

GUIDE À L'INTENTION DES PARENTS  
2025-2026

Au Jardin des Câlines, on s'y appartient!



213 rue Laurier  
Casselman, Ontario  
K0A 1M0

## PROGRAMS OFFERED AND HOURS OF OPERATION

Sites	Type de services	Âge des enfants	Ratio Employé/ enfant	Heure d'ouverture
Centre éducatif au Jardin des Câlins <b>CASSELMAN</b>	Toddler	18 months to 30 months	1 for 5	6h30 à 17h30
	Preschool	30 months to 6 years	1 for 8	
	Kindergarden	44 months to 7 years	1 for 13	6h30 Until school starts  From the end of the classes until 17h30
	School Age (Primary/Middle)	68 months to 13 years	1 for 15	
	School Age (Middle)	9 years to 13 years	1 for 20	
Volet d'été		48 months to 13 years		6h30 à 17h00
Centre éducatif au Jardin des Câlins <b>LIMOGES</b>	Toddler	18 months to 30 months	1 for 5	6h30 à 17h30
	Preschool	30 months to 6 years	1 for 8	
	Kindergarden	44 months to 7 years	1 for 13	6h00 Until school starts  From the end of the classes until 17h30
	School Age (Primary/Middle)	68 months to 13 years	1 for 15	
Volet d'été		48 months to 13 years		6h30 à 17h00
Centre éducatif au Jardin des Câlins <b>SAINT-ISIDORE</b>	Toddler	18 months to 30 months	1 for 5	6h30 à 17h30
	Preschool	30 months to 6 years	1 for 8	
Centre d'animation Parascolaire au Jardin des Câlins <b>SAINT-ISIDORE</b>	Kindergarden	44 months to 7 years	1 for 13	6h30 Until school starts  From the end of the classes until 17h30
	School Age (Primary/Middle)	68 months to 13 years	1 for 15	

**N.B.** The opening and closing hours may vary from one centre to another. Parents will receive written notice.

- The toddler group is for children aged 18 months to 30 months.
- When your child turns 2½ years old, they may be transferred to the preschool group (2½ to 4 years) if space is available.
- Age (date of birth) will be the determining factor for changing the child's group if a spot becomes available in the preschool group.
- **IMPORTANT:** We are allowed 2 and/or 3 infants (poupons) in the toddler room. If you choose to take a spot as an infant, you must wait until one of the two infants becomes a toddler or until an infant leaves the centre before your child can enter the daycare.
- You must still pay the usual fees as soon as a spot becomes available.

Parents who pick up their children after closing hours will have to pay the following fees (miscellaneous fees): **\$10.00** for 0 to 5 minutes of delay and **\$1.00 / minute** for each additional minute of delay. Please note that late fees are not taxable.

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#### **ARRIVAL AND DEPARTURE**

- The employee will note the child's arrival and departure time on the attendance sheet.
- Only parents or persons authorized by the parents can leave the premises with a child.
- Identification may be required for any person, including parents, before leaving with a child.
- It is recommended that the child arrive before 9:00 a.m. in the morning so that they can fully enjoy the day's activities.
- The parent must always notify the staff if the child's arrival will be after 9:00 a.m..
- The parent must notify the management and/or the educator when their child will be absent or late by contacting them by email, Class Dojo, or by phone and leaving a message if necessary.
- When the child is absent due to a contagious illness, the parent must notify the management and/or the educator.

**RATES, FEES AND PAYMENTS (BASE FEES)**

**Educational Centre au Jardin des Câlines - CASSELMAN and LIMOGES**

<b>Service</b>	<b>Regular Daily Rate</b>	<b>Reduced Rate (After SPAGJE Subsidy)</b>
<b>Toddlers and Preschoolers</b>	\$38.00 per day	\$17.96 per day
<b>Before OR After School</b>	\$15.00 per day	\$12.00 per day
<b>Before AND After School</b>	\$20.00 per day	\$12.00 per day
<b>Professional Development Day (or Pedagogical Day)</b>	\$35.00 per day	\$16.07 per day
<b>Summer Program (or Summer Component)</b>	\$35.00 per day	\$16.54 per day

**Late Payment Fees**

- Starting May 20, 2025, late payment fees will be applied.
- Invoices are accessible on the 1st and 15th of each month.
- Both invoices must be paid before the end of the month.
- On the 4th invoice, if payments have not been made, a late fee of \$25 will be added to your billing.
- Please note that late fees are not taxable.

### **CANADA-WIDE EARLY LEARNING AND CHILD CARE SYSTEM (CWELCC)**

- The Educational Centre au Jardin des Câlins has enrolled in the Canada-Wide Early Learning and Child Care System (CWELCC) between the Province of Ontario and the Government of Canada.
- The centre is committed to providing high-quality childcare services that are accessible, affordable, inclusive, and sustainable.
- Initially, the base childcare fees will be reduced.
- The fee reduction through the CWELCC program is for children under six years old for the year 2023.
- The Ontario Child Care Fee Subsidy Program will continue to be offered to eligible families.
- The goals of the CWELCC funding include:
  - Reducing the average costs charged to families by 25%, retroactive to April 1, 2022, then up to 50% by the end of the 2022 calendar year, and reaching average fees of \$10 per day by 2025-2026 for spots in licensed childcare services.
  - Creating 86,000 new affordable, high-quality licensed childcare spaces.
  - Overcoming barriers to provide inclusive childcare services.
  - Valuing and providing training and development opportunities for the early childhood sector workforce.
- The CWELCC program aims to reduce base childcare fees charged to families for children aged zero to 5 years.
- Children are also eligible if they are six (6) years old, up to a determined date:
  - If the child's sixth (6) birthday falls between January and June, the child remains eligible until June 30th of that calendar year.
  - If the child's sixth (6) birthday falls between July and December, the child remains eligible until the end of the month of their sixth (6) birthday.
- The first reduction was 25% of the base fees, retroactive to April 1<sup>st</sup>, 2022, for all eligible children, up to a minimum payable of \$12 per day.
- A second additional reduction of 37% on current base fees was made on December 31 (50% of base childcare fees as of April 1, 2022), but not lower than \$12 per day.

- For more information on the CWELCC, consult: <https://www.ontario.ca/fr/page/accord-entro-le-conade-et-lontario-sur-la-petite-enfance-et-la-garde-de-jeunes-enfants->
- Contact for questions: 613-764-0415 or [ceaujardindescalins@yahoo.ca](mailto:ceaujardindescalins@yahoo.ca).

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### **OTHER FEES AND PAYMENTS**

- Rates may vary depending on outings and activities.
- **Accepted payment methods:**
  - Interac e-Transfers (email: [ceaujardindescalins@yahoo.ca](mailto:ceaujardindescalins@yahoo.ca)). This is the preferred method.
    - The automatic question is "Village" and the answer must be the name of the village where the daycare is located: St-Isidore, Casselman, or Limoges.
  - Cheques (an additional miscellaneous fee of \$20.00 for a bounced cheque).
- A non-refundable base administrative fee per family is required when opening the child's file:
  - **Daycare:** \$25.00 / family.
  - **After-School:** \$10.00 / family (annually).
- **N.B.** For part-time schedules that need to add an extra service (AM or PM), the fee for a half-day must be paid, not the full-day fee.
- **UNDER NO CIRCUMSTANCES CAN A DAY ALREADY REGISTERED BE EXCHANGED FOR ANOTHER DAY OF THE WEEK WITHOUT EXTRA PAYMENT.**
- **Late Payment Process:**
  - 1st step: If a parent is in a delicate financial situation, they must make a payment arrangement with the management.
  - 2nd step: If the arrangement is not respected, the balance will be demanded, and the parent may be deprived of childcare service until the balance is fully paid.
  - 3rdstep: If no payment has been made or received within 10 days, the file will be transferred to a collection agency or Small Claims Court.

