



Centre Éducatif Providence
GARDERIE PROVIDENCE

**Sœurs Antonines Sisters
Canada**

Au service de l'enfant depuis 1989

**PARENTS' GUIDE & PROGRAM STATEMENT
MINISTRY OF EDUCATION**

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« Il est si beau, l'enfant avec son doux sourire, sa douce bonne foi,
sa voix qui veut tout dire, ses pleurs vite apaisés. »
Victor Hugo, *Les Feuilles d'Automne*.

REVISED : OCTOBER 25, 2022

1. HISTORY

The GARDERIE PROVIDENCE, is a non-profit organization directed by the Congregation of the Antonine Sisters Canada. The Center is licensed by the Ministry of Education of the province of Ontario.

It is located at 998 Frances Street in Ottawa, Ontario and first floor. The Centre opened its doors on September 5th, 1989 and keeps on offering the loving care and preschool education to 62 children every year ranging from 15 months to 5 years of age.

As of September 2019 the Providence daycare offers 30 toddler spaces, (15 months – only 3 children as per our licence) and all the other toddlers need to be between 18 months to 2.6 years of age. The 30 toddlers are divided in 2 rooms, the ratio will be 1/5 as allowed by the province for a total of 15 children (toddlers) in each room.

As of September 2019, the Providence daycare offers services to 32 preschoolers (2.6 to 5 years of age). The ratio will be as requested by the Ministry, 1/8 and children will be using 2 areas throughout the day. One preschool room is licensed for 24 preschoolers and the other area is licensed to accommodate 8 preschoolers.

The transformation of the room in 2019 was approved by the Ministry of Education and the money allocated to the Providence daycare from the City of Ottawa.

In 2020, money was again allocated from the City of Ottawa for renovations for all the rest of the daycare, including paint, electricity, flooring, cupboards, ceiling.

2. PHILOSOPHY

The Antonine Sisters' Centre Éducatif Providence, GARDERIE PROVIDENCE is fully committed to offer an educational environment that cultivates and enlightens the total development of the young child in a secure, stimulating and enriched preschool program.

It is in this spirit of mind and philosophy that our program aims at the following goals and objectives:

- 1) To offer the opportunity to all children to grow and learn in a safe and warm atmosphere;**
- 2) To promote a positive learning environment that will enhance the growth and development of the sensory, emotional, cognitive, motor and language abilities of all children;**
- 3) To create and maintain an atmosphere that will inspire children and give them opportunities to make use of their full potential and talent;**
- 4) To offer an educational and cordial preschool service aimed at the accomplishment of the**

child's total development may it be physical, social, emotional, cognitive or language within a group context ensuring that individual differences are being respected;

5) To observe children in their play and make sure that all children develop the ability and enjoyment in activities that will stimulate:

- The curiosity and insatiable desire to learn and to develop the ability to take on some initiative.**
- The self-esteem and independence, positive attitudes and a moral sense of responsibilities.**
- The development of all gross motor skills and abilities.**
- The development of all fine motor skills and abilities.**
- The respect of himself and others in all interactions with peers and/or adults.**
- A better understanding and ability to cooperate in a social context.**
- A better understanding of his environment, the environment of others in their cultures and differences.**
- Aptitudes to develop communication skills towards peers and adults.**

3. PROGRAM

All activities incorporated in the Providence Centre's program are evaluated and complies to all rules and regulations set up by the Ministry of Education.

In addition, the Centre Éducatif Providence applies the Ontario's pedagogy manual 'How does learning Happen' as requested by the Ministry of Education.

3.1 THE 4 FOUNDATIONS OF LEARNING

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

3.2 FRENCH DESIGNATED PROGRAM

The learning of French as first or second language is used on a daily basis while children are participating in different activities & routines. Children interact with teachers and peers in French. Teachers' task is to promote, therefore facilitating the language skills by using vocabulary that will allow children to have a better understanding of French in order to express themselves in the language taught at the Center.

