



Le Petit Chaperon Rouge – Francophone daycare

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I. HISTORY OF *LE PETIT CHAPERON ROUGE* DAYCARE

In September 1979, *LE PETIT CHAPERON ROUGE - GARDERIE FRANCOPHONE* was the first Francophone daycare to open its doors in Toronto and was located on Gainsborough Road at Georges-Étienne Cartier elementary school. For the first three years, LPCR operated a French programme for French speaking children. Following the request of a number of parents, we developed a French immersion programme to address the needs of children coming from Francophone families who did not speak French. In September 1983, we extended daycare services to children aged 6-12 in order to meet the needs of our growing families.

In September 1989, LPCR's success in Toronto led to the opening of our branch in Etobicoke situated on Royal York Road at Ste-Marguerite-d'Youville elementary school. And in September 2002, LPCR opened its centre on Coxwell Avenue in Toronto to meet the needs of families with infants from 3 months of age. In September 2008, the fourth branch of the daycare opens within the new elementary school La Mosaïque in East York, for preschool and school age children.

II. PHILOSOPHY

At *Le Petit Chaperon Rouge* daycare, our goal is to provide a safe environment where children can develop and acquire new knowledge in an enjoyable French speaking environment. Our objectives are:

- œ To encourage the emotional, social, physical and intellectual development of children;
- œ To promote children's independence, confidence and self-discipline;
- œ To help children develop to their full potential and to understand themselves better;
- œ To encourage respect among children and between children and adults;
- œ To promote cooperation and to eliminate prejudice;
- œ To create a Francophone environment that will enable children to express themselves in their primary language or to acquire a new language;
- œ To facilitate children's academic integration;
- œ To ensure a healthy diet and to encourage good nutrition habits.

The French language is acquired through continuous participation in the programme's daily activities which are conducted in French.

III. PROGRAMME

A) CURRICULUM

1. Age groups

Groups	Age	Capacity	Number of educators
Coxwell			
Poupons	3 mos – 18 mos	6	2 (1 R.E.C.E.* certified)
Bambins	18 mos – 30 mos	15	3 (1 R.E.C.E. certified)
Préscolaire	30 mos – 4 yrs	48	6 (3 R.E.C.E. certified)
Gainsborough			
Maternelle/Jardin	4 yrs – 5 yrs	44	4 (2 R.E.C.E. certified)
Âge scolaire	6 yrs – 12 yrs	54	3 (2 R.E.C.E. certified)
Etobicoke			
Bambins	18 mos – 30 mos	15	3 (1 R.E.C.E. certified)
Préscolaire	30 mos – 4 yrs	20	3 (2 R.E.C.E. certified)
Maternelle/Jardin	4 yrs – 5 yrs	40	4 (2 R.E.C.E. certified)
Âge scolaire	6 yrs – 12 yrs	30	2 (1 R.E.C.E. certified)
Queensdale			
Préscolaire	30 mois – 4 ans	24	3 (2 R.E.C.E. certified)
Maternelle/Jardin	4 ans – 5 ans	60	6 (3 R.E.C.E. certified)
Âge scolaire	6 ans – 12 ans	50	4 (2 R.E.C.E. certified)

*R.E.C.E.: Registered Early Childhood Education

2. Daily Schedule / arrival and departure times

The daycare is open from 7:30 a.m. to 6:00 p.m. All centres offer full-time and part-time services. Please be advised that the centres are closed for a two week period over the winter holidays as well during all or part of August at the Gainsborough, Queensdale and Etobicoke locations.

The daily programme includes individual and group activities, indoor and outdoor play, directed and semi-directed activities as well as transition times. General care such as meals, toileting, naps and dressing are part of the daily routines.

Play

Through play, the child acquires a variety of new skills, learns to make choices as well as to recognize and respect the needs and feelings of others. Play stimulates the learning process. Each child develops at his/her own pace in a stimulating and enjoyable environment.

Routines

Routines are composed of activities in which the children participate during the course of the day to respond to their biological and developmental needs. Toilet training, body and dental hygiene, dressing and undressing, snacks and meals, departures and arrivals, are called "routines" since they occur regularly throughout the day.

