

Daycare



Internal Rules

08/02/2017

Table of contents

"Les Petits Trésors du Lac" Daycare Presentation.....	4
General Guidelines	4
Insurance.....	5
Operating Hours	5
Admission Policy.....	6
Registration	6
Meals.....	7
Parents responsibilities regarding food allergies	7
Daycare responsibilities regarding food allergies or intolerances as diagnosed by a doctor..	8
Staff/Child Ratio	8
Typical Schedule	8
Payments.....	10
Income Tax Receipts.....	10
Vacation Notice	11
Child Absences.....	11
Holidays.....	11
Daycare Closure.....	11
Daily Arrival and Departure Procedure.....	12
Materials Provided by Parents.....	12
Progressive Integration of Infants.....	13
Children with Special Needs	13
Withdrawal.....	13
Termination Policy.....	14
Neutrality Policy	14
Parent Involvement	14
Outings	15
Medication	15
Illness Protocol	16
Accidents.....	18
Emergencies	18
Fire Drills	18

Emergency Shelter19
Hygiene, Health and Safety Measures18
Complaint Procedure19
Parents Committee20
Miscellaneous21

"Les Petits Trésors du Lac" Daycare Presentation

The little treasures, "les petits trésors", are those children we love above all else that we wish to guide, along with their parents, towards the development of their autonomy.

It is from this perspective that Les Petits Trésors du Lac daycare will open in the Spring of 2017 on the Brome Lake territory in the Montérégie region, offering 76 spaces in early childhood care.

Les Petits Trésors du Lac daycare will be known, as spelled out by its name, for the Talent of the people accompanying the children, for the Respect of the children's realities and uniqueness, for the Emphasis on everyone's needs, for the Satisfaction of the parents and their children, for the Open-mindedness of our team of educators, for the Recognition of the children's progress and success and for the Stimulation of their whole potential.

All the while complying with educational childcare acts and regulations, our staff will base its interventions on the educational platform of our daycare center. This platform stems from the philosophy behind the Ministère de la Famille's educational program.

Children will progress with the help of a qualified, competent team who values their health, safety, global development and well-being.

General Guidelines

Les Petits Trésors du Lac daycare is a private, subsidized organization with a permit issued by the Ministère de la Famille.

It offers a variety of quality daycare services at

481, route 215
Lac Brome
J0E 1V0

to 76 children from the ages of 3 months to 5 years old, including 10 infants.

The quality of our services relies on the guidelines of the Ministère de la Famille et des Aînés's educational program, "Meeting Early Childhood Needs". Our mission is threefold. We are committed to:

- Seeing to the well-being, health and safety of the children entrusted to us, particularly with a new facility completely adapted to their needs.
- Stimulate the development of children at all levels since we are taking care of them from birth to school.
- Preventing the subsequent appearance of learning, behavioural or social integration problems.

Les Petits Trésors du Lac daycare welcomes infants and children from the age of 3 months to the beginning of school on a full-time or part-time basis. The establishment promotes the integration of children having special needs with the help of the CSSS de la Pommeraie and our other partners in the health network.

The values we hold dear are:

- Self-esteem
- Respect
- Well-being
- Cooperation

Les Petits Trésors du Lac daycare's educational platform details every aspect of these values. It describes the physical layout and the favoured intervention methods.

Our values are at the core of our culture and are constantly promoted by our personnel and our choices of activities. These values guide each one of our actions.

Insurance

Les Petits Trésors du Lac daycare has insurance coverage for the content of its facility. It has a general liability policy as well as insurance coverage for the managers and directors.

Operating Hours

Daycare hours are Monday to Friday from 6:30AM to 6:00PM.

Office hours for our administrative staff are usually from 8:15AM to 4:15PM or by appointment.

As set out in the *Reduced Contribution Regulation*, the reduced contribution rate applies for a maximum of 10 consecutive hours per day. When a parent uses more than 10 hours of daycare between 6:30AM and 6:00PM, \$5 will be billed for each additional hour, starting at the first late minute.

Childcare days include one meal and two snacks offered at specific times.

Parents must pick up their children before 6:00PM. After this time, the parent will have to sign a late arrival notice and will be subject to a fee of \$10 per 10 minutes.

Admission Policy

Every child stands the same chances to be admitted at Les Petits Trésors du Lac daycare, without discrimination, provided that our facility is able to answer his or her needs.

To add their child to our waiting list, it is mandatory that parents use Quebec's one-stop service, *La place 0-5*. Parents can register their child by using *laplace0-5.com* website or by calling 1-844-270-5055.