- The rates for the year are voted on by the Board of Directors. The Educational Centre au Jardin des Câlins reserves the right to modify the rates.
- At the end of the toddler and preschool (daycare) service, payment of fees for the full week is required even if the child's departure date is mid-week.

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### **STATUTORY HOLIDAYS AND PROGRAM CLOSURE DAYS**

#### **1. Statutory Holidays (Billable)**

The Centre will be closed for the following holidays. Childcare fees are payable for all these days:

- New Year's Day (January 1<sup>st</sup>)
- Family Day (3rd Monday in February)
- Good Friday
- Easter Monday
- Victoria Day / Dollard-des-Ormeaux Day (3rd Monday in May)
- Canada Day (July 1<sup>st</sup>)
- Civic Holiday (1st Monday in August)
- Labour Day (1st Monday in September)
- Thanksgiving Day
- Christmas Day (December 25th)
- Boxing Day (December 26th)

**Note:** January 2nd is closed and non-billable.

#### **2. Annual Closures**

- **A. Summer Closure (July):** The Centre will be closed annually during the last week of July for a period of one week. The exact date will be communicated each year. Starting in July 2026, this week of closure will be billable (childcare fees will be required).
- **B. Holiday Closure (December/January):** All programs will close at 12:30 p.m. on December 24th and will be closed from December 25th to January 2nd inclusively.

- **Billing during this period:** Only the payable statutory holidays (December 25th, December 26th, and January 1st) will be billed. No fees will be charged for the other closure days located between Christmas and New Year's Day.

### 3. Pedagogical Days (Full-time Daycare)

- The childcare service will be closed for four (4) pedagogical day afternoons per year.
- These half-days are billable for full-time registered children as they are dedicated to the continuous training of our staff.
- This policy is in effect starting January 1st, 2026.

### Before and After School Service (After-School)

- **A. Statutory Holidays, Inclement Weather, and Closures:**
  - **Statutory Holidays:** You must pay the full-day fee (usual fees) for these days.
  - **Inclement Weather Days:** You must pay the childcare fees even if your child is absent.
  - **Summer Break:** You do not have to pay the applicable statutory holidays if the service is closed for the summer.
- **B. Pedagogical Days and School Board Closures:**
  - Registration for pedagogical days is done via our Digibot Client Space platform.
  - **Exception:** The after-school service in Saint-Isidore may be closed exceptionally due to a lack of staff (advance notice will be given).
  - If the service is open, children must bring their morning snack, lunch, and afternoon snack.
  - **Fixed Closures:** The service is closed for the following two pedagogical days: the last one of the school year in June and the first one of the new school year in August.

### Other Child Care Fees

- **Parent Vacations:** All other vacation weeks taken by the family during the year must be paid (childcare fees are due in full).
- **Unforeseen Closure:** There is no refund for unforeseen situations where the Educational and After-School Activities Centre au Jardin des Câlines must close without notice (e.g., flood, heating or electricity problem, strike, etc.).



- **Pandemic:**

- If schools must close, there will be no childcare fees from closure to reopening.
- If your child's class must close because of a case, you must still pay the childcare fees.

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### **LICENSED PROGRAM**

- All programs at the Educational and After-School Activities Centre au Jardin des Câlines are licensed, meaning we have an operating permit recognized by the Ministry of Education and we apply the Ontario Day Nurseries Act in all our services.
- Our programs and facilities are inspected once a year by a Ministry of Education consultant, the Health Bureau, and the Fire Department for the renewal of our operating permits.
- In compliance with these Acts, we hire personnel trained in early childhood education according to the ratios required by the Ministry of Education, and we respect the prescribed child-to-educator ratios in all our programs.

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### **SUMMER PROGRAM**

- The summer program is for school-age children (4 years to 13 years).
- The summer program is available at the following locations:
  - École élémentaire catholique de Casselman Pavillon Sainte-Euphémie
  - École élémentaire catholique Saint-Viateur

### **TAX RECEIPT**

- An email will be sent to you when the childcare tax receipts are available in your Digibot Client Space account, no later than February 28th of each year.

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### **ADMISSION / CHILD'S FILE / CANCELLATION OF SERVICE**

- **Admission:**

- To be admitted to the centre, at least one of the two parents must speak French at home, or the child must be part of a rights-holder family within the meaning of the Education Act and the child intends to be admitted to a French-language school.
- In certain circumstances, the coordinator may accept a child who is learning French upon approval from the director.
- When your child is accepted, an admission offer will be sent to you with instructions to create your Digibot Client Space account and complete the file information. This is required one week before your child starts the childcare service.
- The parent must consult the parent guide on our Digibot platform.
- Parents and children are welcome to visit the centre; a phone call to notify the centre is appreciated. The visit allows the child to become familiar with the centre.
- The parent must complete the required forms in the parent guide and add a copy of the immunization record before your child's admission in your Digibot Client Space account.
- It is the parent's responsibility to ensure the information is updated during the year (phone numbers, address, authorized pick-up persons, allergies, immunization record, etc.).
- For the first day, the parent is invited to stay a few minutes with the child, if desired.
- Parents are asked to report any change in the child's behaviour at home, while the staff carefully observes the new child.
- **Cancellation of Service:**
  - Any cancellation must be made by email to [ceaujardindescalins@yahoo.ca](mailto:ceaujardindescalins@yahoo.ca).
  - A **four (4) week notice** is mandatory when the parent decides to withdraw their child from the centre.
  - For subsidized children, the parent is also responsible for providing a written **four (4) week notice** to the subsidy office ([subventiongarderie@prescott-russell.on.ca](mailto:subventiongarderie@prescott-russell.on.ca)).

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#### **EXCHANGE OF INFORMATION ABOUT THE CHILD**

- Any correspondence or exchange of information concerning the child will only be done with the child's legal parents or legal guardians.

- **In the case of separated parents:**

- The centre will communicate all information concerning the possible withdrawal of the child from our programs due to non-compliance with policies or regulations to both parents.
  - A court order or a written and signed agreement by both parents will be required for any specific request concerning the child.
- If a person other than the legal parents or guardians wishes to be involved in the exchange of information, written permission from both parents or legal guardians must be provided to the child's coordinator.
- For any request requiring a letter from the Educational Centre au Jardin des Câlines regarding the services rendered to your child, the request must be made by email to ceaujardindescalins@yahoo.ca and will be processed within 10 business days. A document justifying your request may be asked for.
- The centre will not disclose any information to parents or legal guardians regarding the frequency with which authorized persons drop off and pick up a child, nor concerning the child's arrival and departure times, unless required by law.

