

## Rules of operation 2022-2023

The content of this document is subject to change and changes may apply during the year according to the orientations or decisions of the various ministries, the Centre de services scolaires du Val-des-Cerfs or the Governing Board. All changes will be communicated in writing.

### 1. Our service

Name of the Daycare: S.G. Panorama Daycare

Name of the school: École de Sutton School

Address: 19, rue Highland

Town: Sutton

Postal Code: J0E 2K0

Name of the technician: Catherine Thomas

Name of the school principal: Donald Kerr

Phone: 450-538-2318, # 4

E-Mail: servgarde39@csvdc.qc.ca

### 2. Our Mission

School-based child care services are offered to preschool and elementary school students in a school service center, outside the periods when educational services are provided.

They are part of the students' living environment and contribute, within the framework of the school's educational project, to their overall development\*.

*\*Excerpt from the Regulation respecting daycare services in schools*

### 3. Objectives and orientations

To ensure the general well-being of the students and to provide a climate conducive to their development.

To provide support to the families of students, including the provision of adequate space and, where possible, the necessary support for students to complete their school work after school;

To ensure the health and safety of students, in accordance with the rules of conduct and safety measures approved by the school's governing board.

*\*Excerpt from the Regulation respecting daycare services in schools*

### 4. Activity program

The activity program must offer the child user games, activities and interventions that allow for his/her development. It must be part of the school's educational project. A quality program is planned and contains different types of activities. The program is known and supported by the school staff, parents and children.

## 5. Registration form

Each year, regardless of the need, all parents must complete a registration form for each of their children using the daycare service (paper or by Mozaïk registration). This form must be completed and signed before the first day of attendance of the child at the daycare.

The official date of registration is the date of return of the completed document to the daycare service. If your child is in shared custody, each parent must complete a registration form.

If the need for child care is irregular, the parent must send a monthly calendar clearly indicating the days when the child care will be needed.

When a parent registers his or her child in one of the CSSVDC's daycare services, he or she must have paid all the daycare fees previously contracted in other daycare services by one or the other of the two parents, before being able to benefit from the service again.

### **Confirmation of your basic reservation**

A confirmation of your basic reservation will be emailed prior to the start of the school year as a reminder. For security and logistical reasons, no changes or new registrations will be processed from August 31 to September 5, 2022. For any changes or additions, the parent will need to contact the day-care technician directly to make the changes in writing.

### **Changes to the basic reservation or new registration**

Any change to the contracted attendance schedule must be made in writing by completing the basic reservation change form at least two weeks prior to the effective date of the change. The modification must be for a minimum of 15 consecutive working days. Otherwise, the days originally booked will be invoiced.

Any cancellation of the contract must be made in writing at least two weeks before the effective date of the contract. If this period is not respected, the usual amounts for the basic reservation will be charged.

Non-compliance with the contract can only be justified on exceptional grounds with supporting evidence. All agreements must be approved in advance by the school administration (e.g.: termination of employment, medical ticket, etc.).

Due to a shortage of educators and/or for organizational and safety reasons, the daycare service may have to temporarily refuse a new registration or a last minute addition in order to respect the ratio of twenty children to one educator as provided for in the Regulation. Families who have registered their children before June 20, 2022 will have priority access to the daycare service if we are forced to limit spaces.

## 6. Daycare status

The periods frequented during the clientele declaration week (From September 26<sup>th</sup> through 30<sup>th</sup>, 2022) determine the status and the pricing for the school year.

## **Regular status students**

This status is reserved for students who were present and officially registered on September 30. These students attend at least 2 partial or full periods per day (morning, noon or end of day), from 1 to 5 days per week. The preschool period is included in the period (morning or afternoon) and does not constitute a period in itself.

A child who has regular status at the time of registration will maintain this status for the entire school year. A child in shared custody will be part of the regular clientele even if only one of the two parents meets the eligibility criteria established by the Ministry.

The school is required to declare to the Ministry all students attending its day-care service. The status reported is that of the service used, in actual attendance, when the attendance is taken during the reporting week. If your child meets the criteria for regular status during the week of validation, we will be obliged to assign this status.

## **Clientele with SPORADIC status:**

These are students who attend less than two periods per day and/or were not reported as regular during client reporting.

## **7. Opening hours**

The school daycare will be open from August 26, 2022 to June 23, 2023 and will operate according to the schedule below.

<b><u>Schedule of school days</u></b>		<b>Schedule for pedagogical days</b>
-Morning period	7:25 to 7:55 am (*According to the survey, minimum 15 children registered and present)	The schedule varies depending on the number of children registered: <ul style="list-style-type: none"> <li>• 9 children and under: CLOSED</li> <li>• 10 to 19 children: 8:00 am to 4:00 pm</li> <li>• 20 or more children registered: 7:30 a.m. to 5:30 p.m.</li> </ul>
-Lunch period	11:30am to 12:30 pm	
-Preschool period	2:00 pm to 2:58 pm	
-Afternoon period	2:58 to 5:30 pm	
<p><i>The preschool period is included in the period (morning or afternoon) and is not a period in itself.</i></p>		

## **Gradual entry of preschool students**

Parents who plan to use the daycare service during the progressive entry of preschool students (full day), must inform the daycare service by registering their child according to their needs. No later than mid-August, the school will inform parents who have a child in preschool of the terms and conditions regarding progressive entry. i below.