When each group is complete, vacant spaces will be given according to the following order of priority:

1. To children who are already attending the daycare part-time and whose parent wish to send more often.
2. To siblings of children already attending the facility, with the priority given according to the dates the daycare attendance started.
3. To the children of our staff.
4. To the first child on the waiting list:
 - To integrate the group, the child must be in the same age group than the child leaving.
 - If it is not possible to find a child within the same age group than the child leaving, a child **can** be transferred in an older group, with the authorization of the parents.

Up to three spaces can be reserved by Les Petits Trésors du Lac daycare for children referred by the CSSS la Pommeraie. In this case, a protocol has been put in place with the CSSS (CIUSSE).

Registration

During registration, parents must complete the following documents:

- The daycare's registration card
- The reduced contribution eligibility form
- The service contract required by the Ministère
- The Ministère's regulation protocols

Children from 3 to 18 months of age are accepted full-time or part-time, only on a regular basis.

Children from 18 months to 4 years of age are accepted full-time or part-time, only on a regular basis.

The information in the child's file is accessible only to the personnel involved with the child: the people in charge of the child's file, the child's educator (within the scope of his or her duties) and a medical professional in case of an emergency. The file will be given to the parent when the child leaves the daycare.

Parents must notify the daycare of any changes regarding their situation as soon as possible so modifications can be made to their family file.

Registrations are to be renewed each year on April 1st.

Meals

Each child will get a meal and two snacks following Canada's Food Guide recommendations. Fruits will usually be served as morning snacks. In the afternoon, high-protein snacks will be given to help children get through the end of the day. At lunch, meals will be served by respecting the children's signals of hunger.

The daycare will provide allergen-free cakes to celebrate children's birthdays.

A breakfast can be offered to a child arriving before 8:00AM. Fees of \$2 per breakfast will be added to the parent's childcare fees. Schedule C (*Specific Agreement on the Provision of an Additional Meal*) must be completed and signed beforehand by the guardian as part of the service contract.

Food from the outside is not allowed in the daycare (except the required food for infants). Sweets, gum and candies are also banned.

Parents of infants who are not yet eating the daycare's solid food are responsible for bringing purees. Baby formula is not provided by the establishment.

Weekly menus are posted at the daycare entrance.

Parents must inform the management of any food allergies or restrictions that their child has. They must complete the information card at registration.

All food containing nuts or peanuts will be banned from the daycare's menu.

With the parent's consent, information on children with food allergies will be posted, along with the children's pictures, in the kitchen and in the children's rooms.

Parents responsibilities regarding food allergies

- Become familiar with the daycare's nutrition policy.
- Reach out to our cook to make sure she has all the information regarding the child's allergies or intolerances and fill out the Agreement Letter for Food Allergies.
- Communicate, verbally or by writing, all relevant information regarding the health condition of their child.
- Provide three recent photographs of the child.

- Provide emergency medication (e.g. EpiPen, Benadryl) in case of a contact with the allergen. These medications are locked away from children according to the regulations of the Ministère de la Famille. Details can be found in our Health and Safety Policy.
- Check the emergency medication regularly to make sure it is not expired and refill when needed.

We recommend medical ID bracelets.

Daycare responsibilities regarding food allergies or intolerances as diagnosed by a doctor

- Make sure that the information regarding the food allergies or intolerances of a child are the same in the child’s file, in the kitchen and in the child’s room.
- Hand out to each parent of a child with a food allergy a menu on which forbidden foods are highlighted.
- Give a written document containing all the information given by the parents regarding the child’s allergies to the whole staff.
- Post a document in the child’s room and in the kitchen with the child’s name, picture and menus with special meals.
- Make sure the educator and the child with food allergies inform the other children in the group of the allergies and the food restrictions necessary.
- Clean all flat surfaces such as tables, floors, chairs and other objects to eliminate all traces of allergens, if necessary.
- Make sure all children wash their hands before and after eating.
- Store the emergency medication (e.g. EpiPen, Benadryl) in compliance with the regulatory standards in either the kitchen or the child’s room depending on where meals and snacks are taken. The educator regularly checks the expiration dates of this medication.

