



GARDERIE
Les Premiers Pas

Internal regulations

 *Because every great journey
begins with the first steps*



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About our daycare

Located in Montreal, in the Côte-des-Neiges–Notre-Dame-de-Grâce district, **Garderie Les Premiers Pas** is a private, unsubsidized daycare service, recognized and compliant with the requirements of the Ministry of Families.

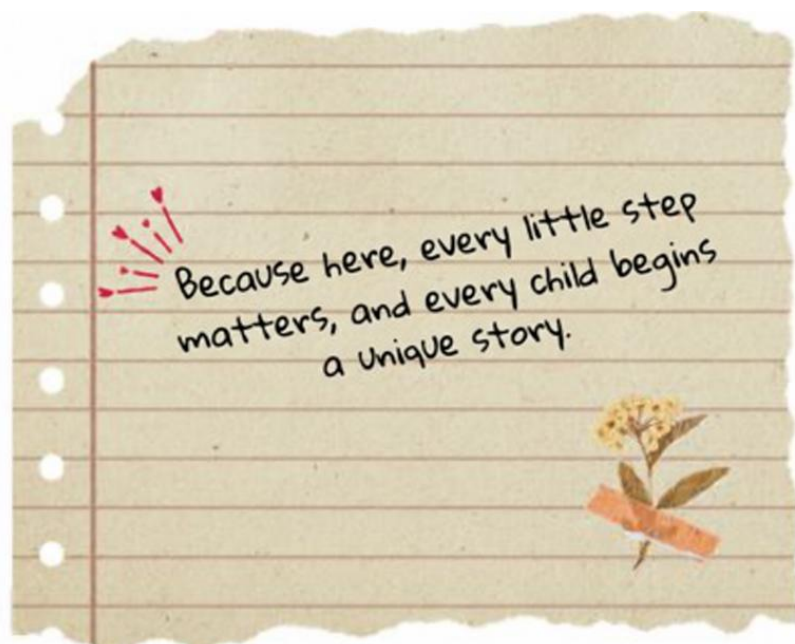
Founded in 2013 with the aim of providing a warm and structured environment, the daycare welcomes **80 children**, aged under 5 years old on September 30 of the reference year.

Our educational approach is based on the Welcoming **Early Childhood educational program**, which guides our interventions, our values, and our vision of the child's overall development.

Our team, comprised of professionals passionate about early childhood, works every day to provide a safe, caring, and stimulating environment. Management and educators collaborate closely to maintain high standards of educational quality.

We place great importance on our relationship with families, based on mutual respect, open communication, and daily collaboration. Our mission is to support each child at their own pace through the different stages of their development, in a calm, reassuring, and enriching environment.

In partnership with parents, **Les Premiers Pas Daycare** aspires to be a true continuation of the family environment — a place where every child can explore, learn and grow with confidence.



Our values

At **Les Premiers Pas Daycare**, we believe that a child thrives in a place where they feel safe, surrounded by kindness, and encouraged to explore the world. Our values are the guiding light in everything we do, every day.

These values are important to us...



Pleasure and well-being

We believe that children discover the world primarily through play. We encourage them to express their joy, creativity, and sense of humor. Our environment is designed to make them feel good, comfortable, and happy to explore.

Security

Providing a safe environment, both physically and emotionally, is a priority. We respond to his needs with gentleness, kindness, and stability so that he feels protected and supported.

Autonomy

We guide the child through exploration, observation, imitation and communication, so that they develop their confidence, initiative and their own motivation.

Uniqueness

Each child develops at their own pace. We respect their needs, their learning style and their developmental process, recognizing that each journey is unique.

Self-esteem

We encourage each child to build a positive self-image, to recognize their strengths, to accept their limitations, and to trust themselves in their discoveries and accomplishments.



Curiosity and creativity

We encourage children to develop their interest in learning and exploration. The activities offered, whether symbolic, artistic, or experimental, aim to stimulate their creativity and nurture their inventiveness.

Self-expression

We offer children opportunities to express themselves, imagine, and create. They are encouraged to suggest ideas, formulate their thoughts, and develop original solutions, thereby strengthening their personal development.

Respect and mutual respect

We support children in learning self-respect and respect for others. We value openness to diversity, understanding of differences, and the integration of social rules that support harmonious community life.

Cooperation and mutual aid

We promote positive social interactions by encouraging collaboration, sharing, and mutual support. These experiences contribute to the development of the child's social skills and their ability to thrive within a group.

Values related to the environment
and collaboration

Partnership with families

We consider the daycare to be an extension of the family environment. We aim to offer a safe, welcoming and consistent environment, where parents are recognized as essential partners in their child's development.

Collaboration

We encourage constructive, open, and respectful collaboration with families and within the educational team. Transparency and ongoing communication are central to our approach.

Kindness

Empathy, listening, and support guide each of our interventions. We are committed to creating an environment where children, parents, and team members feel understood, supported, and respected.





Our admission policy

This policy aims to ensure a **fair, transparent and consistent admissions process** at **Les Premiers Pas Daycare**. It establishes clear criteria to ensure that each application is processed uniformly and that available places are managed effectively.

