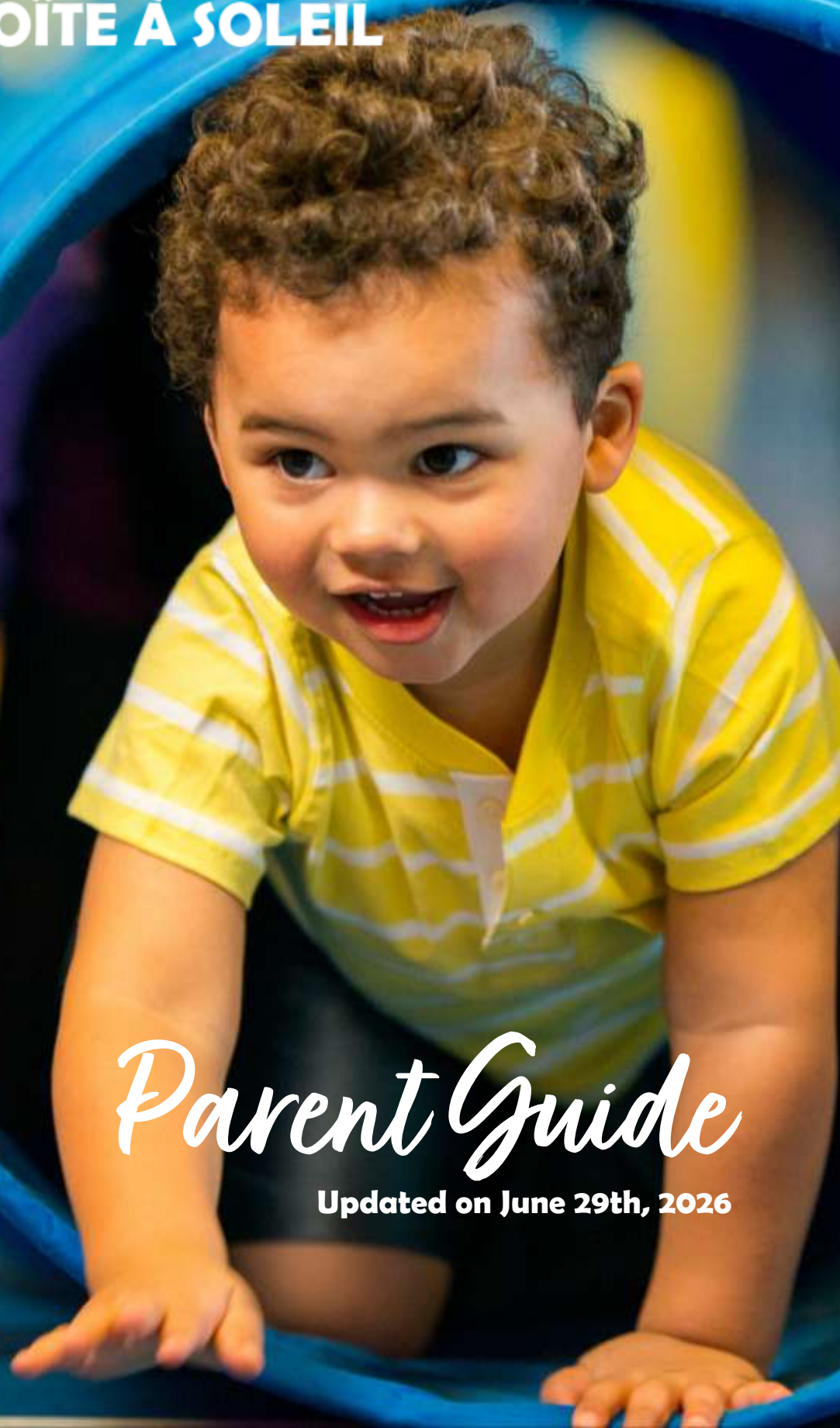




**CENTRE ÉDUCATIF  
LA BOÎTE À SOLEIL**



# *Parent Guide*

**Updated on June 29th, 2026**

# Welcome to La Boîte à soleil

where everyone thrives, learns, and grows!

We are happy to welcome your family in our programs. By choosing La Boîte à soleil for your child, you have chosen one of the most trusted providers of high-quality child care in the Niagara region.

This guide will provide you with information on how our centers, programs, and policies work. If you would like additional information, please contact the director at your center or contact [Marie-Eve LeBreton at the administrative office: 905-735-1840 \(ext. 28\)](#).

La Boîte à soleil is a cooperative francophone child care organization that opened its first centre in Welland in 1982. Our organization came together thanks to the hard work of a group of parent volunteers who formed a committee and looked at the child care needs of the francophone community.

Throughout the years, many centres have opened their doors in French language schools. Today, we offer our educational programs as well as our before and after school programs throughout the Niagara region.

As you walk through the doors of our centers, you will sense the warm and safe environment in which children can thrive. They are greeted with open arms, smiling faces, and big hugs. They play, create, think, learn, and share in their own way and at their own pace.

Each day, the infants, toddlers, preschoolers, and the school-aged children are encouraged to explore and choose what interests them. Our Early Childhood Educators observe them and then create activities based on their interests.

When it's time to eat, everyone rushes to the table to see what's on the menu. All our meals and snacks are healthy and homemade.

You will often hear music and children singing the most popular French songs. Through songs and activities, the children learn the French language.

At La Boîte à soleil, each child develops at their own pace and in their own unique way with the support and encouragement of compassionate and caring educators.

*We encourage you and your family to discover ways to get involved in our cooperative. See the Parent Involvement section at the beginning of this guide.*

Thank you for being part of our family!

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# Administration

## 1. INFORMATION

The staff is always available to answer your questions and provide guidance if you're unsure about a problematic situation. If you have any concerns about your child, the program or the staff, please contact your center director first. If you are not satisfied with the results of this process, please contact **Marie-Eve LeBreton at the administrative office: 905-735-1840 ext. 28.**

### ADMINISTRATIVE OFFICE

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**Director of Human Resources:** Mélanie Cometti  
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**Family Relations Manager:** Marie-Eve LeBreton  
[inscription@laboiteasoleil.ca](mailto:inscription@laboiteasoleil.ca) **ext. 28**



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 Welland ON L3C 4W6  
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 Welland ON L3B 6B2  
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**PAVILLON DE LA JEUNESSE :**  
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 Hamilton ON L8T 3Z4  
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## 2. SHORT HISTORY OF LA BOÎTE À SOLEIL

- **July 1981:** La Boîte à soleil Co-op. Inc. is incorporated under the "Cooperative Societies Act".
- **April 1982:** The center opens at 226 Crowland Avenue in Welland, under the direction of Raymonde Lafond and welcomes 12 children aged 18 months to 5 years. The permit allows for a capacity of 42 children.
- **September 1989:** La Boîte à soleil opens a new location for children aged 5 to 12 at the Pauline McGibbon School After-School Centre at 535 Sutherland Avenue in Welland.
- **January 1993:** The Crowland Street Child care Centre closes. The Ministry of Community and Social Services funds the addition of a Child care centre at the new Sacred Heart Catholic Elementary School in Welland at 310 Fitch Street.
- **January 1994:** The Preschool Centre site at Pauline McGibbon School closes. Boulton Ontario subsidizes a second child care centre at 674 Tanguay Avenue in Welland, with a capacity of 37 children. A program for infants is offered.
- **September 2004:** A third site is opened at the new École élémentaire catholique Saint-François-d'Assise at 58 Empress Avenue in Welland, with a license for 75 children. The three centres serve 212 children and have 30 staff members.
- **September 2007:** A fourth child care centre opens at LaMarsh Elementary School in Niagara Falls. The centre is an initiative of the Best Start Project, funded by the regional municipality. One year later, it serves 38 children and has six staff members.
- **September 2010:** A fifth centre opens at St. Joseph Catholic Elementary School in Port Colborne. In January 2011, the child care welcomes 24 children.
- **September 2012:** Tanguay center is preparing for its closing on October 1, 2012. A before and after school program is offered at École élémentaire Nouvel Horizon starting September 1 and the childcare opens in October.
- **October 2012:** The Board of Directors approves the move of the administration to 674 Tanguay Avenue. La Boîte à soleil administrative offices are for the first time located in their own premises. Arrangements begin to be made to centralize a single kitchen at Tanguay in order to provide catering services to the five childcares.
- **January 2013:** The new centralized kitchen begins operating on January 15.
- **January 2014:** Raymonde Lafond passes the torch to Véronique Emery who takes over the general management of La Boîte à soleil. Raymonde Lafond retires after 31 years of service to La Boîte à soleil.
- **May 2017:** La Boîte à soleil L'Héritage opens its doors in St Catharines and welcomes a group of 8 preschoolers. The before and after school program will begin in September.
- **January 2018:** Centralized registration process for all child care centers is instituted on a large scale. An online registration process is implemented to support parents and directors.
- **September 2019:** Franco-Niagara centre opens in the new Welland School (on the site of the former Confederation High School) with a before and after school program. The child care groups open on January 6, 2020 and can accommodate 49 new children (10 infants, 15 toddlers and 24 preschoolers).
- **January 2021:** L'Héritage centre expands with new space that can now accommodate 49 children (10 infants, 15 toddlers and 24 preschoolers).
- **January 2022:** Empress closes.
- **Octobre 2022:** Véronique Emery passes the torch to Christina Clark who takes over the general management of La Boîte à soleil. Véronique Emery leaves the organization after 9 years of service to La Boîte à soleil.



## 4. EDUCATIONAL PHILOSOPHY

La Boîte à soleil aims to create a positive and warm atmosphere in which your child will be happy to learn. Children will acquire knowledge according to their age, interests, abilities, and individual choices in an environment that promotes learning through play.



Our teaching approach is based on the Ministry of Education's How Do We Learn? This document describes the FOUR FOUNDATIONS that are interrelated to the source of active learning for children and their development: **well-being, belonging, expression and engagement**. We will highlight the four foundations of children's learning in our center environment, in our interactions with the children and in the materials posted in the center.

We believe that children are competent learners, curious and capable of complex thinking. They are also creative, rich in possibilities, good collaborators and able to communicate their ideas and needs. Children learn from their own explorations, discoveries, questioning, ideas and concepts that they will put to the test.



## 5. PROGRAM DEVELOPMENT

For many years, early childhood educators were encouraged to choose weekly exploration themes such as oceans, seasons, dinosaurs, etc. to teach children in childcare. The educators guided the children in their learning by following a set schedule and preparing activities for them in advance. With this approach, child care rooms were very similar to classrooms. This more traditional model has been challenged because it often imposes limits on children. Yet in early childhood, children are constantly discovering and wanting to learn about what interests them in the moment.

Today, the Ministry of Education promotes an environment where children are valued and where play is the basis of their learning. Our curriculum is based on an emergent, play-based learning approach and focuses on children's natural interests. Educators begin their programming session with a blank programming page. They observe the children, document their observations, and use their knowledge of the stages of child development and how children acquire knowledge to develop their programming. All of this is done through the activities presented by the educators. During these creative activities, the emphasis is on the process and not the product, which gives the child a chance to experiment and express themselves with the materials that interest them.

We send you a calendar every month to keep you informed of special events and activities at the childcare. As parents, you are invited to contribute to this calendar by contacting your center director. You are also invited to complete an evaluation of La Boîte à soleil programs and services once a year.

La Boîte à soleil is also a full participant in the Quality Child Care Niagara initiative offered to participating centres by the Niagara Region. This program gives us the tools to assess child development, the condition and quality of the child's environment as well as tools to help children who are having difficulty with language or behaviour.

## 6. PARENT PARTICIPATION

### La Boîte à soleil is a cooperative and the members are the parents!

Get involved in the activities of your childcare. The biggest winners from your participation will be the children. Your child's preschool years will become a sharing experience that will hopefully continue throughout his or her educational years.

### CWELCC

La Boîte à soleil is enrolled in the Canada-wide Early Learning and Child Care system since September 16, 2022.

### Board of Directors

Being a member of the Board of Directors is above all to get involved in your child's childcare. It is an opportunity to act to ensure a sustainable development at La Boîte à soleil and for the development of the employees, the children and the environment at the childcare. As members, you bring your support and expertise to the Board to guide the strategic plan, determine priorities for sustainability and growth, ensure good governance and develop community partnerships.

At least 10 days prior to the Annual General Meeting, parents can submit their names to serve on the Board of Directors (BOD). The Board of Directors meets 10 times a year virtually or at the administrative office.

To be complete, the Board of Directors requires a minimum of 5 members and a maximum of 7 members.

### Fundraising and Community Activities

You are also encouraged to participate in our various activities throughout the year. The funds raised from these activities allow us to continually improve the quality of our resources for the various programs in the centers. Each year we offer a large fundraising activity, a French book sale and community activities.

- A \$5 ticket sale with great prizes to be won.
- A Scholastic French book sale in each centre.
- Farm Fresh
- Two family skating activities at the Welland rink (Skate-a-thon in February and December).
- Family activities in each center.
- Community parades throughout the year

## 7. CONFLICT RESOLUTION (COMPLAINT)

La Boîte à soleil is a proactive organization that wants to understand the needs and expectations of its clients and partners in order to minimize the potential for conflict. Therefore, we aim to provide as much communication and clarity as possible so that families truly understand what they can expect from us as a child care provider. Despite these efforts, we can sometimes find ourselves in a situation where conflict arises, and it is important that we resolve that conflict quickly and with sensitivity and understanding of the other person's perspective. We want to create a culture where everyone feels safe and comfortable bringing their concerns forward. As such, it is important that everyone feels seen, heard, and understood. Listening to a place of understanding and resolution is then the key to creating this environment.

If you have a complaint, we ask that you first discuss the situation with the educator in charge of the group your child is in. If your complaint cannot be resolved with the educator, it should be addressed to the center director either in writing or in person. As a parent you also have the right to contact the College of Early childhood Educators if you have a concern about your child's health or safety. The director is responsible for addressing your complaint as soon

as possible. She will address your complaint in confidence by meeting with the individuals involved, consulting the appropriate policy(ies) and discussing with the Family Coordinator. Resolution of the complaint will be done through meetings and discussions and when a result is reached, there will be a follow-up to determine if the complaint has been resolved. Any conversation regarding a complaint will be documented by the director.

If the complaint cannot be resolved with the Director or the Family Coordinator, then the Executive Director will intervene in the process. If the complaint cannot be resolved with management, then the parents can provide a written document to the Board of Directors. The Board of Directors will then have the final decision to resolve the conflict.

