



PARENT HANDBOOK

## **Vision**

We envision Guelph as a place where living in French is a vibrant part of the cultural fabric.

## **Mission**

We do this by providing families with a solid foundation of lifelong learning in French.

## **Program Statement**

The Child Care and Early Years Act, 2014 requires all childcare centres to develop a program statement that describes our goals for children under our care and the approaches that we will implement to meet those goals.

We share the view of the Ministry of Education that Children, Educators and Families are competent, capable of complex thinking, curious and rich in potential.

In keeping with the unique mission of la Garderie de l'arc-en-ciel that we envision Guelph as a place where living in French is a vibrant part of the cultural fabric, we invite our families and community to share in the celebration of the French language and culture.

The French language has been present in Ontario for 350 years. The first French speakers to come to Ontario were missionaries who established the mission of Sainte-Marie-among-the-Hurons in 1639.

The Ontario French-speaking community is the largest French-speaking community in Canada outside Quebec. French is one of the two official languages of Canada.

Our program statement is an evolving document that will be modified as we learn and grow with our children, families, educators and community.

At la Garderie de l'arc-en-ciel, we welcome all children and families as we join together as educational partners in providing a safe, caring, stimulating learning environment. We respect the diversity and uniqueness of families. Together we cultivate and foster a sense of genuine belonging for all.

We fully embrace the Ministry of Education's framework of How does learning happen, Ontario's pedagogy on the vision for early years.

## **Belonging**

Every child has a sense of belonging when he or she is connected to others and contributes to their world

## **Well-Being**

Every child is developing a sense of self, health, and well-being.

## **Engagement**

Every child is an active and engaged learner who explores the world with body, mind, and senses.

## **Expression**

Every child is a capable communicator who expresses himself or herself in many ways.

Current and prospective families are invited to tour la Garderie de l'arc-en-ciel and meet our educators, in order to gain an appreciation of how we enact this vision for early years education. We believe in positive and responsive interactions with Parents. We meet with families before a child is registered in our facility to exchange information about language, culture, interests and development so that together we can provide the best experience for your child. La Garderie de l'arc-en-ciel ensures that while in our care, your child is provided with the highest level of safety including when resting or sleeping. We discuss our sleep policy at registration and will consult with you about your child's individual needs. You will experience another of our safety approaches when you arrive at our facility and need to buzz in to our locked door security system to gain access to the building.

Regular and ongoing communication with parents is an important component of each day. Information sharing and communication may take place in person, by phone, by e-mail or through written and posted communication tools. Our communication board in the foyer displays our daily events and menu as well as any upcoming special activities. Every morning you will be greeted by our friendly staff and made to feel welcome, loved and settled. Our staff completes a health check at arrival and any concerns about your child are discussed before you leave. The staff at the centre work together to ensure the classroom schedule flows throughout the day. We use our communication log to ensure that all staff are up to date on any changes happening in the centre as well any messages received from parents.

Our daily schedule provides an environment that is predictable but flexible. Structure in our schedule provides dependability so that everyone knows what to expect. Flexibility in our schedule allows us the time to meet the needs and interests of the children in all of our age groups and also allows for special circumstances. For example, our schedules allow the children that are engaged in an activity to stay outside longer or allow a child to finish an activity before s/he chooses to have snack.

Every moment that Educators, Children and Parents interact with each other is an opportunity to develop a positive relationship and all of our staff use a variety of strategies to build on these positive relationships. Behaviours such as carefully listening to the children, making eye contact and engaging in many one to one, face to face interactions with the children promote a secure educator-child relationship. Staff talk to children using a pleasant, calm voice and simple language. Parents are invited to share their special talents, ideas, and traditions with their child's class via display or in person.

Our centre offers three bright, warm and inviting rooms. Each room has a variety of materials for the children to manipulate and discover. Paper, wood, water, sand and clay are some of the creative materials used to pursue their ideas. We listen to children's ideas and discuss with them how these ideas might be developed. By engaging in thought provoking questions, Educators provide materials and plan activities to support each child's interest. Educators also encourage children to revisit their ideas and extend on their thinking. Educators celebrate children's achievements by displaying their artwork and projects and, through documentation; they share these successes with the child's family. These strategies provide child-initiated and adult-supported experiences.