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### **INTEGRATION PERIOD / CHILD INTEGRATION**

- Any child registered is subject to a one-month evaluation period to observe and assess their integration.
- During this period, if the child does not adapt, the coordinator may require the withdrawal of the child with a **four (4) week notice**.
- In exceptional circumstances where the child repeatedly has dangerous behaviours that jeopardize their safety or the safety of other children and staff, immediate withdrawal may be required without notice.
- The child's integration period will be based on the needs of each child.
- At the parent's discretion, the registered child may attend short days initially.

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### **CHILDREN WITH SPECIAL NEEDS**

- The inclusion policy aims to promote equal opportunities and offer a normalizing and stimulating living environment for the child with special needs and their family, while

allowing other children at the centre to understand differences and have positive interactions.

- If needed, Inclusion Services offer support for integrating children with special needs aged 18 months to 13 years, subject to the eligibility criteria of Inclusion Services.
- The management, with parental authorization, may request support from Inclusion Services (consent/referral form) to support the child's integration. Based on recommendations, an action plan may be established and applied by the staff.
- **Situations that may lead to non-admission or withdrawal of a child with special needs:**
  - The nature of the special needs exceeds the expertise of the staff.
  - Accessibility to activities and premises would be a problem for the child.
  - The child has complex health problems that the program is unable to meet.
  - The child requires a 1-to-1 ratio, and the daycare does not receive the necessary subsidy to meet this need for additional human resources.
  - The daycare cannot access external resources necessary for the child's integration and inclusion (resource educators, physiotherapists, etc.).
  - Despite the implementation of an action plan, the child manifests or continues to manifest behaviours that jeopardize their own safety or the safety of other children or staff.
- **Objectives of inclusion for the child with special needs:**
  - Allow the child to have social interactions within a "normalizing" environment.
  - Allow the child to develop holistically and increase their learning according to their needs.
  - Allow the child to acquire autonomy in all aspects of daily life.
- **Objectives of inclusion for the parents of the child with special needs:**
  - Parents are considered the child's first educators and the main resource who know their child best.
  - Their collaboration is deemed essential for the success of their child's integration.
- **Objectives of inclusion for other children attending the daycare:**
  - Develop sensitivity to the experience of children with special needs.

- Develop mutual aid skills.
  - Develop attitudes of tolerance and openness towards human differences.
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## **PHILOSOPHY OF THE CENTRE**

The philosophy is developed according to the following basic principles:

- The child is at the heart of our actions.
  - The child is unique and develops at their own pace.
  - The child is the primary agent of their development.
  - The child learns through play.
  - Regular communication between staff and parents is essential for the child's development.
  - Openness to the community is in the child's best interest and contributes to their well-being.
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## **POSITIVE INTERACTION PRACTICES WITH CHILDREN**

- Staff will encourage positive action when a child demonstrates unacceptable behaviour.
- When an unacceptable act occurs, the educator will question the child, explain why the act is unacceptable, and ask for the correct action(s) to adopt.
- The educator will then choose, depending on the severity of the behaviour, to let the child continue the current activity or direct them to another activity, while ensuring supervision.
- If the negative behaviour persists, the situation is discussed with the supervisor for a different approach.
- Staff must comply with the regulations of section 48 of the Child Care and Early Years Act, 2014, regarding positive interaction practices and must **never** use the prohibited practices listed in section 48:
  - The child is subjected to corporal punishment.
  - The child is physically restrained, including being secured in a high chair, car seat, stroller, or other device for disciplinary purposes or to replace supervision, unless the physical restraint is to prevent the child from harming themselves or someone else and is used only as a last resort until the risk of injury ceases to be imminent.

- The exits of the childcare centre are locked to confine the child, or the child is confined in an area or room without adult supervision, unless this confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Severe or degrading measures are taken against the child, or threats or derogatory language are used, towards them or in their presence, likely to humiliate the child, frighten them, or undermine their dignity or self-esteem.
- The child is deprived of meeting their basic needs, namely food, drink, shelter, sleep, toilet use, clothing, or bedding.
- The child is inflicted with bodily harm, including forcing them to eat or drink against their will.
- A specific disciplinary procedure is initiated when an employee does not comply with regulations.

#### **WITHDRAWAL OF THE CHILD FROM THE CENTRE**

- **Management may request the withdrawal of a child for the following reasons if the parent, guardian, and/or person responsible for the child:**
  - Does not pay their fees.
  - Is frequently late.
  - Does not respect the regulations.
  - Demonstrates aggressive behaviour or uses inappropriate language.
  - Shows disrespect towards a staff member through their actions or words, or threatens another child (not their own) on the premises or addresses them inappropriately or intimidatingly.
- Depending on the severity of the situation, the child's dismissal may be immediate.
- **The supervisor reserves the right to withdraw a child, following the recommendations of the management, if the child:**
  - Has difficulty integrating into the group (e.g., behavioural issues, etc.).
  - The program no longer meets or is not adapted to the child's needs.
  - Demonstrates behaviours that jeopardize their well-being, the well-being of other children, or the centre staff.

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### **INDIVIDUAL PREVENTION PLAN**

Before proceeding with the dismissal of a child due to adaptation difficulties or behavioural issues, the following procedures will be followed:

1. The child's parents/legal guardians will be informed of the implementation of an individual prevention plan for the child.
2. The child will be observed by the staff for one (1) week to collect data and information on an observation grid regarding the incidence of the child's behaviours. The staff will document the child's behaviours and attempt to suggest solutions to reduce the frequency or eliminate the behaviour.
3. A meeting will be organized with the parents/guardians to present the individual prevention plan and propose solutions.
4. During the implementation of the individual prevention plan, parents/guardians will be informed and will need to sign the child's behaviour sheets as needed.
5. If the noted difficulties persist after 4 weeks of implementing the individual prevention plan, a second meeting will be organized with the parents/guardians and the coordinator, and a notice of withdrawal will be issued.
  - Depending on the severity of the difficulties, a two to four-week notice will be granted.
  - The director or program coordinator may participate in the meeting when necessary.
  - In exceptional circumstances where the child repeatedly has dangerous behaviours that jeopardize their safety or the safety of other children, immediate withdrawal may be required without notice.

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### **HEALTH**

#### **Daycare:**

- If for any reason your child cannot consume certain foods, please discuss this with the management so that measures can be taken to meet your child's needs.

- If your child must consume specific foods for medical reasons, you may be asked to provide them. You may also be asked to provide a letter from a doctor and the parent to confirm the need.
- For safety reasons related to children's food allergies, the child cannot arrive at the daycare with their breakfast in hand, nor eat food with their parent in the locker area, the daycare entrance, or the hallways.
- No food from home will be accepted at the daycare except for special occasions (discuss with management).

#### **After-School:**

- Each child must bring a healthy snack. Sweets are not allowed at the centre and will be returned home.
- Peanuts and nuts, as well as all products with the mention 'may contain traces of peanuts or nuts,' are strictly prohibited at the centre.
- Given our Health approach, we ask parents not to send candies, sweets, or chocolate to the centre to share with friends, even during holidays such as Christmas or Halloween. The centre may choose to offer small surprises such as peanut-free and/or nut-free treats, stickers, or small gifts to mark these special occasions.
- Parents are responsible for bringing the child's morning snack and afternoon snack.
- Ensure lunch boxes, bowls, utensils, etc., are labelled.