**In all cases:**

- Concerns/complaints will be handled in a manner that is fair, impartial and respectful of all parties involved.
- An initial response to the concern/complaint will be provided within 24 business hours of the complaint being made. If there is a delay, the reasons will be communicated.
- Every effort will be made to come to a mutually acceptable solution for all parties involved.
- The decision of the Board of Directors will be final.
- Concerns/complaints related to compliance with the requirements set out in the Child Care and Early Years Act, 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education.
- Depending on the severity of the situation, any allegation must be reported to the **Childrens Protection Services (FACS)**. If the employee in question is a qualified educator, the matter will also be reported to the **College of Early Childhood Educator**.

**All complaint conversations must be documented by the director.**

**It is their responsibility to take all elements into consideration.**

**Documentation should include but not be limited to:**

- The date and time the complaint was received
- The name of the person who received the complaint
- The name of the person reporting the complaint
- The details of the complaint
- Any actions or decisions taken with respect to the complaint
- Information given to parents regarding next steps

The image shows a 'COMPLAINT FORM' with several sections. At the top, it says 'COMPLAINT FORM' and 'LA BOÎTE À SOLEIL'. Below that, there are fields for 'Name of the person reporting the complaint', 'Date and time the complaint was received', and 'Name of the person who received the complaint'. There is a large section for 'Details of the complaint' with a grid for notes. At the bottom, there are fields for 'Name', 'Address', 'City', 'Province', and 'Postal Code'. The form is titled 'COMPLAINT FORM' and 'LA BOÎTE À SOLEIL'.

### Confidentiality

Every complaint is treated as confidential, and every effort is made to protect the privacy of parents/guardians, children, students, and volunteers, except where disclosure is required for legal reasons (e.g., to the Ministry of Education, the College of Early Childhood Educators, law enforcement authorities or FACS).

### Behaviour

La Boîte à soleil maintains high standards for positive interactions, respectful communication, and positive role models for children. Harassment and discrimination will not be tolerated from any party.

### Duty to Report

La Boîte à soleil is a French language cooperative early learning centre that provide a safe, warm and stimulating environment for children. La Boîte à soleil is committed to protecting all children enrolled in its services. In accordance with section 125 of the Child, Youth and Family Services Act, 2017 if anyone has reasonable grounds to suspect that a child is or may be in need of protection, that person has a duty to report the matter to the children's aid society.

- All employees have a responsibility to report when they have reasonable grounds to suspect child abuse and/or neglect.

- All employees have a responsibility to report another employee if they suspect child abuse or neglect.
- All employees have a responsibility to report when a child approaches them and confides in them a situation.
- Everyone is required by law to report suspicions of child abuse or neglect. If parents are concerned that a child is being abused or neglected, they should contact FACS directly.
- Parents have the right to contact the College of Early Childhood Educators when they have a concern about the health or safety of their child. If parents are not aware of this possibility, it is the director's responsibility to inform them.

An employee is under no obligation to speak to a parent or guardian about this or suspicion of abuse, intention to make a report or that a report has been made to FACS until the report has been made. In certain situations, or depending on the nature of the child's injury, the child's disclosure or observed behaviors may not be discussed with a parent or guardian if required to do so by a FACS employee.

### Contact information

- Ministère de l'Éducation, Service d'assistance concernant les services de garde agréés : **1-877-510-5333** ou [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)
- Ordre des Éducatrices: **1-888-961-8558**
- Family and Children's Services of Niagara: **905-937-7731**
- Hamilton Child and Family supports : **905 522-1121** ou **905 522-8053**
  - Service en français : **855 550-3571**
- Catholic Children's Aid society of Hamilton : 905 525-2012 ou 905 522-8053
- Niagara Region Public Health **1-800-263-7248**
- City of Hamilton Public Health Services : **905 546-2489**  
Bureau administratif de La Boîte à soleil : **905-735-1840**

## 8. SERIOUS OCCURRENCE NOTIFICATION FORM

All licensed day care centres are required to post a Serious Incident Notification Form in the day care centre where the serious incident occurs to communicate the information to parents. Childcares are also required to report serious incidents to the Department of Education.

This posting provides parents with more information about the follow-up actions taken and the results, while respecting the privacy of the individuals involved. Examples of serious incidents that we post include: a serious injury to a child, a fire or disaster on the premises, a complaint about a service standard (e.g., barricaded confinement), or a complaint about the quality of the service. Posting is for a period of at least 10 working days and is prominently displayed near the center's operating permit issued by the Department of Education.

## 9. LANGUAGE

Given our francophone mission, the language of communication with the children and between staff members is French **at all times**. However, to ensure good communication between families and the childcare, we communicate with parents in English and French.

The vision of La Boîte à soleil is to offer a francophone environment where everyone thrives, learns and grows. We're more than just a child care center where children are looked after. Our centers are educational environments where each child will benefit from French play-based learning. Our Registered Early Childhood Educators are dedicated to providing your children with quality French-language programming while preparing them for kindergarten, and a great start to their future.



If a child is entrusted to us, it is because the parents want to give him/her the experience of a French-speaking environment. The families in our centres are very diverse and the children's level of French language proficiency varies greatly. The origin, the social environment and the different life experiences are factors that influence the acquisition and the development of the French language in the child. Therefore La Boîte à soleil encourages each family to have as many experiences and activities in French as possible in order to enhance the value of this language for their children.

As a child care facility, we will naturally reinforce the French language by communicating and exploring the world with children in that language. We therefore ask that parents commit to encouraging and promoting the French language as much as possible in their interactions with their children.

If a child develops language, learning or behavioral challenges and requires additional support, a review of the child's file will be done by the director and the director. The review considers the fact that the program is in French only. If no family member is French speaking and/or the parents do not have the interest or intention to send their child to a French language school, a conversation will be held to ensure that the La Boîte à soleil program is still in the best interest of the child as we want to give the child every opportunity to succeed and sometimes, adding a new language of communication (French), to a child who is having difficulty communicating in his primary language, is not in his best interest.

**Here is a list of organizations that offer French classes in the community:**

- **ABC communautaire:** French classes for beginners  
For information call at 905-788-3711  
or visit their website: [www.abccommunautaire.ca](http://www.abccommunautaire.ca)
- **Collège Boréal :** « French as a second language »  
For information: [www.collegeboreal.ca](http://www.collegeboreal.ca)
- **Niagara College (Welland campus):** « French as a second language »  
For information: [www.niagaracollege.ca](http://www.niagaracollege.ca)



## Child Care Operations

### 1. PROGRAMS OFFERED

Program are offered to all our French-speaking families, where at least one parent or legal guardians is French-speaking, and that parent or guardian is fluent in French. The before and/or after school program is offered to children registered in French -language elementary school in partnership with La Boîte à soleil.

- **INFANTS, TODDLERS AND PRESCHOOLERS:** Full time only
- **BEFORE and/or AFTER SCHOOL (ages 4-5 and 6-12):** full time or part time 2 or 3 days depending on availability.
- **PD DAY ONLY (For families who only need childcare on these days):** your child will be required to attend all PD days during the school year, without exception, and fees will be charged the 1st of each month or the first business day of the month. If the number of registrations is insufficient at a centre, we reserve the right not to offer the PD Day program at that location and to propose transferring the children to another centre.

- **For part-time programs, the same days must be used each week without exception.** A day cannot be exchanged for another day, as we must ensure that we follow the ratios imposed by the Ministry of Education, and to do so we must know how many children to expect each day.
- **In the event that the group is at capacity, any child enrolled in a part-time program (2 or 3 days) will have the chance to change to a full-time program to keep their place in the group. If parents choose not to change programs, they will have to withdraw their child from the program and may be exempted from giving 2 weeks notice.**

## 2. ACCREDITED PROGRAMS

All La Boîte à soleil programs are accredited, which means that we are licensed by the Ministry of Education and operate under the Ontario Day Nurseries Act.

In addition, our programs and facilities are inspected annually by a Ministry of Education Program Consultant to ensure that staffing, space, health, equipment safety, programming and accommodation standards meet the requirements for renewal of our operating license. In compliance with these laws, we hire staff trained in "Education in Child Care" according to the ratios required by the Department of Education and we respect the child/educator ratios prescribed by the Act in all our programs.

## 3. REGISTRATION

To enroll their children for various programs offered by La Boîte à soleil, parents must place their children on the appropriate waiting list, depending on their region. Families living in the Niagara Region must use the Niagara Region Child Care Registry at <https://niagara.onehnsn.com>. This system, developed by the Niagara Region, is used for all centre located in that area.

For centres located outside the Niagara Region, therefore at our Hamilton location, families must use our own waiting list, developed in collaboration with Digibot, at : <https://app193.digibotservices.ca/childcarerequest/?com=6612>.

Parent log into the system and enter their information into the application. Once the information is entered, parent have the options to choose which center they would like to enroll their child in. La Boîte à soleil is responsible for keeping up to date with the parents' applications. La Boîte à soleil does not charge parents for their application on the waiting list nor does it require a deposit.

La Boîte à soleil will contact parents if space is available in one of our centres. Parents then have 48 hours to respond if they wish to reserve the space for their child. If La Boîte à soleil does not receive a response within that 48-hour period, it moves on to the next family. If the parents want the space, the registration process continues, and they then have 7 days to submit their completed service agreement. If the service agreement is not completed within the 7 days, the space is given to the next family on the waiting list. Children cannot start at La Boîte à soleil if we do not have all the necessary documentation.

The Family Coordinator ensures efficient communication with parents and centre directors from the beginning of the registration process until the child's first day at the childcare. She ensures that the file is complete before the child begins his or her first day at the centre. Families will receive a tour of the centre as well as an orientation provided by the centre director before the start date. The child cannot start if the file is incomplete. When a space becomes available in one of the groups, the child will be selected from the waiting list according to the following priority:

- Children of La Boîte à soleil staff.
- Siblings of children already attending La Boîte à soleil.
- Children of staff from schools where La Boîte à soleil child care centre is located.
- Siblings of children who attend the schools where La Boîte à soleil childcare centres are located.

- Other children on the waiting list according to availability and order of registration on the waiting list.

Before you continue with your child's registration, we would like to inform you that we have registration criteria. These criteria ensure that we can maintain our service to French-speaking families. Admission criteria are defined below. Priority is given to families where at least one parent or legal guardian is French-speaking, and that parent or guardian is fluent in French.

La Boîte à soleil may also accept families who do not use the French language in their home depending on their commitment to the French language, availability and the order of registration on the waiting list. These families must commit to providing their child with the experience of a French-speaking environment and to promoting the French language as much as possible in their interactions with their child.

In addition, English-speaking families who wish to have their children educated in French and who are willing to commit to preparing themselves to meet the admission criteria for French language schools must do their own research on the school admissions committees of the selected school board. La Boîte à soleil cannot guarantee admission to French kindergarten. The fact that a child has attended French childcare does not automatically guarantee admission to French school. \*

### Admission Criteria:

1. Priority is given to families where at least one parent or legal guardian is French speaking, and that parent or legal guardian is fluent in French.
  2. Priority is also given to children who have a sibling already enrolled in one of La Boîte à soleil programs, as well as to staff members or school in which the centre is located. \*We will add the children to our priority list, which will be managed based on the date of their application on the waiting list
  3. The date the registration is made on the waiting list.
- Children must be at least 3 months old to be accepted into the **Infant group**. Infants will move to the toddler group when they reach 18 months of age and when a space becomes available in this group. If by the time the child reaches 18 months of age there is no space in the toddler group, the child will remain in the infant group and the toddler rate will be applied at the time of billing.
  - To be accepted in the **toddler group**, the child must be able to follow the schedule and meet the developmental criteria of the toddler group (walking and feeding).
  - To be accepted into the **preschool group**, the child must be between 2.5 (30 months) and 5 years of age. Toddlers will move to the preschool group when they reach the age of 2.5 years (30 months) and when a space becomes available in this group. The preschool rate will be applied to the billing once the child reaches 2.5 years (30 months) of age even if space in the preschool group is not available at that time.

**Part-time (school age only):** When parents/guardians desire a part-time space, it will be granted only if a complementary space with another part-time child can be found at the same time. If it is not possible to complete the space, a full-time space will be offered. If the parents/guardians refuse, the space will be offered to the parents/guardians of the next child on the waiting list. The following conditions must also be met with respect to part-time enrollment:

- In order to preserve the quality of the educational program, only 2 or 3 day/week enrollments will be accepted. It is generally recognized that a 1 day/week enrollment does not allow for sufficient integration into the educational program, therefore this option will no longer be available as well as the complementary 4 day/week option.
- Part-time children's schedules must be complementary. For example, a part-time school age space that includes a child who comes on Monday, Wednesday and Friday is complementary with another part-time child who comes on Tuesday and Thursday.
- If a part-time child is removed from the centre, then the space will need to be filled with another part-time child to complement the remaining part-time child's space. If the space cannot be filled, the parents/guardians of the remaining part-time child will be offered the full-time space. If parents choose not to change programs, they may withdraw their child from the program without giving 2 weeks notice.

- For part-time programs, the same days must be used each week without exception. A day cannot be exchanged for another day.

\* **School Eligibility:** Admission to an infant, toddler or preschool program in a child care center located in a French school board school is not a guarantee that the child will be able to attend that school when he/she begins kindergarten. Admission to schools is determined by the principal of that school and by the eligibility criteria established by the school boards. Any questions regarding the child's eligibility to attend a school should be directed to the principal of that school. This applies to both MonAvenir and Viamonde school boards that school.

## 4. PARENTS CODE OF CONDUCT

La Boîte à soleil Code of Conduct establishes clear standards of behavior that apply to parents/guardians whether they are on center property, at center events or activities. In this code, the term "parents" refers to "parents and guardians". This code applies to all parents who are members of La Boîte à soleil or whose children are members of La Boîte à soleil. Parents will always abide by this code. You can see the code in **APPENDIX I**.

All members of La Boîte à soleil community are to be treated with respect and dignity regardless of race, creed, sexual orientation, or disability, especially those in positions of authority. We expect all parents and/or guardians to always model acceptable behavior in our centers

## 5. PROGRAM STATEMENT

The document "How Does Learning Happen?" Ontario Early Childhood Education is built around FOUR FOUNDATIONS that are important to the healthy development of children. We demonstrate these four foundations from our environment, our interactions with children, and our published materials. Each child care center must also have a program statement that adheres to the Minister of Education's policy statement. La Boîte à soleil program statement is included at the end of this guide in **APPENDIX G**.

