



Policy, Procedures & General Information Handbook

Philosophy and Goals

The philosophy of the daycare is to promote the healthy development of the whole child; which includes social-emotional, cognitive, language, physical and creative development. All of these combined are very important to the well-being of the child.

In keeping with this philosophy, children are provided with periods of time for concrete, hands-on free play activities, interspersed with guided activities. The program includes a balance of quiet and more active times along with both indoor and outdoor play time.

Examples of activities:

- arts and crafts
- music and movement
- gym games and activities
- stories
- computers (for older children)
- holiday parties
- cooking and baking activities
- science activities
- field trips on planning day

In keeping with the feeling that daycare should emulate an “extension of home”, the children will have time to relax and choose activities to their liking through free play.

Finally, the daycare endeavours to provide a warm, safe and fun environment for both children and educators and a sense of security for the parents.

We look forward to welcoming you to our daycare family!

General Information

The daycare service is offered to all students attending Sherbrooke Elementary School. In order to offer daycare services, there must be a minimum of 15 children enrolled full-time as Regular students. Group size is limited to 20, respecting supervision ratios. A minimum of 15 students is required to form a group. Registrations beyond each group of 20 will be placed on a waiting list until complete groups are confirmed. Occasional (sporadic) students will be accepted according to availability, with priority given to regular students.

*\$7/day rate is subject to change according to MELS policy and funding parameters.

The daycare service is subsidized by the Quebec government. All Eastern Townships School Board Policies must be respected in the operation of the daycare. The daily operations of the daycare, the activity and pedagogical program, the accounting, billing and other administrative duties are carried out by the Daycare Technician under the direction of the Principal of the school. Daycare Policy and budget are approved by the Governing Board and managed by the Principal.

While being subsidized by the government, the daycare service is not free.

The Governing Board may choose to form a Daycare User Parents' Committee, to be comprised of the daycare supervisor and three to five daycare user parents. The committee may be consulted on all aspects of students' time at daycare.

Hours of Operation

The daycare is open before school hours from 7:30 a.m. to 8:00 a.m., and after school from 2:30 p.m. to 6:00 p.m. Students will not be accepted prior to 7:30 a.m. and additional charges will be applied for late pickups (refer to "Financial Obligations").

Calendar of Operation

The daycare service is generally open from the first day of the school calendar year and closes on the last day of school (please see daycare calendar). The daycare is open for the August planning days, but is generally closed for the June planning days.

Daycare is closed on all legal holidays (including Labour Day, Thanksgiving, Easter – Good Friday and Easter Monday - and Victoria Day). Unless advised otherwise, the daycare is closed for the entire Christmas Break and the March Break. Daycare fees will not be charged for any period where the daycare is closed.

Daycare Closure Policy

If the **School Board** closes, the daycare closes as well. Generally, if the **school** closes, the daycare will close as well. This would be in the best interest of safety for the students. Closure announcements will be made according to the same procedures as the Eastern Townships School Board School Closure announcements. It is the responsibility of the parents to verify radio broadcasts and/or the school and school board web-sites for closure announcements.

Financial Obligations & Procedures

To qualify as a '**Regular**' registration, the child must be registered to attend **3 – 5 days per week, and these days must be consistent each week**. For Regular registrations made prior to September 30th you are not required to pay school noon-hour supervision fees for the days on which your child is registered and for which daycare service is paid. As we are funded only for students in attendance at daycare on September 30th, parents of

students who are registered with the daycare after September 30th are still required to pay full noon-hour supervision fees to the school.

The cost for all Regular registrations is *\$7/day, whether a school day or a PP Day. There are also variable fees charged for trips or activities on PP days. These additional fees are calculated according to the actual costs to be incurred in the activity or trip and the costs are charged directly to your daycare bill.

Daycare services on PP days must be reserved at least one month in advance, with the exception being the **August PP days that must be reserved prior to daycare closure in June (and once reserved, these cannot be cancelled)**. Similarly, cancellations to pre-reserved PP days must occur at least one month in advance. Payment for the \$7/day as well as any activity or trip fees will be charged for any cancellations not respecting the advance notice requirement. It is important to remember that costs for activities are calculated according to the number of students registered, and the daycare must respect its commitments to contracts with the external organizations providing us with the services or materials for the activities. If your child is involved in extra-curricular activities, please verify with the staff advisor of the activity if there will be any conflicting events with any of your reserved PP day daycare services, in order to avoid any costs incurred by late cancellation (see section “Procedures for Daycare Students Involved in After-School Activities”).