Outside play and gross motor activities

The Ministry of Community and Social Services requires that the children engage in outdoor activities for a minimum of one hour each day, to stimulate the development of gross motor skills. The daycare meets these requirements except during inclement weather at which time an alternate indoor activity is presented. Please ensure that your children are dressed appropriately according to season.

Please note that all playgrounds are inspected before each outing.

3. Learning centres

Learning centres are available to the children throughout the day excluding transition periods when the children move from one activity to another. The learning centres are attractive, clean, stimulating, and reflect the theme of the week whenever possible.

The role of the educators is:

- ✓ to provide adequate and sufficient material for children to play with;
- ✓ to set and enforce appropriate limits and encourage children to respect them;
- ✓ to encourage sharing among children and respect for the material;
- ✓ to ensure that children have the opportunity to play in the various centres and learn the skills associated with each one of them.

Our learning centres are as follows:

Construction centre: With the help of wooden blocks of different sizes, vehicles and miniature figures, children can reproduce their view of their world. This centre encourages creativity, imagination and cooperation.

Dolly centre or dramatic play area: This area allows children to reproduce scenarios that are familiar to them. It promotes opportunities for social development, imagination and language acquisition.

Library and computer corner: This centre enable children to spend some quiet time alone or in a small group to listen to music, look at a book, or play a game on the computer. It promotes early reading and math skills as well as eye-hand coordination.

Science/discovery table: Children discover objects that attract their curiosity and stimulate their interests, promoting problem resolution.

Cognitive games centre: This centre promotes cognitive development, concentration through association games such as puzzles and fine motor skills.

Art centre: This centre stimulates the creativity and development of senses through the use of different materials. The manipulation of paints, modeling clay, and other materials are used to develop dexterity and fine motor skills.

Our approach in regards to the art centre is focused primarily on the learning process rather than the finished product. Each week children participate and generate art work. We strongly encourage parents to take their children's work home. This gesture will demonstrate your interest in the child's art work and will reinforce him/her to participate regularly.

Circle: The circle is a time when children are brought together to explore the week's theme, new concepts, presentation, choices for activities, appropriate limits and particularly French vocabulary. The role of the educator is to promote language acquisition of language through information sharing, discussion and repetition of new vocabulary using speech, songs and games.

4. Programming

The personnel are responsible for determining the themes that will be explored each week, using the children's emerging interests as inspiration. A detailed weekly programme for indoor and outdoor activities is posted in each class and is available to parents as a reference. It is designed to meet the needs and ages of the children and adheres to the objectives and criteria set by the Ministry.

5. French language acquisition

Children learn French when they are in contact with their peers and teachers in an environment where the activities and routines are conducted in French. The children in the Francophone class must understand and speak French.

The objective of our French immersion programme offered exclusively at the Coxwell centre, is to familiarize children with the French language.

6. Disciplinary measures and behaviour management guidelines

Children have the right to receive high quality daycare services - to be in an environment where they will learn appropriate methods of interaction with each other and develop their self-esteem. Children must be able to explore their environment and to discover their talents. This exploration may sometimes result in inappropriate behaviour. The role of the educator is to help the child develop methods to solve problems on his own. The educator is responsible for establishing and enforcing acceptable behaviour guidelines that ensure above all the health and safety of the children.

The personnel are responsible:

- ✓ to foresee situations susceptible to generating conflict and to intervene proactively;
- ✓ to emphasize and reinforce appropriate behaviour;
- ✓ to promote and facilitate the appropriate behaviour;
- ✓ to offer choices;
- ✓ to help the child identify problems and feelings;
- ✓ to find alternative ways of responding to conflict;
- ✓ to establish limits that are consistent and understandable.

If a child loses control and/or is angry, he/she will be allowed to calm down in order to discuss the problem together and find an acceptable solution.

It is *prohibited* to:

- ✗ give a corporal punishment;
- ✗ be too severe with children; or to humiliate them;
- ✗ deprive children of food, clothing, shelter or bedding;
- ✗ isolate a child in a room.

