



PARENT'S GUIDE

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## HEALTH AND SAFETY

### MISTREATMENT

We are obliged by law to signal any presumed case of neglect or mistreatment of a child.

### Evacuation in case of fire

- There is a fire evacuation drill once a month
- After the procedure, the team leader notes the date in a registry, the number of adults and the number of children present during the drill

### IN CASE OF FIRE

- Pull alarm
- Call 911
- Each educator guides her group outside and takes attendance

The evacuation plan and each emergency exits are posted in each room. The educator ensures that all children are present. Each center has a refuge area which is indicated on the evacuation plan. Parents may pick up their child at this site. The educators will make sure that all windows and doors are closed and lights are turned off. The educators also confirm that all children have left the room.

## WELCOME

Dear parent,

We would like to welcome you and your child at the Centre pivot du Triangle magique. We are honored that you have chosen our agency to care for your child. The time spent with us will be a positive experience for all.

In this Parent's Guide, you will find our mission, our philosophy as well as our internal guidelines.

For a parent, what is more precious than their child? Please rest assured that our main objective is to offer a second home to your child. Therefore, your child will feel right at home in a secure, motivating and delightful environment! Under our care, each child has the opportunity to develop and grow to his full potential.

We believe in an open communication between staff members and our center's families. This constant communication helps us to offer your child several services that meet his specific needs. Our door will always be opened for you and your family. Therefore, feel free to express and share your ideas or worries with our administrative team or our educators at all times.

Executive Director

Julie Marsh

## OUR MISSION AND VISION

Proud of its francophone identity, le Centre pivot du Triangle magique commits to offering:

- Quality services to the child, the family and the community;
- A healthy and safe environment in which the child and family can fully develop ;
- Resources and programs that help the clientel grow and the users to share their knowledge ;
- A flexibility to adapt programs to answer and meet the specific of clients and of the community in general;
- An open communication between the parent and the staff members in order to meet each child's needs and to maintain a link between home, school and the daycare;

### VALUES AND BELIEFS

- transparency
- excellence
- justice
- mutual respect
- flexibility
- support
- love of the french language

## HEALTH AND SAFETY

### SERIOUS INCIDENT OR ACCIDENT

Any incident that can affect a child's health and safety is considered a serious incident. For example:

- A contagious or serious infection
- An epidemic
- A parasite or other sudden contagious illness in a child or staff member
- Intolerance to certain foods or severe allergic reaction
- A fire
- Any other incident which staff members judge to be dangerous

### Procedures in the event of a serious incident:

In the event of a serious incident, all staff members will take the necessary steps to ensure the health and safety of the children.

- A staff member will communicate with the parents;
- Anyone implicated in the incident or witnessing the incident will remain at the scene to share information;
- The Director-General will advise the Board Council President of the incident;
- The Ministry of Education will be advised of the incident within 24 hours following the incident;
- The incident report form will be submitted to the program supervisor; the original copy as well as a report of the incident will be sent to the Ministry of Education. Three copies will be done: one for the child's file and one for the serious incidents' file.

## HEALTH AND SAFETY

### FOOD

The Daycare provides two snacks and a healthy lunch according to allergies and special diets. As stated by the Nurseries Act, we must provide a bimonthly menu. Our menu is posted in the kitchen entrance and in all rooms.

It is strictly forbidden to bring snacks from home due to the risk of severe allergies in other children.

### ALLERGIES OR SPECIAL DIET

If your child has a severe allergy or follows a special diet, you must advise the team leader and the educators. The allergies and diet plan will be posted in the kitchen and rooms.

### INCIDENT WHILE AT DAYCARE

It is inevitable that during their stay at the Daycare, children will be implicated in common incidents that involve scratches. Following such an incident, the educators must complete an incident report describing in detail what happened. Once signed by the parent, the report is given to the team leader for reviewing and is then placed in the child's file. Physical aggression will not be tolerated. If a child is bitten or hit by another child, a meeting will be held to discuss strategies to prevent an incident from happening again.