A Minister's Policy Statement is a statement made by a Minister under the Child Care and Early Years Act, 2014 regarding the operation of child care and early years programs and services and matters related to them. The Minister of Education's policy statement on programming and pedagogy is intended to strengthen programs and ensure high quality experiences to achieve positive outcomes for children related to learning, development, health and well-being.

According to the Minister's policy statement, the document entitled How Does Learning Happen ? Ontario's Early Childhood Pedagogy is to be used to guide child care programs and pedagogy. How Does Learning Happen? promotes a common understanding of children as competent, capable and full of potential. This document sets broad goals for children and expectations for programs organized around the four foundations of belonging, well-being, engagement and expression. How Does Learning Happen? also describes pedagogical approaches to guide educators and administrators as they seek ways to support children's learning and development.

The themes presented in How Does Learning Happen? provide a starting point for developing a program statement. The ideas and approaches outlined in this document are general and can complement or be used in conjunction with a variety of program philosophies. The licensee's program statement should then include objectives to guide the program and pedagogy and approaches that will be implemented in the program for the following purposes:

- Support children's health, safety, nutrition, and well-being
- Support positive interactions between children, parents and staffs and support children's self-regulations
- Encourage children's exploration, play and curiosity, initiated by children and supported by educators, both indoors and outdoors

- Plan learning environments and experiences that are positive, inclusive and conducive to each child's learning and development
- Encourage parent and community involvement and ongoing dialogue
- Support staff in their professional development
- Evaluate the impact of strategies and statements on children and families

## 6. PROHIBITED PRACTICES

With respect to a child receiving services at one of our centers, La Boîte à soleil does not and will not tolerate:

- corporal punishment of the child
- physical restraint of the child, including restraint in a high chair, car seat, stroller or other device for disciplinary purposes or as a substitute for supervision, unless the physical restraint is to prevent the child from hurting himself or herself or someone else and is used only as a last resort and only until the risk of injury is no longer imminent
- entrapment or locking the child in a space without adult supervision except if the entrapment occurs during an emergency situation and is required under the policies and procedures for emergency management.
- the use of harsh or degrading measures, threats, or derogatory language towards or in the presence of the child that may humiliate, frighten, or undermine the child's dignity or self-esteem
- depriving the child of of basic needs such as food, drink, shelter, sleep, toilet use, clothing, or bedding
- inflicting physical or mental harm on the child, which includes forcing them to eat or drink against their will.
- Any act of sexual abuse, sexual misconduct or any prescribed sexual act within the meaning of the Early Years Educators Act 2007..

## 7. OUR STAFF

### Qualified and committed staff

In our centers, your children are well supervised. All of The La Boîte à soleil child care centres have a director on site who has overall responsibility for the well-being of your children and the smooth running of daily operations. An assistant director assumes responsibility when the centre director is not on site.

Any adult working with children must provide proof of a criminal record and a valid first aid certificate at the time of hiring. This policy also applies to interns or volunteers.

In addition, there is always one or more staff members in each room. These individuals are qualified educators with a diploma in children's services (RECE), assistant educators and students in the "Child and Youth Care" education program, who do an internship at the centre to accumulate experience in the field and volunteers.

All child care operators are required to adopt a policy for the supervision of **students or volunteers** assigned to a child care program. In summary this policy states that direct unsupervised access (one adult alone with a child) is not permitted for anyone who is not a La Boîte à soleil employee. In addition, students must also be up-to-date with our internal policies and provide the necessary documentation as required by the department before accessing any of our programs. See **APPENDIX F** for the policy.

To ensure the safety of children, new provisions of the **Child Care and Early Years Act, 2014** will come into effect on **July 1, 2026**. Any person working in a child care setting, whether licensed or unlicensed, may not continue to work if they have been found guilty of certain offences under the **Criminal Code**.



The offences include, but are not limited to:

- sexual offences (incitement, exploitation, luring, sexual assault)
- non-consensual distribution of intimate images
- child abduction
- obtaining sexual services for consideration, including from a minor

Any person found guilty of one of these offences must immediately inform the licence holder and cease performing their duties.

Our Registered Early Childhood Educators (RECEs) are members of the **College of Early Childhood Educators**. RECEs are trained, qualified and accountable individuals. Only those who meet the College's registration requirements and hold a valid Certificate of Registration can practise as an early childhood educator.

A registered early childhood educator:

- Has a background in child development.
- Addresses the needs and interests of children according to their developmental level.
- Plans a play-based educational program.
- Creates a healthy, safe and stimulating learning environment.
- Communicates regularly with parents.

## 7. SPECIALIZED SERVICES

La Boîte à soleil invites all children to participate in our programs. We provide opportunities for children with special or medical needs to integrate into our regular programs. We provide the necessary services when possible with the help of the Niagara Region through Community Living or other agencies available in the community. La Boîte à soleil also has individualized plans for medical and special needs to better accommodate them within our activities. This form is completed by the parent during registration. Please contact your site director for more information.

## 8. ROUTINE

The routine is a schedule that may vary from centre to centre and from one group to another; however, we generally have a routine that follows this timetable:

7:00 - 8:25	Welcome – Indoor play
8:25 - 8:45	Bathroom routine
8:45 - 9:00	Snack
9:00 - 9:45	Group free play and crafts
9:45 - 10:45	Outdoor games
10:45 - 11:00	Bathroom routine
11:00 – 11:50	Lunch
11:50 - 12:00	Bathroom routine
12:00 - 2:00	Rest period
2:00 - 2:15	Bathroom routine
2:15 - 2:45	Indoor play and creative play
2:45 - 3:00	Snack
3:00 - 4:00	Outdoor games
4:00 - 5:30	Indoor play



## 9. HOURS OF OPERATION / CLOSURES

Our centres are open from 7:00 am to 5:30 pm, Monday to Friday.

**We ask that parents notify the centre of their child's absence or delayed arrival by calling the centre before 9:00 am to help plan for the day and adjust staff accordingly.**

### Public Holidays

Our centres are closed on all holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labor Day, Thanksgiving, Christmas and Boxing Day. **Regular fees must be paid for all public holidays.** Effectively, La Boîte à soleil has to pay its staff, as well as space rental and utilities.

### Annual Closures

Our centres are also closed on the last Friday before school resumes in September for our professional development day (staff retreat), for two weeks during the Christmas holidays (according to the Niagara Region French school boards calendar), and for the week following the civic holiday in August. **Parents will not pay their fees for these closings decided by La Boîte à soleil.**

### Unexpected Closures

La Boîte à soleil reserves the right to cancel child care services in severe weather (\*intense snow storm), prolonged lack of power, lack of heating, extreme heat or any other cause that affects the well-being of children and staff.

\* The decision to close a centre because of severe weather is based on the school closures. Therefore, if the school is closed, the centre will be closed. Any closure will be announced on our Facebook and Instagram page, as well as notification through Lillio (HiMama).

**Billing for unscheduled closures:** During a closure that is outside of La Boîte à soleil's control (eg extreme snow storm, lack of heating, extended water or power outage, renovations by the school board, etc.), parents will pay their regular fees. However, if the centre is already open and conditions change during the day, parents will be contacted to pick up their child within a reasonable time and regular fees will have to be paid. See also **APPENDIX B** for guidelines for severe weather and extreme cold.

## 10. ARRIVAL AND DEPARTURES

For arrivals to the centre, all children must be accompanied by their parent or someone who is on file designated to drop off their child. For a late arrival (after 9:30 am), the person accompanying the child must make sure to find the child's group before leaving. If the group is outside, the person accompanying the child must make sure that the child is well dressed and take him/her outside to his/her educator or wait for the group to return to their room. At no time should the child be left with another educator and/or unattended. We ask parents to please respect their morning arrival time as we prepare our staff's schedules according to the children's arrival time. If a parent requires a different arrival time due to special circumstances. (e.g., medical appointment), please discuss this with the director. A late arrival each day may affect the child's routine. We ask families to arrive before 9:30am so that your child can benefit from activities and a steady routine.

Each **parent/guardian is responsible and has a duty** of contacting the centre **before 10:00 a.m.** to advise of their child's absence or if there are any changes in the child's pick-up procedures (i.e., someone other than the parent/guardian will be picking up the child). This applies as well to children in the before and/or afterschool program\*. If a child has not arrived at the centre and the parent/guardian has not communicated a change of arrival (e.g., left a voicemail message or notified staff), staff members will contact the parent/guardian and/or emergency contact. If after 30 minutes, no one can confirm the child's absence, the staff member must contact the police to report that the child may be in danger. (See **APPENDIX J** for safe arrival and return policy)

\*Before and/or after school programs: The director will contact the parent of a child in the before-school group **15 minutes before the school bell** and we will **immediately** contact the parent of a child in the after-school group if the child has not arrived at the program. If no parent/guardian or emergency contact can confirm the child's absence, the staff member must contact the police to report that the child may be in danger.

For departure, unless prior arrangements have been made, La Boîte à soleil will not let any child leave with anyone other than those mentioned on the registration form. In addition, if someone other than the parent is picking up the child, that person must identify themselves with a piece of identification (i.e. driver's license). Also, when the parent or authorized person is at the centre to pick up their child, the child is now their responsibility. **Always notify the educator when you leave with your child at any time.**

## 12. LATENESS

The centres close at 5:30 pm. Failure to pick up your child before the centre closes will result in the following fines being charged. **Arriving within 15 minutes after the centre closes will result in a \$20.00 fine.** The fine amount continues to **increase by \$5.00 every 5 minutes until the child is picked up.** We recommend that parents synchronize their watch with the clock of their centre to avoid any misunderstandings. **Since you are required to leave the centre with your child on or before the closing time, please arrive 10 minutes early.** Parents who arrive after closing time will be required to pay their late fee with their next pre-authorized withdrawal. If the child leaves late frequently and/or the parent refuses to pay the late fee, the child may be refused entry to La Boîte à soleil permanently.

**NB:** If after 30 minutes of the centre closing time, a child has not yet been picked up and the parents have not contacted the centre, we will contact the local police and Family and Children's Services.

## 13. ABSENCES / ILLNESS

It is very important to notify the centre if your child is sick or absent. **For this reason, we ask you to report the absence of your child by calling the centre before 10:00 am to help us plan the day and adjust the necessary staff accordingly. If an absence is not communicated, we will have to implement our safe arrival and return policy (APPENDIX J).**

The fees must be paid for the days stipulated in your agreement even if the child is absent or sick. A leave of absence may be granted for children in a prolonged hospital stay or other special circumstances. Approval of this special leave shall be at the discretion of the Executive Director.

Parents must advise the centre if their child is sick or will be absent. Children should be kept at home and be seen by a doctor if they develop the following symptoms: diarrhea, severe cough, difficulty or rapid breathing, yellow eyes or skin, conjunctivitis, red patches or pimples on the skin, sore throat with high fever, headache and stiff neck, or unusual behavior.

Keep your child at home and follow the policies and instructions for these specific illnesses listed in **APPENDIX D.**

See also **APPENDIX E** on measures to be taken in case of nits or lice.

## 14. GROUP LICENCE CAPACITY BY AGE AND PROGRAM

NOUVEL HORIZON Welland	FRANCO-NIAGARA Welland	LAMARSH Niagara Falls	SMB St. Catharines
10 infants from birth to 18 mths Educator/child ratio = 1 to 3	10 infants from birth to 18 mths Educator/child ratio = 1 to 3	10 infants from birth to 18 mths Educator/child ratio = 1 to 3	6 infants from birth to 18 mths Educator/child ratio = 1 to 3
15 toddlers aged 18 mths to 30 mths Educator/child ratio = 1 to 5	15 toddlers aged 18 mths to 30 mths Educator/child ratio = 1 to 5	15 toddlers aged 18 mths to 30 mths Educator/child ratio = 1 to 5	15 toddlers aged 18 mths to 30 mths Educator/child ratio = 1 to 5
16 preschoolers aged 2½ to 5 yrs Educator/child ratio = 1 to 8	24 preschoolers aged 2½ to 5 yrs Educator/child ratio = 1 to 8	24 preschoolers aged 2½ to 5 yrs Educator/child ratio = 1 to 8	24 preschoolers aged 2½ to 5 yrs Educator/child ratio = 1 to 8
26 children aged 4 to 5 yrs Educator/child ratio = 1 to 13	26 children aged 4 to 5 yrs Educator/child ratio = 1 to 13	26 children aged 4 to 5 yrs Educator/child ratio = 1 to 13	26 children aged 4 to 5 yrs Educator/child ratio = 1 to 13
60 children aged 6 to 12 yrs Educator/child ratio = 1 to 15	45 children aged 6 to 12 yrs Educator/child ratio = 1 to 15	30 children aged 6 to 12 yrs Educator/child ratio = 1 to 15	30 children aged 6 to 12 yrs Educator/child ratio = 1 to 15
SAINT-JOSEPH Port Colborne	FITCH Welland	L'HERITAGE St. Catharines	PAVILLON DE LA JEUNESSE Hamilton
		10 infants from birth to 18 mths Educator/child ratio = 1 to 3	10 infants from birth to 18 mths Educator/child ratio = 1 to 3
10 toddlers aged 18 mths to 30 mths Educator/child ratio = 1 to 5	15 toddlers aged 18 mths to 30 mths Educator/child ratio = 1 to 5	15 toddlers aged 18 mths to 30 mths Educator/child ratio = 1 to 5	15 toddlers aged 18 mths to 30 mths Educator/child ratio = 1 to 5
16 preschoolers aged 2½ to 5 yrs Educator/child ratio = 1 to 8	24 preschoolers aged 2½ to 5 yrs Educator/child ratio = 1 to 8	24 preschoolers aged 2½ to 5 yrs Educator/child ratio = 1 to 8	24 preschoolers aged 2½ to 5 yrs Educator/child ratio = 1 to 8
20 children aged 4 to 5 yrs Educator/child ratio = 1 to 13	26 children aged 4 to 5 yrs Educator/child ratio = 1 to 13	26 children aged 4 to 5 (1 for 13) 30 children aged 6 to 12 (1 for 15)	26 children aged 4 to 5 yrs Educator/child ratio = 1 to 13
30 children aged 6 to 12 yrs Educator/child ratio = 1 to 15	30 children aged 6 to 12 yrs Educator/child ratio = 1 to 15	30 children aged 6 to 12 yrs Educator/child ratio = 1 to 15	30 children aged 6 to 12 yrs Educator/child ratio = 1 to 15
Bridgeview - Welland		Prince Philip - Niagara Falls	
30 children aged 6 to 12 yrs Educator/child ratio = 1 to 15		30 children aged 6 to 12 yrs Educator/child ratio = 1 to 15	

### Employee/child ratio

The number of staff in the room with your child depends on the number and age of children in the group. Also, if you only come to the centre at the beginning and end of the day, appearances can be deceiving. It is important to note that for one hour after opening and one hour before closing, our centres are short-staffed and not all staff are on site.