Staff/Child Ratio

Our educator/child ratio complies with the *Educational Childcare Regulation*:

- 1 educator for 5 babies aged 3 months to 18 months
- 1 educator for 8 children aged 18 months to 3 years old
- 1 educator for 10 children from 4 to 5 years old

Typical Schedule

6:30AM	Multi-age welcoming of the children in compliance with the ratio. Infants and 18-month-olds will be welcomed in the nursery. Breakfast until 8:00AM.
8:00-9:00AM	Free play and transition towards respective groups.
9:00AM	Welcoming of the groups, presentation of the day, circle time.
9:15AM	Snack.

9:45AM	Activities/workshops in line with the educational program (inside or outside). Outside play.
11:30AM	Meals for 18-month-olds to 5-year-olds.
12:15PM	Naptime routine (hygiene, calming games, stories).
12:45PM	Nap or relaxation according to age + calming games when waking up.
3:00PM	Snack.
3:15PM	Activities/workshops in line with the educational program (inside or outside). Outside play.
4:15PM	Multi-age free play, gradual departure.
6:00PM	Closing.

This schedule is flexible depending on the weather, the educators and the preferences and needs of the children.

If weather permits, children will play outside twice a day.

Infants 0 to 18 months

This schedule adapts to each baby's needs. Little by little, the infant's routine will look like the older children's routine all the while respecting each one's pace. The routine is inspired by this one:

6:30AM	Multi-age welcoming of the children in compliance with the ratio. Infants and 18-month-olds will be welcomed in the nursery. Breakfast until 8:00AM.
8:45AM	Hygiene + snack.
9:15AM	Diaper change.
9:30AM	Bottle and nap if needed.
9:45AM	Activities/workshops in line with the educational program (inside or outside). Outside play.
11:15AM	Meal.
12:00PM	Naptime routine (diaper change, hygiene, calming games, stories).
12:30PM	Nap + calming games when waking up.
3:00PM	Waking up smoothly and diaper change.

3:15PM	Snack.
3:30PM	Bottle if needed.
4:00PM	Activities in small groups. Outside play.
5:00PM	Diaper change if needed.
6:00PM	Closing.

Payments

Childcare fees are paid by pre-authorized payments.

Childcare fees are paid 52 weeks per year at the rate determined by the Ministère de la Famille.

Parents give a void cheque and complete the debit authorization form.

A debit is made every week on Thursdays.

If additional fees are charged for special activities, breakfasts or late pick-ups, parents will be notified by writing that an extra amount will be added to their regular debit.

- If a payment is more than 10 days late, the parent will receive a notice. A payment arrangement will be made.
- If the payment arrangement is not respected, the daycare reserves the right to refuse the child and a second notice will be given.
- At the third notice, Les Petits Trésors du Lac daycare reserves the right to terminate its service contract with the parent (please refer to the termination policy).

If a cheque provided cannot be honored because of insufficient funds, fees of \$25 will be charged.

When more than 10 consecutive hours of daycare are used, \$5 will be billed for the additional hour to the parent's daycare account.

When a child is picked up after 6:00PM, fees of \$10 per 10 minutes will be charged starting at the first minute after 6:00PM.

Income Tax Receipts

Each year, between mid-January and February 28th, parents will receive their cumulative childcare expenses receipt for income tax purposes. The receipt is for the period between January 1st and December 31st of the previous year.

Receipts will be mailed to parents whose children are no longer attending the daycare.

Vacation Notice

Each year, parents must inform the daycare of their summer vacation dates before May 31st. The parent will keep his space as long as no more than four consecutive vacation weeks are taken and that childcare fees are still paid.

Child Absences

Because we wish to maximize the services we offer, we ask parents to notify the daycare before 9:00AM when a child will be absent so replacement spaces can be offered to other children.

Holidays

The daycare will be closed on:

- New Year's Eve
- New Year's Day
- Day after New Year's Day
- Good Friday
- Easter Monday
- National Patriots Day
- Quebec's National Day
- Canada Day
- Labour Day
- Thanksgiving
- Christmas Eve
- Christmas
- Day after Christmas

Daycare fees must be paid if the child usually attends the facility on these weekdays.

Daycare Closure

In the event of unforeseen closure (fire, heating problems, power failure, etc.), parents will be notified by the staff as soon as possible. Childcare fees won't be reimbursed for this day. If the daycare closes for more than two consecutive days, these days won't have to be paid.

If the daycare closes during the day, parents will be notified to come pick up their children.

Should the building be evacuated because of an emergency, our rallying point will be the Chez moi chez toi restaurant.