Eligibility criteria

To be admitted to Les Premiers Pas Daycare, certain criteria must be met. These criteria ensure consistency in our admission process and allow us to adequately meet the needs of families.

- **Child's age:** The daycare welcomes children aged under 5 years old on September 30th of the reference year.
- **Child already born:** Only applications concerning a child already born can be considered for registration on the waiting list or for the allocation of a place.
- **Attendance options:** We offer full-time (5 days/week) and part-time (3 days/week) places, **depending on availability and group scheduling**. A child's admission is based on the days specified in their contract. This ensures that each child **attends daycare only on the scheduled days**, guaranteeing a stable, consistent, and nurturing environment.

Admission Priorities

At **Les Premiers Pas Daycare**, we strive to offer a clear, respectful, and caring admission process for all families. When a space becomes available, we apply the following priorities to ensure a smooth and consistent transition:

- **Siblings of children already enrolled** are given priority, in order to support families and promote continuity in the same environment.
- **Children who have already attended** the daycare, depending on availability.
- Applications are then considered in the order they are received.

Waiting list management

The waiting list allows us to manage applications clearly and respectfully for all families interested in **Les Premiers Pas Daycare**. We want this process to be simple, transparent, and reassuring from the start.

- **Registration:** Parents complete and sign the application form to add their child to the list. Only applications for **children who have already been born** can be accepted.
- **Annual update:** The list is revised annually, at the time of the annual review in August, once the groups have been established.
- **Allocation of places:** When a place becomes available, we contact families according to the order of priority, **by telephone or email**.
- **Confidentiality:** The information provided remains confidential and is used only for the admission process.

- **Relationship with families:** From the moment of registration on the list, we establish a relationship of trust and open communication to support parents throughout the process.

Registration process

The registration process at **Les Premiers Pas Daycare** is designed to be simple, clear, and reassuring for families. We support parents at every step to ensure a smooth transition to our childcare setting.

- **Initial application:** Parents complete and sign the application form to express their interest and provide the necessary information.
- **Required documentation:** To complete the child's registration at the **Les Premiers Pas daycare**, the following documents must be submitted and duly completed :



- **Daycare registration form**, signed and dated.
- **Certified copy of the Quebec government birth certificate** (if the child was born in Quebec) or **official birth certificate from the country of origin**, if applicable.
- **Confirmation of interest:** When the family is contacted about an available place, a reasonable time is given to confirm the child's enrollment.
- **Preparing for entry:** Before integration, parents receive essential information on how the daycare works and the steps of the gradual entry.

Welcoming children with special needs

The daycare welcomes children with special needs in accordance with the **Charter of Human Rights and Freedoms**. We do our best to provide a safe and nurturing environment tailored to each child's needs.

Adjustments can be made in collaboration with the parents and, if necessary, with the professionals who support the child, in order to promote their well-being and integration into daily life.





Eviction policy and contract termination

This policy aims to clarify the situations that may lead to the termination of services, as well as the procedure followed by the daycare when a serious issue arises. It outlines the steps, the expected discussions with parents, and the measures implemented before any decision is made, in order to ensure the smooth operation of the daycare.

Situations that could lead to eviction

A child's expulsion is considered only when safety, group dynamics, or the stability of the environment are compromised, despite any interventions implemented. The following situations may be considered, in particular:

- **Behaviors that pose a significant risk** to the child, other children, or staff.
- **Needs that exceed the service's capacity** to provide safe and adequate support, despite the adaptations made.
- **Repeated disruptions** that are detrimental to the smooth running and harmony of the group.
- **Serious failings on the part of the parents**, such as aggression, refusal to cooperate or failure to respect the rules of the daycare.
- **Lack of collaboration** despite meetings, recommendations and support offered by the team.

Support steps before any decision

Before considering such a significant measure, the daycare makes every effort to support the child and work with the family. The following steps are suggested:

- **The administration will contact parents** if significant behavioral or adjustment difficulties are observed, in order to work together to find solutions tailored to the child's well-being. If necessary, the involvement of an external professional may be recommended. In this situation, **the associated costs are the responsibility of the parents.**
- **Observe and document** situations clearly to better understand what is happening.
- **Organize meetings to exchange ideas**, seek solutions together and adjust our approach.
- **Implement an intervention plan**, with simple objectives and strategies shared between the daycare and the family.
- **Monitor progress and reassess regularly**, adapting measures as needed.



In situations where the daycare, **despite its efforts and interventions** **If the measures implemented** fail to adequately meet a child's needs or improve a concerning situation, termination of attendance may exceptionally be considered. This decision is made only after all the steps described above have been followed, always prioritizing dialogue and the search for solutions.

The daycare may also **terminate attendance** when a parent does not participate in the **collaborative process necessary** to support the child and ensure their well-being within the environment.