Occasional service may be ‘consistent’ or ‘sporadic’. **Consistent** service is **1 or 2 days per week (the same days per week and committed to under the registration contract)**. Services needed on an **irregular basis** are considered ‘**Sporadic**’ service and must be requested at least 24 hours before the service is needed. Understandably, staffing must consider supervision ratios. Therefore, occasional students may be accepted only if space is available. The cost of all occasional service is \$2.50 for the morning block and \$4 per hour during the afternoon block.

It is strongly recommended that should your schedule be irregular, you commit to regular service so as to ensure availability of a space for your child.

Where confirmation of occasional daycare service has not been provided, children will follow their regular arrangements at the end of the day. Children who arrive at daycare without having had their place reserved through the Daycare Technician will have their parents contacted and you will be required to pick them up immediately.

Fees to Change Basic Reservation

A \$15 fee will be charged each time your child’s basic reservation is changed (i.e. if you withdraw your child and re-enter at a later date; when days are changed; or when shared custody calendars are changed...).

Payments

*\$7/day rate is subject to change according to MELS policy and funding parameters.

Payments may be made by cash or cheque. Payments are due at the school office shortly after the payment deadline (parents will be issued a payment calendar by the Technician – and it is also posted on the bulletin board). **The payment schedule must be respected.** Please keep track of your cheques to ensure that no complications arise. You will be charged any expenses incurred by the daycare and the school as a result of cheques that do not clear. Furthermore, you may be required to pay future payments in cash.

Unless otherwise advised, payments are to be placed in the wooden payment box located in the daycare. Envelopes are provided if you are paying with cash. Receipts will be issued for cash payments the following day.

Official tax receipts for childcare will be issued in February. If you are benefiting from the \$7/day program, you are not eligible for these amounts on the Provincial receipt. Your total amount paid is eligible for the Federal receipt.

In general, the person who signs the cheque or writes their name on the cash envelope will be allotted the Child Care Tax amount for that given month. So please keep this in mind if you would like all the amounts to be in the same name. **PLEASE PRINT YOUR NAME CLEARLY UNDER YOUR SIGNATURE** for clear identification. If it is not decipherable, it will automatically be put in the Mother's name. Also, **please make sure your child's name is on the memo line of the cheque or written clearly on the cash envelope** to ensure the payment can be credited toward your child's expenses.

Since our accounting and data management program cannot compute "change back", any overpayments, or underpayments, will automatically be forwarded to the next month's bill.

Fees are due for all absences of "Regular", as well as "Consistent" 1 or 2 day Occasional, students, regardless of reason. Consistent 1 or 2 day occasional students will be charged 2 hours for each reserved day they are absent. The registration contract reserves this place for your child and therefore you are responsible for the fees.

Fees will not be charged for the December Break or March Break unless service is provided. As a rule, SES Daycare is closed during these periods.

Late Pick-Up Charges

- \$1 per minute after 6 p.m.
- After 3 late pick-up offenses, a 1-day suspension of daycare services will be applied. The parent is still responsible for the fees for this space during the suspension.

Withdrawal from Daycare

Written notice is required at least one month prior to withdrawing your child from daycare services. Fees will be due for the month if you fail to notify the daycare within the required time. If you choose to re-enrol your child during the same year, your request will be subject to the availability of space at the time and a \$15 fee will be applied.

Fees are due for the complete month for any child who withdraws from daycare mid-month.

Failure to Make Payments

If payments are not met according the Payment Calendar, the following steps will be taken:

- A second printout of your bill will be issued as a reminder.
- A third printout of your bill will be issued notifying you of a deadline for payment before a letter of suspension of services is issued.
- A final written notice plus suspension of services until full payment is made.
- All unpaid bills will be forwarded to a collection agency.

Communication Board

There will be a bulletin board outside of the daycare. Please check it daily for information that might be helpful to parents. Urgent reminders will be posted in a common visible area at the entrance.

Collaboration of Parents

A close collaboration between parents and the daycare staff is necessary in order to follow the child's progress and/or difficulties in behaviour which may arise.

Parents are asked to advise the educators of any major changes in the child's life (sickness, separation, death, moving, etc...) so that the educators may better understand and support any behavioural changes that may occur.