LPCR personnel are informed upon hire of all policies and procedures pertaining to child behaviour management. Each year they are expected to review these measures. The personnel are also expected to respect the policy regarding critical incidents. The policy details the steps in dealing with and reporting critical incidents.

7. Personal items, toys from home, money

Children are permitted to bring a toy or object to sleep with (ex: a stuffed animal, a doll or a soother for babies). It is not acceptable to bring money or toys from home to the daycare (i.e. jewellery, cars, etc). Material or toys that are related to the theme of the week can be brought with prior authorization and should be clearly identified.

8. Celebrations

The daycare has no religious affiliation. We try to emphasize celebrations related to the family and to Francophone culture or more specifically to those that are more familiar to the children. Parents are encouraged to inform us of their family customs and cultural traditions.

Birthdays of children enrolled fulltime are celebrated during the afternoon snack time on a specific day chosen by the centre (preferably on a Friday). The cook typically prepares a nutritious cake to be shared by the children.

B) HEALTH, NUTRITION AND SAFETY

1. Medical Certificate

A medical certificate, including immunization record, must be presented at the time of the child's admission. All medical information concerning the child must be communicated to the daycare to ensure the well-being of the child at all times. A medical certificate is required for the re-admission of a child in case of contagious diseases, skin diseases or any other symptoms for which the cause is unknown.

2. Illness

The daycare has the right to refuse a child in the presence of one or more of the following symptoms:

- ✘ Temperature of more than 101°F or 38.5°C. The child must stay at home for 24 hours following the fever;
- ✘ Skin illness, skin eruption or infection;
- ✘ Contagious illnesses- the parents must advise the daycare when a child has contracted such illness;
- ✘ Vomiting, diarrhea: the child must stay at home for 24 hours following the fever;
- ✘ Head lice - the child must be isolated until a parent comes to get him/her. The child will be re-admitted following treatment and only once the lice have completely disappeared. A medical certificate will also be required upon return.
- ✘ If a child becomes ill during the course of the day with one or more of the above mentioned symptoms, parents will be advised and must come to pick up their child as soon as possible.

When the daycare is affected by several cases of a similar illness, the following precautions are followed:

- ✓ Suspension of sensory activities such as water or sand games, play-doe, and cooking activities.

- ✓ Cleaning standards will be increased, including disinfection of all toys and surfaces. The concentration of disinfecting solution will also be increased to 1\10.
- ✓ Hand washing for children and personnel will be reinforced.

3. Emergencies

In case of accident or illness, and if treatment is necessary, Le Petit Chaperon Rouge daycare must be designated as the temporary guardian for facilitating all medical treatments and/or hospitalization when it is impossible to contact the parents or the guardian. A medical consent form must be signed by a parent or guardian at the time of the registration. Le Petit Chaperon Rouge is not responsible for accidents or illnesses occurring or contracted at the daycare or during an excursion.

4. Medication

Only medication prescribed by a doctor, bearing the child's name and the original label from the drugstore will be administered to the child. Parents must indicate in the medication register the name of the medication, the purchase date, the dosage and the time when it should be administered. Cough syrups or any other non-prescribed medication must be accompanied by a note signed by a doctor. The note must be placed on the container or package. **Medication MAY NOT be left in a child's bag or cubby space.**

5. Diet, nutrition and oral health

A good diet is an important part of our programme. The meals and snacks offered to the children conform to the Ministry's guidelines as well as Canada's Food Guide. Menus are posted for periods covering four weeks. Any food allergies and dietary restrictions will be respected as per parent request. If the daycare cannot meet the dietary restrictions, parents will be responsible to provide the meals for their children. Dietary restrictions and food allergies will be posted in the kitchen and each class.

Children are encouraged to taste all dishes but are never forced to eat. An additional portion will be available for those who are still hungry. Food is never used as a way of controlling or punishing. The personnel have lunch with the children to help role-model and to create a familial atmosphere.

Due to severe allergies, **it is forbidden to bring nuts, candy, bubble gum or food from home to the daycare.** Breakfast must be eaten at home before coming to the daycare. Any additional snack must be taken outside the daycare.