3.3 PROGRAM STATEMENT

- 1. The C.E.P. staff has developed a program statement that is consistent with the Minister's policy statement on programming and pedagogy issued under subsection 55 (3) of the Act.**
- 2. E.C.E. Teachers at the C.E.P. believe that all children are competent, capable, curious and rich in potential.**
- 3. E.C.E. Teachers at the CEP will ensure that the principles and approaches are always implemented within our program:**
 - a. promote the health, safety, nutrition and well-being of the children;**

- b. support positive and responsive interactions among the children, parents, child care providers and staff;**
 - c. encourage the children to interact and communicate in a positive way and support their ability to self-regulate;**
 - d. foster the children's exploration, play and inquiry;**
 - e. provide child-initiated and adult-supported experiences;**
 - f. plan for and create positive learning environments and experiences in which each child's learning and development will be supported;**
 - g. incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care;**
 - h. foster the engagement of and ongoing communication with parents about the program and their children;**
 - i. involve local community partners and allow those partners to support the children, their families and staff;**
 - j. support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning; and**
 - k. document and review the impact of the strategies on the children and their families.**
- 4. The Director of the CEP will ensure that all new staff, students and volunteers review the program statement prior to interacting with children and at any time when the program statement is modified.. The Director, along with the Head Teachers, will ensure that all approaches set out in our program statement are implemented according to new regulations.**

PEDAGOGICAL APPROACH

The Centre Éducatif Providence plans a program that aims at satisfying each child's interest, curiosity and creativity. Qualified E.C.E. teachers practice a teaching approach that is adaptable to all individual needs, talent and capacities. This teaching method allows all children to progress at their personal level within activities that are presented in a structured and semi-structured environment. Such activities are planned with a specific objective always remaining educational and fun. At the Providence children appreciate and benefit from the teaching methods being used by all E.C.E. Teachers. Such teaching approaches will allow children to discover this wonderful world in a "Learning through play" educational experience.

Your child will be exposed to educational material that will allow learning experiences in areas such as: pre-reading,pre-writing, science, language, mathematics, fine motor and gross motor skills in a 'Learning through play' experience.Teachers follow the 'How does learning happen' as per requested by the Ministry.

All preschoolers will have the opportunity and choice to participate in our enriched program which is an addition to the Ministry's preschool program.

In addition to participating in educational activities and circle time, autonomy and social skills are being taught where your child will experience success, therefore will build his/her confidence and self-esteem.

Favouring and promoting independence: All teachers are involved and included in the elaboration of the programming, keeping in mind that the primary goal is to give children a variety of experiences that will allow children to assert themselves positively, to promote their independence and to consume their energy in a relaxed and friendly ambiance. All teachers are able to uniformly and consistently guide children in a flexible, safe and warm environment.

SELF ESTEEM;

Teachers use positive interactions and interventions at all times, therefore remaining fair and consistent in their approach. Children learn how to solve conflicting problems or situations, how to express emotions and needs in a positive, non-physical (non-threatening, non-aggressive) constructive manner. Adult's interventions' enables children to respect themselves and others. In addition to developing children's skills and individual talent, our program plan allows children a better understanding of their abilities, therefore showing pride, independence, and discipline in participating in successful activities, which enhances their self-esteem.

THE BEHAVIOR MANAGEMENT

The behaviour management policy aims primarily at helping a child to be responsible while protecting the rights of others. Teachers set the tone and limits in playrooms giving the children freedom within the context responsibility. By letting the child be free to find own way in his peer group, he will learn what is acceptable and what is not, and deal with the logical consequences of his actions. When the situation is too difficult to handle, the child will show us through his behaviour that he needs help. The staff of the Centre will not use punitive methods, neither physical nor emotional, when dealing with the child.

SOCIAL SETTING

The program is also based on the belief that children develop better as individuals in social setting. Therefore, children are encouraged to interact and cooperate with peers and adults. Furthermore, children are taught skills that will help them solve conflicts with minimal adult intervention.

4. ADMINISTRATIVE STRUCTURE

4.1 The Centre Éducatif Providence is a licensed french preschool where often a second or third language is being used regularly at home and where different cultures and different religious beliefs live in harmony.

The Congregation of the Antonine Sisters Canada owns the Centre, which is a non-profitable organization. The daily supervision, operation and evaluation of the Centre is put into the hands of an entrusted Director appointed by the Board of Directors and has to be approved by the Ministry of Education.