Lastly, in order to meet the requirements of the Ministry of Education, we must have a qualified educator (RECE) in charge of the before and after school groups. This is why educators sometimes have to split their day in two in order to not only meet the Ministry's requirements, but also to provide high quality programming to the kindergarten and school-age groups.

# Service Fees



## 1. PAYMENT OF FEES

La Boîte à soleil reserves the right to change service fees or co-op policies at any time during the year by providing parents/guardians with 30 days notice of the changes.

**When, exceptionally, a delay in payment is requested at least 72 hours before the date of the authorized debit, a fee of \$10.00 will be added to the invoice concerned. See APPENDIX C for the fee schedule.**

**Please note refunds or credits are only issued in exceptional circumstances, subject to approval by the management of La Boîte à soleil.**

## 2. PAYMENT TERMS

All payments for child care fees, registration, late fees, NSF fees or other fees, will be made by PRE-AUTHORIZED WITHDRAWAL FROM THE BANK ACCOUNT PROVIDED. **In the event of non-payment within the required time frame La Boîte à soleil reserves the right to temporarily suspend the service for one week. After this period, the place will be offered to a family in waiting.**

We use advanced monthly billing to charge parents for their child care fees. On the 1st of each month or on the 1st business day of the month, we withdraw the total fees for the month. The total is calculated based on the number of days of care during the month. Parents can calculate their monthly fee by multiplying their daily fee by the number of days their child will be in our care during the month.

For families who have children are enrolled in before and/or after school programs and who require childcare for pedagogical day, the fees will be billed the following month. When a request for pedagogical day is cancelled less than 48 hours in advance, the day's fees will be charged. For families registered for pedagogical days only. Fees will be billed on the 1<sup>st</sup> of each month pr on the 1<sup>st</sup> business day of the month as for regular programs.

Please note that no registration will be confirmed without receiving the registration fee and all completed pre-authorized payment forms.

## 3. SUBSIDIZED CHILD CARE

Subsidized child care is available through the Niagara Region to eligible families. Application for a grant must be made by the parent/guardian and **not by La Boîte à soleil**. Approval of the application is decided by the Niagara Region based on eligibility. **La Boîte à soleil administration and Director must receive confirmation of the subsidy request before accepting the child.**

### How to apply for the grant from the Niagara Region

- Visit the Niagara Region's website <https://www.niagararegion.ca/living/childcare/default.aspx>
- Click on the link: [financial assistance](#)



- On the site, you will see the eligibility criteria to apply for a grant. For example: be a resident of Niagara, having a child 12 years or younger, a financial assessment, etc.
- To apply online, click on the link: [Apply for Child Care assistance](#)
- The online application is no guarantee of receiving the grant. Eligibility will be determined during an interview in person at the Niagara Region offices.

For parents who receive subsidy from the Niagara Region and qualify for absent days, the following new policy is effective January 1, 2017:

**Absence days are approved by the Case Manager for the period of January to December (or the limited renewal period) each year and are noted on the subsidy approval form. Absence days include any day your child is on vacation, sick or absent for any other reason. Absent days do not include holidays.**

Once all absent days are used, parents are responsible for paying the current daily rate for the child's program for any absent days that exceeds the approved total. Fees will be paid by pre-authorized withdrawal the following month.



#### How to apply for the grant from the Niagara Region

- Visit the Region of Hamilton website :  
<https://www.hamilton.ca/people-programs/early-years-child-care/child-care-services/child-care-registry>
- Click on the link : [To determine if you are eligible, submit an online application](#)
- To apply online, click on the link: [Child care Fee Subsidy application](#)
- The online application is no guarantee of receiving the grant. Eligibility will be determined during an interview in person at the Region of Hamilton office.
- Financial support is available to eligible families residing in Hamilton who have child care expenses for children aged 0 to 12 years.

## 4. MARCH AND SUMMER BREAK

Regular programs for children in the infant, toddler, and preschool groups are not affected by March or summer break. For school age children we offer a full day March camp program in centers where enough children are pre-registered to organize a quality program.

This program is not mandatory. Parents do not have to pay before/after school fees for the week they choose to enroll their child in the program or not.

**The March camp is reserved for children enrolled in our before and after school programs.** Registration is only available for full-time (5 days). Children must bring a healthy lunch box that includes a lunch and snacks, along with an ice pack (peanut- and nut-free). La Boîte à soleil provides a morning snack and an afternoon snack.

For the summer camp, we offer a program for children aged 4–5 years and 6–8 years, running for three weeks in July and three weeks in August. No care is offered during the first week following the end of the school year or during the last week before school resumes.

The summer camp is offered in five of our centres: Welland, Niagara Falls, St. Catharines, and Hamilton. Camp hours differ from those of the regular program and run from 7:30 a.m. to 5:30 p.m.

Children must bring a healthy lunch box, including a lunch and snacks, with an ice pack. All food must be peanut- and nut-free.

To be eligible for the summer camp, the child must be enrolled in a French-language school. Activities take place primarily in groups and involve several transitions and movements, including outdoor play, special activities, room changes, and bus outings.

To ensure everyone's safety and the smooth operation of the camp, it is intended for school-aged children who are independent in managing their daily needs, including independently using the washroom. This is an activity-based program where basic self-care skills must already be established.

## 5. PROGRAM CHANGE OR TERMINATION

Two (2) weeks notice must be given to the director or the family coordinator if you decide to change programs (e.g. full time to part time, March break program and summer camp) or to withdraw your child from the childcare centre. If the notice period is not respected, the cooperative will be obliged to collect the regular fees for two (2) weeks. **La Boîte à soleil may also terminate the service if the rules are not followed and/or fees are not paid.**

### School age only

In the case of a change to increase the number of days of attendance, the agreement is given by the director of your center depending on availability. In this case, the two-week notice is not necessary. A permanent space cannot be guaranteed if you withdraw your child temporarily. Your child will be placed on the waiting list before being readmitted (this includes summer withdrawals). It is your responsibility to contact the director on a regular basis to ensure that the required spaces are available.

# Internal Policies

## 1. OPEN DOOR

La Boîte à soleil recognizes that new parents who enroll their child in our centers may feel the need to visit the centre while their child is in our care. Each parent has the opportunity to observe their child in their room. The parent only needs to notify the director the same day to ensure that the visit does not disrupt the children's routine. **However, an appointment is necessary to discuss further with the director or a staff member to help the centre plan for this time.** If too frequent visits by the parent are disruptive to the child's adaptation to the childcare and integration into the group, the director reserves the right to discuss this with the parent.

Visits from anyone other than the parent must be confirmed with the parent in advance or the person must be on the emergency list on the registration form. This includes visits for family activities organized by the centre. In addition, parents or any other person visiting the child may not interact, take pictures or videos of other children in the centre during their visit.

## 2. MEDICATION

As a parent, you should administer medications at home, **whenever possible**. Medications (not expired) prescribed by a physician or naturopath may be administered by designated staff, however:

- A form authorizing the administration of medication must be completed by the parent in their Digibot parent

portal (under the medication section). If the parent forgets to complete the medication authorization form, the medication will not be administered.

- Medication must be in its original container.
- Medications such as Tylenol, Advil or Gravol must be prescribed by a physician, and the directions must be indicated by the pharmacy on a label on the bottle, not on the box, with the child's specific name.
- Homeopathic products may be administered provided that the directions are also indicated on a pharmacy label affixed to the container.
- Parents who want their child to have products applied that are not over-the-counter medications (example: sunscreen, lotion, lip balm, insect repellent, hand sanitizer, and diaper cream) must fill out the non-prescription product authorization sign the form that describes the product and the reason the child needs the product found in the parent portal. These over-the-counter products must be labeled with the child's name, an unexpired date and information on how they should be stored and administered.
- Children with one or more anaphylactic allergies must have **two EpiPen UP TO DATE (not expired) at all times at the center** in case the child has an anaphylactic reaction. An approval form for the anaphylaxis first aid procedure must be completed during registration in the parent portal.
- Children, staff, and child care providers are permitted to carry asthma medications, epinephrine auto-injectors, medications related to epilepsy and diabetes, as well as any other medication that a prescribing health professional deems necessary to keep readily accessible in order to prevent a significant health risk to the child.

When a medication is to be given to a child on an "as needed" basis (i.e., there is no specific frequency or schedule to be followed), the parent must indicate the signs and symptoms for which the medication is to be given and the appropriate dosage. E.g. when the child has a fever of 39.5 degrees Celsius or when the child has a persistent cough and/or difficulty breathing. The forms for the "as needed" medication is reviewed with the parent annually or as needed.

### 3. HEALTH AND SECURITY OF CHILDREN

#### Smoke-free/Vape-free environment

Smoking and vaping is prohibited at the centre, on the school property and on the playgrounds.

#### Scent-free environment

Some of the children and staff at La Boîte à soleil are sensitive to various chemicals or scents. Scented products such as hairspray, perfumes and deodorants can trigger reactions such as respiratory distress and headaches. For health reasons, La Boîte à soleil asks all staff and parents to minimize the use of these products when entering the centres.

#### Niagara Public Health Department

All La Boîte à soleil centres must meet the Public Health requirement regarding health and sanitary procedures. All the centres are inspected regularly to ensure compliance regarding those requirements (food/kitchen, sanitary environment, hygiene, etc.).

#### First-aid and CPR

All staff receive emergency first-aid and CPR (level C) training which includes EpiPen administration. In the event of an accident or emergency at the centre, first aid and CPR will be given if necessary.

#### Illness/Accidents

If a child becomes ill or is injured while in La Boîte à soleil's care, the following steps will be taken (the parent must

ensure that the centre has the name and the person's phone number to contact in case of emergency):

- Depending on the severity of the injury/illness and the professional judgment of the staff, 911 will be contacted; and / or
- The Director will communicate with you
- If the Director cannot reach the parents, the emergency contacts listed on the service agreement will be contacted. If the parents, emergency contacts or any other alternative contacts cannot be reached after a reasonable period of time, the Supervisor will call Family and Children's Services (FACS).

### Criminal background check

Anyone working in a child care centre (as an employee, volunteer or student) must provide a clear police vulnerable sector check or proof of application in order to work or volunteer in our centres.

### Fire drill and lockdown.

To ensure the safety of your child, a fire drill is done every month. The procedures to follow in case of fire are displayed in each of the rooms. Parents are asked to please follow these instructions if the alarm sounds when they pick up their child. Firefighters regularly visit our centres to ensure they are compliant. In addition, the centre takes part in monthly lockdown practices with the schools. Parents will be notified in advance of the drill dates

### Policy for intoxication (impaired abilities)

If the person picking up the child at the centre appears to be intoxicated (alcohol or drug related), or the staff believe there is concern for the child's safety and welfare, the staff will refuse to let the child go into the care of that person. The staff will follow the procedures below in these situations:

- Attempt to convince the person to contact a parent or other person who is authorized to pick up the child.
- Ask the person to call a taxi or call a taxi for them.
  - If the person calls for a cab themselves, they will pay for the taxi fare. If La Boîte à soleil calls a taxi for the parent, the taxi fare will be paid for by the organization.
  - If the person refuses to take a cab and decides to drive intoxicated, the staff will take the number of the license plate and call 911. If it is not possible to read the license plate number the staff will give as much information to the Police as possible.
- If the person leaves on foot with the child, we will call 911, the parents and Family and Children's Services.

**If the person picking up the child has alcohol on their breath or smells of cannabis but does not appear intoxicated, the educator on site will have the person fill out a waiver of responsibility form.** If the person refuses the teacher will then follow the procedure for intoxication.

### Code of Conduct

La Boîte à soleil aims to ensure a violence-free environment in which all children, parents and staff are safe and feel safe in the centres. For this reason, violent and aggressive behaviors (including verbal abuse) will not be tolerated in any of the centers operated by La Boîte à soleil.

## 4. EXPULSION POLICY

La Boîte à soleil is a proactive organization that wants to understand the needs and expectations of its families in order to foster an environment where each child can thrive, learn, and grow. Unfortunately, we can sometimes find ourselves in a situation where the safety of the child, the safety of other children in the group or the safety of a La Boîte à soleil employee is compromised. Other factors could also lead to expulsion. It is important that we have measures in place for such situations. We therefore aim to provide clear and precise communication as soon as the service agreement is signed, so that the parents understand what they can expect from us in such circumstances.

**It is understood that La Boîte à soleil will only expulsion policy as a last resort.** It is an exceptional measure that leads to the termination of the service agreement between the parent and La Boîte à soleil.

### Grounds for expulsion of a child

- Non-compliance with internal policies and service agreement
- Non-payment of parental contribution
- Long, unjustified absence of the child
- Behavioral problems with children, staff, management, or other parents
- An unusual situation where a child **intentionally**:
  - Self-inflicts a serious injury.
  - Seriously injures another child or staff member.
  - Jeopardizes the health and safety of his/her group.
  - Destroys the childcare or school property.
- Failure to involve parents in the implementation of an intervention plan for a child with special needs

### Non-compliance of internal policies and service agreements

Parents have the obligation to follow the policies and procedures listed in the service agreement as well as in the parents' guide. Refusal to follow these policies and procedures may result in the parent no longer having access to La Boîte à soleil services. Ex: Repeated lateness.

### Procedure in the event of non-payment of childcare fees

Parents are required to pay for services on a monthly basis by pre-authorized debit from their bank account, as stipulated in the service agreement. The payment date is normally the 1st of the month. Parents are notified a few days in advance of the amount of their bill and may exceptionally request a date change by e-mail before the scheduled payment date. A \$10 fee will be applied to the parents' account if the change request is approved.

In the case of a payment refused by the bank for any reason (NSF, closed account, etc.), a \$40 fee will be added to the parent's account.

When a parent misses a payment date, they risk having their services suspended and may be responsible for service fees during the suspension period.

When a parent misses more than 3 payment dates, they risk having their services terminated.