Situations that may lead to termination of the contract

Termination **of the contract** is an exceptional measure that occurs only when maintaining the service is no longer possible, despite discussions, reminders, and collaborative efforts undertaken with the family. **The daycare prioritizes dialogue, mutual understanding, and finding solutions at all times before resorting to such a decision.**

We are committed to supporting parents with respect and kindness throughout the entire process.

The following situations may lead to termination of the contract:

Payment delays and administrative issues

- Significant or repeated payment delays, particularly when the amounts due exceed **one month** after the due date.
- Lack of communication or collaboration to rectify the financial situation.

Frequent delays at closing time

- Repeated delays in picking up the child after closing time (**6 p.m.**), despite reminders or proposed adjustment measures.

Inappropriate behaviors that compromise the environmental climate

- Verbal or non-verbal behavior that may be detrimental to the safety, well-being, or respect of staff, children, or other parents, such as:
 - Offensive or disrespectful language
 - Aggressive behavior
 - Inappropriate gestures or attitudes
 - Any other conduct that could disrupt the harmonious atmosphere of the daycare



Threats or breaches of security

- Any form of direct or indirect threat against a staff member, child or parent.

Lack of collaboration

- Refusal to cooperate with recommended steps to support the child, particularly when an **intervention plan** is put in place to address a specific need or behavior.

Respect for privacy

- Sharing personal or confidential information about another child or family that could lead to prejudice or bullying (in accordance with Canadian privacy legislation).

Failure to comply with internal rules

- Repeated non-compliance with the policies and rules described in the **internal regulations**.

Termination procedure

If the situation cannot be resolved despite the steps taken:

- A **written notice** is given to the parents explaining the reasons.
- A **minimum notice period of 2 weeks** is given to allow the family to make arrangements.
- In the event of an **immediate risk** to security, termination can be applied more quickly.

Management remains available to answer questions and support the family through the transition.

Respect for the laws and the Charter

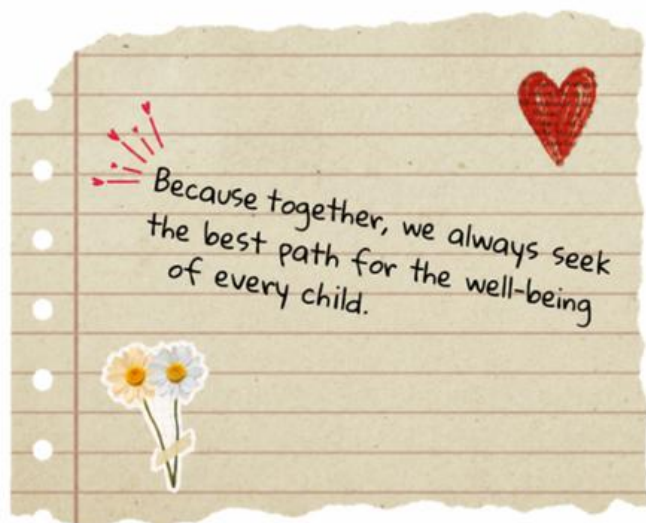
This policy complies with:

- The **Charter of Human Rights and Freedoms**
- The requirements of the **Ministry of Family**
- The principles of confidentiality and protection of personal information

No measures are applied in a discriminatory manner.

Contract renewal

The daycare reserves the right **not to renew a contract** for the following year for any of the reasons mentioned above. Parents will receive at least **two weeks' written notice** in these situations.





Complaints handling procedure

This procedure aims to provide parents with a clear, accessible, and respectful way to express any concerns related to the services offered by **Les Premiers Pas Daycare**. Its objective is to ensure attentive listening, rigorous follow-up, and a harmonious resolution of any issues raised.

Definition of a complaint

A complaint is any expression of dissatisfaction by a parent regarding:

- Educational or childcare services offered to his child
- The interventions or attitudes observed
- The application of the daycare's internal policies
- The safety, well-being, or development of the child

The complaint can be made verbally or in writing.

Who can file a complaint?

Any person legally responsible for the child attending the daycare can file a complaint.

Complaints should be addressed to **the management of Les Premiers Pas Daycare**, to the **designated person responsible for receiving them**, or, if applicable, **to the parents' committee**. Complaints addressed to the parents' committee are reviewed at their meetings.

The committee has an **advisory role** and cannot be held responsible for the decisions taken.

How to file a complaint

Parents can file a complaint:

- in writing, by email.
- in person, by making an appointment with management.

A written complaint is encouraged when dealing with a complex situation or one requiring detailed follow-up.

Steps in the complaint handling process

- The complaint must first be addressed **to management or to the person designated to receive it**. Active listening and a search for solutions are prioritized.
- Management is examining the facts, meeting with those involved, and gathering the necessary information.
- A meeting can be proposed in order to clarify the situation and to exchange views in an open and respectful manner.
- After analysis, management makes a decision aimed at resolving the situation in a fair, calm and constructive manner.