Daily Arrival and Departure Procedure

The child must be with an adult when arriving and leaving the daycare. The adult is responsible for the child in his presence and must:

- Bring the child to his locker, take off his outdoor clothes or put them on.
- Put on his indoor shoes.
- Put away the child's personal belongings in his locker (plastic bags are not allowed for storage).
- Bring the child to his educator and hand out the "attendance picture".
- Take the "attendance picture" from the educator and put it back on the locker when the child is leaving.

For the length of time a child is attending the daycare, each guardian receives a chip token to have access to the facility. A \$10 deposit per token is requested (maximum of two tokens per family). The deposit will be refunded when the child leaves the daycare and the tokens are given back. If the person picking up the child is not one of the guardians, this person must ring the bell and provide identification to the reception. The daycare must be notified beforehand when an unauthorized person who does not appear in the file is picking up the child.

The child, as well as his clothes and his diaper, must be clean before he joins his group.

Materials Provided by Parents

Parents must provide the following items:

- Bottles and formula for infants
- Purees for infants who are not yet eating the daycare's solid food
- A sufficient amount of diapers, cloth diaper supplies (disposal system)
- A change of clothes in a bag labeled with the child's name
- A blankie from home for naps (at the parent's discretion). Please note that mats or cribs, sheets and blankets are provided by the daycare for each child.
- Toothbrush and toothpaste
- Indoor shoes

Diapers provided by the daycare if the parent's supply is not enough will be charged \$1 each.

Schedule B of the service contract, *Specific Agreement on the Provision of Personal Hygiene Items*, will have to be completed beforehand by the parent.

All the material must be labeled to the child's name. The daycare is not responsible for lost or stolen objects.

Children must be dressed appropriately for the weather. Scarves are not allowed, only neck warmers.

Progressive Integration of Infants

We believe the key to the successful adaptation of an infant in a childcare establishment is progressive integration. The initial meeting between parents and the daycare staff must result in an agreement concerning the progressive integration of the infant in his new living environment. The cooperation of the parents is essential in this process. They must inform us of the child's habits so there can be continuity between home and the daycare.

Children with Special Needs

The daycare will elaborate intervention plans for children with special needs so their priority requirements are addressed with necessary measures.

If required, we can collaborate with the CSSS.

The cooperation of the parents is expected in the process.

When a special event (separation, move, death or other) might affect a child's emotional state, we ask parents to inform the child's educator.

Withdrawal

For administrative reasons, we would appreciate that parents notify us at least two weeks before the definitive withdrawal of a child. Parents will have to fill a notice of termination of their service contract.

Full payment of the services used by the parents and the child must be received before the child leaves.

The parent who gives a two-week notice before the withdrawal of a child won't have a penalty to pay. Otherwise, the amount to be paid will be the lesser of \$50 or 10% of the services not rendered according to the contract.

Termination Policy

The termination of a contract with a parent can be considered but only as a measure of last resort in extraordinary circumstances.

The daycare can terminate a service contract when:

- A parent does not respect the daycare's operational rules.
- A parent is acting against the best interests of the establishment and its personnel (code of ethics, harassment).
- A parent does not make the payments on time and does not respect the agreements made to that effect (written notices will be sent and the service contract will be terminated after the third notice).
- The child encounters major integration difficulties within the daycare (before this measure is considered, a case study and an intervention plan must be put in place with the available resources) and he poses a recurring threat to the health, safety and well-being of other children, the personnel and himself.
- There is a lack of internal resources to meet the special needs of the child which affects the well-being of the child and other children.

When a termination is definitive, the supplier of services will meet the parents and give them a two-week notice before the end of the service. The regional office of the Ministère de la Famille will be contacted and consulted.

Neutrality Policy

Les Petits Trésors du Lac daycare remains entirely neutral in regard to religious beliefs. We promote tolerance, cooperation and open-mindedness so there is harmony within our establishment.

Parents of children with religious dietary practices are invited to communicate with the cook to put adjustment measures in place.

Traditional holidays such as Christmas, Easter or Halloween are celebrated to stimulate children's imagination. They must not be considered as opportunities to promote religious beliefs.

Parent Involvement

Parents are welcome at all times at the daycare. However, we do request each parent's cooperation to make sure frequent visits do not disturb the children's routine. For planning purposes, it is preferable to make arrangements with the educator so the parent is well-integrated in the group.

Parents will be solicited to:

- Attend meetings with the educators or the management.
- Be part of a committee.
- Accompany children to outings.
- Participate in parties or special events.

Parents are welcome to get involved and bring their help and personal touch to the daycare. They can reach out to the management to communicate their ideas.