Through songs, arts and crafts, stories, and imaginative play, children are guided through an enriching French language program. Children can learn by listening, seeing, imitating, and

practicing. At this age, young children have time to learn through play-like activities. Language is the best tool to help your child do well later in school and in life.

Many children learn more than one language. Some learn even more than two. Studies show that children with better language skills, in any language, are more likely to:

- Develop their brain better.
- Have stronger bonds with their parents.
- Have better communication skills.
- Be better prepared for school.

([http://www.beststart.org/resources/hlthy\\_chld\\_dev/BSRC\\_When\\_Families\\_Speak\\_fnl.pdf](http://www.beststart.org/resources/hlthy_chld_dev/BSRC_When_Families_Speak_fnl.pdf))

Our Educators are responsible for overseeing the children's care, observations, and discussions with families as well as setting goals and objectives. This allows a strong attachment to develop between the child and the caregiver. Our caregivers will secure an attachment with your child by consistently responding to a child's distress in a sensitive and supportive way. We use positive guidance techniques to help children develop trusting relationships with their teachers. These techniques may include, but are not limited to modeling and encouraging appropriate behaviour.

Our Educators also use developmentally and individually appropriate strategies that take into consideration children's different needs, interests, styles and abilities. For example, our staff encourage mutual respect between children and adults by waiting for children to finish asking questions before answering them; and, by encouraging children to listen to others when they are speaking.

Staff model the use of positive language and behaviors at all times when talking with the children and other adults. They act as coaches, helping children to find the right words in speaking to other children and listening to others in conversation.

Our Educators understand that each child may need a different level of support with their physical, emotional and behavioral regulation. By intentional planning, reflecting, and attending to the classroom environment, our Educators develop and implement the necessary strategies to assist children with developing their self-regulation skills (their ability to control their impulses). Strategies include visual reminders, a visual timer and the use of descriptive language to help children identify and express their feelings and emotions. Improving children's ability to self-regulate improves their outcomes (for more information please visit Stuart Shanker's website at <http://sel-reg.ca>) and how a child can effectively and efficiently deal with, and recover from, stress. Yoga classes are offered once a month with breathing exercises to energize and encourage relaxation. Yoga uses different techniques to help the children connect to how their bodies feel as a result of deep breathing. Poses focus on balancing skills that develop strength and promote stillness and quieting of the mind. This can help children deal with the stress of living in a chaotic world where constant stimulation is a regular part of life.

Our natural design playground is an extension of our indoor classrooms, providing a healthy, safe and stimulating environment for each child. Our playground provides our children with access to a range of natural materials. The space not only encourages physical activity, but also social interaction and creativity. Children interact with nature by planting vegetables and herbs that are used in our kitchen. They are given the opportunity to develop and maintain the playground, which enhances their connection to the space and to nature. We provide and apply

sunscreen (SPF 30) during the summer; however, we adhere to Parents' preferences if they prefer to supply their own.

We know how important it is to provide growing children with healthy, appetising meals. Our menus are carefully planned, in consultation with a nutritionist at Guelph Public Health, and will offer your child an opportunity to experience different foods and develop healthy eating patterns. If your child has special dietary requirements due to food allergies, cultural background or medical conditions, our staff will work together with your family to ensure the specific needs of your child are met. We provide alternate meal plans for your child if necessary and have cow's milk, soy milk and goat's milk in our kitchen. Lunches are served family style and the staff at the centre eat with the children. Children are given choices on portion sizes and are encouraged to eat on their own. Child size pitchers are used to encourage children to learn and practice self-help skills by pouring their own milk.

La Garderie de l'arc-en-ciel is a not for profit childcare centre operated by a volunteer Board of Directors (BOD). Our Board plays an important role in providing direction and support to the operations of our centre. The members have a responsibility to act in the best interests of the children, families and staff and use the Mission and Vision statements of la garderie de l'arc-en-ciel along with the program statement to guide their decisions. Each year at the AGM held in June, the members of the BOD are elected. All parents and community members interested in joining are encouraged to contact the BOD for more information. We value having a diverse membership to represent the many voices of families.