- If the situation cannot be resolved with the administration, the complaint can be brought to the **parents' advisory committee** during their meetings.
(*The committee has an advisory role only and cannot be held responsible for final decisions.*)
- If, despite previous steps, the situation remains unresolved, a complaint can be filed with the **Ministry of Families** when the parent believes that there is a breach of the law or regulatory obligations.
- A complaints handling service is available during opening hours to ensure respectful, confidential and tailored follow-up to each situation.
- The parent is informed in writing of the conclusion of the treatment and the actions taken.
- **If a complaint concerns abuse, assault, mistreatment or any similar event, management must immediately inform the Centre for the Protection of Children and Youth (DPJ).**
The daycare fully cooperates with the relevant authorities to ensure the safety and protection of the child.

Urgent complaints

If the complaint concerns a situation **involving the immediate safety or well-being** of a child or staff member:



- Treatment is **a priority**
- The necessary measures are being implemented **immediately**.
- The parent is informed as quickly as possible of the steps taken

Processing times

The majority of complaints are processed within a reasonable timeframe, generally **between 7 and 10 working days**, depending on the nature and complexity of the situation.

Parents are informed if an additional delay is required.

Monitoring, documentation and file retention

- An **internal file** is opened for each complaint.
- Follow **-up** is carried out to ensure that the measures put in place have produced the expected results.
- A **periodic report** can be produced in order to improve internal practices.

The information is treated in a strictly confidential manner and used only for the purpose of following up on the complaint.





Educator-to-child ratio

The **Les Premiers Pas daycare** applies the supervision ratios provided by the **Ministry of Families** to ensure safe, attentive and age-appropriate supervision for children.

Ratios applicable according to the age of the children:



- **Infants (0 to 18 months)** : 1 educator for **5 children**
- **Children aged 18 months to 4 years** : 1 educator for **8 children**
- **Children aged 4 and over** : 1 educator for every **10 children**

These ratios aim to guarantee a childcare environment where interactions are of high quality, where each child receives attentive support, and where safety remains a constant priority.



Opening Hours

The **Les Premiers Pas daycare** is open **Monday to Friday**, from **7:00 am to 6:00 pm**.

These hours allow us to offer families a stable range of services tailored to their daily needs. We ask parents to respect the opening and closing times to ensure a smooth operation for the children and the educational team.



Child arrival and departure policy

Morning reception

The children's arrival should be calm, safe, and organized. Parents are asked to:

- Accompany their child to the changing room and help them take off or put on their clothes
- Put the child's personal belongings away in the designated place (lockers, baskets, hooks)
- The parent must **accompany the child to the** responsible educator and ensure that **verbal contact** is established before leaving.
- It is **recommended** to inform the educator of any **relevant information concerning the child's condition** (sleep, diet, mood, medication, family changes, etc.)

The arrival time is an important moment: it allows a smooth transition between home and daycare and promotes a harmonious start to the day.



To ensure a **harmonious routine** and allow the child to **fully participate in planned activities**, frequent delays or late arrivals should be avoided, except in exceptional circumstances.

Child's departure

The departure must be safe and orderly.

- The parent must **notify the educator** of their departure and **resume responsibility** for the child as soon as they make contact with them.
- The parent must also dress the child and gather their personal belongings before leaving the daycare.
- Prepare to leave with the child **before closing time, respecting the well-being and organization of the team.**
- For safety reasons, a child may only leave the daycare with the individuals **authorized** in their file or with specific written permission. **All designated individuals must be at least 16 years old.**
- **An identity document may be required if there is any doubt.**



Integrating a new child

The gradual integration of a new child is an essential step to ensure their comfort, emotional security and a smooth transition to the childcare environment.

- **Personalized planning:** An adaptation period is organized in collaboration with the parents, taking into account the child's pace, personality and needs.
- **Gentle start:** This period may include short visits, time shared between the parent and the educator, then a gradual increase in time spent at daycare.
- **Attentive support:** The educator welcomes the child gently, creates secure reference points and ensures a reassuring presence throughout the process.
- **Regular communication:** Exchanges with parents are frequent, allowing the duration, methods and pace of integration to be adjusted according to the child's progress.
- **Monitoring and observations:** Daily observations are shared to support the child consistently between home and daycare.

This approach allows each child to have a calm arrival and a harmonious start to their journey within the **Les Premiers Pas daycare center.**





Typical Daily Schedule at Les Premiers Pas Daycare

The daily schedule at **Les Premiers Pas daycare** is designed to offer children a **balanced day, punctuated by moments of play, discovery, rest, and gentle transitions**. It may vary slightly depending on the age of the group, individual needs, and the specific circumstances of the day.

7:00 a.m. to 9:00 a.m.	Children's arrival - Free play
9:00 a.m. to 9:30 a.m.	Hygiene - Snack
9:30 a.m. to 10:30 a.m.	Indoor play
10:30 a.m. to 11:15 a.m.	Outdoor play
11:15 a.m. to 11:30 a.m.	Hygiene - Lunch preparation
11:30 a.m. to 12:30 p.m.	Lunch - Hygiene
12:30 p.m. to 1:00 p.m.	Free play - Storytime
1:00 p.m. to 3:00 p.m.	Nap or rest - Gradual wake-up - Quiet activities
3:00 p.m. to 3:30 p.m.	Hygiene - Snack
3:30 p.m. to 5:00 p.m.	Semi-directed activities or free play
5:00 p.m. to 6:00 p.m.	Free play - Gradual departure of children



Important note

This schedule provides a **general framework**. The educators adapt the pace of activities accordingly.