## VISION AND OBJECTIVES

### VISION

Convinced of its mission and motivated by its values and beliefs, le Centre pivot du Triangle magique will focus its energy from 2013 to 2015 on :

*« Insure an appropriate management and effective communication procedures »*

Our agency's main objective is to allow each child to fully develop to his full potential.

- Encourage each child to develop his own personality. This evolution will improve his social, intellectual, affectionate and moral development as well as his global motricity;
- Respect each child's level of development and practice active listening in order to meet his challenges and reflections;
- Promote activities that encourage socialisation to help the child respect his peers and promote respect towards the environment and its resources;
- Offer an environment where the child can express freely in a peaceful and calm atmosphere;
- Promote the parent's language of choice and support the child in expressing his linguistic identity;
- Encourage the child's autonomy throughout planned activities.

## HOURS OF OPERATION

Our centers are opened Monday to Friday, from 6am to 6pm, except on the following statutory holidays:

New Year's Day	Civic Holiday (August)
Family Day	Labour Day
Holy Friday	Thanksgiving
Easter Monday	Christmas
Canada Day	Boxing Day
Victoria Day	

No child is allowed on the daycare grounds without supervision before 6 am. The daycare service is not liable or responsible outside the hours of operation. Although the center is closed on the statutory holidays, parents must still pay their daily rate. Additional fees will be required if parents are late in their daily payments. Fees are set according to the number of hours of service required (see Fee table at the end of the guide).

### UNEXPECTED CLOSURES

The center must close its doors if essential services are interrupted (water, heating and electricity) since it is impossible to offer secure care under those circumstances. You will be advised by phone in this case. If we must find refuge in another location, the instructions to pick up your child will be posted on our website, [www.cptm.com](http://www.cptm.com).

If the weather interrupts public transportation, the center must close its doors. You will be advised by phone and the information will be posted on our website. A staff member will be on site to greet the children if other arrangements were not possible. In case of an evacuation, you will be contacted by phone. Instructions to pick up your child will be given and posted on the center's doors. A staff member will remain on site and bring the children in a safe place if other arrangements have not been made.

## HEALTH AND SAFETY

### DRUG ADMINISTRATION

Staff members will administer prescribed and not prescribed medication only if the proper authorization form has been completed and signed by the parent. The medication must be in its original container. The dosage, name of drug, name of child and the storing instructions must be clearly identified on the container. Some pharmacists offer information slips pertaining to several medications. If possible, please give these documents when giving us a medication. All medication must be given directly to the educator by a parent. The medication may not be left in possession of the child. All medication will be kept in a locked storage and the given dosage will be documented by the educators.

### CHILDREN VACCINATION

All children must have received the proper vaccination as established by the Public Health Services. This policy does not apply if the parents have refused in writing to vaccinate their child because it goes against their religious or personal convictions. It also does not apply if a doctor has specifically indicated that a child did not receive the vaccination due to medical reasons. However, in the case of an epidemic, children who have not been vaccinated will remain at home. Children that are already registered in school will not have to show proof of vaccination. All parents must show a copy or proof of an up to date immunization booklet before their child is registered at the center.

If symptoms of an illness appear, the educator will immediately contact the parent. If a child may no longer follow the daily routine due to the illness, we will not be able to continue the services. The parent will be responsible in finding another form of supervision until the child is symptom free or well again.

A child displaying symptoms of the following conditions will not be allowed at the Daycare

Contagious diseases like measles, mumps, rubella, roseola, chickenpox, etc., The center requires a doctor's note advising that a child is symptom free and allowed to return to the Daycare before reintegrating the program.

Rash that is unidentified and not diagnosed by a doctor :

Scabies. Before reintegrating the child, a doctor's note must be presented confirming that the child is cured and symptom free and well enough to return to Daycare.

Lice. Must be fully eliminated before a child can return to Daycare.

Diarrhea: (liquid or greenish stools)

Impetigo. Before reintegrating the child, a doctor's note must be presented confirming that the child is cured and symptom free and well enough to return to Daycare.

NOTE : In the event of diarrhea or vomiting, a child must remain at home a minimum of 48 hours before returning to the center.