La Garderie de l'arc-en-ciel is committed to working together with our community partners on the mutual goal of providing the best childcare service to families. We value and respect the expertise in our community. Parents will be directed to resources outside of the centre when necessary and our Inclusion Support Services team is an important part of the centre's support to all children and their families. These services include, but are not limited to, speech therapy, Inclusion Support Services, occupational therapy and grief counselling. We invite families to let us know their wants and needs. Families will have the opportunity to meet some of our community partners at one of our open house events occurring both in the fall and spring.

In line with our commitment to lifelong learning in French, students can return to our organization to complete their community service hours, to work with us as students for the summer or to complete their placements in the field or Early Childhood education.

La Garderie de l'arc-en-ciel is equally committed to the ongoing professional development of all our educators. Staff participate in monthly team meetings for networking and learning together and also complete a minimum of 10 hours of professional development each year. We look to our community partners at the County of Wellington as well as the Community Mental Health Association (CMHA) for workshops and training in current teachings and philosophies in Early Childhood Education.

Staff may choose from a variety of options for their continuous learning: learning modules, webinars, attending workshop and conferences, journaling and networking with colleagues.

All child care staff complete a criminal reference check under the vulnerable sectors act and hold current certification in first aid and CPR. Staff who hold Early Childhood Education diplomas are registered members of the College of Early Childhood Educators.

All Educators, students and volunteers review the program statement prior to interacting with the children, and annually thereafter, and sign off that it has been reviewed. The records for the

review will be kept for 3 years. The supervisor reviews all program documentation on a bi-monthly basis to monitor and measure evidence that goals are being achieved. If a non-compliance or contravention of a policy is observed, the supervisor addresses the concern immediately with the Educator. The BOD ensures that the approaches set out in the program statement are being implemented in the operation of programs of la garderie de l'arc-en-ciel on a continual basis. Quality assurance documentation such as annual licensing under the Ministry of Education, the operating criteria under the County of Wellington Early Years Division, Public Health inspections as well as the serious occurrence documentation and analysing for trends act as guides for the direction of our future goals. Families are invited twice a year to connect with Educators, our BOD, as well as our community partners to discuss goals and strategies. All concerns and questions from our parents are documented and reviewed semi-annually to analyse the impact of our strategies and their impact

## **Program**

### **Authorized capacity**

Preschool (30 months or older but younger than 6 years)	32
Kindergarten (44 months or older but younger than 68 months)	26
Primary/junior school age (68 months or older but younger than 13 years)	30
Junior school age	20
	Total 108

### **Procedures for the wait list:**

Below, you will find the steps to follow as well as an outline of the responsibilities for families and the child care centre to an equitable and up to date wait list:

1. The family communicates by email or by telephone with the wait list coordinator once the child is born (the birth date is mandatory). The date of the email or the call is noted on the wait list depending on their criteria for priority.
2. The wait list coordinator will send the family a confirmation email and will take note of the information needed:
  - Full name of the child and date of birth
  - Full name of the parent(s) or guardian(s)
  - Email address and phone number
  - Program requested
  - Full-time/Part-time
3. The family must inform the wait list coordinator of any changes to the information provided in order to facilitate communication.
4. The family must contact the wait list coordinator every 6 months to confirm they would like to remain on the wait list.
5. The family will contact the wait list coordinator to check their child's place on the wait list.

### When a space becomes available:

1. The coordinator contacts the family by email to offer them a space in the program requested.
2. The family accepts or refuses the offer within 48 business hours by e-mail.
3. If there is no answer within 48 business hours, the centre can offer the spot to the next family on the wait list.

4. If the offer is accepted: for the preschool program, a \$25.00 registration fee and a deposit of \$200.00 per family are required with the registration forms within 48 business hours.
5. If the offer is accepted: for the after-school program, a \$25.00 registration fee and a deposit of \$100.00 are required with the registration forms within 48 business hours.

**The priority criteria:**

When a space becomes available in one of our programs, the new child will be chosen from the wait list according to the following criteria (by order of priority):

1. The children of the staff of the *garderie de l'Arc-en-ciel*
2. The siblings of children already registered at the centre or in the after-school program.
3. School age children attending the school St. René Goupil.
4. A full-time space
5. A part-time space

**Admission and Dismissal**

A preliminary meeting is scheduled for parents and their child (ren) during which the registration form and service contract are explained and completed. At the same time parents' questions and concerns are addressed by the director and a tour of the day care is given.