#### **Allergies:**

- An anaphylaxis policy is implemented in all our centres.
- The program is required to display the list of children's allergies in the meal preparation and consumption areas, as well as in the centre's rooms.
- The parent is responsible for notifying the program staff of any allergy or possible reaction so that it can be noted in the child's file.
- If a child suffers from life-threatening allergies, the parent must provide inhalers and/or an adrenaline auto-injector device ("Epipen"), along with specific instructions in case of an allergic reaction.



- It is also the parent's responsibility to ensure that their child's adrenaline auto-injector device (Epipen) is not expired. A child who arrives at the daycare with an expired Epipen or without their Epipen will be sent home.
- Due to numerous food allergies, peanuts and nuts, as well as all products with the mention "may contain traces of peanuts or nuts," are strictly prohibited in our centres.
- Parents are responsible for preventing their child from consuming foods that may contain nuts or peanuts in the morning or before coming to the centre to prevent traces of peanuts on the child's clothes or face from triggering an anaphylactic reaction in an allergic child.
- Other restrictions or directives may apply depending on the allergy cases present in the children's groups. Parents will be notified by a service note if this is the case.
- The curriculum will include culinary activities. Staff will ensure that culinary activities are conducted safely for allergic children, including all children in the same activity while considering that child's allergy.
- If for any reason your child cannot consume certain foods, please give a written note to your child's educator so that measures can be taken to meet their needs.

### **Strategy to Reduce the Risks of Exposure to Anaphylactic Allergens**

The following strategies must be followed at all times by employees, students, and volunteers:

- Do not serve food with unknown ingredients.
- Do not serve food labelled "may contain" in a room with a child whose individual plan and emergency procedures mention these allergens.
- Ask the caterer or cook to indicate the known ingredients of all provided food. Ingredients must be examined before serving food to verify that no anaphylactic agent is served to children suffering from anaphylactic allergies.
- In cases where a child has food allergies and meals and snacks provided by the centre cannot meet their needs, ask the child's parent to provide their meals and snacks.
- Ensure that parents label food brought to the centre with the child's full name and the date the food arrived, and that parents know all the ingredients.
- When food from home is provided, ensure adequate supervision is in place so that no food is shared or exchanged.
- Parents who serve allergenic foods at home are encouraged to ensure their child is free of allergens (e.g., thorough hand washing, teeth brushing, etc.).

- Do not use craft or sensory materials or toys whose label indicates the presence of known allergens.
- Share information about anaphylaxis, strategies to reduce exposure risks, and treatment with all families.
- Ensure that each child's individual plan and emergency procedures are kept up to date and that all employees, students, and volunteers are trained on the plans.
- Consult the allergy list and ensure it is up to date and respected.
- Keep employees, students, and volunteers informed of changes in allergies, signs, and symptoms, and review updates to individual plans.
- Inform families of allergy changes while maintaining child confidentiality.
- Update or revise and implement the policy strategies based on the allergies of registered children.

**Diapers (Daycare only):**

- The parent is responsible for providing diapers and disposable wipes for their child.

**Rest (Daycare only):**

- According to the Child Care and Early Years Act, 2014, rest is mandatory for toddlers and preschoolers for a maximum of two hours and a minimum of one hour.
- If, after one hour, the child is not sleeping, the staff will offer a quiet activity.
- If the parent requests a reduction in nap time, we can offer the child a book or a quiet game in their bed or at a table (preferably out of sight of the other children) at the beginning of the nap period. This request must be made in writing.
- In the toddler group, it is not realistic to expect the child to play a quiet game, and they most likely need their nap.
- Given ratios, staff schedules, and children's needs, children will not be woken up before the scheduled time.

**Sick Children:**

- Any child must be in good health to participate in the centre's activities, including outdoor activities.
- The child will not be admitted to the daycare if they exhibit the following symptoms of illness: fever, undiagnosed rash, diarrhea, vomiting, or transmissible illness.

- Certain illnesses and symptoms require exclusion from childcare for a period. The exclusion period is determined by the Eastern Ontario Health Unit and depends on the symptoms and illness. Consult the EOHU website for the list of symptoms and illnesses requiring exclusion: [www.eohu.ca](http://www.eohu.ca).
- When the child shows symptoms of illness during the day, staff will contact the parent to have them picked up as soon as possible.
- **A sick child may exhibit one or more of the following symptoms:**
  - Change in behaviour.
  - Diarrhea (If the child has 1 episode of diarrhea and shows 1 other sign and symptom).
  - Vomiting (After 2 episodes of vomiting; 1 episode of vomiting accompanied by any other symptom of infection).
  - Dehydration.
  - Rash.
  - Cold and cough.
  - Fever (The child has a fever if their aural temperature exceeds 38°F or 100.4°F).
- The law states that your child can only return to daycare 24 hours after they have exhibited one or more of the above symptoms.
- While waiting for the parent's arrival, the child will rest in a quiet area away from others as much as possible.
- Depending on the child's symptoms, the severity of the illness, and its contagiousness, staff may request a health certificate signed by a doctor before a child returns to the centre, as stipulated in the EOHU procedures.
- The parent must notify the staff as soon as possible when their child exhibits symptoms of transmissible illnesses.
- **OUTBREAK:** Depending on the symptoms and the number of children affected by the same symptoms, the Health Bureau may decide to put a daycare into an outbreak. This decision is solely governed by the Health Bureau, and the daycare must follow the outbreak rules established by the Ministry of Health. At that time, the child with symptoms must wait 48 hours after the last symptom before returning to the daycare.

#### **Medications:**

- Staff are not authorized to administer over-the-counter medication or syrup.
- Designated staff may administer prescription medication to a child only if the parent signs and dates an authorization form.
- No medication should remain in the child's locker or bag. The parent is responsible for handing any medication directly to the staff.
- All medication must be prescribed by a doctor and presented in its original container, bearing a label with the child's name, the name of the medication, the dosage, and the date of purchase.
- The parent is responsible for checking the expiration date on the medication. Staff are not authorized to administer expired medication.
- No non-prescribed medication may be administered on the premises by parents or staff members.

#### **Vaccination:**

- A child must have received the vaccines corresponding to their age and continue to receive the necessary vaccines as they grow older.

#### **SAFETY**

- **Smoke-Free Environment:** Smoking is prohibited on the daycare premises, the grounds of the Conseil scolaire de district catholique de l'Est Ontarien, and playgrounds.
- **First Aid:** Staff have received training in General First Aid + CPR Level C and AED and Epipen administration.
- In case of an accident, first aid will be given. In case of an emergency, ambulance service will be used. Parents will be notified of any eventuality. A first aid kit is located in the rooms.
- **Emergencies:** In case of a fire or severe emergency, staff will evacuate the daycare and take the children to a predetermined emergency shelter. An annual drill will be conducted. Depending on the situation, school bus transportation may be used to take the children to the shelter. They will remain there until the group is authorized to return to the premises.

or until parents pick them up. Depending on the emergency, the centre will communicate by phone, email, or Digibot.