Outings

Some activities take place outside the daycare. Parents are notified beforehand and must give their written consent within the requested deadlines. Outings are not mandatory, parents decide if their child participates or not. Proper measures will be put in place for children staying at the daycare, childcare will be offered to them at the facility.

Some outings can require a monetary contribution from the parents (please refer to Schedule A, *Specific Agreement Concerning Educational Outings*).

Parents' help can be requested to make sure children are supervised adequately. Accompanying parents must complete an attestation establishing that no impediment exists at least one month before the outing. This document is available from the secretary or the management. If proper supervision cannot be assured, the outing will be canceled.

Medication

No medication or homeopathic product can be given to a child without the parents or the doctor's written consent. For a prescribed medication, the name of the child must be visible on the prescription label. The name of the medication, the expiry date, the dosage and the duration of the treatment must appear on the container. The parent must also fill and sign an authorization form with the name of the child, the name of the medication, the instructions for administering the medication and the duration of the authorization. The names of the people authorized to give the medication must appear on this form.

Some products can be administered without a medical prescription as long as the protocol signed by the parent at registration is respected. These products are:

- Acetaminophen
- Oral rehydration solutions
- Nasal solutions
- Insect repellent

- Zinc oxide cream
- PABA-free sunscreen
- Calamine lotion
- Single-use lubricating gel to take the temperature
- Lip balm

All medication must be locked away in specific cabinets in compliance with the regulatory standards of the Educational Childcare Regulation.

Nasal solutions, lip balm and zinc oxide cream can only be provided by the parents. The container must be labeled to the child's name.

A child with skin rashes, greenish nasal discharge or a general condition that doesn't allow him to participate in his group's daily activities will be denied access to the facility. Should these symptoms occur during the day, parents will be asked by the personnel to pick up their child.

The daycare cannot keep any medication or insect repellent that is either expired or not in its original container.

Illness Protocol

Fever

If a child seems to have a fever before getting to daycare, the parent must take his temperature, give him medication if necessary and notify the educator. The child must be picked up if:

- The fever is higher than 38 degrees despite the administration of acetaminophen.
- The fever is out of control.
- The general condition of the child does not allow him to participate in his daily activities.

If the fever starts when the child is in daycare, the protocol for the administration of acetaminophen of the Ministère will be followed and the parent will be notified.

Diarrhea

The child will be removed from the daycare if:

- Diarrhea is accompanied by vomiting or a fever.
- Diarrhea lasts more than 48 hours.
- There is blood or mucus in the stools.
- Diarrhea is frequent and substantial.

The child can be readmitted into the daycare after being symptom-free for 24 hours.

Vomiting

If a child vomits, the daycare's personnel will contact the designated person and the child will have to be picked up.

The child can be readmitted into the daycare after being symptom-free for 24 hours.

Skin rashes

The child will have to consult a doctor to get a written diagnosis for the rash unless it is a known, non-contagious condition that does not require medical treatment. A doctor note must state the duration of the child's contagiousness period or specify that there is none. Without a doctor note, the child will be readmitted into daycare only when the rash is completely gone.

Chickenpox

The child can continue to attend daycare if his general condition allows it.

Conjunctivitis

The child must be treated medically as soon as the symptoms appear, before coming back to daycare. The child will not be admitted if there are discharges, fever, eye pain or redness. He will be readmitted with the proof of a prescription OR when the symptoms have disappeared.

Flu

A child with the following symptoms won't be admitted into daycare: coughing, sore throat, headache, severe fatigue, muscle pain and fever. The child can attend daycare when all of these symptoms have disappeared OR if a medical note confirms that the child is not contagious.

Please note that the general condition of a child must allow him to participate in his daily daycare activities.

Lice

If your child is found to have head lice or nits while at daycare, he will have to leave immediately. The child can be readmitted when he has received an adequate treatment and all nits have been removed.

For all other diseases not mentioned above, we will use the Ministère's *Infections in Childcare Facilities* table.

In case of an epidemic (two cases or more in the same group), the daycare reserves the right to apply necessary measures to stop it.

Accidents

If your child is subject to a minor injury (e.g. bruise, wound caused by a human bite, scratch or split lip caused by a fall), our staff will act according to the circumstances by applying necessary hygiene measures and administering first aid. The parent will not necessarily be notified right away depending on the severity of the injury although an incident report will be completed by the personnel at the time of the event. A copy of this report will be put in the child's folder for the parent. The parent will be asked to sign the form before keeping his own copy.