### Procedure in the event of a child's long-term unjustified absence

In the event of an unjustified absence of more than one week, management will contact the parent to inquire about the child's need for our services. If no response is received within 10 days of the first attempt at communication, a notice of termination of services will be sent by registered mail to the parents. Termination of services takes effect on the date indicated in the notice.

## Procedure in the event of an unacceptable parent's behavior

The parent code of conduct established by La Boîte à soleil outlines clear standards of behavior that apply to parents or guardians, whether they are on La Boîte à soleil property, at their events or participating in their activities. La Boîte à soleil will automatically terminate the service agreement if a parent commits an act of physical or verbal abuse against another parent, child, or staff member. The same may apply if a parent is detrimental to the proper operation of La Boîte à soleil, its reputation or that of its employees or management (Board Members).

There is zero tolerance for the following behaviors:

- Threats, perceived threats, acts of violence, intimidation, harassment.
- Verbal abuse, derogatory or inappropriate language (swearing), degrading responses or behavior such as gossip and public criticism.
- Any behavior that impacts or affects staff's ability to do their jobs.
- Families taking disciplinary action against other children, staff or parents.
- Insults, disrespect, and other hurtful acts
- Use of substances (alcohol, drugs)
- Smoking on the premises
- Use of any audio/video recording device, including cell phones in the presence of children
- Possession of weapons on the premises

In the event of any of the above-mentioned behaviors, La Boîte à soleil will send the parent a letter notifying him or her of the termination of the service agreement.

## Procedure in the event of unacceptable child behavior

The expulsion policy is applied only when La Boîte à soleil is unable to meet the child's needs:

- When the child's particular or problematic behavior seriously endangers the health, safety or well-being of peers and/or staff;
- When a child's behaviors or attitudes put themselves at risk;
- When a child has persistent difficulties integrating into the classroom, despite an intervention plan being in place;
- Finally, when there is no reasonable accommodation without undue hardship to the service offered to the children.

If a child's behavior becomes unmanageable, La Boîte à soleil may require the parent to pick up their child early, with mutual agreement among all involved parties.

Before expelling a child, La Boîte à soleil uses a collaborative and communicative approach with the parent and drafts an intervention plan. This plan is created in collaboration with the director, staff members, the program manager, and the parent.

1. Prerequisites :
  - a. Observation of the child (annotation of facts only) over a period of about two weeks, identifying the child's difficulties and strengths;
  - b. Compile facts to get an objective view of the situation;
  - c. Identify the problem by identifying patterns in the problem behavior and forming a hypothesis about its cause..
2. Meeting with the parent with the educator and the director, accompanied by a member of the administration, to establish an intervention plan that include a series of actions, means and objectives to be undertaken and achieved in order to help the child in the group. The parent's collaboration is essential to

the intervention plan. External resource people may be invited to observe the child and take part in the meeting, with the parent's prior agreement.

3. Intervention plan
  - a. Staff members are required to implement the interventions developed by the educator during the meeting. The educator is responsible for documenting the results of the strategies to determine whether additional support is required.
  - b. The director and the parent determine the timeline for the plan (the trial period). The timeline may include reduced hours for the child in the program.
  - c. After this period, an evaluation of the results of the interventions will be discussed in a meeting with the parent, the educator, the director, the program manager and a member of management, if applicable;
  - d. Reassessment based on recommendations made by the various parties involved (educator, management and specialist, if applicable).

In the event that La Boîte à soleil is unable to adequately meet the needs of the child and/or parent, the service agreement would be put on hold while we reassess the various support possibilities with Children's Services in the Niagara Region. If we are unable to continue supporting the child in our services after all recommendations and the plan have been followed, the service agreement will be canceled, and the child will no longer be able to receive services from La Boîte à soleil. If the service agreement is canceled, La Boîte à soleil will refund the child care fees paid for the remainder of the month.

### Notice of expulsion

Following a decision to expel a child from a La Boîte à soleil, management meets with parents to explain the expulsion decision before sending them a notice of expulsion by registered mail. The notice includes the reasons for the expulsion and the termination date of the service agreement. A two-week notice is required for the child's removal, to allow parents to look for a new childcare center.

## 5. EXCURSIONS

At any time during the year, field trips provide children with the opportunity to learn new things and do fun activities. A permission form must be signed by the parent or guardian of each child participating in the activity. For some field trips, La Boîte à soleil rents school buses. Parents must be present before the departure time of the bus. In case of delay, parents will be responsible for catching up with the group.

Children must be given a rest period not to exceed two hours per day. On field trips, parents have been advised that their children may not sleep because of the field trip, which is in accordance with the law. If a parent prefers their child to rest upon arrival or if the educators observe that some children are tired, it is recommended that rest time be offered.



### Parents on a field trip

- Parents who wish to participate with their children must use their own vehicle to get to and from the field trip site. They are responsible for their child's care only. Parents are not allowed to interact with other children. **(APPENDIX H)**
- If the field trip is in conjunction with school, the same rules apply.
- If the parent has subsidized childcare, the parent will be asked to pay for the field trip like other parents. If the parent chooses not to pay for the field trip, regular childcare will be provided for the child.

## 6. FOOD AND NUTRITION

### Healthy Eating

Healthy eating is increasingly recognized as one of the leading factors affecting the health and education of children. As professionals in the field of early childhood education, the employees of La Boîte à soleil have the responsibility to teach children all about healthy eating (through programming and offering food and special culinary activities that are designed to introduce the concept of healthy eating to children). To support healthy eating, La Boîte à soleil monitors all outside food that is brought into the centre and distributed to children to ensure their food safety (allergy, intolerance or restriction).

**We ensure proper nutrition for children in our care by preparing seasonal balanced meals and snacks and by offering the Petite enfance, Grande forme program in all our centres (see APPENDIX A).**

La Boîte à soleil offers a morning snack, lunch, and afternoon snack to the children in the full day program. The lunch follows the recommendations of Canada's Food Guide. All of the menus are designed to be as nutritious as possible for the children in our centres. For example we do not offer juice to children, we avoid sugar, salt and fat. The current menus on rotation are posted at the entrance of each centre and on HiMama. Any changes to the menu will also be posted at the entrance of the centre.

Parents who bring food for their child in the morning should bring a nutritious snack such as fruit, crackers, cheese or other foods that contain healthy ingredients to meet the guidelines in La Boîte à soleil's Program Statement which include educating the children about healthy eating. In addition, parents must ensure that the snack does not contain any food that may put another child with a severe allergy at risk. Pastries with nuts and peanut products are forbidden (Tim Hortons products are also not allowed for allergies).

Any parent wishing to bring outside food to the centre for a special occasion (party, graduation, Valentine's Day, Easter, Halloween, Christmas, etc.) must respect the principles of healthy eating. Snacks such as frosted donuts, candies, or sweet cookies will not be allowed, except on special days when they may be accepted, but must be approved in advance by the director. and have it approved by the director beforehand. **Sweets, chips or sweet biscuits will not be accepted.** We encourage parents to bring trays of cut fruits or vegetables from a store or uncut fruits and vegetables that will need to be brought in advance to the day care center, which will wash and cut them. Due to allergies, any food already prepared must come from a store or commercial distributor. The packaging must be sealed and the ingredients must be indicated on the package.

For the after school program, a snack is offered to all children. Access to lunch boxes is at the discretion of the educator who must ensure that it contains no food that may put another child with a severe allergy at risk. In addition, since September 2018, school-aged children bring their own nutritious lunch and snacks for all day programs they attend (PD Days, March Break and Summer camp).

Children's birthday parties will be celebrated according to the parents' choice. Due to the large size of some of our centers, we ask all parents to remind the educator in the room on the morning of the party. Parents have the opportunity to share a snack that complies with our healthy eating policy as outlined above. If no special snack is provided then the educator will use the centre snack to blow a candle with the child.

## Food Allergies

If a child has an allergy, parents must disclose that information on the service agreement and discuss the situation with the director. An individualized plan will be created for each child with an allergy during registration by the parent to manage and prevent any allergic reactions. A list of all children's food allergies is displayed in the kitchen and in the room to ensure that no child receives any food to which he/she is allergic.

Parents will also be required to give their consent (or not) to what products their child can eat that have the *\*May contain* label for allergens. This is included on the service agreement. If parents do not wish to give their consent, their child will have a very limited menu that will contain mostly fruits and vegetables. However, parents do have the opportunity to pack a lunch for their child. La Boîte à soleil will continue to provide suitable snacks for all children with allergies.



A list of children with food allergies or other dietary restrictions will be posted at each food preparation and serving location, in each room, and at any other location where children are present. During time spent in all other locations with the children, including outside, the list will be stored in a binder with their emergency information.

In order to reduce exposure to anaphylactic foodborne pathogens, a single, allergen-free dish will be offered to children with severe food allergies. This alternative menu will be written on the regular menus and displayed in the entrance and kitchen of each day care center.

As a **communication plan**, an emergency form describing the care needed, the allergen and a photo of the person vulnerable to the effects of the allergen is displayed for each center in the kitchen and in each room. It is also displayed in the central kitchen at the administrative office.

**NB: It is very important to notify staff of any dietary restrictions your child has.** La Boîte à soleil will accommodate children to the best of our abilities by removing unwanted foods from their diet and substituting them with other ingredients.

- Examples of restrictions we can accommodate: pork (or other meat), eggs, milk, soy, gluten
- Examples of restriction we cannot accommodate: wheat, Halal.

In the event that we cannot accommodate a food restriction (listed above or an allergy requiring an EpiPen) parents will be required to provide a lunch for their child with the Supervisor approval. La Boîte à soleil will continue to provide appropriate snacks for the child.

## Specialized programs

La Boîte à soleil has also developed two programs to contribute to the well-being of children through experiential food education focused on the pleasures of growing and eating well: ***Un trésor dans mon jardin*** and ***Petite enfance, Grande forme***. Through these programs, we offer playful activities aimed at awakening children's curiosity, bringing them closer to the origin of food and encouraging their openness to the food world.

See our website or **APPENDIX A** for more details.



# APPENDIX A



**CENTRE ÉDUCATIF  
LA BOÎTE À SOLEIL**

Bien manger, grandir, découvrir :  
une expérience à chaque repas.

**Printemps et été  
Spring and summer MENU 1**

lundi	mardi	mercredi	jeudi	vendredi
<p>Yaourt à la vanille et granola <i>Vanilla yogurt with granola</i> Compote de pommes/ <i>Apple sauce</i> Eau/Water</p>	<p>Brioche à la cannelle <i>sans lait ni oeuf</i> <i>Cinnamon bun</i> <i>without milk or egg</i> Lait/Milk</p>	<p>Tranches de pomme et raisins secs <i>Apple slices and raisins</i> Eau/Water</p>	<p>Céréales nutritives <i>sans lait</i> <i>Healthy cereals</i> <i>without milk</i> Lait/Milk</p>	<p>Muffin au chocolat <i>sans lait ni oeuf</i> <i>Chocolate muffins</i> <i>without milk or egg</i> Lait/Milk</p>
<p>Tranches de poivron vert <i>Sliced green peppers</i></p> <p>Tarte de boeuf avec un mélange de légumes <i>Beef pie with vegetable medley</i></p> <p>Salade aux fruits dans l'eau <i>Fruit salad in water</i> Lait/Milk</p>	<p>Chou-fleur avec une vinaigrette ranch <i>Cauliflower with ranch</i></p> <p>Poulet à l'estragon et champignons avec patates parisiennes <i>Taragon and mushroom chicken with Parisienne potatoes</i></p> <p>Crème glacée <i>Ice cream</i> Sorbet Lait/Milk</p>	<p>Tranches de concombre <i>Sliced cucumbers</i></p> <p>Composer vos propres tacos! <i>Build your own tacos!</i></p> <p>Gâteau aux carottes <i>sans lait ni oeuf</i> <i>Carrot Cake</i> <i>without milk or egg</i> Lait/Milk</p>	<p>Petites carottes <i>Baby carrots</i></p> <p>Croquettes de poisson avec sauce tartare et petits pois au beurre <i>Fish cakes with tartar sauce and buttered peas</i></p> <p>Mousse aux fruits frais de saison <i>Fresh seasonal fruit mousse</i> Compote aux fruits assortis/ <i>Mixed fruit compote</i> Lait/Milk</p>	<p>Tomates cerises <i>Cherry tomatoes</i></p> <p>Tofu au barbecue avec du brocoli et des patates douces <i>BBQ tofu with broccoli and sweet potatoes</i></p> <p>Morceaux d'ananas <i>Pineapple chunks</i> Lait/Milk</p>
<p>Gressins et fromage <i>Breadsticks and cheese</i> Beurre soja/Soy butter Eau/Water</p>	<p>Méli-mélo de fruits secs <i>Dried fruit trail mix</i> Fruit frais/Fresh fruit Lait/Milk</p>	<p>Pain pita et trempette aux épinards <i>Pita with spinach dip</i> Houmous/Hummus Eau/Water</p>	<p>Fruit de saison <i>Seasonal fruit</i> Lait/Milk</p>	<p>Collations variées <i>Assorted snacks</i> Eau/Water</p>

fait maison / homemade

vég ou possible / veg or possible

substituts en cas d'allergies / allergy alternatives



**PETITE ENFANCE, GRANDE FORME**

**ORIENTATIONS** Promote a healthy relationship with food in children. Contribute to the well-being of children through experiential food education focused on the pleasures of eating. Encourage activities aimed at arousing children's curiosity and opening them up to the food world.

**PROF** In this first part of the Petite Enfance, Grande Forme program, the daycare's educational team will be focusing on a fun-filled approach to food education. Tastings and planned activities on nutrition will be presented to the children each month by the kitchen support assistants around a starter (an herb, a spice, a fruit or a vegetable).

**WHY IT'S IMPORTANT** Teaching good eating habits from an early age helps to root healthy eating behavior for the rest of life. Through this program, we set ourselves the goal of awakening the children at the origin of our food and their methods of preparation. It is through fun activities that children will discover how good eating is fun.

**MESSAGE** What is the health message to promote to children?  

- ✓ It's good for you to eat fruits and vegetables at every meal.
- ✓ Healthy foods come from gardens / farms (land).
- ✓ It's good for the health to eat a rainbow of fruits and vegetables (all colors).

**ACTIVITIES** The Petite Enfance briefcase contains great ideas for activities, recipes and tastings to use in your groups. Feel free to use these activities as inspiration for your own ideas.