- **Code of Conduct:** The Educational and After-School Activities Centre au Jardin des Câlins aims to ensure a violence-free environment where all children, parents, staff members, and volunteers are safe and feel secure. Therefore, violent and aggressive behaviours, including verbal aggression, will not be tolerated.
- **Criminal Record Check for Staff, Trainees, and Volunteers:** Everyone working (staff, trainees, and volunteers) must have a negative result from a criminal record check (vulnerable sector) before participating at the centre.
- **Lock-down (Code Red):** In accordance with the Conseil scolaire de district catholique de l'Est Ontarien, emergency procedures are in place for lock-down (Code Red) situations. Drills will take place at different times of the year.
- **Sunscreen:** The parent provides sunscreen. An authorization form must be signed by the parent.
- **Insect Repellent:** Daycare staff apply insect repellent containing DEET at a concentration of less than 10% only during peak annual periods when mosquitoes are abundant and only if the signed parent protocol is in the child's file.

### **SERIOUS INCIDENTS**

- All service providers must provide services that promote the health, safety, and well-being of the clientele.
- Reporting serious incidents is one of the many tools allowing the Ministry of Education and a service provider to effectively monitor the appropriateness and quality of service delivery.
- Any serious incident must be reported to the Ministry of Education within 24 hours of the incident.
- A Serious Incident Notification Form must be clearly posted at the childcare service for 10 days.
- **Serious incidents to be reported to the Ministry of Education, Early Childhood Division:**

1. The death of a child while receiving childcare services.
  2. Confirmed or alleged cases of abuse or neglect towards a child while receiving childcare services.
  3. An injury or illness that endangers a child's life while receiving childcare services.
  4. An incident where a child receiving childcare services goes missing or is temporarily left unsupervised.
  5. An unplanned interruption of normal activities that poses a risk to the health, safety, or well-being of the children.
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### **PERSONAL BELONGINGS AND MEMO**

- The child's personal belongings must be clearly identified. The centre is not responsible for lost or stolen items.
- It is recommended not to bring toys to avoid conflicts.
- It is important to provide appropriate clothing for outdoor play and for the season and to clearly label clothing to prevent loss and confusion.
  - **Autumn and Spring:** Waterproof pants and coat, rain boots, small mittens, small hat, neck warmer.
  - **Winter:** Snowsuit, two (2) pairs of warm mittens, warm sweater, two pairs of socks, neck warmer (scarf prohibited), boots.
  - **Summer:** Light clothing, cap or hat, swimsuit.
- **Additional items for the Toddler and Preschool groups:**
  - Extra clothing: (socks, underwear, pants, and shirts)
  - Diapers (if necessary)
  - Wet wipes (for children wearing diapers)
  - Indoor and outdoor shoes (slippers are not allowed)
  - Spouted cup (for the toddler group)
  - Insect repellent and sunscreen
  - Blanket and/or comfort toy for naptime (blankets will be sent home for washing and returned)

- Diaper rash cream in the original container (if necessary)
  - Backpack
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### **ACTIVITIES**

- Activities include creative arts, dramatic play, story reading, culinary activities, science activities, cognitive games, group gross motor games indoors and outdoors, special activities, and all other activities that allow the child to pursue their explorations through play.
- The Centre aims to provide the child with enriching life experiences in a warm environment that meets all their needs, while respecting their individuality and culture.
- The daily schedule includes periods of self-directed play, during which the child develops autonomy, initiative, and a sense of collaboration, and directed activities that allow the child to develop specific skills and prepare for school.
- Activity planning is based on children's interests, strengths, and needs, derived from daily observations, in connection with "How Does Learning Happen?".
- Activities and interventions will help the child progress while respecting their developmental level and identity.

### **EXCURSIONS**

- Throughout the year, management organizes educational bus excursions for registered children to enrich the curriculum.
  - Parents have the choice to allow or not allow their child to participate.
  - Parents who allow their child to participate must sign an authorization before the outing.
  - Children who do not participate must stay home.
  - The parent must pay the childcare fees for this day (miscellaneous fees).
  - Walking excursions for children near the school may be conducted without notice for children whose parents have signed the "Excursion Authorization" form.
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### **WAITING LIST**

- The Centre offers its members priority registration for its programs.
  - This policy applies to all children in the family (siblings) of a child already registered at one of our centres.
  - All requests to add a child's name (sibling) to the priority waiting list must be made by phone or email.
  - Having a subsidy for one child does not guarantee a subsidized spot for another priority child (see "Subsidy" section).
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### **SUBSIDY**

- You can apply for financial assistance for childcare fees directly on the website: <https://childrensservices.prescott-russell.on.ca/childrensservices/fr-ca/services>.
  - If you do not have internet access, you can contact Prescott-Russell Social Services: 1-800-667-9825 / 613-675-4642.
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### **POLICY AND PROCEDURE CONCERNING PARENT QUESTIONS AND CONCERNS**

#### **Objective:**

- To provide a transparent process for the licensee and staff to address parent and guardian questions and concerns.

#### **Policy - General:**

- Parents and guardians are encouraged to play an active role and regularly discuss their child's experience.
- Staff are ready to converse with parents/guardians and foster positive exchanges.
- All questions and concerns are taken seriously, and efforts are made to resolve them to the satisfaction of all parties as quickly as possible.
- Questions and concerns can be raised verbally or in writing. The response is communicated verbally, or in writing if requested.
- The level of detail in the response respects the confidentiality of all parties.



- Parents/guardians receive an initial response within **1 to 8 business day(s)**. The person raising the issue is kept informed throughout the resolution process.
- The review is done fairly, impartially, and respectfully.

**Confidentiality:**

- Each question/concern is treated confidentially to protect the privacy of all parties, unless disclosure is required for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement, or a Children's Aid Society).

**Conduct:**

- No form of harassment or discrimination will be tolerated from any party.
- If a parent, guardian, provider, or staff member feels intimidated, threatened, insulted, or demeaned, they may immediately end the conversation and report the issue to their supervisor or the licensee.

**Suspected Child Abuse or Neglect:**

- Any person is legally required to report suspicions of child abuse or neglect.
- If parents/guardians suspect abuse or neglect, they must contact Valoris for Children and Adults of Prescott-Russell directly at 1-800-675-6168 or visit [valorispr.ca](http://valorispr.ca).

**Procedures:**

Subject of Question or Concern	Steps for Parents or Guardians	Steps for Staff or Licensee
<b>Program Area</b> (Schedule, sleeping arrangements, toilet learning, indoor/outdoor)	Address the question/concern directly with: the teaching staff; OR the supervisor or the licensee.	Process the question/concern as soon as it is raised. OR Request a meeting with the parent/guardian within 1 to 8 business days.