If a child shows symptoms of an illness while at the center, we will contact the parents to make arrangements to pick up the child within a reasonable time.

If it is impossible to contact or reach the parents, we will contact the emergency contact person that you have identified for your child. Therefore, it is important to keep this information up to date and advise the center of any changes (change of address, phone number).

## OUR CENTERS AND PROGRAMS

**St-Marie Azilda** - 705-983-4203 - Infants, toddlers, preschool, after school

**St-Etienne Dowling** - 705-855-5399 - Toddlers, preschool, after school

**St-Augustin Garson** - 705-693-0963 - after school

**Levack Public School** - 705-966-7474 - toddlers, preschool, after school

**Magical Nook—Coin Magique Hanmer** - 705-969-8685 - Infants, toddlers, preschool, after school

**Notre-Dame Hanmer** - toddlers, preschool, after school

**Ste-Anne Hanmer** - preschool, after school

705-969-9525

**Ste-Thérèse Hanmer** - Infants and after school

**St-Joseph Hanmer** - toddlers, preschool, after school

705-969-1916

**Collège Boréal Sudbury** - 705-560-6673 ext.3281-Toddlers, preschool, after school

**Ernie Checkeris New Sudbury** - 705-586-3013 - Preschool and after school

**St-Denis Sudbury** - 705-675-1899 - Infants, toddlers, preschool, after school

**St-Joseph Sudbury** - 705-675-1234 - Infants, toddlers, preschool, after school

**Valley View Public School** - 705-593-3023 - Infants, toddlers, preschool, after school

In the event of a misunderstanding or a problem, please contact your child's educator to reach an agreement. All other complaints must be directed to the designated person indicated below while maintaining the proper line of communication.

1. the educator;
2. the center's team leader;
3. the program supervisor, Chantal Venne (tel. : 969-8685; cell : 507-3487);
4. Quality coordinator, Mélanie Lelièvre (tel: 969-8685; cell: 662-0249
5. Executive Director, Julie Marsh (tel.: 969-8685; cell:626-0958.

## REGISTRATION PROCEDURES AND INTEGRATION

### PROCEDURES

We ask each parent to visit the web site [www.grandsudbury.ca/garderie](http://www.grandsudbury.ca/garderie) before registering at the center. Furthermore, each child must complete the appropriate registration form. At this time, you will have the opportunity to visit the daycare and meet the staff.

### REGISTRATION

Full-time registration will be accepted on the basis of « first come first serve ». Therefore, it is important to reserve early. Once all the full-time spots are taken, the center will offer part time places that have been reserved but they will not be guaranteed. The full-time reservations will get priority. The team leader maintains the right to revise the waiting list. For example, priority will be given to children whose parents are already clients of the daycare.

### INTEGRATION

To facilitate your child's integration in daycare:

- Spend time with your child in our play room during the first few days;
- Leave a stuffed animal or other personal object with your child. This will help the child feel secure in moments of distress;
- Take the time to meet and know the team members that will work with your child.

## GENERAL INFORMATION

### AGE GROUPS:

Children are placed according to their age in daily program planification, whether it be in assigned rooms or by material they can use. We also consider their interests, abilities and their attention span. However, during summer and Christmas Holidays, the children are grouped in order to form full groups.

### EMPLOYEE/CHILD RATIO

Infants (0 to 18 months) : ratio is one adult per 3 infants;

Toddlers (18 to 30 months): the ratio is 1 adult per 5 toddlers;

Preschool (31 months to 5 years): the ratio is 1 adult per 8 children;

Kindergarten/Junior K: (Over 5 years but under 6) the ratio is 1 adult per 10/12 children;

School age: from 6 to 12 years old, the ratio is 1 adult per 15 children;

## HEALTH AND SAFETY

### ILL CHILDREN

Children usually become ill because their immune system is still developing and they are exposed to hundreds of germs present in the environment.

