of the parent committee.

3. Procedure for receiving complaints:

All complaints are treated with diligence and confidentiality.

A complaint must be made in writing. The complainant is strongly urged to identify himself or herself, since anonymous complaints cannot receive the same diligence and follow-up as those where the complainant is identified. A reply will be given in same. Once a complaint is received, a file is created and placed in the complaint file.

4. Examination and treatment of a complaint:

A) If the complaint arises from an area outside the daycare centres jurisdiction: The person making the complaint is referred to the agency that has jurisdiction on the issue. The complaint file is closed.

B) If the complaint is not a situation posing a risk to the health, safety or well-being of a child or is not an event or situation which contravenes the Act or its Regulation:

The complainant is invited to solve the issue directly with the person concerned. The director may provide assistance where necessary to resolve the issue. The complaint file is closed.

C) If the complaint concerns an assault, physical abuse, or an event of this nature against a child and the complaint concerns the actions of an employee; the employee is suspended pending the investigation. The director may consult with the MFA and or the appropriate authorities.

D) If the complaint is a situation that poses a risk to the health, safety or well-being of a child or concerns an event or situation that contravenes the Act or the Regulations: the director meets with the complainant and the persons concerned, and makes a decision regarding the validity of the complaint.

Founded vs. Unfounded complaints:

When a complaint is judged unfounded; the file is closed and the persons concerned are informed.

When a complaint is judged founded; the director meets with the parties concerned to correct the situation immediately and to identify ways of ensuring that it does not recur. A written report is prepared, forwarded to the

persons concerned and a copy is placed in the complaint file and the file of the employee where applicable.

Follow up:

When the problem is corrected, the file is closed.

When the situation is not corrected or if it recurs; the director meets with the persons concerned. A decision is taken to decide what occurs next. A written decision is prepared and given to the persons concerned. A copy is placed in the complaint file and the employees file when applicable.

All complaints received and files created while solving complaints are kept in the office in a locked cabinet. Once a complaint is deemed solved, the complaint file is closed. Should a parent not agree with the resolution they must immediately submit in writing their disapproval of the resolution.

Informing the parents committee:

All complaints received are presented to the parents committee along with how they were solved. Only persons authorized to access files may do so.

7. Arrival and departure of children

Morning: Arrival of a Child:

Parents are responsible for their children up to the time that they have undressed them, and released them into the care of the on-duty educator.

Parents must undress their children, arrange their belongings in their cubby and ensure that their child is ready with their inside shoes on and sunblock (when appropriate). Please ensure that all outside foot wear remains in the appropriate place to help keep your child's environment clean.

Please ensure that your child is present no later than 10:00am.

When dropping your child off between 9:00am and 10:00am please drop your child off quickly, as to not disturb the daily routine.

Afternoon: Release of a Child:

Parents are responsible to pick up their children directly from their child's educator and are responsible for them as of the moment of transfer. Parents are responsible to dress their children for departure and check their

cubbies for any notices, artwork or soiled clothes that may need to go home.

Parents are asked to respect the guidelines of the daycare and ensure that their children remain safe while on daycare premises. Parents are also asked to ensure that other children with them also respect the daycare area.

Authorized pick up:

Parents are required to indicate the name and phone number of all authorized individuals who are clear to pick up the child. All parents and/or authorized individuals are to sign-in and sign-out on the provided sheet, each day the child is dropped off and picked up from the daycare. Only persons designated to pick up a child will be allowed to do so.

If you wish to add another adult to pick up your child, you may do so by text or email to the director indicating the persons name and relation. Photo ID will be required by the person picking up the child.

Unauthorized Pick Up:

The parent/guardian is required to notify the daycare in writing if someone else, other than the authorized persons, will pick up the child. Please provide name, phone number, and description of the person. The person will be asked to show photo identification.

We will not release a child to unauthorized persons.

Custody and Related Court Orders:

The daycare staff cannot become involved in the marital or custody issues of the families that we serve. If a custody or court order exists, a copy of the order needs to be placed in the child's file. The guardian is responsible for providing up to date and accurate information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent. If the non-enrolling parent is not listed on the pick up list, the policy on unauthorized persons will be implemented. The enrolling parent will provide all consents. The enrolling parent must have custody of the children.