Code of Conduct

The daycare follows the same code of conduct as Sherbrooke Elementary School. The daycare wishes to provide a friendly and peaceful environment for your child. Educators will work very closely with parents should any behaviour problems arise. Should behavioural problems persist; the following steps will be taken:

- verbal notification to parents
- written notification to parents
- written notification to parents and verbal and written notification to the Principal

- written notification to parents and verbal and written notification to the Principal, plus a 2-day suspension of daycare services
- written notification to parents and verbal and written notification to the Principal, plus a 5-day suspension of daycare services
- expulsion from daycare services

For safety reasons, chronic behavioural needs cannot be accommodated in the daycare. In the best interest of safety for all, disciplinary intervention may be escalated, with services being suspended or terminated, following a serious act endangering the safety of the student him/herself or others, regardless of whether this has been a repeated behaviour.

Reimbursement of Materials

The parents of a child who willingly breaks, damages, destroys or loses daycare or school property, or the personal property of others, will be responsible for the replacement cost of said materials.

Health and Safety Measures

Any child who is not feeling well should not be sent to daycare or to school. In addition to being in the best interest of this sick child, it is also essential in preventing the spread of illness to others.

Parents will be contacted and required to pick their child up immediately if the child exhibits any symptoms of the following:

- fever
- diarrhea
- lice
- vomiting
- conjunctivitis
- any other suspected contagious disease

If a fever is detected during daycare, cold compresses will be applied. **Please note that Tylenol will no longer be administered by the daycare.**

In any emergency where the child's condition deteriorates and the child has not been picked up from daycare, an ambulance will be called at the expense of the parents. A representative from the daycare or the school will accompany your child until you are able to arrive.

It is important to keep all emergency information, including contact phone numbers, up to date. We must be able to contact you at all times.

Upon arrival, parents will be notified of any physical complaints communicated to the educators by their child, or of any other observed symptoms.

Medication Policy

The daycare is required to follow Eastern Townships School Board and Sherbrooke Elementary School Medication Policies. No medication can be given without written parent authorization, and authorization forms are available.

Prescription medication must be in the original container, with the prescription label attached and clearly visible. For medications where the label cannot be attached, a copy of the prescription must be provided.

Non-prescription medications must be in the original container with all pertinent information and the child's name clearly visible.

No medication will be administered unless the original label is still attached and the authorization form has been fully completed.

Emergency medications that are kept at school will be accessed if they are needed during school hours. A detailed emergency protocol must be completed explaining how to administer this emergency medication as well as explaining all steps to follow. The school nurse can assist with this upon request. Emergency medications such as Epipens or asthma inhalers should be kept in both the daycare and with the school to facilitate more immediate access.

Unless prescribed otherwise in the Emergency Protocol prepared by the school nurse, all medications must be kept in a secure area by the daycare staff.

Homework

A homework period is provided, with occasional help if needed. A set period, usually 30 minutes, and a quiet setting are allotted for this. Should additional time be required, the child may continue to work on homework while other activities are taking place. It is the parent's responsibility to explain their wish regarding homework completion to their child, as well as to the daycare staff (space is provided on the registration contract). It must be emphasized that homework completion is the responsibility of the student and the parent, and not the daycare staff. Considering supervision ratios, 1:1 tutoring or reading, or the general monitoring of homework, cannot be provided through the daycare.

Daycare Information/Registration

All children presently enrolled in the daycare have priority for subsequent years. Daycare will conduct its own registration period, usually commencing in April. If other parents would like to register for any remaining spaces, they must call the daycare or ask the school secretary for a form when registering their child to the school.

Notification of Absences or Requests to Change Routine

In accordance with school and daycare policy, parents must notify both the school and the daycare if your child will be absent from daycare on any given day for any reason. The school and the daycare staff must be notified in advance. In the case of illness, notification should arrive prior to 9:30 a.m.

In the case of changes to your child's regular routine, it is vital that all staff have the up-to-date information in order to direct your child in the right direction before the school buses leave for the afternoon. Changes must be requested in advance to ensure time to relay all critical information. It is important to keep in mind that we are overseeing the safety of over 400 children in a large and active setting – last minute messages and changes are not possible. Furthermore, in the case of occasional use of the daycare, availability of space to accommodate your child must be verified and confirmed in order to respect mandated supervision ratios for safety reasons.

Both the school and the daycare need to be notified in advance, no later than 24 hours prior to the desired change in routine. **In exceptional** situations, alternate arrangements can be requested prior to 9:30 a.m. on the day of the desired change. Abuse of the 'exception', in the form of repeated same-day requests, will result in removal of this privilege. Please refer to school policies found in the agenda or issued to younger children as a separate document. Also, please read all school and daycare newsletters thoroughly as important updates are frequently provided.