All adults have a responsibility to reduce the children's risks of infection by preventing the spread of several diseases. Although it is impossible to prevent all diseases, we can minimize the risk factors. Therefore, it is very important that parents and educators work together to ensure a sanitary environment for all children.



## GENERAL INFORMATION

### TOYS FROM HOME:

Several toys available on the market are against the Daycare's values (toy guns, Ninja Turtle and Power Rangers figurines, plastic knives, etc...) because they incite violence.. Please avoid sending these toys with your child because the educators will refuse them and your child will be heart broken. It is also prohibited to bring videos from home due to the copyright and marketing regulations.

### EXCURSIONS:

Throughout the year, some excursions are organized which complement our programs. There may be extra fees to participate in these activities and cover the expenses. You will be notified of all details. All children are free to choose to participate or not in these activities if another group remains in the Daycare to ensure proper supervision.

### PLANIFICATION:

As stated by the Nurseries Act, our program includes the following activities:

- Emerging Practices ;
- Obey the Ministry Guidelines –Full Day Early Learning– Kindergarten program – « Early Learning for Every Child Today ;
- Group activities and individual activities ;
- Activities that promote global and fine motricity and development of language as well as intellectual, social and emotional development ;

The daily planification is posted on the program board and available to parents

## FEES

### ABSENTEEISM

Each family is entitled to « Personal » days off (not invoiced) from January to December of the current year, regardless of the registration date. On days where your child is scheduled to attend daycare, but does not attend due to illness, vacation, etc., a « Personal » day may be used to avoid being billed for that day. Personal days are not accumulated nor transferred to the following year. The parent is responsible for notifying the team leader when using these days. **Full-time families** are eligible for ten (10) « Personal » days per child per calendar year. **Part-time and On-Call families** are eligible for five (5) « Personal » days per child per calendar year.

### LATE NOTICE

You must advise the team leader in writing two weeks prior if you are removing your child from the program. Without this notice, your child's name will remain on our registration list and will deny another child from participating. **Furthermore, you will need to pay additional fees for two weeks following the removal.**

### LATE FEES

Lunch is prepared before 9 am each morning. Please advise us, if you anticipate being late on a certain day. This will ensure that your child has a lunch ready Please advise us if you anticipate being late at the end of the day. You must make other arrangements to ensure the supervision of your child after the center's working hours.

If the staff receives no information regarding your child, we will contact the persons allowed to pick up your child (from the list you provided in our files) 15 minutes after closure. If we cannot contact those persons, and that an hour has passed, your child will be considered abandoned.

In such a case, we will need to contact Children's Aid Services.

## FEES

We encourage all CPTM clients to use our convenient online banking payment options through any of the following financial institutions: Bank of Montreal, Caisse populaire, CIBC, Credit Union, Manulife, Northern Credit Union, President's Choice Financial, Royal Bank, Scotia Bank, and TD Canada Trust.

If you are unable to use our online banking options, DEBIT, VISA and MASTERCARD payments are accepted at our Ste-Marie, Azilda and Magical Nook, Hanmer sites. Cheques may also be left at your daycare site or mailed to our head office at : **Centre pivot du Triangle magique, 4120, Elmview Drive, Hanmer ON P3P 1S6**. Please make cheques payable to « CPTM » and kindly attach a copy of your invoice with your payment.

Monthly calendars are due one (1) week prior to the beginning of the following month for the next month's schedule. Late remittance of the monthly calendar will require parents to pay an additional fee of two dollars (\$2.00) per day (premium « on call » rate) for each day used that month.

**Please consult Daycare fees page**

For questions of inquiries about your billing, please contact the financial resource services at Coin Magique 705-969-8685, ext. 234 or by email at: [mdaoust@ccrconnect.ca](mailto:mdaoust@ccrconnect.ca)

## GENERAL INFORMATION

### **NAP:**

A nap time is included in our daily schedule. To avoid disrupting the normal sleep cycle of the children, we may replace the nap with a calm activity (reading, coloring, etc...). In this case, the educator needs the parent's authorization. You may discuss with the educator to suggest what is more convenient for your child.

### ***SANITARY PROCEDURES:***

All wash cloths are used once and cleaned each day.