4.2 Centre Éducatif Providence staff

Staff includes a Director, an Assistant Director, three head teachers, E.C.E. Teachers and

other support staff responsible for the reception, accounting, kitchen and cleaning duties.

4.3 Capacity

The Center provides 62 spaces for children from 15 months to 5 years. The children are divided into two groups: Toddlers (15-30 months) and Preschoolers (30-60 months).

The staff/child ratio, as determined by the Ministry of Education, is 1:5 for Toddlers and 1:8 for Pre-Schoolers.

4.4 Quality of our physical environment

The Centre Éducatif Providence benefits from a spacious, safe architectural building environment. Areas provided for different outside and inside activities are always kept clean, safe and well equipped.

4.5 Equipment & educational material

The Centre Éducatif Providence benefits from a wide variety of play equipment that is educational and gives children opportunities to explore and to expand one's individual talent. Educational learning activities are being presented through circle time, and in learning centre such as: blocks, science, and socio-dramatic, reading, manipulative and cognitive area.

4.6 Continuous & Cooperative Education

The Centre Éducatif Providence is also a learning environment for students in training. An assigned on-site teacher as well as a supervisor from LA CITÉ works in cooperation with students. The Centre Éducatif Providence is also a member of many different local, regional, provincial and national associations all-pertaining to children's issues, specifically in early childhood education and development.

5. ADMISSION AND POLICIES

5.1 Admission

Prospective parents need to put their child's name on the centralized waiting list at: www.ottawa.ca/gardeenfants

The Director will base the registration priorities on the following:

- a) The age of the child is the first factor considered for ratio;**
- b) The date of application (telephone inquiry form);**
- c) Siblings of children attending the Centre and Academy Providence;**
- d) People who work or live in the community;**
- e) Rank on the waiting list centralized.**
- f) Copy of Immunization record up-to-date;**
- g) Priority to full-time spaces.**

5.2 CENTRALIZED WAITING LIST

The Providence relies on the Centralized Waiting List of the city of Ottawa for all registrations. All parents who communicate with the daycare for a space are redirected to the centralized list which is the primary tool for all registrations. Siblings always have the priority but will also have to register their child on the centralized list of Ottawa. Subsequent refusals may cause their name to be removed from the waiting list.

5.3 FEES - CANADA WIDE EARLY LEARNING AND CHILD CARE SYSTEM (CWELCC) – FEE REDUCTION

We have submitted our application to participate in the fee reduction program (CWELCC). We have been approved for this program as of September 16, 2022.

Parents and staff have been advised on September 19 of our eligibility. As the CWELCC progresses, the Providence daycare will continue to apply all the requirements of this program.

Funds have been received on October 21, 2022. All parents who were clients of the Providence as of April 1st, 2022 will be reimbursed in November 2022.

Consequently, in November 2022, the invoice will reflect the 25% reduction and/or credit that will be applied for the parents that are still clients of the Providence daycare.

Our per diem is presently reduced of 25% and is calculated upon the number days in the month, therefore will be different depending on the number of days of operation.

Parents still need to pay for the sick days, holidays and all the statutory holidays just like any other preschool.

5.4 Fee Payment

a) Payment is due within the first seven working days of each month and made by e-transfers. The person responsible for accounting will give you all the information regarding the procedure to pay when you receive the first invoice. Late payers will be reminded immediately of their obligation. If payment is not received within five days after notice is given, the Director will advise the parents that the child must be withdrawn from the Centre unless full payment is made immediately.

5.5 Absences

a) Parents need to call the daycare before 9:00 A.M. to advise staff if your child is absent from daycare.

b) In the case of an extended absence or leave for reasons other than illness, parents are required to maintain full payment of fees or lose the child's space at the Centre.

c) Parents are responsible to pay even when the child is ill.

Sick days cannot be taken at another time of the week or year.

Statutory holidays are also the financial responsibility of the parent and these days cannot be re-scheduled .

5.6 Field Trips - NO OUTINGS SCHEDULED AT THE PRESENT TIME

5.7 Holidays

All parents need to give written notice for their holidays. Fees remain the same amount with no exceptions. The numbers of children need to remain at the maximum capacity at all times therefore it is your responsibility to pay for all holidays.