The daycare reserves the right to limit access to a parent who's actions and behaviours are deemed inappropriate.

Late Departures:

The daycare closes at 6:00 pm. A flat rate of **\$5.00** for each chunk of 5 minutes will be charged to the **parent** if they are late to pick up their **child** (past operating hours). Ex: pick up at 6:02, \$5 fee. 6:11 pick up: \$15 fee.

This fee is paid cash directly to the Educator who has stayed to care for your child. Under no circumstance can this fee be added to the monthly child care fee. Please call the daycare if for any reason you are running behind schedule and expect to be late.

Integration of new children:

*We understand that every child is different and integration may be different for each child. We are happy to customize an integration plan that suits your needs.

Covid has made us look at a lot of things we do and question their validity. We have noticed that the old integration plan was probably pretty scary to some children - adding more and more time each day - do they wonder if one day mom and dad will just not show back up to pick up?

Now, we assign an emotional support educator to your child. That educator is only responsible for your child's needs for the first day. They will sit with your child and help them out throughout the day as needed. They will be the one to cuddle with them when they are sad, to introduce them to new friends, to show your child the daycare, our routine and settle your child in.

8. Parental Involvement

Parents are 100% encouraged to get involved. A parents committee should be formed consisting of no less than 5 parents who will be consulted on subjects such as: the educational program, the layout of the centre, the equipment, the physical location of the daycare (or change of location) the services provided and the processing of complaints.

Parents are also encouraged to volunteer to implement and run fundraising programs such as Mabels Labels, Scholastics, and other beneficial programs in order to raise funds for new equipment for the children, or for other events (graduation? Breakfast with Santa? etc).

Parent/Educator Meetings:

An information meeting involving parents and staff will be held at the beginning of September. Parents are welcome to meet with their child's teacher throughout the year, please plan ahead and allow enough time to discuss any issues with your child's Educator. Parents are invited to discuss their child's day with their Educator each day at pick up time, please allow enough time for discussion with their teacher before the daycare closes at 6pm. Parents may, at any time request to meet with their child's teacher.

BIRTHDAYS

We celebrate each child's birthday. Parents are invited to bring in a treat that reflects their families values in celebrating birthdays. It is encouraged to bring a healthy treat for their birthday. Parents are always welcome to attend the birthday celebrations.

Security Code

The door of the facility is equipped with an opening system controlled by an electronic keypad in addition to being under the supervision of management via video monitoring system.

For the safety and security of all children, please do not allow people that you do not know or recognize into the daycare. Do not let a stranger walk in the daycare unattended. **THIS IS FOR THE SAFETY OF THE CHILDREN.** When in doubt, do not hesitate to ask a staff member to identify someone or to help them.

Please, always close the door behind you.

9. Parents' Committee

In conformity with article 31 of the Educational Childcare Act, we have a Parents Advisory Committee composed of five (5) parents elected by and from the parents of children who are received at the centre. None of these five people can own a daycare, be a member of its board of directors, be a staff, or be related to these people (Ref.: Section 31 of the Act, chapter S 4.1.1).

The Committee may be consulted on all aspects of the lives of children in care , including:

- The implementation of the education program;
 - The acquisition and use of educational materials and equipment;
 - The location or change of location of the daycare centre;
 - The physical layout and furnishings of the daycare centre;
 - The services provided; and
 - The handling of complaints
- Each year, before October 15 , the direction of the centre will call to convene a meeting, in writing, to all parents of children who received care so that they may elect their representatives to the committee.
 - Once elected, the Committee, from among its members, elects a chairman or president who leads the meetings and a secretary who prepares the minutes. Management must ensure that the committee will meet at least four times a year. At committee meetings, the quorum is three members. If a vacancy occurs on the committee, the management shall convene a meeting to fill the vacancy.

10. Equipment Provided by the Parents and Equipment Provided by the Daycare

Items provided by the parents:

- A family photo
- Diapers, diaper cream, and wipes
- Bedding - including bottom crib sheet, blanket and stuffy
- Pacifiers
- Change of clothes, appropriate for the season (2 of each; shirts, pants, socks and underwear)
- Hat
- Slippers (for indoors)
- Outside footwear
- Bathing suit and towel
- Sunscreen
- Water bottle
- Any formula, or dietary needs
- Any medication as prescribed by a physician.