Always leave a message on the daycare answering machine **and** inform the school if there is any change in your child's daycare schedule.

Procedures for Daycare Students Involved in After-School Activities

All daycare students involved in after school activities must first check into daycare before going to their after-school activity. Similarly, the daycare must be advised if the student is to be picked up directly from the after-school activity. The student must check in with his/her educator when returning to daycare. It is the responsibility of the parent to advise the daycare staff in advance when a child is authorized to participate in an after-school activity, providing the details regarding dates and duration of the activity. **Forms are available from the Daycare.** (Appendix 2)

The same would apply to students involved in school activities during a PP day where daycare services are also being used (Appendix 3). In general, the 1-month advance cancellation notice would still be applicable. However, situations will be reviewed on a case-by-case basis where the school has not confirmed the said activity in time to permit the required cancellation notice by the parent.

In cases where the student will attend daycare for only part of a PP day because he/she is involved in a school activity, the normal PP Day daycare fees still apply.

Please note that once committed to a school activity on a PP day, the student must remain in the activity until it is completed. Switching back and forth between the school activity and the daycare activity is not permitted.

Healthy Snacks & PP Day Lunches

Healthy snacks of fruit, vegetables, cheese and crackers, etc...are required for each afternoon as well as a drink. A healthy lunch is required on the planning days. Please pack an ice pack in the lunch box and remember that unless advised as part of the PP Day activity, hot lunch is not available. In accordance with the Eastern Townships School Board Policy, as well as the Provincial Nutrition Regulations, empty calorie foods such as candy, chips, chocolate bars or soft drinks are not permitted.

Please remember that your child's day is very long and most children are very hungry when arriving at after-school daycare. A number of snacks should be available to them. Please remind your child to save these snacks and not to eat them all during the school day. Sometimes it can be helpful to pack daycare snacks in a special container meant only for daycare. This generally helps children to sort out their snacks.

Indoor Shoes

An extra pair of indoor sneakers that can **stay** at the daycare is essential (the exception being Kindergarten who can access their indoor shoes for school as they are located near the daycare). Your child must have suitable footwear accessible to him/her in order to participate in gym activities during daycare time. It is sad when children have to observe rather than participate because they do not have appropriate footwear. Children are not permitted to circulate freely through the school after school hours and retrieving or returning school indoor shoes upstairs is not an option. Therefore, indoor shoes for the daycare are mandatory.

Outdoor Clothing

When cooler weather arrives, please be sure your child has proper clothing for the weather (i.e. gloves, mitts, hats, snow pants, splash pants, boots, etc...). Our rule is: "Hats and snow pants are to be worn always and coats done up." Of course we will judge appropriately should the weather be too warm. Wearing clothing appropriate to the weather is non-negotiable. Please remind your child that he/she must respect the daycare rules and the directives of the educators, as with all other rules.

Daycare Entrance & Parking

The official daycare entrance is on the North end and behind the new wing of the school. You will see the brown (with glass) door as you walk around the building. There is a door bell and an intercom there which will allow you to identify yourself and to be buzzed in by the daycare staff.

Please do not use the school parking lots for daycare safety reasons. Please park on the street only. Driving into the parking lot endangers children who may be walking in that area.

Please note that the daycare entrance is not to be used during regular school hours or by people other than daycare parents during daycare hours.

Personal Belongings

Daycare students are expected to be autonomous as during the school day. They are responsible for keeping their materials together, getting dressed, and must always take their entire belongings home at the end of each day. Daycare hooks are used by school children during the regular day. If any possessions are left behind by daycare children, they may be misplaced. Also, please be sure to remind your child to place daycare gym shoes on the shelves provided above your child's name tag.

Daycare Area

General circulation through the school is not permitted. Effective August 2011, adults will be restricted to the Daycare entrance when picking up or dropping off children. This is for the safety of all children. Daycare staff will send your child down to you when you arrive and you will be asked to sign your child out of daycare.

Supplementary Information

Additional information or clarification may be provided throughout the year. Please pay close attention to all communication documents from both the daycare and the school.

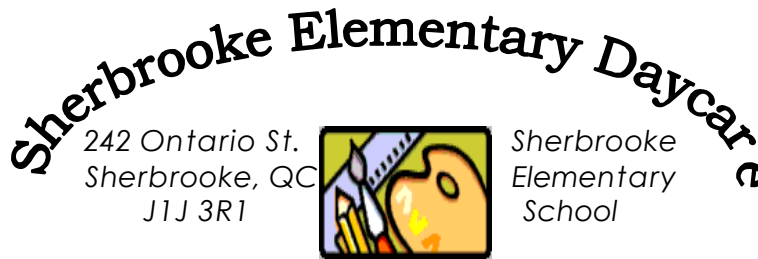
Thank you for your understanding and cooperation, and welcome to our daycare.