5.8 Exceptional daycare closings

If for any reasons the Director decides to close the daycare, parents will be advised at the earliest possible time which will allow them time to make alternative arrangements for their children.. During winter months if a storm is in effect, the Director has the right to close the daycare before the closing time and parents are expected to pick up their child as soon as possible.

If for any other reasons we need to close (for example COVID-19 pandemic ordered by the government of Ontario on march 17, 2020), we will have no choice but to close our daycare and follow the Ministry and Public Health regulations. Parents will be advised of the dates of closure and the reasons for the closure.

5.9 Age group transfer

The Director, in consultation with the staff of the Centre, shall control the passage of a child from one age group to the next, in accordance with general age guidelines for each group and the availability of space in the receiving group.

5.10 Withdrawal and Dismissal

a) Parents who wish to withdraw their child from the Centre are requested to notify the Director two weeks in advance otherwise full program fees for the month will be charged, even if the child is not in attendance.

b) The Centre reserves the right to discharge a child if continuous disruptive behaviour is seriously affecting the rights of other children or the educational program and activities at the Centre.

Discharge will be decided only after a serious review of the situation by the staff, followed by a meeting between the Director, teachers and parents. Parents will then have two weeks to withdraw the child.

5.11 Parent Participation

The Centre staffs believe that a close relationship between home and school is of primary importance during the pre-school years. They strive to create a positive environment which parents are invited to reinforce through their actions at home. The Centre believes that a preschool program, as a supplement to the home, extends and strengthens the family. The following mechanisms for parent involvement and means of communication have been established:

- a) The information given by parents about their child at the time of admission is recorded and kept on file in order to provide a handy reference for staff.

Since we are still in a time of pandemic due to the COVID-19, parents cannot enter the daycare, therefore do not have access to the bulletin board. Consequently, parents can consult TEAM for menus, program statement, activities, license and all other general information.

In addition, TEAM offers a private space for parents and teachers to view the child's observation, pictures of their child and discuss matters with the teachers and/or the administration. Upon registration, the information regarding the use of TEAM will be given to each parent since it is only accessible for the parents of the Providence daycare and an access code will be given to the parent.

BEFORE ENTERING THE DAYCARE EACH MORNING, parents need to complete and submit the COVID questionnaire before 7h30 am. by using TEAM. Your child cannot attend the daycare if your questionnaire is not submitted.

Once the form is submitted, your child's temperature will be taken before he enters the daycare and a staff is assigned to bring him to his locker and wash his hands before joining his group.

When you pick up your child at the end of your day, you still cannot enter the daycare as a staff is responsible to take your child to his locker, wash his hands and join you at the Front entrance of the daycare.

Please make sure that your child arrives before 9h30 and you come at the end of the day before 5h30.

Please refer to the Health and Safety Protocol that was approved by the Ministry and given to you at the time of registration. This protocol will explain extensively the rules and regulations that are put into effect as well as our means of ensuring a safe and healthy environment for your child.

5.12 Schedule, Holidays

The hours of operation are from: 7h15 until 5h30, Monday through Friday except for statutory holidays.

Our goal at the present time is to be able to offer a full day program for parents who are desperately in need of our services.

Children will still have their breakfast, lunch and afternoon snack (please see revised routine on TEAM) as well as programmed activities and outdoor time.

STATUTORY HOLIDAYS

- 1. New Year's Day**
- 2. Family Day**

3. **Good Friday**
4. **Easter Monday**
5. **Victoria Day**
6. **Canada Day**
7. **Civic Holiday**
8. **Labour Day**
9. **National Day for Truth and Reconciliation (in September)**
9. **Thanksgiving Day**
10. **Remembrance Day (daycare opened that day but this statutory day is reported to Christmas time)**
11. **Christmas**
12. **Boxing Day**

Parents are responsible to pay for all holidays. All closures are posted on bulletin board and on TEAM.

Parents cannot bring food or cake at the daycare under no circumstances due to severe allergies of some children who are attending the daycare. However, we will still celebrate your child's birthday with songs, a card etc.

5.13 Health Policy

a) For the protection of others, sick children will not be admitted to the Centre.

b) When a child is too ill to be exposed to other children, the teacher will notify the parents of their child's condition. Parents are expected to pick up their child as soon as possible.