- the age of the children,
- of their energy level,
- of their current needs
- and the realities of the day.

The goal is to guarantee a **flexible, reassuring and stimulating routine** that promotes the well-being and development of each child.



Public holidays

These days are charged at the **usual rate** for all registered children.

The daycare will be closed on the following dates:



January	New Year's Day
March or April	Easter
May	National Patriots' Day
June	Quebec National Holiday
July	Canada Day
September	Labour Day
October	Thanksgiving
December	Christmas Day



Temporary closure and communication to families

In the event of a temporary closure due to a situation beyond our control (for example: snowstorm, water main break, major power outage, pandemic or any other unforeseen event), parents will be notified **by phone, text message, email or via the electronic agenda**.

When the closure is caused by an exceptional event, **the Childcare fees are charged for the first day only** and this applies to **each event**, unless otherwise indicated by government authorities.

The safety and well-being **of the children and the team** always remain our priority, and we are committed to promptly communicating any relevant information to families.





Policy on food, allergies and food intolerances

The **Les Premiers Pas daycare center** places particular importance on the health, food hygiene, and well-being of each child. We ensure that the meals, snacks, and drinks served meet food safety standards as well as the individual needs of the children.

Meals are served at the following times, in order to provide a stable and reassuring routine:



- **Snacks** are served at **9:00 am** and **3:00 pm**.
- **Dinner** is served between **11:30** and **12:00**.

Allergies and intolerances

- Parents must inform the daycare of any **allergies, intolerances or dietary restrictions** upon registration and provide, if necessary, an up-to-date medical document.
- **An up-to-date medical document may be requested** to ensure adequate care.
- **Any changes** (new allergy, change in medication, updated protocol) must be **communicated to management immediately**.
- This information is communicated to the **entire educational team** in order to ensure constant vigilance.
- Special care is taken to avoid **cross-contamination**.
- Preventive measures are being put in place, including:



- Display of allergy information in the kitchen and relevant areas.
- Photos and information sheets for children with allergies,
- ongoing training of staff in allergy prevention and intervention.

Children requiring an auto-injector (EpiPen)

- If a child requires an **epinephrine auto-injector**, it must be provided by the parents in its **original packaging, clearly identified with the child's name**.
- A second auto-injector may be required depending on medical recommendations.
- Trained staff know where the device is located, recognize the signs of anaphylaxis, and are authorized to intervene immediately.

Allergic or anaphylactic reaction

In case of an allergic reaction, the **emergency protocol is applied immediately**, which includes:



- **Rapid assessment of symptoms** (breathing difficulties, swelling, hives, vomiting, etc.);
- **Immediate administration of the epinephrine auto-injector (EpiPen)** if the child has a prescription and a risk of anaphylaxis is identified;
- **Calling 911** for emergency medical care, even if symptoms seem to be improving;
- **Immediate notification to parents** ;
- **The child must be continuously monitored** until emergency services arrive;
- **Documenting the incident** in the child's file in accordance with the requirements of the Ministry of Family Affairs.

Food safety and vigilance

No food containing the identified allergen will be served to the child in question. The daycare is committed to carefully checking ingredients, preventing cross-contamination, and maintaining a **safe environment during meals and snacks**.

The menus served are balanced, adapted to the children's ages, and take into account dietary restrictions. Adjustments can be made upon request according to each child's needs.

Bringing food from home

For hygiene and safety reasons, food from home is only permitted in special situations, such as **medical reasons or specific needs**.

All food items sent must be **clearly labeled** with the child's name.

Collaboration with families

Regular communication between **parents and the team is essential** to ensure safe and secure care. Any **new information** —allergies, changes in condition, or auto-injector refills—must be communicated promptly so that measures can be adjusted and the child supported according to their needs.





Rules concerning medications

The **Les Premiers Pas daycare** applies a strict policy regarding the management of medications and insect repellents, in accordance with sections **116 to 121.8 of the RSGEE** . This policy aims to guarantee the safety, legal compliance, and well-being of each child.

Accepted medications and mandatory conditions

- **expired, damaged or expired** medicine or insect repellent may be stored or administered.
- will be accepted unless its **original container is provided** .
- For prescribed medications, the information written by the pharmacist on the label **constitutes the medical authorization**. The medication label must include:



- THE **child 's name** ,
- THE **name of medicine** ,
- there **expiration date** ,
- there **dosage** ,
- the prescribed **duration of treatment** .

In accordance with Article 121 of the RSGEE, the daycare may administer the following products **without the authorization of a qualified health professional**, and with the written consent of the parent:

☒	Acétaminophène (Tylenol)
☒	Solutions nasales salines
☒	Solutions orales d'hydratation
☒	Crème pour l'érythème fessier
☒	Crème hydratante et baume à lèvres
☒	Crème solaire et lotion à la calamine

No medication is administered without **written parental consent**.