Emergencies

To make sure children can receive adequate medical care in case of an emergency, an authorization form must be filled at registration.

Medical emergency services will be contacted first if necessary.

If the authorized guardians are not reachable, the daycare will make the necessary arrangements to guarantee the child's safety.

Fire Drills

The daycare's personnel created an emergency evacuation plan in partnership with the Fire Department.

There will be a fire drill once a year.

Emergency Shelter

Should the building be evacuated because of an emergency, our rallying point will be the Chez moi chez toi restaurant.

Hygiene, Health and Safety Measures

- Hand washing for all in compliance with the protocol
- Daily personal hygiene routines for children
- Daily outside play
- Disinfection of changing tables after each use
- Daily toy disinfection in the nursery, weekly disinfection in the other rooms
- Weekly disinfection of nap mats and bedding
- Weekly disinfection of sand boxes
- Daily cleaning and disinfection of the rooms

- Ventilation system
- Staff training in emergency first aid refreshed every three years
- First aid kits, mini kits for daily outings
- Compliance with the hygiene requirements of the Educational Childcare Regulation
- Consultation with the CSSS if necessary
- Fire safety and emergency measures plan
- Pandemic influenza continuity plan
- Safety measures and rules for outside play areas
- Safety data sheets for all cleaning products
- Integration procedures for children with adjustment disorders
- Procedure to apply sunscreen and protect against the harmful effects of the sun

Complaint Procedure

Les Petits trésors du Lac encourages parents to communicate with the educator or the director when they wish to express discontent or clarify a certain matter. A process to solve the discontentment must then be put in place.

If parents are still dissatisfied after this process, they are invited to file a complaint to the management, either verbally or by writing.

Anyone can, anonymously or not, file a complaint to report a situation within the daycare that might be believed to be a violation of an obligation of the Educational Childcare Act (chapter S-4.1.1), of the Educational Childcare Regulation or the Reduced Contribution Regulation. A complaint can also be filed to report a situation that threatens the health, safety or well-being of the children attending the daycare.

The plaintiff must address his complaint to the establishment's management. If the complaint concerns the management, it can be sent to the owner of the establishment. If the plaintiff believes the daycare is in violation of an obligation or a duty required by the Act, he can address his complaint to the Ministère de la Famille as a last resort.

All complaints will be handled confidentially, with diligence.

Complaint handling

For every complaint received, the management will open a file and complete the complaint processing and follow-up form to gather all relevant information. First of all, the person in charge will determine the object of the complaint to verify its validity. This person will then elaborate a strategy to address the complaint. The plaintiff gets an acknowledgement of receipt.

If the complaint is well-founded, the management must remedy the situation or make sure it doesn't happen again. Necessary notifications will be issued and parents will be given a follow-up to verify the outcome.

Should the complaint concern abuse, mistreatment, aggression or any event of such nature that a child has been subjected to, the management must immediately report it to the Director of Youth Protection.

Complaint reports are filed with the complaint processing and follow-up form.

Parents Committee

The parents committee will be composed of five parents elected by and from among the parents who are clients of the center, other than the owner of the daycare, the members of the board of directors, the members of the staff and the people related to them (ref.: section 31 of the Educational Childcare Act chapter S-4.1.1).

Each year, the management must, by means of a written notice, call a meeting of all the parents whose child is attending the daycare so that they may elect their representatives to the parents committee. The management must see to it that the parents committee meets at least four times a year.

The committee is made of a chair, who presides over the meetings, and a secretary, who keeps the minutes. Three members constitute the quorum.

At least ten days in advance, all parents will receive a written notice informing them of the date, time and place of the meeting and the matters on the agenda.

The parents committee is consulted on all aspects of the childcare provided, including:

- The application of the educational program
- The acquisition and use of educational materials
- The location or change of location of the facility
- The physical layout and furnishings of the facility
- The services provided
- The processing of complaints

The parents committee adopts by-laws detailing election procedures and operating modes.

All documents relating to the parents committee must be kept by the daycare management on the premises of the facility for at least five years (ref.: section 38 of ECA).

A member of a parents committee may not be prosecuted for any act done in good faith in the exercise of committee functions (ref.: section 39 of ECA).

Miscellaneous

- To avoid any awkward situations, no material gifts can be given to the personnel as signs of appreciation. Gifts such as a card with a note, a child drawing or a picture can be accepted.
- Smoking is strictly prohibited in the daycare building and its vicinity.