The following symptoms will be considered serious enough to notify parents and to isolate a child: fever (over 37.5), vomiting, diarrhea, discharge from the eyes, skin rash, impaired breathing, severe cold symptoms, runny nose.

Please note that since we are in a very different time of pandemic, if your child has any of the symptoms mentioned above or described in our protocol, he/she will not be able to attend the daycare.

Unless you can provide us with a doctor's note regarding the runny nose, the access will be restricted. I am sure that you can understand that we have no choice but to follow the rules and regulations of Public health Ottawa.

6. REGISTRATION AND PROCEDURES

6.1 Registration

a) When a space becomes available, the Director or Assistant-Director will schedule a virtual visit with parents selected from the Centralized list according to established priorities. At that time, such activities as the child's eating, toileting and dressing habits are discussed for the information of the staff.

Only staff and children can enter the daycare and need to go through the questionnaire and have their temperature taken upon arrival and another time during the day.

Visitors from different Ministries can come in but need to follow the same rules as the staff entering the premises (fever, questionnaire, disinfection of hands, mask and eye protection)

All other adults are to complete the questionnaire COVID-19 BUT CANNOT ENTER THE DAYCARE.

NEW PARENTS WILL HAVE A VIRTUAL VISIT, WILL HAVE ACCESS TO TEAM BUT WILL NOT BE ABLE TO ENTER OUR PREMISES. WE ARE ALWAYS AVAILABLE BY TEAM, TELEPHONE, EMAIL TO ANSWER ALL OF YOUR QUESTIONS.

b) At the time of registration, parents must submit a copy of the immunization record.

The first day of preschool, all the forms submitted during registration must be completed and returned in order to complete your child's file as per requested by the Ministry of Education.

6.2 Introduction to the Centre

Each day, the child will be invited to stay a little longer without his parent until he or she can spend a full day at the Centre.

During the first few days, the staff will be available to the parents to discuss the child's adjustment to the activities of the Centre and to ensure a smooth transition to its program.

6.3 Arrival and Pick-up

a) Young children depend on regular routines for their own sense of security. The Centre recommends that parents establish a fixed routine for bringing children to the Centre in the morning and picking them up in the afternoon.

Parents are asked to notify the Director if there is a change of schedule and should bring their children to the Centre no later than 9 a.m. in order that the children have time to play before the start of daily activities.

Children must be picked up BEFORE THE TIME OF CLOSURE. Parents who show up late will be charged a fee of \$5 for the first five minutes and \$2 for each additional five minutes. Late fees must be paid to the staff on duty when the child is picked up. If you are late picking up your child more than 3 occasions you will lose your space at the day care.

c) Parents should avoid picking up children during the rest period.

d) The staff will not allow children to leave the Centre with someone other than one of the parents unless previously authorized by parents themselves.

6.4 Clothing and Toys

a) Children should be dressed in comfortable play clothes. An extra set of clothing (shirt pant, underwear, socks) should be provided and placed on the child's locker.

All clothing must be labelled. Wet or soiled clothing will be rinsed and placed in a plastic bag on the child's locker.

b) Parents are responsible for providing diapers for the young child. A supply of 3 or 4 days is recommended.

c) Parents are reminded that children play outside every day and should be dressed accordingly.

d) Children should not bring personal toys to the Centre, we are not responsible for the loss of or damage to toys or other personal effect left at the Centre.

6.5 Rest Periods

As required by the Ministry of Education, all children will be expected to take a nap or have a quiet time lying down after lunch.

Restful music or story tapes will facilitate a quiet relaxed atmosphere for older children. Provision for quiet activities is made for those children who do not wish to rest after the first hour of naptime.

6.6 Toilet Training

There is no sense in ruling or rushing toilet training. Toilet training should be a happy time and can only be achieved when the child has control over urination and bowel movements.

This happens at very different ages. One of the keys to toilet training is the child's ability to communicate the need to eliminate.

When the child shows some interest in using the toilet, the staff will facilitate the process at specific times during the day. The staff will work closely with parents during this period , you will be asked to provide several change of clothing.

6.7 Health and Medication

The staff will only administer medication that is prescribed by a doctor and in accordance with the law.