Written notice is required 2 weeks prior to withdrawing a child from the day care; otherwise, penalty charges will be applied.

If the rules and regulations of the day care are not respected, if the fees are not paid on time or if the program is not meeting the needs of your child, the *garderie de l'arc-en-ciel* reserves the right to cancel your contract.

**Fees**

Full day	\$ 41.50	2 <sup>nd</sup> child-	\$37.35
Full day part-time	\$ 44.10		\$ 39.70
Before school	\$ 8.36		\$ 7.52
After school	\$ 15.50		\$ 13.95
Before and after school	\$ 22.30		\$ 20.06

The reduced rate for the second child in a family will be 10%.

Absences because of illness are not refundable for the first week. In the case of a longer illness, reduced rates will be charged with the presentation of a medical certificate. Any other reduced rates are at the discretion of the day care.

The registration fees (non-refundable) and the deposit must be paid before the child can be accepted in the program. We offer a reduced fee schedule for more than one child enrolled at the same time in the program.

The service contract describes in detail all actual and current costs.

It is understood that fees may change during the contract period; however, 2 week's notice would be given before implementing the change.

Income tax receipts will be issued once a year.

The day care is pleased to accept subsidized contracts with the municipality

### **Hours-Holidays-Absences**

The childcare centre operates 12 months a year from 7:30-5:30

La garderie de l'arc-en-ciel observes the following **statutory holidays** :

New Year's day-January 1st

Family Day-February

Good Friday-April;

Victoria Day-May

Canada Day-July 1<sup>st</sup>

Civic Holiday-August

Labour Day-September

Thanksgiving-October

Christmas Day-December 25<sup>th</sup>

Boxing Day-December 26<sup>th</sup>

Please call and let the staff know if your child will be absent that day.

### **Closing**

If the day care is forced to close because of inclement weather, an announcement will be made on CJOY AM 1460 and Magic FM 106.1 radio stations between 7:00 and 8:00 AM.

### **Arrival and departure**

The person accompanying the child must take the child to the room where the children gather. This person must also undress and dress the child at their arrival and departure. Unless otherwise arranged, children will not be released to any person under the age of 18 and other than those specified on the registration form. A piece of identification with photo will be asked of a parent, guardian or contact person who is not known by the educator on duty

The staff will not let a child leave in a vehicle driven by someone who appears to be impaired. In such cases, the staff have been advised to suggest the use of alternative transportation. If the suggestion is not accepted, the staff have been advised to call the municipal police in order to ensure the safety of the child.

### **Prohibited Practices**

La garderie de l'arc-en-ciel will not permit;

(a) corporal punishment of the child;

- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) Inflicting any bodily harm on children including making children eat or drink against their will.

### **Health and medication**

The "Child care and Early Years Act, 2014" stipulates that a child should be immunized according to Public Health directives before being admitted to the day care.

Upon arrival, staff must make a daily observation of each child to look for any signs of illness. When a child appears to be ill, the child must be separated from other children. Symptoms of the illness will be noted in the child's records.

When a child is separated from other children because of suspected illness, a parent will be contacted to take the child home as soon as possible.

The staff at the garderie de l'arc-en-ciel can administer medicine only if the authorization form has been completed. All medication must be given directly to the staff. **Please, never leave any medicine in your child's locker.**

Non-prescribed medication can be administered only

- it is an unopened original container or package
- there is proof of purchase
- the date of purchase and if applicable, expiration

If a child becomes ill during the day, all possible care will be given until alternate arrangements can be made. Your child has a fever if the tympanic temperature is 38°C (100.4°F) or higher. Your child may resume care when feeling well enough to take part in the activities. For symptoms of diarrhea, your child should remain home until 24 hours after the symptoms of diarrhea disappear. Infection control strategies will be put in place when an outbreak is identified by Guelph public health. Children showing signs of enteric symptoms during an outbreak will be excluded from the childcare centre for a period of 48 hours after symptoms have disappeared.