This must contain:

- the child's name
- the name of the drug
- administration instructions
- the duration of the authorization
- the parent's signature

Staff must ensure that **only the medication provided by the parent of the child** in question is administered to the child.



Any medication not listed in this policy may only be administered with a doctor's prescription or the instructions of a pharmacist.

People authorized to administer medication

Only **individuals designated in writing** by the daycare are authorized to administer medication to children. This designation aims to ensure safe and consistent administration.

Administration sheet

A **medication administration record** is kept for each child. This must be completed each time a medication is administered.

It includes, in particular: the date, the time, the name of the product, the dose administered, the reason, the signature of the person responsible and any relevant observations.

Secure storage

All medications must be **stored in a locked compartment**, always **out of the reach of children**, and **kept away from food, toxic products, and cleaning products**. They must also be **clearly labeled with the name of the child** for whom they are intended, to ensure safe handling in accordance with daycare rules.

Products not accepted

- No medication intended for anyone other than the child will be kept.
- No unidentifiable medication or medication without written parental authorization will be administered.
- No expired, unlabeled, or non-compliant medication will be accepted.
- If an expired or non-compliant medication is given to the daycare, it will be returned to the parents.



Procedure in case of illness, accident and emergencies

Follow-up procedure in case of illness

The **Les Premiers Pas daycare** applies the recommendations of the guide *Infections in childcare services* from the **Ministry of Families**, in order to ensure a healthy and safe environment for all children.

Children with a **contagious disease** must be **temporarily excluded** from daycare. This includes, but is not limited to: ringworm, influenza, pertussis (whooping cough), undiagnosed skin rashes, fungal infections, hepatitis A, impetigo, streptococcus, rubella, mumps, measles, tuberculosis, lice, scarlet fever, laryngitis, and any other infection mentioned in the ministerial guide.

Contagious diseases must be reported quickly to the daycare in order to allow appropriate intervention and, if necessary, to inform other parents, while respecting the confidentiality of the child concerned.

If a child develops a fever during the day, the team will follow the recommendations outlined in the government protocol. When indicated, a dose of acetaminophen may be administered according to previously signed authorizations.

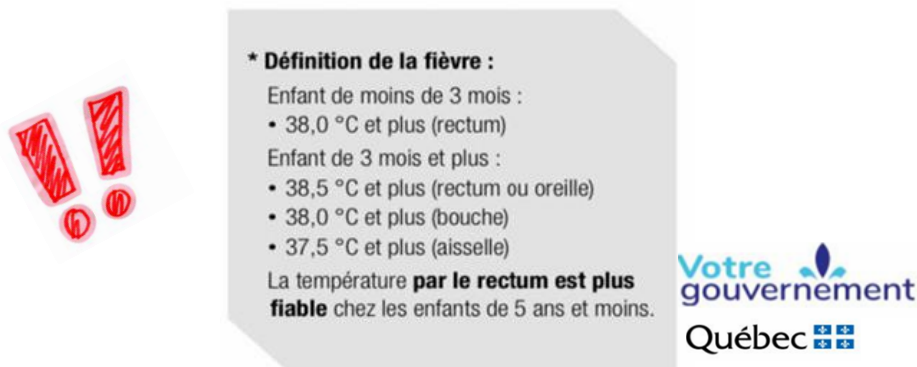
If, after one hour, the fever persists despite medication, **the child must be removed from the environment** and the parents will be called to pick them up. In all cases, **parents will be informed** when a fever develops, even if immediate removal of the child is not necessary.

Returning to daycare is possible when **all of** the following conditions are met:

- **24 hours after starting antibiotic treatment** , when indicated
- **Disappearance complete of the symptoms**
- **Child's ability to participate in daily activities and routine**

Parents will be contacted to come and collect their child if the child presents one of the following situations:

- **two or more episodes of diarrhea**
- **two episodes of vomiting** in the last 24 hours
- general condition not allowing participation in activities



This procedure aims to protect the health of children, staff and families, while ensuring clear and rapid follow-up in case of illness.

Accident follow-up procedure and emergency measures

In the event of a **minor injury**, appropriate first aid is administered and information is given to the parents on the same day.

For any **more serious incident**, emergency services can be contacted immediately, and parents are notified without delay.

The daycare has a clear **emergency protocol** for any situation requiring immediate intervention. In the event of a major accident, severe allergic reaction, breathing difficulties, or any other alarming symptom, **911 is called immediately, and then the parents are notified.**

An **incident report** is written and signed by the educator, the administration and the parent, then kept in the child's file according to legal requirements.

The team is trained in first aid and cardiopulmonary resuscitation (CPR), and knows the procedures for using an epinephrine auto-injector if necessary.

Management of personal information

The **Les Premiers Pas daycare** treats all personal and medical information with the utmost confidentiality. Documents are stored in a secure area and are accessible only to authorized team members as part of their duties.

They are kept for the period required by law, then disposed of securely. No information is shared with a third party without the written consent of the parents, except in emergencies where the child's safety requires it.