The provincial legislation requires parents:

a) To provide a written authorization to administer the drug, including the dosage and the

times of administration;

b) To provide medication in the original container, clearly labelled in the child's name, clearly indicating the name of the drug, the dosage, the date of purchase, and storage; ALL MEDICATIONS MUST BE PRESCRIBED BY A DOCTOR AND HAVE THE LABEL OF THE PHARMACY EVEN IF IT IS ADVIL, TYLENOL, COUGH SYRUP ETC.

c) In emergencies, if hospitalisation is required, the Centre will communicate with 911, for example the administration of an EPIPEN due to an allergic reaction. Parents will be notified immediately;

d) If a doctor prescribes Tylenol, Advil, Benadril, the parent has to ask the pharmacist for a container with a label indicating: child's name, times of administration, frequency, amount to be given, date of purchase, expiration date, and storage;

d) A doctor's note will be requested before a child is re-admitted to the Centre when:

1- the absence was for two weeks or more due to illness;

2- the absence was due to a contagious disease;

3- Diarrhea occurred for three days or more. Shelf medicine will not be administered at the daycare (Tylenol, advil, etc.)

6.8 Safety

a) The Centre will make every attempt to provide a safe environment for children. No child will be left without adequate supervision. During outside activities, staff will ensure that ratio is maintained at all times. Other safety measures such as controlling access to equipment will be taken. Daily and monthly inspections are done for both playgrounds. An annual inspection is also completed by a Canadian Certified Playground Inspector, followed by a report detailing the areas to be considered for repairs.

c) Fire drills will be held on a monthly basis and all staff is expected to know and practice their escape routines.

d) All accidents occurring at the Centre will be documented by the staff, reviewed by the Director and filed.

e) Copies of Emergency Procedures are available from the Director and are posted in each room.

6.9 Food

a) Good nutrition is part of the Centre's program.

b) Daily breakfast, lunch and snacks are served at the preschool following the Canadian Food Guide and menus are posted for parents on the bulletin board;

c) Breakfast is being served to all children present before 8:45 A.M. Children cannot bring their own food at the daycare due to serious anaphylactic reaction to certain types of food;

d) Children are encouraged to try everything that is served at each meal; they may have several servings if they wish. milk is usually given after all children have been served their first helping of lunch.

e) Parents should notify the staff if a child has allergies or has other food restrictions so that accommodations can be made by the kitchen staff; the information is posted in the kitchen and dining areas.

f) The Centre will attempt to limit the intake of sugar, salt, and spices. Fresh nutritious produce is used whenever possible while keeping in mind the children's preferences. The

children should not bring gum, candies and cookies at the Centre.

g) It is absolutely restricted to bring food at the preschool.

6.10 Hygiene

Staff at the C.E.P. always ensures that strict healthy hygiene manners dictated by the Health department are being used and maintained regularly.

In addition, all rooms are being cleaned, disinfected on a daily basis. All toys, cots, linens, towels, tables, chairs, socio-dramatic play clothes etc. are being washed regularly and follows a strict rigorous cleaning schedule.

6.11 Child care supervision policy for volunteers and students

In order to provide a safe environment for all children at all times, direct unsupervised access is not permitted for persons who are not employees of the Centre Éducatif Providence.

Students and volunteers are not counted in the teacher/child ratio.

WE DO NOT ACCEPT VOLUNTEERS AT THE DAYCARE.

STUDENTS FROM LA CITÉ THAT ARE IN TRAINING ARE SUPERVISED BY THE TEACHER THAT IS ASSIGNED TO THEM AT ALL TIMES DURING THEIR PLACEMENT.

In addition, teachers appointed to a student are also responsible for the supervision and evaluation of that individual. Staff is always present with the group of children and the student in training.

6.12 New policies regarding Serious Occurrences

All serious incidents occurring on the premises will be posted on the bulletin board for parents as well as on TEAM.

This new form will contain information only pertaining to the incident and the measures taken to prevent these types of incidents to occur in the future. Personal information is strictly prohibited to include in the 'Notification of serious occurrence' that will be posted for parents for a period of 10 days.

6.13 New regulations regarding parents' questions and preoccupations

If parents need to communicate their questions, worries or preoccupations to the Providence daycare, they can do so by addressing themselves directly to the Director and/or teacher, either by telephone, by email, by TEAM OR by scheduling a virtual meeting.