Upon registration, parents of preschool age children are responsible for providing 1 toothbrush minimum (may vary depending on center) and 1 tube of toothpaste per child. Children brush their teeth every day after lunch.

6. Safety

The personnel are responsible to ensure adequate supervision. Children cannot be left alone without supervision. Parents and guardians must also adhere to this regulation. It is therefore necessary that parents and guardians present themselves personally to the educator in the mornings at drop-off time and evenings at pick-up time. Educators must ensure that the children can be seen at all times by a member of the personnel in all sections of the playground. Educators place themselves in strategic spots to prevent and avoid accidents. For safety reasons, children are prohibited from being left alone or running in the daycare whether under an

educator's care or parent/guardian care. All accidents and injuries are documented by the educator who was present and the report is signed by the educator and director. The report must be signed by a parent and filed in the child's file.

7. Evacuation

Fire evacuation guidelines are practiced once a month and response to bomb threats are practiced once a year to familiarize the children with the emergency procedures. The personnel are trained in these procedures.

In case of emergency, the premises will be evacuated and the children will be taken to the following shelter:

Coxwell & Gainsborough	Etobicoke	Queensdale
Rhodes Avenue United Church 1470 Gerrard Street Tel: 465-3755	Bishop Allen Academy 721 Royal York Rd. Tel: 393-5549	It's Playtime Childcare Centre (Holy Trinity Church) 201 Monarch Park Ave. (basement) Tel: 416-465-6688

8. Excursions

Excursions are planned during the course of the year to enrich the themes and to create new experiences for the children. Parents must sign a consent form, which will be available in the classroom, permitting the child to participate in the excursion.

Additional rules:

- Children cannot be transported in private cars;
- All volunteers and parents must be accompanied by a staff member at all times;
- All children must wear the daycare's ID vests or a piece of identification bearing the daycare's name and phone number;
- A first aid kit must be carried by the educator;
- A list of the children's emergency numbers, identification and attendance must also be carried by the educator.

C) ADMISSION REQUIREMENTS AND INTERNAL POLICIES

1. Admission

Only children who understand and speak French are accepted in the Francophone programme. In our immersion programme, we accept children who have little or no French language ability. We accept part-time children depending on the space availability. We follow the principle of first come first served however we give priority to families already utilising our services. We also accept children who qualify for daycare subsidy.

Admission Priority

In regards to school-aged children enrolled at the school Ste-Marguerite-d'Youville in Etobicoke and the schools Georges-Étienne-Cartier and La Mosaïque in Toronto, Le Petit Chaperon Rouge is committed to ensuring they receive priority of admission over children coming from other schools.

Children who have a brother or a sister already participating in one of the daycare's programmes may also be granted priority on the waiting list. As well, children who are transferred from one centre to another will automatically move to the top of the waiting list.

Inclusion Policy

The daycare adopts an approach of inclusion with respect to the above mentioned admission criteria. All children and all families have the right to participate and to receive support from the community. The daycare and its personnel seek out support and practical advice from its community partners in order to address particular needs in a respectful manner. We believe in the importance of preparing the child's environment in order to facilitate his or her adjustment to the daycare. This adjustment depends on planning, personnel training and support from community partners. Inclusion efforts benefit children with special needs as well as other children in the daycare.

2. Waiting list

The names of children may be placed on the waiting list upon payment of a \$40 deposit fee as well as reception of a completed enrolment form.

3. Arrivals & departures

Upon arrival at the daycare, the child must be left with the assigned educator. The educator will sign the register to confirm the child's attendance.

- ✓ The parent/guardian must accompany the child to the classroom;
- ✓ The educator will greet the child;
- ✓ The parent/guardian must transmit all pertinent information to the educator (for example: medication, health, early evening departure or departure with a different person, etc).

Upon departure, the parent/guardian must inform and ensure that the educator documents the child's departure. Parents are responsible to advise the daycare in writing, the names of people authorized to pick up their child. The daycare has the right to ask for a piece of identification before releasing the child.