Parents welcomed into our community

The **Les Premiers Pas daycare** recognizes the importance of collaboration with families and welcomes parents in a spirit of openness and respect.

We encourage visits that foster a relationship of trust and open communication. When a parent wishes **to speak with the educator at greater length or observe a particular situation**, a meeting can be scheduled to ensure a calm and conducive environment for discussion.

During a visit, parents must:



- Report to management or the person in charge upon arrival
- Please follow all applicable safety and hygiene guidelines.
- Avoid disrupting the group's activities or organization
- Remain within the areas authorized by the team

The daycare also reserves **the right to limit or interrupt a visit** if it disrupts the operation of the service, compromises the safety of the children or violates internal rules.

These measures help to **maintain a harmonious, safe and developmental environment for children**, while promoting positive collaboration with families.

Our goal is to offer a warm environment where parents feel comfortable, while preserving the routine and safety of the children.



Materials to be provided by the parents

To ensure the comfort and well-being of each child, **parents must provide the Personal items necessary** for their daily routine. All items must be labeled with the child's name.

The equipment usually required includes:

☒	Change of clothes (at least two sets, suitable for the season)
☒	Weather-appropriate outdoor clothing (coat, hats, gloves, boots, sun hat, etc.)
☒	Sunscreen - if the child has an allergy (authorization required)
☒	Diapers and wipes, as needed Blanket, comfort toy, and pacifier
☒	Medication and diaper rash cream (authorization required)
☒	Bottle, breast milk, or infant formula

Depending on the child's needs, **other items may be requested** throughout the year. The daycare always communicates in advance to help families plan.



Equipment provided by the childcare service

The **Les Premiers Pas daycare center** provides children with all the necessary equipment for their comfort, hygiene, and safety throughout the day. The daycare service notably provides:



This equipment is provided to ensure a comfortable, safe environment adapted to the daily needs of children.

Our exchanges with families

The **Les Premiers Pas daycare** places great importance on **open, consistent, and caring communication with families**. We ensure that parents are regularly and transparently informed about the daycare's daily operations.

Communications can take different forms: messages in the electronic calendar, emails, notices at the entrance or direct exchanges with the educator and the administration.

An **annual meeting** is also organised to discuss child development, community projects and the needs of families.

Parents are also notified in advance of **special activities, outings, themed events, and any significant changes to operations**. This collaboration helps create a harmonious, welcoming, and consistent environment between the daycare and the family.





Parents' Advisory Committee

In accordance with sections 31 to 39 of the *Childcare Services Act*, **Les Premiers Pas Daycare** is setting up a **parent advisory committee** to ensure the active participation of families and to promote harmonious collaboration within the daycare environment.

Committee composition

The parents' advisory committee is composed of:

- **Five parent users** , elected by and from among the parents whose children attend the daycare
- **A member of** the daycare staff
- **A member of the board of directors**

Role and responsibilities

The committee is consulted on **all aspects related to educational services offered to children**, including:

- The application of **program educational**
- The acquisition, use and selection of **educational materials** and equipment
- The **location** of the facility or any relocation project
- The interior and exterior design of the environment
- The different **services offered** to families
- Guidelines related to the **handling of complaints**

The committee acts **in an advisory capacity**; its recommendations serve to inform management decisions, but are not binding.

Election of members

An annual meeting to elect parent representatives is **convened in writing by the administration**. This meeting must be held **within three months of the permit being issued**, and then **annually before October 15th**.

All parent users are **invited to participate** and can **apply** if they wish to represent families on the committee.

Committee operation

The committee appoints a president and a secretary from among its members. The president leads the meetings, while the secretary drafts the minutes.

The committee meets **at least four times a year**, in accordance with legal requirements, and the **quorum is set at three members** for decisions to be made.

In the event of a vacancy, management convenes a meeting to fill the position, thus ensuring the continuity of the committee. The committee also adopts its internal regulations, in accordance with the provisions of Article 35 of the law.

Communication with parents

The administration informs all parents **in writing of the names of the elected members. Written notice of at least 10 days' notice** is sent to committee members before each meeting, specifying the date, time, place, and agenda items.

Document preservation

All documents relating to the parents' committee — minutes, notices of meetings, list of members — are kept **for at least five (5) years**, in accordance with legal requirements.

Member protection

No member of the parents' advisory committee may be prosecuted for an act performed **in good faith** in the exercise of their duties, as provided for in Article 39 of the law.

Collaboration values

The daycare encourages open, respectful, and constructive dialogue between families and management. The parents' committee helps strengthen the connection between home and daycare, for the benefit of the children's well-being and development.



Childcare fees, penalties, payment terms and tax receipts

Childcare fees

The daily contribution fee is set by the **Les Premiers Pas daycare** and indicated in the registration contract. This fee covers educational services, meals, snacks, and materials necessary for daily activities.

The regular rate remains applicable even when the child is absent, since their place is reserved at all times within the daycare.

Please note that **all days listed on the calendar — including public holidays and vacation periods — are charged** in order to ensure continuity of service and the availability of your child's place.