If a parent has shared an issue to be solved to the teacher through TEAM, the staff must advise the Director and indicate the information in daily log book. The director will discuss with staff to see if she needs to address the situation or leave it to the teacher responsible for their child.

Parents will have an answer to their questions within the 24 hours of their request. The Director will make sure that the parent can have the answer by telephone, email, TEAM or through a virtual meeting.

If needed, the Director will have to complete a report to be put on parents' bulletin board and

on TEAM for 10 working days and advise the Ministry of Education by completing a serious occurrence incident report to be submitted to them.

If the situation to be discussed is regarding preoccupations regarding their child/ren, a time to discuss will also be scheduled with the teacher and the Director in order to discuss the observations, goals, strategies and resources available in the community and at the Providence.

6.14 New regulations regarding emergency procedures

The Providence daycare has written policies and procedures in case of an emergency.

These policies include roles and responsibilities of the staff, special measures to take (ex: medications), place of meeting outside and shelter in case of an emergency. The St. Sebastien's church beside the Providence is the designated emergency shelter.

If an evacuation occurred at the Providence, the Director would leave with the attendance, the index box containing all the telephone numbers of the parents, the keys of the daycare as well as the keys of the emergency shelter, the side door of the St Sebastien's church.

All parents would be advised by telephone to come and pick up your child at the designated emergency shelter if there was an evacuation.

The Providence would rely on the Fire department to resolve the situation and allow us or not to go back inside the premises.

All emergency situations need to be noted on the bulletin for parents within 24 hours of the emergency.

All details relating to the incident have to be included in the form and need to stay for 10 working days on parents' bulletin board.

The Director has to complete and submit a Serious Occurrence Report within 24 hours to the Ministry of Education for all emergency situations.

Children participate in a monthly fire drill in order to practice them if the situation would arise.

All staff, supply teachers, students need to read and sign these policies on a yearly basis. Proof is kept on file for the Ministry of Education when visiting for the license renewal.

**ANNEXE A
PROHIBITED PRACTICES**

The Director of the 'Centre Éducatif Providence' will not permit, with respect to a child receiving child care :

- 1) Corporal punishment;**
- 2) Deliberate use of harsh or degrading measures on a child that would humiliate a child or undermine his or her self-respect;**
- 3) Depriving the child of basic needs including food, shelter, clothing or bedding;**
- 4) Locking the child for the purpose of confining ;**
- 5) Use a locked or lockable room or structure to confine the child if he or she has been separated from other children**

ANYONE (staff, parents, students) who witnesses interactions or interventions that are humiliating verbally or physically towards a child needs to report to other staff, AND to the Director for follow-up.

The follow-up includes a report to the Ministry, submitted by the Director, a report printed and on bulletin board for 10 working days. In addition, the Director will meet the staff member to discuss the situation, add to her file. The Head teacher will also be kept informed of the situation in order to ensure safety at all times.

IF the situation arises again, the staff might be fired immediately!

**MEASURES REGARDING CONTRAVENTIONS
OF POLICIES & PROCEDURES**

Policies and procedures are revised annually with all staff, substitute teachers & students;

Staff is expected to implement the approaches specified in our program statement;

Regular staff meetings are in place to ensure the quality of the services offered such as programming, interactions, interventions, pedagogical approaches, ministry regulations, documentatio

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Administration
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Capacity
Quality of our physical environment
Equipment & educational material
Continuous & Cooperative Education
ADMISSION & POLICIES
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Field Trips
Holidays
Exceptional daycare closings
Age group transfer
Withdrawal and Dismissal
Parents' Participation
Schedule, Holidays, Celebration
Health Policy
REGISTRATION & PROCEDURES
Registration
Introduction to the Centre
Arrival and Pick-up
Clothing and Toys
Rest Periods
Toilet Training
Health and Medication
Safety
Food
Hygiene
Policies regarding students/volunteers (september 2011)
Policies regarding 'Notification of serious occurrences' (November 2011)
New policies regarding questions and preoccupations of parents - NEW SEPT. 2017
New policies regarding emergency situations - NEW SEPTEMBER 2017
PROHIBITED PRACTICES & DISCIPLINARY MEASURES
ÉNONCÉ DE PROGRAMME - EN FRANÇAIS SEULEMENT