4. Late fees after 6pm

A late penalty will apply to **all departures after 6pm** following the fee schedule below:

- ❖ **6:01pm: 10\$**
- ❖ **6:02pm-6:05pm: 15\$**
- ❖ **6:06pm-6:10pm: 20\$**
- ❖ **6:11pm-6:15pm: 25\$**
- ❖ **6:16pm-6:20pm: 30\$**
- ❖ **6:21pm-6:25pm: 35\$**
- ❖ **6:26pm-6:30pm: 40\$**

After 6:30pm, an additional 2\$ fee will apply per subsequent minute. As well, after 6:30pm parents/guardians are responsible for ensuring communication with the educator in charge of the child every 20 minutes. If there is no contact or communication from the parent/guardian after 6:30pm, we are legally obliged to contact and file a report with the Toronto Children's Aid Society.

The 'late booklet' will be completed (including time and date of departure) by the educator in charge and the parent/guardian will be required to sign off. The parent/guardian is required to pay the late fee directly to the educator and according to the above guidelines. Please note that late fees are not considered part of regular daycare fees and a receipt will therefore not be issued.

When a parent or guardian neglects to pay the educator her owed fees within a one week period, the late fee slip will be submitted to the centre director and an additional 10% fee will be imposed. If a family is frequently late or if the late fees are repeatedly unpaid, the centre director reserves the right to exclude the child from the programme.

5. Toilet training

The daycare recognises that toilet training is acquired at different times for each child. Toilet training begins when your child is able to communicate his needs to the educator and/or to his parents and guardians, and is capable of having some physical control over his sphincter. The child's success relies on teamwork between the daycare and the family. We encourage you to inform us of the vocabulary used by your child to facilitate this process.

The parent/educator is responsible for providing diapers and wet wipes as well as identify each pack with the child's name. Regarding application of creams, a written request is required and the product information must be clearly labelled with the child's name.

6. Group/class transfer

A child registered in a group will be transferred to another class once she reaches the age level and once a space is made available. Children enrolled in the immersion class can be transferred to the Francophone class when their French language comprehension is good and when they possess enough vocabulary to form French sentences. Parents/guardians may also make this request in writing.

7. Suspension

Illness

As mentioned in section B) 2. Illness, the daycare has a responsibility to ensure a safe and healthy environment for all children. If a child develops symptoms of illness during the day, parents will be advised of the necessity to pick up their child immediately. If possible, the child will be isolated with supervision until the parent/guardian arrives in order to prevent further infection.

Immunization

A child may also be excluded from the daycare if, following three warnings, a parent neglects to present their child's updated immunisation record.

Payment

As well, a child may be subject to exclusion when the parent does not follow through with regular daycare fee payments. This exclusion could possibly lead to expulsion if payments continue to be in arrears following three warnings.

Violence

If a child's violent behaviour threatens one or more children, the management of the daycare shall have the right to remove the child from the daycare until the following points are satisfied:

- (1) a medical evaluation indicates that the risk to other children is minimal or non-existent;
- (2) a meeting with the child;
- (3) the approval of the Board of Directors

If the daycare re-admits a child who had been suspended or removed previously, then such child shall have a probationary period of two months during which the child must abstain from violent behavior. If such child does not succeed, then management of the daycare reserves the right to expel the child from the daycare.

Inclusion

The daycare adheres to its inclusion policy. A child will only be excluded from the programme once all possible means have been exhausted and that the team composed of personnel, parents/guardians, and counsellors from community resources conclude that the daycare is incapable of adequately meeting the child's needs. Members from external resources will offer support and guidance to parents/guardians and to the daycare staff in exploring possible options for the child.

8. Absences

Please advise the daycare of your child's absence before 10:00 a.m. specifying the reason: personal, holidays or sickness (description of the illness). (This will permit us to supervise the spread of illness)

9. Vacation

Please advise the daycare, in writing, of the dates of your vacation (no later than May 31st for summer holidays). Vacations are not deductible from the monthly fees. This policy also applies to subsidized families.