Note: Please label all belongings

Note: Additional items may be asked of you throughout the year for the care of your child or projects we work on.

Items provided by the daycare:

- Meals, including: 2 daily snacks and hot lunch
- The equipment used for the provision of care is provided by the daycare.

Please do not bring toys from home that you do not want to lose.

11. Policy in Regard to Food in General, Allergies and Food Intolerance

All meals and snacks, are consistent with Canada's Food Guide published by Health Canada.

Should a special diet be required, the parent must provide the written instructions prescribed by a member of the Quebec College of Physicians.

Meal times:

Morning snack is served at 9:00am

Lunch is served at 12:00pm

Afternoon snack is served at 3:30pm

Menu:

The menu is posted weekly and sent out via the classtag app. The morning snack will largely consist of cereals and grains whereas the afternoon snack will largely consist of fresh fruits and vegetables. The lunch menu rotates, but is not limited to fish, chicken, beef, vegetarian, and soup and sandwiches. Lunches are served with grains and vegetables.

Special Diets:

If your child is on a special or restricted diet, you are responsible for providing those items. Items include, but are not limited to; almond milk, soy products, gluten free products, formula, etc.

Allergies:

Due to allergies, or possible allergies, outside food and drink is not permitted, unless it is approved by the administration.

Do not send your child with any food that is deemed unhealthy by Health Canada such as chips, candy and other 'junk food.'

Any child with an allergy to food or otherwise will have their photo posted along with information regarding their allergy and what to do in case of contact with that allergen. This notice will be posted in the kitchen and all staff will be made aware of their allergy. Parental consent must be provided.

Severe allergies:

Any child with a severe allergy should provide directly to that child's educator an EpiPen or other prescribed medication for said allergy. The educator must keep the EpiPen on his or her person at all times when the child is in their care.

12. Procedure Followed in Case of Illness or Serious Accident

In case of illness or serious accident, the necessary medical assistance should be sought immediately and the child must, as far as possible, be isolated from the group and placed under the supervision of an adult.

The daycare will, as soon as possible, notify the parent or any other person designated by the latter.

Health care policy:

We wish to maintain a healthy environment for children and staff. The following symptoms require your child to stay home:

- 1) The inability to participate in regular daily activities.
- 2) Has not been fever, vomit or diarrhea free for 24 hours (without medicine).
- 3) Has had 2 or more bouts of diarrhea and/or vomiting in 24 hours.

Below is a list of the most common illnesses. Other disease not shown on the list may also require removal of the child from daycare for a period of time. The daycare refers to the table provided by the Ministry: « Les infections en milieu de garde » and « Des enfants gardés en santé ».

Disease	Exclusion policy
Fever	<ul style="list-style-type: none"> -The parent will be notified. -Acetaminophen will not be administered at the daycare -The child may return to daycare after 24 hours fever free without medication.
Diarrhea	<ul style="list-style-type: none"> -The parents will be notified. -After 2 bouts of diarrhea the child will be sent home. -The child may return to daycare after 24 hours diarrhea free without medication.
Vomiting	<ul style="list-style-type: none"> -The parents will be notified. -After 2 bouts of vomiting the child will be sent home. -The child may return to daycare after 24 hours vomit free without medication.
Cold - (runny nose, sore throat, cough, low grade fever)	<ul style="list-style-type: none"> -The child must stay home only if they are not able to follow the daily routine.
Influenza - (cough, sore throat, headache, fatigue, sore body, fever)	<ul style="list-style-type: none"> -The child must stay home until all symptoms are gone and the child is able to follow the daily routine. In some cases, exclusion can last 7 days or more.
Conjunctivitis	<ul style="list-style-type: none"> -The parent will be notified. -The child must stay home if there are 2 or more cases of conjunctivitis in the daycare. -The parent should take the child to the doctor.

Please also note that we go outside, rain, shine or snow, and fresh air is a very healthy thing for your child.

In all cases that you are called to pick up your sick child you must report within a period of 2 hours.

A doctor's note is required to approve the return of the child in the event of a communicable disease, condition, fever, episodes of diarrhea, vomiting and purulent conjunctivitis or other medical conditions that may require special care; ie surgery, special dental work etc. A child may return to daycare after taking antibiotics for a period of 24 hours, or on the written recommendation of a physician. The child must be able to participate in daily activities.