All toys and shelves are disinfected once a week.

Each room contains a bin identified as « toys to be disinfected ». The toys are placed in the bin by the educators on a daily basis.

Each toothbrush is clearly identified with the child's name and placed in a designated location. Each is disinfected once a week.

All educators must clean their hands after helping children blow their nose and they will encourage the children to clean their hands also.

There is a designated storage area for all wash cloths according to their usage. For example, cleaning tables, cleaning faces, etc.

Immunized animals will be the only animals allowed in the center. However, they will remain in their cage and contact with the animals will be supervised by staff members at all times.

## GENERAL INFORMATION

### OUTDOOR:

A major component of our daily program consists of playing outside. Therefore, the children must be dressed according to the weather. Children who are at the Daycare for six hours or more each day must play outside at least 2 hours a day, weather permitting.

If your child cannot participate in outdoor activities, we will not be able to supervise your child since we have to follow strict guidelines in the matter of employee/child ratio.

All outdoor clothing must be clearly identified. While learning and playing in groups, there can sometimes be confusion and identifying all clothing will facilitate everyone's tasks.

### ESSENTIAL ARTICLES KIT:

All children must bring a tooth brush, toothpaste and a box of tissues. Infants and toddlers must also have a box of disposable unscented wet towels and a recent picture. A sufficient supply of diapers or underwear must also be left at the center. If your child needs powder or cream, these articles must be clearly identified with the child's name and left at the center.

## GENERAL INFORMATION

### CAR SEATS AND STROLLERS

Car seats and strollers may be left at the center in main entrance.

### SCHOLARS

You are responsible of making arrangements with the school bus and advise us of these changes. All changes in transportation must be given to the Daycare office and to the Consortium at 521-1234.

If your child needs to board a bus from the Daycare to school, you must advise the bus transportation of any absence. You must advise us if your child will not be attending Daycare after school and therefore, not boarding the bus. If we do not have a prior warning, we will presume your child stayed at school or is lost. In this case, we will try to contact the school and the parent.

### ARRIVAL AND DEPARTURE

Since our educators work flexible hours, it is possible that your child's educator is not on site when you are. Therefore, you are responsible of helping your child get dressed or undressed, take your child to his assigned room and advise an educator of your child's arrival or departure. To ensure your child's safety and maintain a certain control, we ask that you advise us of any changes in regards to the persons who may pick them up after Daycare or during the hours of operations. Without a prior notice, **THE CHILD WILL REMAIN AT THE DAYCARE** even if we know the person that is picking up the child.

## GENERAL INFORMATION

**CRIMINAL RECORD**

All employees are required to give proof of a criminal record check at the time of hiring. This policy also applies to our trainees and volunteers.

**PROHIBITED DISCIPLINARY ACTIONS:**

It is absolutely prohibited to allow:

- a) that a child receives corporal punishment from an employee, another child or a group of children;
- b) to use deliberate, severe or degrading measures likely to humiliate or undermine the dignity of a child ;
- c) A child to be deprived of his fundamental needs, whether it be food, shelter, clothing, bedding, etc.,

**Unless authorized by the ministry of Education, the center may not:**

- a) lock or allow to be locked the center's exits in order to confine a child;
- b) use a room or a locked structure to confine a child in order of isolating him or her from other children.

## GENERAL INFORMATION

**CLOTHING:**

A young child likes to explore and discover but accidents can happen when they are still learning to be clean. Therefore, a child wearing wet or soiled clothes will not be able to freely explore and discover. For these reasons, you must leave at least two sets of clothing (shirt, pants, socks and underwear) at the center. The clothes will be stored in the child's locker. We suggest that you also leave a second pair of shoes (we recommend the velcro shoes). This policy is in effect to ensure that your child has a comfortable day.

If there are no clothes in the child's locker, the educator will use clothes that are available at the center. However, these clothes might be too big or too small for your child. It is important to identify all personal objects with your child's name to make sure they are easy to identify. We are not responsible for the loss, theft or damages of personal articles while at the center.