**RESSOURCES**

- > [www.jardinsois.com](http://www.jardinsois.com)
- > [www.natureinplay.com](http://www.natureinplay.com)
- > [www.bonjourmonjardin.com](http://www.bonjourmonjardin.com)
- > [www.jardinschool.com](http://www.jardinschool.com)
- > [www.nourishmykids.com](http://www.nourishmykids.com)



Ontario  
Ministère de la Santé et des  
Services Sociaux

LA BOÎTE À SOLEIL  
Éducation alimentaire

De la terre à l'assiette!

Un trésor dans mon jardin est un projet qui rassemble les enfants autour du jardinage afin d'améliorer leurs habitudes alimentaires en les rapprochant de l'origine des aliments.






# APPENDIX B

## WHAT YOU NEED TO KNOW IN CASE OF EXTREME WEATHER & COLD



### CLOSURES DUE TO EXTREME WEATHER

La Boîte à soleil reserves the right to close the daycares or cancel scheduled outings in the event of extreme weather conditions, lack of electricity and any other cause that would affect the well-being of the children and staff.

Centres will remain open during storms, except in the event of a prolonged power outage, heating failure or extreme snowstorm. **However, for safety reasons, the decision to close the daycare centers is also based on the closure of the elementary schools.** To that end, the three possible scenarios are:

1. If there are some school transportation routes that are cancelled the daycare is open.
  2. If all transportation routes are cancelled, the school is closed, so before and after school care is closed, but the daycare is open for infants, toddlers and preschoolers.
- If school is closed due to hazardous weather, the daycare is also closed.

Closure in the event of a severe storm will be announced at the radio  
Facebook and Instagram pages as well on Digibot



### GUIDELINES FOR CHILD CARE CENTRES

- Every morning, the temperature is checked by the Supervisor.
- Directors also check their emails to see if there is a message about the temperature and adjust the program schedule if there are alerts or restrictions.
- Long walks and outdoor activities are avoided if the outside temperature with wind is equal to or greater than  $-28^{\circ}\text{F}$  ( $-15^{\circ}\text{C}$ ).
- During a cold alert we check their outerwear while playing outside to confirm they are continuously properly covered and we limit the duration of the outdoor play period.
- During an extreme cold alert we keep children indoors and we cancel all outdoor activities.

### SOME ADDITIONAL INFORMATION FOR WHEN CHILDREN ARE PLAYING OUTSIDE

- As a parent, make sure your kids have everything they need to play outside in cold weather. This includes **mittens that cover the wrist, a hat that covers the ears well, snow pants that can go over boots and boots suited to your children's feet.**
- Our educators ensure that your children are always warmly dressed: closed coats, well-fitted toques, scarves in the coat, gloves or mittans are secure and that shoes or boots are properly laced.

## APPENDIX C

Niagara Region Base Service Fees					
	Infants	Toddlers	Preschoolers	School Age	
<b>Age Group</b>	0 to 18 months (Nouvel Horizon, LaMarsh, Franco- Niagara, L'Héritage & SMB)	18 to 30 months (all centres)	2.5 to 4 years (all centres)	4 to 5 years (all centres)	6 to 12 years (all centres)
<b>Regular Fees</b>	\$22.00 per day	\$21.48 per day	\$18.61 per day	AM: \$10 PM: \$11 AM/PM: \$12	AM: \$11.50 PM: \$12.50 AM/PM: \$24
Full time: 5 days Part-time: 2 or 3 days only	*part-time not available	*part-time not available	*part-time not available	PD Days: \$18.90	PD Days: \$46

**NOTES**

- \* Billing is monthly in advance on the 1<sup>st</sup> of each month or the 1<sup>st</sup> business day of each month.
- \* There is no reduction of fees for absent days.
- \* Parent pay their regular fees for statutory holidays. (Please refer to the parent guide for days)
- \* **Part-time programs (school age only):** days must be stable (no exceptions). One day cannot be exchanged for another because we must make sure that we are following the ratios imposed by the Ministry of Education daily.
- \* In the event that the group is at full capacity, any child enrolled in a part-time (2 or 3 day) program will have the opportunity to switch to a full-time program to maintain his/her place in the group. Otherwise, he or she will be withdrawn from the program without the need to give 2 weeks' notice.

**Various Fees**

<b>LATE FEES</b> Failure to pick up your child before the centre closes will result in the following late fees being charged. Arriving within 15 minutes after the centre closes will result in a \$20.00 fine. The fine amount continues to increase by \$5.00 every 5 minutes until the child is picked up. If attempts to reach the parents and/or emergency contacts fail within a reasonable time, the Police and/or Family and Children Services will be notified. Continued failure to pick up your child before the centre closes could result in loss of placement.	<b>\$20.00</b> for first 15minutes <b>\$5.00</b> for each additional 5 minutes
<b>BANK-RETURNED PAYMENT</b> A fee will be charged for any payment that is returned or rejected by the bank (e.g., insufficient funds, closed account, etc.)	<b>\$40.00</b>
<b>LATE PAYMENT FEE</b> This fee is applied when a payment is made late.	<b>\$10.00</b>
<b>SEPARATE BILLING</b> This fee is applied to those who require separate payments for their child(ren).	<b>\$50.00</b> annual per family

**Financial information retrieval:** For information on current and historical financial data, such as previous year's childcare receipts, attendance, billing and more, please contact the finance department.

All parents become members of La Boîte à soleil coop. Inc. once they register their child in any program full-time, or part-time.



## Region of Hamilton Base Service Fees

	Infants	Toddlers	Preschoolers	School Age	
<u>Age Group</u>	0 to 18 months	18 to 30 months	2.5 to 4 years	4 to 5 years	6 to 12 years
<b>Regular Fees</b>  Full time: 5 days Part-time: 2 or 3 days only	<b>\$22.00</b> per day  *part-time not available	<b>\$22.00</b> per day  *part-time not available	<b>\$22.00</b> per day  *part-time not available	AM: <b>\$12.00</b> PM: <b>\$12.00</b> AM/PM: <b>\$12.00</b>  PD Days: <b>\$22.00</b>	AM: <b>\$10.00</b> PM: <b>\$10.00</b> AM/PM: <b>\$20.00</b>  PD Days: <b>\$52.00</b>

### NOTES

- \* Billing is monthly in advance on the 1<sup>st</sup> of each month or the 1<sup>st</sup> business day of each month.
- \* There is no reduction of fees for absent days.
- \* Parent pay their regular fees for statutory holidays. (Please refer to the parent guide for days)
- \* **Part-time programs (school age only):** days must be stable (no exceptions). One day cannot be exchanged for another because we must make sure that we are following the ratios imposed by the Ministry of Education daily.
- \* In the event that the group is at full capacity, any child enrolled in a part-time (2 or 3 day) program will have the opportunity to switch to a full-time program to maintain his/her place in the group. Otherwise, he or she will be withdrawn from the program without the need to give 2 weeks' notice.

## Various Fees

<b>LATE FEES</b> Failure to pick up your child before the centre closes will result in the following late fees being charged. Arriving within 15 minutes after the centre closes will result in a \$20.00 fine. The fine amount continues to increase by \$5.00 every 5 minutes until the child is picked up. If attempts to reach the parents and/or emergency contacts fail within a reasonable time, the Police and/or Family and Children Services will be notified. Continued failure to pick up your child before the centre closes could result in loss of placement.	<b>\$20.00</b> for first 15minutes <b>\$5.00</b> for each additional 5 minutes
<b>BANK-RETURNED PAYMENT</b> A fee will be charged for any payment that is returned or rejected by the bank (e.g., insufficient funds, closed account, etc.)	<b>\$40.00</b>
<b>LATE PAYMENT FEE</b> This fee is applied when a payment is made late.	<b>\$10.00</b>
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**Financial information retrieval:** For information on current and historical financial data, such as previous year's childcare receipts, attendance, billing and more, please contact the finance department.

All parents become members of La Boîte à soleil coop. Inc. once they register their child in any program full-time, or part-time.



# APPENDIX D

## INFORMATION FOR PARENTS ON DISEASE PREVENTION AND THE PROTECTION OF YOUR CHILD

The best approach to preventing illness is to establish close cooperation between you, your doctor, the daycare director and the staff who care for your child. **For more information, please contact the Niagara Public Health Centre, Infectious Disease Program at 905-688-8248 or 1-888-505-6074 ext. 7330 or City of Hamilton public Health centre at 905 546-2063**

Exchange important information with the daycare director when you register your child by providing detailed written information:

- Home, work or emergency phone number
- Medications
- Allergies
- Your child's medical condition
- Inform the daycare immediately if there are any changes

Be sure your child has had all required immunizations on time. Please contact the program staff for immunization information and any questions about your child's immunization at 905-688-8248 or 1-888-505-6074 ext. 7396 or online at [www.niagararegion.ca](http://www.niagararegion.ca). For Region of Hamilton: 905 546-2424 poste 3504 or online at <https://www.hamilton.ca/people-programs/public-health>

Arrange for backup care when your child is sick

- Consider a neighbor, friend or other adult.
- According to government regulations, all children must go outside to play daily. If a child cannot go outside, he or she is sick enough to stay at home.
- It is important to note that sending a sick child to daycare could spread the illness to other children.

Keep your child home and see a doctor if your child develops the following symptoms

- diarrhea or vomiting
- a high fever
- a severe cough
- difficulty or rapid breathing
- yellow eyes or skin,
- conjunctivitis,
- red patches or pimples on the skin,
- sore throat,
- headache and stiff neck,
- or unusual behavior.

We want to remind you of the importance of keeping a child at home who is **sick or not feeling well or who has symptoms of COVID-19**. We take these preventive measures because it is our duty to ensure the health and safety of

your children and our staff.

We also ask that you make sure that someone is always available to pick up your child IMMEDIATELY (there will be no exceptions) in case of symptoms during the day (fever, cough or difficulty breathing). In this case, you will need to make the necessary arrangements to pick up your child.

Inform the daycare director if your child has been exposed to any of the following contagious diseases:

- Bacterial
- Meningitis
- Chicken pox
- Diarrhea
- Hepatitis A
- Measles, mumps, rubella
- Pertussis

Keep your child home if your child develops a contagious disease and follow the policies and instructions of the daycare facilities for these specific diseases:

### **Chickenpox**

- A child with chicken pox may have a fever above 38°C and a rash. This child should not be in the daycare. The child may return after 5 days.
- A child with a mild illness, has a low fever for a short period of time and little rash (less than 30 points), may return to daycare as soon as he/she feels better and is able to participate in activities normally, regardless of the state of the rash (Canadian Paediatric Society).

### **Diarrhea**

- 24 to 48 hours after he/she is free of diarrhea symptoms.
- This may vary depending on the cause of the illness, the number of cases and the source of the infection.

### **Measles**

- 4 days after the rash appears

### **Mumps**

- 5 days after the swelling appears

### **Pertussis**

- 3 weeks after a severe cough or after 5 days of antibiotic treatment

### **Rubella**

- 7 days after onset of rash

### **Conjunctivitis**

- A child with red eyes is excluded from school until seen by a doctor
- If the conjunctivitis is bacterial, the child may return to daycare after 24 hours of treatment with the antibiotic
- If the conjunctivitis is viral, the child can return to the daycare with the doctor's approval
- It is not necessary to exclude the child if there is no discharge from the eyes or an outbreak

### **Hands, Foot and Mouth**

- Exclude during the early phase (fever). Child can return when feeling better and can participate in activities normally.

### **Impetigo**

- 24 hours after starting antibiotic treatment

If your child shows symptoms related to teething, we will adapt our procedures. As a general rule, a child with a fever is never eligible to attend the Garderie. However, since teething is not communicable or infectious, if the child has a

fever in the evening related to teething, he/she may still come to the daycare during the day if he/she is symptom free AND with a doctor's note confirming the teething.

## APPENDIX E

### LETTRE AUX PARENTS

#### Soigner les enfants avec des lentes et des poux

En vérifiant/*While checking* \_\_\_\_\_ aujourd'hui/*today* \_\_\_\_\_

- Des poux de tête** ont été trouvés  
*Lice has been found*
  - Des poux adultes/*Adult lice*
  - Des bébés poux/*Baby lice*
- Des lentes / œufs de poux** (couleur foncé, ovales, collés sur les cheveux près du cuir chevelu) ont été trouvés spécialement dans les parties suivantes :  
*Nits/ Lice eggs (dark colour, ovals, stuck to hair close to the scalp) were found only in the following areas :*  
\_\_\_\_\_

Ces parasites qui pondent des œufs peuvent être encore sur la tête de votre enfant. Voici ce que vous devriez faire/ *These parasites that lay eggs can still be on your child's head. Here is what you should do:*

**Quand les poux de tête sont trouvés**, il faut les traiter avec un produit. De nouveaux produits sont aussi disponibles pour les personnes qui ne veulent pas utiliser des insecticides. **Les précautions** : Parlez à votre médecin, pharmacien, infirmière avant d'utiliser ces produits si la personne est enceinte ou allaite, sur les enfants de moins de 2 ans, sur les personnes qui ont des allergies ou des troubles épileptiques ou encore si vous avez déjà utilisé un produit contre les poux de tête dans les derniers jours. Un peigne mouillé peut être utilisé pour enlever les petits poux.

**When head lice is found**, it must be treated with a product. Newer products are available for people who do not want to use insecticides. **The precautions:** talk to your doctor, pharmacist or nurse before using these products on children under the age of 2, on people who have allergies or issues with epilepsy, if the person is pregnant or breastfeeding or if you have already used a product to get rid of lice in the last few days. A wet comb can be used to remove the small lice.

**Quand les lentes sont trouvés** vous devez examiner toute la tête pour éliminer complètement toutes les lentes (foncés ou clairs) rapidement. Les produits de poux de tête ne tuent pas toutes les lentes. Certaines sont fixées solidement et votre enfant continuera à transmettre des poux à d'autres enfants. C'est pourquoi il est conseillé de répéter le traitement au bout de 7 à 10 jours après la première application. Utilisez le peigne fin anti-poux pour enlever toutes les lentes.

**When eggs are found** you must examine the entire head to completely remove all eggs (dark or clear) quickly. Lice products does not kill all the eggs. Certain eggs are securely attached and your child will continue to transfer lice to other children. This is why it is recommended to repeat the treatment for 7 to 10 days after the first application. Use an anti-lice fine tooth comb to remove all the eggs.