<b>Subject of Question or Concern</b>	<b>Steps for Parents or Guardians</b>	<b>Steps for Staff or Licensee</b>
activities, food arrangements, etc.)		
<b>General, Centre, or Operations</b> (Child care fees, hours of operation, staff recruitment, waiting lists, menus, etc.)	Address the question/concern with: the supervisor or the licensee.	Document the question/concern in detail, including: the date and time received; the name of the person who received it; the name of the person who raised it; the subject; measures taken to respond; and information communicated to the parent/guardian about the next steps. Direct the parent/guardian to the appropriate person if the one they contacted cannot handle the issue.
<b>Staff, Parent on Duty, Supervisor, or Licensee</b>	Address the question/concern: directly with the person; OR with the supervisor or the licensee. If the question/concern about conduct jeopardizes a child's health, safety, or well-being, immediately notify the supervisor.	Ensure the appropriate person starts investigating the question/concern within 1 to 2 business days, or as soon as possible (explain delays in writing). Communicate the investigation result to the parent/guardian.
<b>Student or Volunteer</b>	Address the question/concern: with the staff member supervising the volunteer or student; OR with the supervisor or the licensee. If the question/concern about conduct jeopardizes a child's health, safety, or well-being, immediately notify the supervisor.	N/A

- **Transfer of Questions/Concerns:** If parents/guardians are not satisfied with the response, they can contact (613) 764-0415 or ceaujardindescalins@yahoo.ca verbally or in writing.

- All questions and concerns regarding compliance with the requirements of the Child Care and Early Years Act, 2014, or Ontario Regulation 137/15 must be addressed to the Quality Assurance and Licensing Branch of Child Care Services of the Ministry of Education.
- Concerns may also be addressed to relevant regulatory bodies (Public Health, Police, Ministry of the Environment, Ministry of Labour, Fire Department, College of Early Childhood Educators, etc.).

**Contact Information:**

Location	Service	Contact Person and Number/Email
<b>CASSELMAN</b>	Educational Centre au Jardin des Câlines	Manon and Isabelle Marcil (613) 764-0415 or ceaujardindescalins@yahoo.ca
	Before and After School Service	Carole Lacroix (613) 266-3040 or parascocasselman@hotmail.com
<b>LIMOGES</b>	Educational Centre au Jardin des Câlines Before and After School Service	France Matte Bergeron (613) 443-9288 or parascolimoges@hotmail.com France Matte Bergeron (613) 697-5643 or parascolimoges@hotmail.com
<b>ST-ISIDORE</b>	Educational Centre for After-School Activities au Jardin des Câlines	Mélanie Mayer (450) 567-4626 or melanie.mayer@csdceo.org
<b>Ministry of Education, Licensed Child Care Assistance Service:</b>  1-877-510-5333 or childcare ontario@ontario.ca		

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**EMERGENCY MANAGEMENT POLICY AND PROCEDURES**

**Objective:**

- To provide clear guidelines for licensees and staff in case of an emergency.

- Procedures indicate the steps to ensure the safety and well-being of all concerned.

#### **Policy:**

- Staff follow the emergency response procedures: immediate response, evacuation steps, employee roles, assembly point, shelter location, contacts, and recovery.
- Children are kept safe and supervised at all times during an emergency.
- **Assembly Point (if evacuation is necessary):** In the back yard near the bus drop-off area.
- **Evacuation Shelter (if the alert is "not lifted"):**
  - **Casselman:** École élémentaire catholique de Casselman Pavillon Saint-Paul, 133 rue Laurier, Casselman, Ontario, K0A 1M0 OR Ferme Drouin, 1230 route 400, Casselman, Ontario, K0A 1M0.
  - **Limoges:** St-Viateur Annexe, 139 Mabel St., Limoges, Ontario, K0A 2M0.
  - **St-Isidore:** 20 Arena Street, St-Isidore, Ontario, K0C 2B0.
- All directives from emergency services must be followed.
- For a child with an individualized plan, follow the plan's procedures.
- For non-described emergencies, the management will give immediate response and next steps directives.
- If an emergency leads to a serious incident, the serious incident policy must also be followed.
- All emergencies will be logged in detail in the daily register.
- Evacuation drills are done once a month.
- An evacuation kit (first aid, water, blankets, food) will be given to the group if they cannot return to the premises.

#### **Phase 1: Immediate Emergency Response**

<b>Emergency Situation</b>	<b>Roles and Responsibilities</b>
<b>Barricaded Lockdown</b> (Threat inside or very near the centre)	1) Inform staff by the fastest/safest means. 2) Outdoor staff: ensure everyone outside goes to a safe place. 3) Indoor staff: remain calm; gather children away from doors/windows; take attendance; take shelter in closets/under furniture if applicable; keep children calm/ensure they stay in shelter; turn off/silence cell phones; wait for

Emergency Situation	Roles and Responsibilities
	instructions. 4) If possible, close windows/curtains; barricade the door; gather emergency medication; take shelter. 5) Management/cook: immediately close/lock all entrance/exit doors if possible; take shelter. <b>Note:</b> Only emergency personnel can enter/exit during a barricaded lockdown.
<b>Shelter-in-Place</b> (Threat near the centre, not inside)	1) Inform staff by the fastest/safest means. 2) Outdoor staff: ensure everyone returns to the program room(s). 3) Indoor staff: remain calm; take attendance; close windows/curtains; continue normal activities; wait for instructions. 4) Management/cook: immediately close/lock all entrance/exit doors; close windows/curtains outside program rooms; place a note on exterior doors indicating no entry/exit. <b>Note:</b> Only emergency personnel can enter/exit during a shelter-in-place.
<b>Bomb Threat</b>	1) Inform staff: remain calm; call 9-1-1 if emergency services are unaware; follow emergency staff directives; take attendance. A. Phone threat: keep the caller on the line as long as possible while someone else calls 9-1-1. B. Suspicious package: ensure no one touches/approaches it.
<b>Disaster requiring evacuation</b> (Fire, flood, power outage, etc.)	1) Inform staff to evacuate (trigger fire alarm for fire) and follow evacuation procedures. 2) Staff: remain calm; gather children; take daily attendance sheet, emergency contact list, and emergency medication; exit by the nearest safe exit (with outdoor clothes if possible); escort children to the assembly point; take attendance; keep children calm; wait for instructions. 3) If possible, take a first aid kit and non-emergency medication. 4) Designated staff: assist people with special/medical needs to the assembly point (follow individualized plan); follow instructions on special needs equipment; escort people to the nearest emergency exit if safe exit is impossible (ensure medication is accessible); wait for instructions. 5) Designated person: check the building to ensure everyone has exited and doors/windows are closed (unless otherwise directed).
<b>Disaster: External Environmental Threat</b>	1) Inform staff: remain calm; follow emergency staff directives whether to shelter or evacuate. <b>If sheltering:</b> 2) Outdoor staff: ensure

Emergency Situation	Roles and Responsibilities
(Gas leak, chemical spill, wildfire, etc.)	everyone returns immediately to their room. 3) Indoor staff: remain calm; take attendance; close all windows/exterior doors (if applicable); seal exterior air intakes (if applicable); continue normal activities; wait for instructions. 4) Management/cook: seal exterior air intakes (if applicable); place a note on exterior doors indicating no entry/exit; shut off all air handling units (heating, ventilation, air conditioning, if applicable). <b>If ordered to evacuate:</b> Follow "Disaster requiring evacuation" procedures.
<b>Natural Disaster: Tornado or Tornado Warning</b>	1) Inform staff by the fastest/safest means. 2) Outdoor staff: ensure everyone returns immediately to their room. 3) Indoor staff: remain calm; gather children; take attendance; move children away from windows, doors, and exterior walls; keep children calm; constantly monitor children; wait for instructions.
<b>Natural Disaster: Major Earthquake</b>	1) Indoor staff: remain calm; tell children to take cover under a sturdy desk or table, away from unstable structures; ensure everyone is away from windows/exterior walls; help children take cover; block wheelchair wheels and ask occupants to lean over, protecting head/neck; take cover; check children's safety; wait for shaking to stop. 2) Outdoor staff: ensure everyone moves away from buildings, power lines, trees, and large structures, and wait for shaking to stop. 3) After shaking stops: gather children; take files/emergency medication; exit by the nearest safe exit if possible (in case of aftershocks/damage). 4) If possible before exiting: take a first aid kit; gather non-emergency medication. 5) Outside people: go to the assembly point and wait for instructions. 6) Designated staff: assist people with special/medical needs to the assembly point (follow individualized plan); follow instructions on special needs equipment; escort people to the nearest emergency exit if safe exit is impossible (ensure medication is accessible); wait for instructions. 7) Designated person: check rooms to ensure everyone has evacuated.