Appendix 1

SHERBROOKE ELEMENTARY DAYCARE	
<i>Planning Day <u>Requests</u> or <u>Withdrawals</u> One (1) Month In Advance</i>	
Name of Child: _____	
Requested Removed (please circle one) Which Planning Day? _____	
Today's Date: _____	Date received by Daycare _____ (Office use only)
Parent Signature: _____	
<p>ONCE REQUESTS HAVE BEEN SUBMITTED, THEY ARE CONSIDERED CONTRACTED DAYS SUBJECT TO ALL RULES OUTLINED IN THE DAYCARE POLICY HANDBOOK. PLEASE BE SURE TO USE THIS FORM FOR ALL REQUESTS MADE AFTER THE GENERAL REGISTRATION.</p> <p>YOU CAN FIND MORE OF THESE FORMS ON THE WALL, JUST OUTSIDE OF THE PANDA/RASCAL ROOM. OR AT THE DAYCARE OFFICE.</p> <p>REQUESTS TO WITHDRAW ARE SUBJECT TO FEES AS OUTLINED IN THE DAYCARE POLICY HANDBOOK.</p> <p>THANK YOU</p>	

SHERBROOKE ELEMENTARY DAYCARE	
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Name of Child: _____	
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Today's Date: _____	Date received by Daycare _____ (Office use only)
Parent Signature: _____	
<p>ONCE REQUESTS HAVE BEEN SUBMITTED, THEY ARE CONSIDERED CONTRACTED DAYS SUBJECT TO ALL RULES OUTLINED IN THE DAYCARE POLICY HANDBOOK. PLEASE BE SURE TO USE THIS FORM FOR ALL REQUESTS MADE AFTER THE GENERAL REGISTRATION.</p> <p>YOU CAN FIND MORE OF THESE FORMS ON THE WALL, JUST OUTSIDE OF THE PANDA/RASCAL ROOM. OR AT THE DAYCARE OFFICE.</p> <p>REQUESTS TO WITHDRAW ARE SUBJECT TO FEES AS OUTLINED IN THE DAYCARE POLICY HANDBOOK.</p> <p>THANK YOU</p>	

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**DAYCARE STUDENTS ATTENDING
AFTER-SCHOOL ACTIVITIES**

Name of Student: _____

School Activity: _____

Date(s) of School Activity: _____

Date this form was received by Daycare: _____

For Office Use Only

PLEASE CHECK THE BOXES THAT APPLY TO YOUR CHILD:

Will not attend daycare and will be picked up directly from the after-school activity.

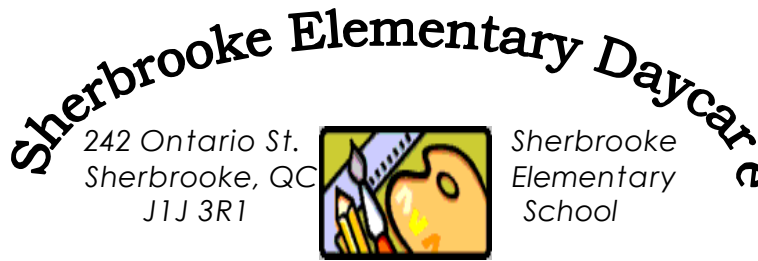
Will go to daycare *after* the activity at approximately _____
Time

All requests will be processed in accordance with the rules outlined in the Daycare Policy Handbook.

Signature of Parent/Guardian

Date

*\$7/day rate is subject to change according to MELS policy and funding parameters.



**DAYCARE STUDENTS ATTENDING
 SCHOOL ACTIVITIES
 ON A PRE-REGISTERED PLANNING DAY**

Name of Student: _____

School Activity: _____

Date of School Activity: _____

Date this form was received by Daycare: _____

For Office Use Only

PLEASE CHECK THE BOXES THAT APPLY TO YOUR CHILD:

Will come to daycare *before* the activity until _____
Time

Will go to daycare *after* the activity at approximately _____
Time

If your child will not be attending daycare at all, and was pre-registered, please make certain you have submitted a completed cancellation request form by the required deadline.

All requests will be processed in accordance with the rules outlined in the Daycare Policy Handbook.

Signature of Parent/Guardian

Date

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