- \$55.00 per day for children in the nursery
- \$55.00 per day for children 18 months and older

Payment methods

Childcare fees are payable **monthly**, by cheque or Interac.

This amount includes up to **10 hours of educational childcare per day**, as well as **two snacks and one meal** for each child.

Late payments : In case of late payment, penalties may apply in accordance with internal regulations. Repeated non-payment may result in suspension or termination of the contract, after prior notice.

Late fees

Parents arriving **after closing time (6:00 PM)** will be charged **\$5** for each **5 minutes** increment.

A lateness log is kept at the daycare: the date, arrival time, and accumulated minutes are recorded. The parent and educator must sign to confirm the information.

Termination of the contract by the parent

In the event of termination of the contract by the parent **after the child has started attending**, cancellation fees may be required.

In accordance with the rules recognized in childcare services in Quebec, **the penalty requested corresponds to the lower of \$50 or 10% of the cost of the services not provided.**

No fees can be charged when the contract is cancelled **before** the child's first day of attendance.

The parent must provide **two weeks' written notice** for any voluntary termination of the contract. The child's place will be maintained until the date indicated in the notice, and services will be billed accordingly.

Tax documents given to parents

Parents receive an official receipt for their childcare expenses to use on their income tax return. A **T4 slip** is issued annually for all provincially eligible expenses, and a **federal receipt** is also provided for all amounts paid during the calendar year.

These documents must be submitted **no later than February 28th**, in accordance with current tax requirements.



Rules relating to educational outings

Educational outings are an integral part of the program at **Les Premiers Pas Daycare** and aim to offer children enriching and safe experiences.

The daycare uses a **certified transportation company** to ensure safe travel. For safety reasons, **children under 3 years old cannot travel by bus.**

Participation in any outing requires **written parental permission**. Children wear a bib bearing the daycare's name for better visibility and safety. The daycare provides a **packed lunch** to meet children's needs throughout the outing. For food safety and allergy prevention reasons, **no personal food is permitted.**

Children who **do not participate in the outing are welcomed at the daycare and integrated into another group for the day**, in order to ensure the continuity of their routine.

Educational outings, offered in addition to regular activities, **may incur extra charges**. These amounts, related to external services and special activities, will be communicated to parents in advance.



Miscellaneous Information and General Instructions

To ensure a harmonious daily life within the **Les Premiers Pas daycare**, certain general guidelines are in place to support the well-being of the children, the quality of the environment, and smooth collaboration with families:

- The daycare reminds parents of the importance of **respecting schedules, daily routines, and all communications** to ensure smooth operations and a positive environment for both the children and the staff. Parents are encouraged to regularly review notices, messages, and information from management and educators.
- To ensure children's safety and prevent losses, personal belongings should be limited. **Toys, jewelry, small accessories, and any fragile or valuable items are not recommended due to the risks of choking, breakage, or loss. The daycare assumes no responsibility . responsibility to this regard .**
- Regarding **media and social networks**, no photos or videos containing children should be disseminated without the written consent of the parents involved and the school administration. The protection of privacy remains essential at all times.
- For **arrivals and departures**, families are asked to be careful in the parking lot, to respect traffic around the establishment and to ensure the safety of all children present.
- A harmonious climate also relies on **respectful and courteous behavior** towards staff, other families and all people present in the educational environment.
- Depending on the season, **specific guidelines** may be issued: clothing suitable for cold or rainy weather, sunscreen permitted, mittens, hat, change of clothes, etc. Parents are encouraged to follow these guidelines to ensure their child's comfort and safety.
- For hygiene and safety reasons, **children's nails should be clean and short.**
- To protect children with allergies, **no outside food is allowed**. For public health reasons, **smoking is prohibited on the daycare premises and during outings.**

- Parents must also inform the daycare if their child **is taking medication** or **has a potentially contagious illness**, in order to allow for prompt and appropriate intervention.
- During the winter months, parents are asked to **remove their boots or shoes** before entering the premises. Strollers must be **folded and stored** in the designated areas. For the children's safety, **plastic bags are not permitted in the changing room**.



References

Information on the rules governing the organization of daycare services

<https://cdn-contenu.quebec.ca/cdn-contenu/adm/min/famille/publications-adm/developpement-reseau/ouverture-SGEE-fiche-regles-organisation.pdf>

Childcare Services Act

<https://www.legisquebec.gouv.qc.ca/fr/document/lc/s-4.1.1>

Infections in childcare settings

https://cdn-contenu.quebec.ca/cdn-contenu/adm/min/famille/publications-adm/Service_de_garde/sante-securite/affiche_infection_infection-milieu-garde.pdf

Consumer Protection Office

<https://www.opc.gouv.qc.ca/consommateur/bien-service/garderies-camps-de-jour-et-camps-de-vacances/garde-enfant/annulation-contrat/>

Criteria for excluding a child from a daycare or school setting

<https://publications.msss.gouv.qc.ca/msss/fichiers/2023/23-284-02W.pdf>