In any case of contagious disease, parents should immediately notify the daycare. The daycare will notify all parents of possible infection and ensure the anonymity of the the infected child.

COVID: we follow all the up to date public health directives. Please test you and your child if they exhibit any of the Covid symptoms. Please keep Amy in the loop for any and all symptoms.

13. Conservation Policy, Administration, Labeling and Storage of Medications and Insect Repellents

Prescription Medication:

Administration will keep and administer medication as per articles 116 to 121 of the Regulations, as follows:

All medication must be in its original package or container as appropriate, clearly labeled and identified the person to whom it is intended.

Medication provided by the parent is administered only to the child it was intended for. The label of its container must clearly indicate the child's name, drug name, date of expiry, its dosage and duration of treatment. Expired medication cannot be administered.

Medication must be handed directly to the child's educator or the administration, and it must be kept locked in a secure location.

Non-Prescription Medication:

The daycare can administer nasal saline solutions, oral hydration solutions, cream for diaper rash, moisturizer, lip balm, calamine lotion and sunscreen without a prescription, but with written parental consent.

Acetaminophen:

The daycare can maintain and administer acetaminophen to a child without the permission of an authorized health professional provided the parent has provided prior written consent.

Insect Repellent:

The daycare can maintain and administer insect repellent to a child without the permission of an authorized health professional provided the parent has provided prior written consent.

Administration Records:

A medication administration record is kept for each child.

This medication administration record contains the child's name, parent's name, drug name, whose parent authorizes the administration, and the date and time of administration to the child, dose, the name of the person who administered and signature .

Storage:

Medicines and repellents are stored in a locked storage area, out of reach of children, away from food, toxic products and cleaning products.

14. Daycare Rates, Penalties, Payment and Tax Receipts

Daycare Rates:

Full-Time Childcare fees are \$55.00 daily and are determined monthly. Payment is required for all registered days, Monday through Friday, including statutory holidays, and planned closures (refer to section 4) whether your child is present or absent for reasons of illness or other. No refunds are issued.

Part-Time Childcare fees are \$70.00 daily and are determined monthly. Payment is required for all registered days, Monday through Friday, including statutory holidays, and planned closures (refer to section 4) whether your child is present or absent for reasons of illness or other. No refunds are issued. Missed days can not be substituted for days they are not registered for.

Table of Tax Credit Rates for 2022

Estimated family income	Tax credit rate	Estimated family income	Tax credit rate
From \$0 to \$21,000	78%	From \$39,781 to \$41,135	72%
From \$21,000 to \$37,030	75%	From \$41,135 to \$42,515	71%
From \$37,030 to \$38,400	74%	From \$42,515 to \$101,490	70%
From \$38,400 to \$39,781	73%	From \$101,490 and up	67%

Payments:

Payments made by cheque:

Post-dated cheques must be provided for the calendar year your child is attending. Cheques should be made out to: Academie de l’Imagination Inc. and may be post dated for the 1st of each month, or the 15th, as agreed upon at start of services.

**Please write your child's name and the month of care on the bottom left corner of your cheques.

Payments made by Pre-Authorized Transfers (PTS):

Payments may be made by Pre-authorized equalized payments of \$1083.33 per month for the duration of your contract. You may date the payment to the day of your choosing. (Equalized payments may vary by year)

A late fee of \$25 will be applied for fees received past the first of the month, for the month of care.

Childcare may be refused due to non-payment of fees.

The daycare reserves the right to cancel any contract at any time.

Tax Receipts:

A receipt for childcare services (Relevé 24) will be issued before the 28th of February each year.

Non-Sufficient Funds Cheque

Arrangements must be made with the office to replace a non-sufficient funds (NSF) check. An amount of \$45 will be charged to cover bank and administration charges.

A replacement payment must go through before care is provided again (providing cash, or a certified cheque is recommended in this circumstance.)

Your child will not be able to attend daycare until the fees are up to date. Should you provide an NSF cheque more than once, your fees must be paid in full prior to the first of the month for which the fees are collected, and the cheque must have cleared in order to provide services for the new month.