## Phase 2: Next Steps in an Emergency

1. If emergency services are unaware, staff must call 9-1-1 as soon as possible.
2. If evacuated, inform emergency services if anyone remains inside.

3. If the licensee is not present, the designated person must contact them to inform them of the situation as soon as safely possible.

**Emergency Contact List:**

Service	Contact
Police / Ambulance / Fire	911
Licensee	Isabelle and Manon Marcil
Daycare Supervisor (Casselman)	Manon, Isabelle, and Sébastien Marcil (613) 764-0415
After-School Supervisor (Casselman)	Carole Lacroix (613) 266-3040
Supervisor (Limoges)	France Matte-Bergeron (613) 443-9288 or (613) 697-5643
Supervisor (St-Isidore)	Mélanie Mayer (450) 567-4626

4. If some staff/students/volunteers are not present, management must inform them and ask them to go directly to the evacuation shelter if they cannot return to the centre.
5. Management must wait for and communicate further instructions from emergency services to staff.
6. **Throughout the emergency, staff must:** Keep children calm; take attendance; constantly monitor and count children; supervise them constantly; and engage them in activities if possible.
7. In case of injury, first-aid trained staff administer first aid. For serious injuries requiring immediate care, emergency services must be notified.

**8a) Procedures when the Alert is Lifted:**

- **Procedures:**

1. The person receiving the "all clear" signal informs staff that it is safe to return.
2. Designated staff who assisted people with medical/special needs to exit must assist them back in.
3. Staff: take attendance; escort children to their room (if applicable); take room attendance (if applicable); open curtains/unlock windows and doors.
4. Emergency services and/or management determine if activities can resume and communicate the decision.

- **Communication with Parents/Guardians:**

1. Management and/or staff must inform parents/guardians of the emergency and that the alert is lifted as soon as possible.
2. In case of a disaster not requiring evacuation, management must inform parents/guardians within 24 hours.
3. If normal activities do not resume the same day, management must inform parents/guardians as soon as possible when and how they will resume.

#### **8b) Procedures when the Alert is Not Lifted:**

- **Procedures:**

1. The person receiving the "alert not lifted" signal informs staff to move from the assembly point to the evacuation shelter (or location determined by emergency services).
2. Staff must take attendance and escort children to the evacuation shelter.
3. Designated staff must assist people with medical/special needs to the evacuation shelter.
4. Management and/or the cook place a note on the entrance door indicating the evacuation shelter location as soon as safely possible.
5. Upon arrival at the shelter, staff must: remain calm; take attendance; keep children calm; engage them in activities if possible; constantly monitor and count children; constantly supervise them; update the attendance list as parents/authorized persons pick them up; and remain at the shelter until all children have left.

- **Communication with Parents/Guardians:**

1. Once everyone is at the shelter, staff inform parents/guardians of the emergency, evacuation, and the pick-up location.
2. If possible, management updates the centre's voicemail to inform parents/guardians of the evacuation, the shelter location, and contact information.

#### **Other Next Steps:**

- If necessary, an evacuation kit (first aid, water bottles, blankets, food, etc.) will be given to the group that cannot return to the premises.

#### **Phase 3: Recovery (Once the Emergency is Over)**



- **Procedures for Resuming Normal Activities:** When emergency services confirm the daycare is safe to resume, the supervisor and/or staff will contact parents/guardians (by phone or ClassDojo) to inform them when the centre can welcome children back. The licensee may need a few days to reorganize the premises.
- **Procedures to Help Children and Staff in Distress:** Information will be available in group or individual sessions, as needed, following a distress situation.
- **Reporting Procedures to Staff, Children, and Parents/Guardians:** After the emergency, management must provide a report. The parent/guardian will receive a letter, a message in Class Dojo, or an email upon their child's departure, informing them of the circumstances of the emergency.

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### **ALLERGY AND ANAPHYLAXIS POLICY**

#### **Statement:**

- There is a probability that some children have fatal allergies (food, insect stings).
- Anaphylaxis is a severe allergic reaction. While potentially fatal if untreated, anaphylactic reactions and related deaths can be prevented. Education and awareness are essential.
- Peanut allergy requires more aggressive measures as it is one of the most common food allergies and a leading cause of anaphylaxis.

#### **Guiding Principles:**

- In all programs where the Centre provides snacks and/or lunch, peanuts and nuts, as well as all products labelled 'may contain traces of peanuts or nuts,' are strictly prohibited.
- For programs where children must bring their lunch and/or snacks, parents are responsible for ensuring that all foods provided to the child do not contain any peanuts or nuts or traces of peanuts or nuts.
- The child identified as having an allergy that can lead to an anaphylactic reaction must bring their own individual snack.

#### **Policy Requirements:**

- As soon as a child is identified as having a potentially fatal allergy, the coordinator will discuss with the parent the measures to take to reduce or eliminate exposure to specific allergens and ensure the child's safety. Necessary measures will be taken to integrate the child and ensure their safety.

- Eliminating all peanuts and nuts and their derivatives is done at all times from the centre's environment (children's room, kitchen, staff office, outdoor yards, etc.).
- This plan aims to identify at-risk children, implement measures to minimize accidental exposure, and train and guide staff for emergency intervention.
- If there are major allergies to several foods and reasonable measures cannot be taken to eliminate these allergens, the child will not be admitted to the program.
- Parents of children with food allergies must provide the necessary information for the emergency plan.
- Parents of children with severe food allergies must check and approve the menus. In some cases, the parent may bring the child's snacks and/or lunches.
- All parents will be advised in the Parent Guide to prevent their child from consuming foods that may contain nuts or peanuts in the morning or before coming to the daycare, to avoid traces of allergens triggering a reaction.
- Posters will be placed in strategic areas as a reminder of the prohibition of substances (i.e., peanuts, nuts, etc.). Staff will occasionally remind parents.
- The anaphylaxis information document will be provided to all parents.
- **All children are encouraged to follow these guidelines:**
  - Eat only food offered by the Centre or contained in their lunch box.
  - For allergic children, food in their lunch box must be packaged, clearly labelled, and approved by their parents.
  - Wash hands before and after eating.
  - Do not share food or utensils.
  - Do not place food directly on a desk or table, but on a plate or paper towel.