When a child is injured, an accident report must be made that describes the injury and any first aid provided. A copy of the report must be given to a parent of the child

Please note our policy on **Anaphylaxis-Allergies** and the avoidance strategies in place in our childcare center.

## **Clothing and other personal belongings**

### **All personal belongings must be properly labelled.**

Outdoor play is part of the regular activities of the Centre and children go out twice a day. Children must be dressed appropriately and safely. (Please make sure that all items are properly identified with the child's name)

- Small blanket
- Change of clothes (underpants, socks, pants and shirt);
- Diapers and wipes if required;
- Hat for outdoor play without strings;
- Indoor and outdoor covered toe shoes (no flip-flops);
- Snow suit and snow boots (for winter);
- Water proof mittens without strings;
- Neck warmer (scarves are not allowed);

## **Late fees**

Parents and children must exit the building by 5 h 30.

You will be invoiced at the end of the month for all late fees:

**\$5 per child for the first minute**

**Plus \$1 per child for every additional minute**

The late fees will help cover the cost of overtime for staff.

Parents will sign the late registry and indicate the arrival time and reason for delay.

These following actions will be taken in the event there are numerous late charges:

- **1<sup>st</sup> late charge** : grace period
- **2<sup>nd</sup> late charge** : verbal warning
- **3<sup>rd</sup> late charge** : written warning
- **4<sup>th</sup> late charge** : meeting with supervisor
- **5<sup>th</sup> late charge** : revised by Board of director's in closed session

## **Parking**

Parking for drop off and pick up is available in designated areas. Access routes or school bus loading zones must never be blocked by your vehicle.

**Never leave your child in an unattended car.**

## **Organized trips**

During the year there will be a number of organized trips. You will receive a notice telling you the location, time and date of these trips. You will be required to return the completed permission form in order for your child to be able to participate in these trips. If the permission form is not returned on time, your child will remain at the day care.

## **Supervision of Volunteer and Student Policy**

No child is supervised by a person under 18 years of age, volunteers or placement students may not be counted in the staffing ratios at the centre and direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of the centre.

## **Supervision of Volunteer and Student Procedure**

RECEs will supervise volunteers and students and complete an evaluation of the volunteer or student's term.

The Supervisor or designate will provide an annual orientation at la garderie de l'arc-en-ciel. Volunteers and students have a designated mentor.

During orientation, volunteers and students are made aware of their supervising teacher by the Supervisor. The supervising teacher is responsible at that time for the implementation of the policy and supervision. The Supervisor is ultimately responsible for ensuring all policies are complied with.

## **Criminal reference check**

Licenses are required to obtain Vulnerable Sector Checks from all employees, volunteers, and students.

Please see our policy for further details

## **Personal information**

Information concerning your child or your family will not be released without your written consent.

## **Language**

The primary language used at the Garderie is French; however, recognizing that the day care is operating in a predominantly English area, English is used whenever the safety and security of a child comes into question

## **What to do if you have a problem or concern about our childcare services?**

If an issue or concern comes up during our service:

1. Please talk about it directly with the staff person to whom it relates, as soon as possible, so that it may be resolved. Schedule a time with the staff person to talk about your concerns (that way, both you and the staff or caregiver will be ready to talk). Be prepared and make notes ahead of time about your concerns.
2. If the issue or concern is not resolved to your satisfaction or you are not comfortable going directly to the staff member to whom it relates, you or the staff person may request to speak or meet with the Supervisor Maria Rosa Perizzolo.-Furminger. Maria Rosa can be reached at 519.824.3675 or at [lagarderie@yahoo.ca](mailto:lagarderie@yahoo.ca).
3. You can expect that the supervisor will follow up within 7 days to discuss or hear your concerns.
4. If you feel your issue/concern is not being addressed to your satisfaction, you may contact in writing our Board President, who will review your issue/concern at the next Board of Director's meeting. Any discussion will be confidential and held in camera.
5. If you are still not satisfied after you have met with the Supervisor and Board President, you may also contact The Ministry of Education for information or to report a complaint about a licensed child care centre or private-home day care agency, by contacting 1-877-510-5333 or [information.met@ontario.ca](mailto:information.met@ontario.ca)  
If you have reasonable grounds to suspect that a child is or may be in need of protection, you must [report it to a children's aid society](#) .