15. Daycare staff; child ratios

Staff:

We hire staff based on compatibility with our program and the goals that we aim to achieve. All staff are first aid certified and have undergone a successful police clearance. At least two staff out of three are both trained and qualified (to government standards).

Child Ratios:

The educator:child ratio is fixed to ensure quality of services at all times. We are a multi-age environment.

1 educator to 8 children from 18 months to 4 years old

1 educator to 10 children from 4 years to 5 years old

16. Procedure of Temporary Closure

Inclement Weather Days:

In the case of inclement weather, including snow days and stormy days we will follow the Lester B. Pearson snow closures.

Unexpected Closures:

If, for any reason, we should need to close the daycare we will notify each family as soon as possible via the ClassTag app. Possible reasons to close include, but are not limited to: broken heating, fire, flood, act of nature etc.

Fire Drills:

At times, and at least twice a year, we will practice a fire drill. We will exit the building and our meeting place is in the parking lot across the street where the flower market is.

17. Rules on Program Outings and Transportation

Outings and Field Trips:

The children may go for walks in the local community. These excursions are considered part of the daily program and will not include motor transportation. An authorization form, in the registration package, acknowledges parental permission for a child to leave the premises for neighbourhood walks and visits to local parks.

On field trips where transportation is required, parents will be notified in advance as to the details of the scheduled field trip excursion and written parental authorization forms will be distributed and must be signed and returned to the Centre in order for your child to participate. Parents are encouraged to accompany their child/ren on field trips.

During all trips and walks, the individual ratios of each program will be maintained for all children.

18. Various

PANDEMIC

In the case of a pandemic, we will follow all current public health recommended guidelines and keep you abreast of any changes. We urge you to do the same. As a community, we will get through it together. Stay safe.

Nap time

All children have different needs when it comes to nap. Nap time is when our educators are cleaning, sanitizing, organizing and planning. We do not require that children sleep, however we ask that they lay on their beds, if they are not sleepers they will be given quiet activities to do once all the children who nap are asleep.

It is quite common once a child moves up to the pre-K class and they are ready to leave for kindergarten that they grow out of their naps. We recognize this, however they still must respect the quiet time routine so that other children can get the rest they require, and our educators can ensure the classrooms gets thoroughly washed and sanitized daily.

Although we understand that some parents do not want their children to nap at daycare, if they do fall asleep at nap time, it means they really need the sleep. Our days are very busy and they are working so very hard learning and playing that by the time nap time comes, they are exhausted. We respect what the child's body is telling them they need.

Who to talk to regarding: vacation, sick, late, absent

Please always contact Amy Hendricks regarding any and all absences. You may copy your child's teacher on any messages.

Labeling items

You do not have to label all your child's items, only the ones you wish to keep. Please keep in mind that often times another child may have the exact same item as your child and it can get confusing who belongs to what.

Please note that unlabeled items may be subject to us labeling them with a permanent marker to reduce confusion over who belongs to what.

Please do not use initials to label as the MFA does not recognize this as proper labelling practice. Also, if your item goes home with another child, the parent who receives it will have no idea who to return said item to.

Reaching Administration:

You may email the administration at academie.imagination@live.com or call the office line at 514-505-1233 with any questions or concerns.

A reminder that there is no smoking on daycare property.

You may park in the driveway for pick up and drop off of your children.

Annexe A

L'Académie de l'imagination

19 ave Cartier - Pointe-Claire – PQ H9S 4R5 – Tel (514) 505-1233

FORMULAIRE DE NON-RENOUVELLEMENT

Date: _____

NOM DE L'ENFANT : _____

DERNIER JOUR: _____

Nous ne renouvelons pas l'inscription de notre enfant à la garderie pour l'année académique 20__-20__ (1^{er} septembre 20__ au 31 août 20__). OU des le: _____

Raison (facultatif) :

Nous n'avons pas d'autres enfants d'âge préscolaire : _____ (cochez)

Signature du parent, date

NON-RENEWAL FORM

Date: _____

CHILD'S NAME: _____

LAST DAY OF SERVICES: _____

We shall not be renewing our child's enrolment at the daycare for the 20__ - 20__ academic year (September 1, 20__ to August 31, 20__). Or, as of _____.

Reason (optional):

We do not have any other children of pre-school age: _____ (check)

Signature of parent, Date