Pour obtenir de l'aide, veuillez contacter le centre public de la santé pour la région de Niagara. *For help, please contact the Niagara Regional Public Health Centre* au 905-688-8248 ou 1-888-505-6074, ext. 7555 [www.niagararegion.ca](http://www.niagararegion.ca) (chercher : poux de tête/search : head lice)

Veuillez compléter la section et la retourner avec votre enfant le jour de son retour à la garderie  
*Please complete this section and send it back to the daycare with your child on the day of their return*

\_\_\_\_\_ (enfant/child) a été traité avec/*was treated with*  
 \_\_\_\_\_ (produit/product)

- Nous avons éliminé tous les poux de tête.  
*We have eliminated all head lice.*
- Nous avons contrôlé tous les membres de la famille et traité toutes les personnes qui avaient des poux.  
*We have controlled all the members of the family and treated those who had lice.*
- Nous travaillons pour éliminer les lentes/œufs de poux.  
*We are working on eliminating the nits/lice eggs.*
- Nous allons procéder à un deuxième traitement et/ou continuer l'utilisation du peigne fin.  
*We will proceed with a second treatment and/or continue to use the fine tooth comb.*
- Nous allons continuer à vérifier les poux et les lentes chaque jour, pendant 14 jours et après toutes les semaines.  
*We will continue to verify the head lice and nits each day, for 14 days and after each week.*
- Nous avons terminé le nettoyage de la maison et le lavage des draps, oreillers et vêtements.  
*We have finished cleaning the house and washing the drapes, pillows, and clothes.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# APPENDIX F

## SUPERVISION OF VOLUNTEERS AND STUDENTS POLICY

### STATEMENT

In accordance with the Child Care and Early Childhood Act of 2014 (CCECA), every operator must ensure that each child is supervised by an employee at all times. This policy is reviewed with employees and students before they begin their duties and at least once a year thereafter. This policy will provide volunteers, students and supervising staff with a clear understanding of their roles and responsibilities.

### PROCEDURES

2.1 Volunteers or students may not be used for supervision of children and may never be alone with a child. They also do not count in the staff to child ratio. No child is supervised by a person under the age of 18. Only staff members may have direct access to children.

2.2 **Volunteers permitted to assist in a La Boîte à soleil daycare are:**

- Student interns, under the direct supervision of a qualified educator.
- Parents or family members of the child who wish to help with their own child during a field trip. These individuals do not count towards the employee/child ratio. They must follow the field trip policy.
- People who want to volunteer to come and play with the children or practice French.
- Parents or members who wish to help with the maintenance of the daycare, without having any contact with the children.

2.3 **The Volunteers or students need to have a criminal record and all immunizations up to date to begin their internship or volunteering with the children (as do staff members).**

2.4 **The roles and responsibilities of La Boîte à soleil, the directors, and the employees who supervise the students are to:**

- Provide a policy orientation with the Assistant Director, and ensure understanding of her role and responsibilities with respect to these policies. Orientation includes review of the policies and procedures specified in the Compliance and Contraventions Policy. This review includes the Program Statement Implementation Policy which specifies how volunteers and students are observed. The Assistant Director also ensures that students and volunteers understand their roles and responsibilities with the policy.
- Provide a comprehensive orientation to the centre with the centre director. The director is responsible for monitoring the student in the centre and orienting the student on her first visit to the centre as well as ensuring that she is aware of the individualized plans, emergency procedures and other individual center policies. She ensures that students and volunteers understand their roles and responsibilities in the field. The director is also responsible for introducing volunteers or students to parents.
- Ensuring that criminal background checks are completed as outlined in the criminal record policy.
- Informing volunteers or students of their duty to report suspected child abuse or neglect as specified in the abuse and neglect policy.
- Employees are responsible for immediately notifying the director if they observe a breach of policy.

2.5 **The roles and responsibilities of the students are:**

- Meeting the Assistant Director before starting a placement to read and have a discussion about the policies. Presenting the completed police check with all the proofs of immunizations.
- Meeting the director of the program at the daycare and presenting the director with their binder, student profile,

and all their documents. The student has to participate in a full orientation of the centre.

- Calling the director of the centre in case of absence or being late.
- To not having a cellphone on their person during their placement
- Following the policies and procedures of La Boîte à soleil at all times. Confidentiality is the law.
- Submitting the activity plans to the educator in charge (if there is one) at least two days before doing the activities. Making sure that all activities that they must complete before mid-terms are completed.
- Assisting the guiding educator with her programming, participating in the games with the children, and sharing the interests of the children with the educator.

#### 2.6 The roles and responsibilities of the volunteers:

- Meeting the Assistant Director before starting their volunteering to hear and discuss the policies and to present the completed police check completed with all the proofs of immunizations
- Meeting the Director of the programme for a full orientation of the centre
- Call the Director of the centre before coming in to do volunteer work
- Being flexible with their tasks and responsibilities. If there is a conflict of interest for the volunteer in a certain room or situation the daycare reserves the right to refuse entry as needed.

#### 2.7 Orientation measures for a new student or volunteer

- The Assistant Director ensures all the students and volunteers go through an orientation that comprises the reviewing of the policies and procedures described in the document of the Law of 2014 on Child Care and Early Childhood. She equally insures that the students or volunteers understand their roles and responsibilities with the policies.
- The director of each daycare follows the orientation process in order to help the students and volunteers to understand the function of the child care program as well as the expectations in terms of their placement or experience. She documents the manner in which the students are informed of the policies and procedures of the daycare, the principles of the program, and the needs of each child. She assures that the students and the volunteers understand their roles and responsibilities are in the field.

# APPENDIX G

## PROGRAM STATEMENT



CENTRE ÉDUCATIF  
LA BOÎTE À SOLEIL

### PROGRAM STATEMENT 2025

La Boîte à soleil requires all employees to review its program statement upon hiring and annually thereafter. The implementation policy ensures how staff, students, and volunteers will apply the expectations outlined in the program statement, the practices that are prohibited, and the measures in case of policy violations or the use of prohibited practices.

La Boîte à soleil adheres to the principles of the Minister of Education, which designates *How Does Learning Happen?* as the guiding document for programming and pedagogy in childcare services. The term “Educator” refers to all staff, students, and volunteers (both female and male) working at La Boîte à soleil who interact with children and families.

All staff at La Boîte à soleil, students, and volunteers must read, understand, and follow this program statement before beginning their role and review it annually and whenever changes are made. This statement is also reviewed annually.

We expect early childhood educators to establish goals for children that align with the Ministry of Education’s pedagogy, which describes children as competent, capable, curious, and rich in potential.

- Children develop a sense of belonging when they are connected to others and contribute to the world around them.
- Children develop a sense of identity, health, and well-being.
- Children are active learners whose engagement allows them to explore the world with their bodies, minds, and senses.
- Children are capable communicators who express themselves in many ways.

OUR PROGRAM AIMS TO:	THE APPROACHES YOU CAN SEE IN OUR PROGRAMS:
Supporting the health, safety, nutrition and well-being of the children (a)	<ul style="list-style-type: none"> <li>• We provide healthy and safe environments. Educators are vigilant and ensure that policies and procedures are followed at all times.</li> <li>• We plan fun and stimulating physical activities both indoors and outdoors.</li> <li>• Children are warmly welcomed into spaces that promote social interactions in a calm, positive, clean, safe, and inclusive environment. Children have personal items in the playroom and photos of their families.</li> <li>• Children are loved and respected as individuals and as young human beings. Staff members demonstrate patience and love daily.</li> <li>• Educators act as role models for children by being patient and practicing safe and healthy work habits.</li> <li>• Healthy eating habits are taught through the menus and snacks provided. This is emphasized in routines and programming. Children have the opportunity to explore food using their five senses and are encouraged to try new foods.</li> </ul>
Support positive and responsive interactions among the children, parents, and staff and to support their ability to self-regulate (b and c)	<ul style="list-style-type: none"> <li>• We believe that each child is unique, bringing their own qualities, abilities, and interests to the program.</li> <li>• Educators are role models, demonstrating active listening and respect for each child and adult.</li> <li>• Educators are attentive to children’s emotions and behaviors. Because they build connections and get to know each child, they understand that each child needs unique support.</li> <li>• Staff support children’s self-regulation by being emotionally present. They assist during challenging moments, helping children navigate strong emotions and encouraging appropriate expression.</li> <li>• Play area boundaries are clear and well-defined. Children receive the support they need to make good choices. If redirection is necessary, it is done in a positive manner.</li> <li>• Educators work together and share observations to support children’s self-regulation.</li> <li>• Staff collaborate with parents and families, maintaining open and respectful communication.</li> <li>• When needed or requested, staff provide positive support to parents.</li> </ul>
Foster exploration, play, and curiosity initiated by children and supported by educators indoors and outdoors (d, e, & g)	<ul style="list-style-type: none"> <li>• Children learn through play. Staff act as co-learners and participate in play. They engage with children at their level, asking open-ended and meaningful questions to encourage thinking. They adapt their approach based on each child’s individual needs.</li> <li>• All activities, whether physical or otherwise, require planning, observation, and reflection on children’s developmental needs and interests.</li> <li>• We provide learning provocations and invitations to encourage exploration and stimulate play using multi-purpose materials that offer various possibilities.</li> <li>• Children have access to activities that highlight open-ended materials, fostering creativity and imagination based on their own interests.</li> <li>• We encourage collaboration among children by promoting group play, idea-sharing, and discovery-sharing.</li> <li>• Staff members are flexible and incorporate quiet time when they notice children need it.</li> <li>• Programming includes fun and stimulating physical activities both indoors and outdoors.</li> </ul>
Plan positive, inclusive, and supportive learning environments and experiences that foster development for each child (f)	<ul style="list-style-type: none"> <li>• We provide inclusive activities and provocations that consider children’s individual interests and needs. Children have access to diverse tools and materials to express themselves in different ways.</li> <li>• Educators recognize different learning styles and adjust their approach accordingly. Activities and methods are adapted to accommodate specific needs.</li> <li>• Development is unique to each child. We consider developmental factors and family/environmental influences.</li> <li>• Educators’ interests and passions are also integrated into activity planning to share their enthusiasm with children and create engaging learning experiences.</li> <li>• Communication and interactions with children are positive and encouraging.</li> <li>• Equity, diversity, and inclusion are embedded in programming, environmental planning, and activities.</li> </ul>
Encourage parental and community participation and continuous dialogue (h & i)	<ul style="list-style-type: none"> <li>• Parents are seen as co-learners and are invited to participate in our programs.</li> <li>• Staff communicate with parents daily, taking the time to greet them and ask about their child’s habits and preferences.</li> <li>• We organize family activities, allowing parents and children to explore the environment their child daily experience.</li> <li>• We build connections between children, their center, their school, their neighborhood, and their community by participating in educational outings.</li> <li>• We collaborate with community visitors invited into our programs to enrich children’s learning experiences.</li> </ul>
Support staff in their continuous professional learning (j)	<ul style="list-style-type: none"> <li>• Early childhood educators engage in continuous reflection, reviewing and adjusting their practices as needed.</li> <li>• We encourage reading, research, workplace training, and participation in meetings or workshops.</li> <li>• We foster a culture of learning by providing in-person and virtual training sessions.</li> <li>• We invest in professional development by organizing workshops funded by La Boîte à soleil.</li> <li>• We support RECEs (Registered Early Childhood Educators) in their Continuous Professional Learning (CPL) portfolios by offering information sessions.</li> <li>• Staff utilize tools and practices from Quality Child Care Niagara (QCCN).</li> </ul>
Evaluate the impact of strategies and statements on children and families (a-j) (k)	<ul style="list-style-type: none"> <li>• We continuously reflect on ways to improve the services we provide to children, parents, and the community, adjusting policies and procedures as needed.</li> <li>• We regularly survey staff and families to assess the quality of our program and practices. We use feedback from surveys to make necessary improvements.</li> </ul>

\* The italicized letters reference the Child Care and Early Years Act.

# APPENDIX H



## PARENTS QUI DÉSIRENT PARTICIPER À UNE EXCURSION PARENTS INTERESTED IN PARTICIPATING IN EXCURSIONS

- Conformément à la *Loi de 2014 sur la garde d'enfants et la petite enfance* (LGEPE), les exigences pour le ratio employées-enfants seront respectées en tout temps pendant les excursions. Le parent ne peut pas être substitué pour une employée dans ce ratio.
- *In accordance with the Child Care and Early Years Act 2014 (CCEYA), the ratio requirements of employees-children will be respected at all time and no parent can be substituted for an employee to meet ratio requirements.*
- Le parent sera seulement responsable pour son propre enfant et ne prendra pas en charge les soins ou la supervision d'un autre enfant. **Le parent ne doit pas répondre aux besoins d'un autre enfant que le sien.**
- *Parents will only be responsible for their own child and cannot be in charge of the care or supervision of any other child. Parents cannot attend to any other child's need.*
- Le parent doit se rendre elle-même/lui-même sur le lieu. L'enfant qui est enregistré avec la garderie pour l'excursion doit se rendre en autobus avec le groupe.
- *Parents must travel in their own vehicle to the site. All children registered with us to attend the event must be on the bus.*
- Le parent qui désire transporter son enfant en sera responsable. L'enfant ne comptera pas dans l'assiduité du centre pour cette journée et sera indiqué comme étant absent. Le parent ne doit pas fournir un relevé d'antécédents criminels dans ce cas.
- *Parents who wish to take their children on their own and not be part of the centre attendance will be responsible for their child and be marked absent on the attendance sheet. A police check is NOT required if a parent takes their child on their own and is not part of the group event.*

J'atteste avoir pris connaissance des informations dans cet avis et j'accepte de respecter les consignes telles que présentées. / *I acknowledge that I have read the information herein and agree to abide by the requirements noted above.*

Signature:

Date:

\_\_\_\_\_

\_\_\_\_\_

# APPENDIX I

## PARENTS' CODE OF CONDUCT

La Boîte à soleil's Code of Conduct sets out clear standards of behaviour for parents/guardians, whether they are on centre property, at centre events or activities.

In this code, the term "parents" refers to "parents and guardians". This code applies to all parents who are members of La Boîte à soleil or whose children are members of La Boîte à soleil. Parents will abide by this code at all times.

All members of the La Boîte à soleil community should be treated with respect and dignity regardless of race, creed, sexual orientation or disability, especially those in positions of authority.

We expect all parents and/or guardians to model acceptable behaviour at all times in our centres.