10. Statutory holidays and daycare closures

The daycare will be closed on the following dates:

- ✘ Labour Day, Thanksgiving, Family Day (3rd Monday in February), Good Friday and Easter Monday, Victoria Day, Canada Day, Civic Holiday.
- ✘ The daycare is closed for two weeks over the Christmas and New Year holiday, as determined by the Catholic and Public School Board.
- ✘ Two days prior to the school start date for the Coxwell centre.
- ✘ The month of August for the Gainsborough centre.
- ✘ From mid to end of August for the Etobicoke and Queensdale centres (the reopening of the before/after school programs -school age children- depends on the back-to-school day determined by the school Boards in which our daycare services are being provided).

Please note that the fees are the same in December and January since they are distributed equally throughout the entire year.

Exceptional closure

If for exceptional reasons, the Board of Directors decides to close the daycare, you will be advised as soon as possible so you can make other arrangements. In case of a winter storm,

the director has the right to close the daycare earlier than scheduled. Parents will be advised by phone.

11. Change of personal information

Parents are responsible to advise us of all changes relevant to their children such as: address, telephone numbers of one or both parents, vaccinations, contact persons, doctor, etc.

12. Clothing

Parents are responsible for providing closed shoes (slippers are not acceptable) and clothing that is appropriate for the season, and a change of clothes. **All clothing must be labelled with the child's name.** The daycare is not responsible for loss or damage to clothing or equipment caused by the organized activities at the daycare.

13. Suspicion of child abuse

Le Petit Chaperon Rouge Daycare is committed to taking a proactive stance in regards to child abuse prevention by the following means:

- ✓ to ensure daily and on-going observation of children in care;
- ✓ to offer professional education of employees regarding identification and intervention strategies as well as legal responsibilities of disclosure to the Children's Aid Society;
- ✓ to stay informed of recent legal developments as well as its implications;
- ✓ to ensure communication with the child and the family and offer necessary support;
- ✓ to work closely with other service providers.

Legal responsibilities

As per the Child and Family Services Act, each person in Ontario, and especially persons who, professionally or through official status enter in contact with children, must immediately communicate with the Children's Aid Society if she suspects abuse or if there is suspicion that a child is susceptible to abuse. The responsibility of reporting a suspicion of abuse may not be delegated to another person.

14. HIV/AIDS

The daycare follows a well defined policy in regards to HIV and AIDS.

The following universal precautions are respected at all times:

- ✓ Use of gloves when blood is apparent. The personnel will wash their hands before and after wearing these gloves;
- ✓ Blood soiled clothes will be placed into a plastic bag, sealed and placed in a second plastic bag, clearly labelled with the child's name, the date and its contents. In order to avoid contamination through blood, the personnel will neither rinse nor wash the blood soiled clothes;
- ✓ Surfaces contaminated with blood will be covered with the disinfectant solution recommended by the School or a solution of water and bleach ratio 1:100 (depending on the centre) for a minimum of 30 seconds. The disinfected area will then be cleaned with a soap and water solution;
- ✓ Open sores and wounds to be cleaned and covered.

No child or personnel member infected with HIV or AIDS is obligated to disclose his/her condition. He or she will not be victimised through prejudice or exclusion. Their situation will remain confidential.

15. Anti-racism policy

As per guidelines established by the Ministry of social and community services of the city of Toronto, the anti-racism policy is destined to favour and value the fight against racism and discrimination. Its objectives are:

- ✓ to promote and spread the cultural heritage of our families and daycare personnel and utilise these as tools of intercultural connection;
- ✓ to favour the settlement of newcomers and adaptation of children of varying backgrounds;
- ✓ to create, maintain and support an organisational structure that respects diversity;
- ✓ to ensure that the Board of Directors and daycare personnel are representative of LPCR community.

16. Official child custody

In case of parent/guardian separation or divorce, the daycare is obligated to allow a child to leave with either parent. However, in case a parent has restricted access, LPCR requires judicial confirmation of the rights of the parents toward the child.

17. Non-smoking environment

With respect to the law in favour of a non-smoking Ontario, it is prohibited, at all times, even in the absence of children, to smoke on LPCR daycare grounds whether inside or outside.