#### **1. Identification of At-Risk Children:**

- At registration, parents are asked if their child has an illness/allergy, is at risk of anaphylaxis, or has asthma.
- All staff\* must be informed and must read and sign the emergency plan for each new allergic child.
- The Centre must ensure every staff member\* working with the allergic child knows how to administer an auto-injector.

- **Parents' Responsibilities:**

- Inform the Centre of their child's allergies and asthma.
- Provide a medical note confirming the medical situation and instructions.
- Complete forms and the Anaphylaxis Emergency Plan (photo, allergy description, what to do, who to notify, consent for epinephrine administration) in a timely manner. The plan must be posted in strategic areas (staff room, kitchen, meal area). Parents must authorize the posting.
- Sign written authorization for the Centre to use epinephrine if necessary.
- Provide doctor- or allergist-prescribed epinephrine auto-injectors.
- It is recommended but not required that the child wear medical identification (e.g., MedicAlert bracelet).
- Notify the Centre if the allergy disappears or if the child no longer needs an auto-injector (requires written confirmation from allergist or doctor).

## **2. Crisis Intervention:**

- The first rule is to react quickly.
- The Canadian Paediatric Society recommends administering adrenaline (epinephrine) at the first signs of a severe reaction (face/mouth swelling, nausea/red patches), and before the first signs of respiratory distress (difficulty breathing/swallowing, wheezing, voice change/loss).
- The benefits of epinephrine largely outweigh potential side effects.
- The law protects anyone providing assistance to a person whose life is in danger, provided the intervention is reasonable and appropriate. Epinephrine administered as indicated in this document is recognized as appropriate treatment.
- Follow the emergency protocol below.

## **3. Availability and Use of Epinephrine Auto-Injectors:**

- For young children, the auto-injector will be stored in a secure location out of reach of children but unlocked for rapid access.
- Each auto-injector must be clearly identified with the child's name and placed in a labelled pouch. Staff must know where to find them.

- The responsible staff member must carry the auto-injector when outside the usual storage room.
- The auto-injector must be on the premises at all times when the child is present. If the child arrives without it, they will not be admitted.
- A school-age child may carry their own auto-injector if deemed responsible by parents and staff.
- If an outing is planned, staff must ensure an auto-injector is brought.
- Allergic children to insect stings only need their auto-injector during insect season (warmer months).
- A cell phone or walkie-talkie will be available during outings to call for emergency help.
- Parents are responsible for ensuring the validity and effectiveness of auto-injectors.

#### **4. Emergency Protocol:**

- The parent completes and signs a personalized Anaphylaxis Emergency Plan. The supervisor may request a doctor's signature.
- A copy of the plan will be placed in designated areas, and all staff must familiarize themselves with it.
- Staff\* must review the individual plan before working with the child and annually thereafter.
- The Centre will keep a record of staff training on anaphylaxis.
- A staff member will remain attentive to the child's concerns, as allergic children often know they are having a reaction even without obvious signs.

#### **Priority Interventions in an Anaphylaxis Emergency:**

1. A staff member must stay with the allergic child at all times.
2. Someone must seek or call for help.
3. Lay the person on their back if dizzy/faint due to impending shock, unless vomiting or experiencing severe breathing difficulties (in which case, turn them on their side).
4. Administer epinephrine at the first sign of a reaction. Note the time administered.
5. Call 911. Transport the child to the emergency room even if symptoms have lessened.

6. Contact the child's parents.
7. Whenever possible, a staff member will accompany the child in the ambulance and stay with them until a parent or guardian arrives.

#### **5. Documentation:**

- A Serious Incident Report may be required by the Ministry following an anaphylactic crisis.

#### **6. Training:**

- Training will be provided annually by a doctor, health professional, or other qualified person.
- Training will cover how to recognize signs and symptoms and administer medication.
- The emergency plan for each allergic child will be reviewed by staff before working with the child and annually thereafter.
- The policy will be given to all staff. Staff must read it annually and sign a confirmation document.
- \*Includes students/trainees and volunteers who may have contact with the allergic child.

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### **POLICY AND PROCEDURES FOR SAFE ARRIVAL AND RETURN IN CHILD CARE CENTRES**

Centre Name: Centre éducatif au Jardin des Câlines

Date Established/Updated: June 13, 2024

#### **Purpose:**

- To promote the safe arrival and return of children.
- To clarify the roles and responsibilities of staff, students, and volunteers to ensure safe arrival and return, including steps when a child does not arrive or is not picked up as expected.
- To comply with the obligations of Ontario Regulation 137/15.

#### **Policy - General:**

- The Centre will only entrust a child to their parent/guardian or a person authorized in writing by the parent/guardian. If the person is not on the registration form, written authorization is needed and will be added to the file.
- The Centre will not return any child unsupervised.

- Staff must follow the procedures below when a child does not arrive or is not picked up as expected.

#### **Procedures - Accepting a Child:**

1. When dropped off, program staff must:
  - Welcome the parent/guardian and child.
  - Ask the parent/guardian about the child's evening/morning and if there are any changes to the pick-up procedure. If someone other than the parent/guardian is picking up, staff must confirm the person is on the list or ask for written authorization.
  - Document the change in the daily written register.
  - Sign the attendance register to confirm the child's presence.

#### **Procedures - When the Child Has Not Arrived:**

1. If the child has not arrived and the parent/guardian has not communicated a change, classroom staff must:
  - Inform management, supervisor, or the person in charge to contact the parent/guardian by **9:00 a.m. at the latest**.
  - Contact the parent/guardian at least once by email, explaining the situation and requesting written confirmation.
2. Once the absence is confirmed, program staff must document it on the attendance register and record any additional information in the daily written register.

#### **Procedures - Returning a Child:**

1. Staff supervising the child must only return them to their parent/guardian or an authorized person with written authorization.
2. If staff do not know the person picking up the child, they must:
  - Confirm with another staff member that the person is the parent/guardian or authorized person.
  - If not possible, ask for photo identification and compare the information with the child's file or written authorization.

#### **Procedures - When the Child Has Not Been Picked Up (Before Closing):**

1. If the child has not been picked up 10 minutes before closing time (17h30), management, supervisor, or the person in charge must call the parent/guardian to inform them.
2. If unable to reach the parent/guardian, staff must call back and leave a message.
3. If the pick-up person is an authorized person and their contact information is available, staff must contact them.
4. If no response from the parent/guardian or authorized person, staff must contact the emergency contact listed on the child's registration form.

**Procedures - If the Child Has Not Been Picked Up and the Centre is Closed (After 17h30):**

1. Staff must give the child a snack and an activity while waiting.
2. One staff member must stay with the child while a second calls the parent/guardian to inform them and ask for the pick-up time. If the pick-up person is authorized, staff must contact the parent/guardian first, then the authorized person if the parent/guardian cannot be reached.
3. If staff are unable to reach the parent/guardian or the authorized person, they must contact the emergency contact.
4. If staff are unable to reach the parent/guardian or any authorized person by **6:00 p.m.**, they must contact the local Children's Aid Society (CAS): Valoris 613-673-5148 or 1-800-675-6168. Staff must follow the CAS guidance.

**Procedures - Unsupervised Return of the Child:**

- Staff will only return children to their parent/guardian or another authorized adult.
- Children will never be returned by having them walk home.