### **There is zero tolerance for the following behaviour:**

- Threats, perceived threats, violence, intimidation, harassment
- Verbal abuse, derogatory or inappropriate language (swearing), degrading responses or behaviour such as gossip and public criticism
- Any behaviour that impacts or affects the ability of staff to do their job
- Families taking responsibility for the discipline of other children, staff or parents
- Insults, disrespect and other hurtful acts
- Substance use (alcohol, drugs)
- Smoking on the premises
- Use of any audio/video recording device, including mobile phones in the presence of other children
- Possessing a weapon on the premises

### **Parents are responsible for :**

- Be courteous to others
- Use acceptable language
- Behave in a way that allows others to feel protected from verbal and physical violence
- Respect the building and equipment and the personal belongings of others
- Communicate regularly with the Centre's staff
- Contact the administration office if there are unresolved situations at the centre
- Report the child's absence promptly to the centre
- Inform the Centre immediately of any communicable health problem
- Contact staff or director if there are complaints or concerns
- Helping staff to manage behavioural/disciplinary problems
- Adhere to the La Boîte à soleil Code of Conduct at all times
- Be aware of what you post on social media. These sites are very public. What you write leaves a permanent imprint on the community.
- Make sure that the content published does not reflect badly on the centre, its staff or its practices. All staff deserve to be seen in a positive light.

**Interactions between parents and employees:**

- The interactions are positive and encouraging
- It is not allowed to express concerns in the presence of children, other parents or to disturb the program
- Differences of opinion and personality conflicts should be resolved in a professional manner.
- Problems between parties should be resolved in accordance with our dispute resolution policy.

**The director, in collaboration with the management team, reserves the right to take immediate action if the situation warrants. This may include the following:**

- The person may be ordered to leave the property or premises immediately and may be prohibited from returning to the centre.
- The police can be called for guidance or assistance.
- Children's Aid (FACS) can be called for guidance or assistance.

**Failure to meet the above expectations will result in one of the following consequences:**

- Verbal warning
- Written warning
- Termination of services
- Long-term refusal of readmission (this includes enrolment of other children)

**Dual relationships**

Registered Early Childhood Educators (RECEs) and Support Workers are in positions of trust and responsibility for the children under their professional supervision. Educators understand the importance of maintaining professional boundaries with children, families and colleagues. Parents, guardians, volunteers or students must also be aware of reasonable boundaries on behalf of the profession.

If the educator has a conflict of interest that may impair her judgment or result in a risk of harm to the children, La Boîte à soleil reserves the right to implement changes to support the well-being of all. We ask that parents behave in a professional manner with the staff while their child is attending La Boîte à soleil.

**Social media**

La Boîte à soleil strives to maintain a positive image within the community and has adopted this policy to ensure that our staff members are aware of their responsibility to maintain this positive image as representatives of our organization.

Parents will be held responsible for anything they write or post on social media or internet pages that may bring negativity to the organization. Inflammatory statements, unprofessional or disparaging remarks about the organization or its employees, clients, suppliers or competitors may result in disciplinary action up to and including termination of service.

This policy is not intended to infringe on our parents' privacy or their freedom of expression. This policy is designed to ensure that the image and brand of La Boîte à soleil is maintained and remains unchallenged.

**We recommend that you do not make contact with employees outside of their working hours at La Boîte à soleil to maintain a professional distance.**

### Separated parents

Parents or guardians who are separated, divorced, separating or divorcing are responsible for providing all custody and access information to La Boîte à soleil, including any updates. Parents or guardians are also responsible for providing a copy of any custody and access order (interlocutory or final) issued by a court of competent jurisdiction.

La Boîte à soleil plays a **neutral role** and is not responsible for verifying the authenticity or interpreting any document provided by a parent or guardian.

We will not document to defend or accuse one parent at the request of the other. We have a responsibility to document any legitimate suspicions of abuse. If the court feels it needs our advice, it will contact us to provide a list of written questions which we will answer to the best of our ability.

La Boîte à soleil does not have the legal authority to deny either parent the right to pick up their child, unless a court has granted temporary or permanent custody to one of the parents or a third party and we have received a copy of the court order.

Parents or guardians who are separating or divorcing or are separated or divorced must complete a form at the time of their child's registration or, if the separation or divorce occurs after the child's registration, as soon as possible thereafter. If the separation or divorce occurs after the child's registration, La Boîte à soleil reserves the right to require that a new service agreement be completed.

Communications between La Boîte à soleil staff and the parent/guardian will be in accordance with the information in the service agreement received at the time of the child's registration.

In the event of uncertainty regarding the terms of a communication to a parent/guardian or a recent change (e.g., separation), communications between La Boîte à soleil and the parent/guardian of an enrolled child will be in accordance with the terms set out in the table in Appendix H.

Problems between custodial and non-custodial parents should not involve the centre's staff. If they do, the parents will be warned and may lose their service agreement. A termination fee of \$2.00 will be applied without notice.

Parents who do not have custody, either on that day or for the whole day, cannot call to ask us for information about their child. Non-custodial parents must get this information from the custodial parent. Parents are also discouraged from calling to find out if their child has been picked up. We are not at liberty to disclose this information.

A reminder that we are responsible for the health, safety and welfare of your children during the day, not mediators in custody matters.

**This code of conduct is based on the value of mutual respect. We expect that when you begin your service agreement with La Boîte à soleil, you will agree to abide by this code of conduct and our policies.**

# APPENDIX J

## SAFE ARRIVAL AND RETURN

### Safe Arrival and Return

Confirmée le : 7 décembre 2023

#### 1. STATEMENT

This policy, and the procedures it contains will help to ensure the safe arrival and return of children in care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities in ensuring the safe arrival and return of children in care, including the steps to take when a child does not arrive at the center as expected, as well as the steps to follow to ensure their safe return.

Educators will ensure that all children are released to the child's parent/guardian or to a person to whom the parent/guardian has given written permission to release the child. The center will not release any child without adult supervision.

When a child does not arrive at the daycare as scheduled or is not picked up as scheduled, staff must follow the safe arrival and departure procedures described below.

#### 2. PROCEDURES

**2.1 Welcoming a child:** When greeting a child at the time of drop-off, program staff present in the room must:

- a. Greet parent/guardian and child.
- b. Ask the parent/guardian how the child's evening/morning went, and if there are any changes in the child's pick-up procedure (i.e. someone other than the parent/guardian will be picking up the child).
- c. If the parent/guardian indicates that someone other than the child's parents/guardians will be picking up the child, staff must confirm that this person is on the emergency page or, if this person is not, ask the parent/guardian to authorize the child's pick-up in writing (note or e-mail to director).
- d. Staff must then document the change of care in the daily register.
- e. Note and record the child in the room attendance register.

**2.2 When the child has not arrived at the center as scheduled:** When the child does not arrive at the center and the parent/guardian has not communicated a change for arrival (e.g. has not left a voicemail message or notified staff), staff members in the classroom must:

- a. At 10 a.m., the educator will check attendance. She will notify the director of the names of any children who have not arrived and will contact the parents by telephone. This can be done by any staff member in the center.
- b. The staff member must first contact parent 1 on the child's emergency page. If this parent cannot be reached, she continues with parent 2 and/or the emergency contacts.
- c. After 30 minutes, if no one can confirm the child's absence from the center, the staff member must contact the Program Manager to notify her and then call the police to report that the child may be in danger.

**2.3** Once the child's absence has been confirmed by the parent or family member, educators must note the child's absence in the attendance register and document any additional information about the child's absence in the daily register.

- 2.4 **Before school program:** Each parent is responsible for determining his/her typical arrival time with the director. The director will contact after-school families 15 minutes before the school bell if the child has not arrived.
- 2.5 **After-school program:** Each parent is responsible for contacting the center to advise that their child will be absent from the after-school program. If the child does not arrive at the bell and there have been no messages, the director will follow the procedure in 2.2.
- 2.6 **Child departure:** Staff members will let children leave only with a parent/guardian or person who has received written permission to pick up the child. If staff members do not know the person picking up the child (i.e. parent/guardian or authorized person), they must:
- Confirm with another staff member that the person picking up the child is indeed the child's parent/guardian or authorized person.
  - When the above option is not possible, ask the parent/guardian or authorized person for a photo ID and compare the person's information with the parent/guardian or authorized person's name on the child's file or written authorization.
  - Employees may try to contact the parent if they cannot find documentation to support the other person picking up the child. If the parent cannot be contacted for authorization, the child cannot leave with that person.
  - No one under the age of 12 is permitted to leave the centre with a child. If a parent authorizes a person between the ages of 12 and 16 to pick up his or her child, a permission form must be signed and kept in the child's file at the centre. See Appendix A).
- 2.7 **When a child has not been picked up and the centre is closed:**
- If the parent/guardian or authorized person was scheduled to pick up the child at the center and has not arrived by 5:30 p.m., staff members will ensure that the child is given a snack and activity while waiting for pick-up.
  - One staff member will remain with the child, while a second staff member calls the parent/guardian to advise him/her that the child is still at the center and to ask what time he/she will be picked up. In the event that the person picking up the child is an authorized person, staff members will call the parents first to advise them that the authorized person has not picked up the child, and then call the authorized person. If the parents cannot be reached, they will call the authorized person directly.
  - If the staff member is unable to reach the parent/guardian or authorized person responsible for picking up the child, he/she should call the emergency contacts listed in the child's file.
  - When the staff member is unable to reach the parent/guardian or any other authorized person listed in the child's file (e.g. emergency contacts) at 6 p.m., he/she should contact Family and Children's Services of Niagara at 905-937-7731. The staff member should follow FACS' instructions regarding next steps.
  - The staff member will be compensated for additional time spent at the centre with the child. Staff members must follow up with their director regarding the child's late departure. (Circle the delay on the attendance sheet for the accounting assistant).
- 2.8 Under no circumstances may a child leave the centre with a member of staff. An exception may be made for employees who are related to the child and who are contacted in an emergency.
- 2.9 We will never allow children at the center to walk home alone.
- 2.10 **Separated parents living apart:** When parents live apart, very often only one parent has custody of the child. The custodial parent often has a separation agreement document or court order specifying this. It's crucial that all staff know the details in these situations, including who has the authority to pick up the child on which day of the week.
- 2.11 **Procedures in case of suspicion of alcohol or drug inebriation:** If the person picking up the child from the centre appears to be intoxicated, the educator does not put herself in danger by refusing to let the child go. The following procedure must be followed:

- a. Try to convince the person to contact a relative or other contact person.
- b. Ask the person to call a cab or do it for him or her.
- c. If he or she accepts, pay the cab with petty cash or ask the cab to bill us. Don't forget to ask for a receipt.
- d. If he or she refuses and decides to drive while intoxicated, take the license plate number and call 911. If you can't read the license plate number, give the person's address to the police.
- e. If the person leaves on foot with the child, call 911 and then Child Family services: 905 687-7393
- f. If the person picking up the child from the centre smells of alcohol or drugs but does not appear to be intoxicated, have him/her fill out the waiver of responsibility form (See Appendix B). If the person refused to sign it, follow the procedure described above.

*Welland Taxi: 905-735-4500*

*Niagara Falls Taxi: 905-357-4000*

*Port-Colborne Taxi : 905-835-8000*

*St. Catharines Taxi : 905-685-7343*

*Niagara Regional Police : 905-688-4111*

# APPENDIX K

## INCLUSION RESOURCE SERVICE MODEL (IRSM)



### Community Services | Children's Services

1815 Sir Isaac Brock Way, PO Box 344  
Thorold, ON L2V 3Z3  
905-980-6000 Toll-free: 1-800-263-7215  
[www.niagararegion.ca](http://www.niagararegion.ca)

Niagara Region is excited to share a new approach to better support children, families, and educators in our early years programs. Beginning January 1, 2026, the current special needs resourcing model will be replaced with the **Inclusion Resource Services Model (IRSM)**. This model shifts from focusing solely on children with special needs to strengthening how we work together so that *all* children are included, supported, and thriving in their learning environments.

### What is the Inclusion Resource Services Model (IRSM)?

The IRSM is an approach that provides the right level of support to children based on their individual needs while also increasing in-class coaching and collaboration with educators ensuring all children benefit from high-quality, inclusive environments.

The IRSM uses a team-based approach that includes:

**Early Childhood Educator (ECE):** Your child's educator supports them daily. In this model they help identify when a child may benefit from additional supports and work closely with both families and the IRSM team.

**Inclusion Quality Coordinator (IQC):** IQCs work directly with children, families, and educators by modeling strategies, providing classroom resources, creating goal plans, and bringing in other practitioners when needed. Niagara's IQC services are provided through Bethesda and Niagara Children's Centre.

**Community Pedagogical Advisor (CPA):** CPAs support educators, supervisors, and IQCs by offering resources, helping identify professional learning needs, and ensuring learning environments align with Ontario's early learning pedagogy.

The IRSM model is broken down into three tiers of support:

**Tier 1: Focuses on providing universal support for all children.** Classrooms will receive ongoing support from the IQC and CPA to create inclusive, welcoming spaces for children of all abilities. This includes adapting environments, offering resources, and embedding inclusive practices into everyday routines.

**Tier 2: Focuses on providing individualized support for some children.** If an educator identifies your child as needing additional support, they will discuss this with

the IQC and with you, the family. Together you will collaborate to create goals that support your child. The IQC may also engage the CPA to provide additional professional learning or resources to support the teaching team in meeting the needs of your child and other children with similar needs. In some cases, additional wrap-around support may be provided through Pathstone Mental Health Behaviour Consultants.

**Tier 3: Focuses on providing intensive support for individual children.** For children who require more intensive support or specialized assistance, the educator and IQC will work with families to connect with appropriate community services (e.g., speech and language therapy, occupational therapy, and/or behaviour consultant support).

#### **How Your Child Benefits from This Model**

- Your child is part of a learning environment that is inclusive to individual and diverse needs
- Your child's educator is equipped with the resources and strategies to properly support the individual needs of all children
- A strong collaborative approach connecting families, educators, and community partners
- Preparation for school through early support and goal-focused planning where needed

#### **What to Expect**

Beginning January 1, 2026, Niagara Region will introduce the new IRSM model. If your child is identified as needing additional support through Tier 2 or Tier 3 services, a member of the IRSM team will reach out to you. Before any services begin, you will be provided with clear information and invited to share your consent. This consent helps ensure you understand the purpose of the services, how information will be used, and how you can be involved in supporting your child.

If you have any questions about the Inclusion Resource Services Model, please reach out to Niagara Region Children's Services at 905-980-6000 ext. 3897.