18. Anaphylaxis

With the participation of parents/guardians and the doctor, LPRC devises an individual plan for each child suffering with an anaphylactic allergy. Information regarding emergency procedures for a child and her picture, are posted in each classroom at the daycare centre. Additionally, annual training is offered by a doctor or a parent on the procedures to be followed in case of an anaphylactic reaction for the child. All personnel members are required to participate in this training.

IV. PARTICIPATION DES PARENTS

A) ROLE OF PARENTS/GUARDIANS

The daycare is a non-profit organization under the direction of a volunteer Board of Directors. The Board of Directors is composed of parents/guardians, the directors of each centre and a member of the personnel from each centre. The election of the directors occurs during the general annual assembly, which is usually in June. The directors are elected for a period of two years. The Executive Committee is composed of the president, the vice-president and the treasurer.

Parents/guardians are encouraged to participate as:

- ✓ Members of the Board of Directors and/or the Executive Committee;
- ✓ Volunteers (excursions, special activities, personal expertise, fundraising, any other committee established by the Board of Directors)

B) DAILY COMMUNICATION

Parents are encouraged to communicate with the educators daily in order to better recognise their child's progress and or difficulties. A monthly calendar of special activities is available to

parents and is also posted on each classroom door. A copy will also be placed in our child's cubby and we encourage you to take it home.

It is also the parent's responsibility to take note of the memos placed on the classroom door, the daycare's front door as well as the general message board. Please also check your child's cubby daily.

C) COMPLAINT PROCEDURE

All complaints must first be presented to the daycare director. Following assessment of the situation, appropriate action will take place in order to respond to the needs of the parent/guardian. If the situation requires further consultation from the Board of Directors, the complaint will be transmitted to the president and referred to the Board of Directors in order to decide on the appropriate measures to take.

V. PERSONNEL

A) ROLE AND QUALIFICATIONS OF THE CENTRE DIRECTOR

The centre director is an experienced professional in the field of early childhood education (ECE), in team management and development. She demonstrates superior skills in communication, conflict resolution, decision making and time management. She reports to the General Manager and is responsible for administrative duties, management of the daycare and/or one class in particular.

- ECE (Early Childhood Educator) Diploma
- Qualifications in First Aid and (CPR) Cardio-pulmonary reanimation
- Registered in good standing with the College of Early Childhood Educators

B) ROLE OF THE ADMINISTRATIVE DIRECTOR

The administrative director is a professional with experience in financial management, administration and human resources. He demonstrates superior abilities in financial analysis, communication, decision making and conflict resolution. He reports to the Board of Directors.

C) ROLE OF THE GENERAL MANAGER

The general manager is a professional with experience in administration and human resources, communication and fundraising in French and English. He demonstrates superior abilities in communication, decision making and conflict resolution. He reports to the Board of Directors.

D) ROLE AND QUALIFICATIONS OF THE EDUCATOR

The educator is a professional experienced in the field of early childhood education (R.E.C.E.), enjoys working with a team and has a good sense of humour. She must demonstrate strong skills in regards to communication, conflict resolution and decision making. She reports to the centre director and respects at all times, the expectations outlined by the Ontario Ministry of Community and Social Services as well as those outlined by Child and Youth Services of the city of Toronto.

- ECE (Early Childhood Educator) Diploma
- Registration in good standing with the College of Early Childhood Educators
- Qualifications in First Aid and (CPR) Cardio-pulmonary reanimation

VI. ADMINISTRATION – BOARD OF DIRECTORS

The Board of Directors includes 7 to 13 members, who are parents with children who attend or have attended the Coxwell, Gainsborough, Queensdale or Etobicoke daycare.

They are responsible for:

- Developing policies, making informed and appropriate decisions and maintaining a general overview of the daycare for the members of the Corporation;
- Ensuring that the daycare's services are of excellent quality;
- Ensuring that all personnel policies are established and maintained;
- Ensuring the daycare's viability;
- Maintaining a relationship with the Francophone community and members of the public in general.

The centre directors, the administrative and executive directors as well as four employee representatives also act as consultants and ensure that decisions made by the Board of Directors are communicated and put into effect.

VII. POLICIES OF DISCRIMINATION AND HARASSMENT

The daycare is responsible for recognizing systematic racism, both institutional and societal, and for eliminating racism in all its shapes and forms.

- ✓ The daycare is obligated to offer its services and programs to anyone who needs them.
- ✓ The daycare is obligated to ensure that its Board of Directors, personnel and volunteers are representative of the community it serves.
- ✓ The daycare is responsible for ensuring that its services, publications, promotional documents, and consultations are free of racism and reflect the racial and cultural diversity of its community.
- ✓ Parents and daycare personnel must at all times maintain a positive and secure atmosphere favourable to children's development and free of harassment.

VIII. COSTS

A) INITIAL DEPOSIT FEE

Parents/guardians are responsible for paying a deposit (per child) upon confirmation of registration for daycare services. The deposit is equivalent to half of one month's service fees. Families who receive government funding for services are not exempt from this deposit.

This deposit will be reimbursed, upon receipt of a 2 weeks' notice in writing for retrieval. Once the notice is submitted, the following policies apply:

- 2 weeks notice: 100% of initial deposit will be reimbursed;
- 1 week notice: 50% of initial deposit will be reimbursed;
- No notice: the initial deposit will not be reimbursed.

B) ADMINISTRATIVE FEES

Parents/guardians are responsible for paying a non-refundable administrative fee of \$40.00 in order to process pre-registration. Families receiving government subsidies are exempt from paying the administrative fee.

In case a child might remain on the waiting list, this registration is valid for 2 years.

C) MEMBERSHIP FEES

Parents/guardians are responsible for paying a membership fee of \$15.00 upon admission of a child and then annually each January.

D) MONTHLY FEES

Monthly fees are payable by post-dated cheques, monthly cheques or cash at **the latest on the 7th day of the month**. A 10% surcharge may be imposed if payment is not received in full on the date it is due. In the case where a balance remains unpaid, the daycare reserves the right to exclude the family from service.

A 10% rebate will be applied to the monthly fees of a second child as long as the first child is registered in one of the daycare's programmes, full-time 5 days a week.

E) NSF CHEQUES (NON-SUFFICIENT FUNDS)

A \$25.00 charge will be applied to all cheques returned due to non-sufficient funds.

F) CHANGE OR CANCELATION OF SERVICE

When a parent/guardian makes a request for a change or cancellation of services within the daycare, a request in writing 2 weeks prior to the expected change is required. Failure to provide sufficient notice will result a charge of 2 weeks' worth of the original requested/cancelled service. Please note that once a service with the daycare is cancelled, any future application for childcare with LPCR will be considered a new application and will be placed in priority order on the waiting list.

Approved by the Board of Directors on this date: October 13th 2010

Name: _____ Name : _____

Position: _____ Position: _____

Signature: _____ Signature: _____

Revised, October 2010



IX. AGREEMENT BETWEEN PARENTS AND *LE PETIT CHAPERON ROUGE*

- | | | | |
|---|---|---|---|
| <input type="checkbox"/> 250, Ch. Gainsborough
Toronto, Ontario
M4L 3C6 | <input type="checkbox"/> 419, Ave. Coxwell
Toronto, Ontario
M4L 3B9 | <input type="checkbox"/> 755, Ch. Royal York
Etobicoke, Ontario
M8Y 2T3 | <input type="checkbox"/> 80, ave. Queensdale
Toronto, Ontario
M4J 1Y3 |
|---|---|---|---|

I _____, acknowledge having read and understood the Parents’ Guide. I am committed to respecting *Le Petit Chaperon Rouge* policies and expectations as they are outlined in the Parent’s Guide and elsewhere.

I accept to pay the daycare fees, according to the current fee schedule, in order to receive childcare service for my child/children. I also recognise that these fees may be modified in the future.

Name of child/children: _____

Parent/guardian signature: _____ Date: _____

Centre Director signature: _____ Date: _____

Administrative Director signature: _____ Date : _____