## **Pedagogical days**

A few weeks prior to the pedagogical days, the daycare service will send families an email indicating the activities planned for the day, the actual cost of the activity, if applicable, and the registration deadline. Parents interested in registering their children must do so by Forms/registration form before the registration deadline.

Registration for the pedagogical day after the deadline specified in the registration email may be refused if the groups are full.

If the number of children registered for the day is insufficient, the director may decide to close the daycare. Registered parents will be informed at least 5 working days before the date of the day.

Cancellations after the prescribed period or no-shows on a reserved day will be charged at a cost of \$23. The cost of activities or outings will be added, if applicable.

## **March Break**

The Governing Board decides whether to open or close the daycare service during the spring break. The Governing Board may request that a parent survey be conducted to assess actual needs. Families will be informed of the Governing Board's decision regarding the opening or closing of the daycare service for spring break before February 1st.

## **Winter storm**

During a storm that requires the cancellation of classes and school transportation, the daycare service is usually open. A communication will be sent in November to families who use the daycare service to inform them of the operation and registration procedures on days when classes are suspended and school transportation cancelled due to bad weather. In these circumstances, we suggest that you call the daycare to ensure that it is open and to make arrangements for your child's transportation.

In the event that the school is closed, the daycare will also be closed.

On a stormy day, we invite parents to consult the School Service Centre website; [www.csvdc.gouv.ca](http://www.csvdc.gouv.ca) or the CSSVDC Facebook page.

## **Official Holidays:**

The daycare will be closed, and no fees will be charged on statutory holidays.

## 8. Arrival and departure procedures

For any absence or change to the basic reservation, the parent must advise the daycare service before the lunch period by calling (450) 538-2318 ext. 4

### Arrivals and departures

Every morning, for safety reasons, it is strongly recommended that parents bring their child directly to the daycare.

For departure, parents must come to the daycare at the end of the day to pick up their child. Only authorized adults mentioned on the registration form will be allowed to leave with the child. Proof of identity may be requested by the daycare staff. To register a new person on the registration form, the parent must contact the daycare service.

For all other arrangements, parents must complete a written document defining the chosen arrangements.

For any adult deemed unfit to leave with the child (appearance of impairment or any other suspicious or inappropriate behaviour), the daycare staff will apply the procedure adopted by the School Service Centre to ensure the safety of the children.

## 9. Health

A child with a fever or contagious illness should not attend the daycare.

If a fever or illness develops while the child is at the daycare, the guardians will be notified and asked to pick up the child as soon as possible.

### Medication

Child care staff will give prescribed and ready-to-administer medication if :

- a signed parental authorization form accompanies the medication
- the medication is in its original container identified with the child's name
- the medication is accompanied by the pharmaceutical label indicating the dosage.

**REMARKS FORM:** It must be signed, dated and include the following information:

- child's name.
- the precise dosage.
- the name of the medication.

### **In case of major injury or discomfort - Role of the daycare staff**

- Provide first aid
- Notify the parent of the situation and the measures taken;
- Request ambulance service;

- Write an accident report describing the events that occurred.

If the staff is unable to reach the parent, they will contact the emergency contact person listed on the registration form to go to the hospital and assume parental responsibilities in place of the parent.

The parent(s) will be billed for the cost of ambulance transportation.

## **Allergies**

Snacks containing nuts and peanuts should be avoided. Please refer to the school's code of conduct..

## **10. Rules and safety measures**

The Governing Board shall adopt the rules of conduct and safety measures proposed by the school administration.

The rules of the school's code of life will apply during the hours of operation of the daycare service. For more details, please consult the school's code of life at the following address: [http://sutton.etsb.qc.ca/governing-board\\_trashed/parents-info/rules-regulations/](http://sutton.etsb.qc.ca/governing-board_trashed/parents-info/rules-regulations/)

In certain situations, the principal or the daycare technician (in the absence of the principal) may temporarily suspend a student attending daycare. The parent of the student concerned will be informed if such action is taken.

## **Agreement for good behaviour**

A student who engages in misconduct will be required to sign a behavioural contract\* with his/her parents in which he/she agrees to modify his/her behaviour. Failure to comply with the agreement may result in the student being suspended from the daycare service without further delay or notice for the length of time the administration deems necessary under the circumstances. Please note that any serious misconduct or lack of cooperation that jeopardizes the well-being or safety of the child, other children or staff may result in the immediate suspension of the student by the principal. It will be the responsibility of the principal to authorize reinstatement, if appropriate, of the student.

*\*Means to help, accompany, supervise the child*

## **11. Lunch period**

### **Daycare Lunch Period**

During this time, the children will be supervised by qualified daycare staff. The lunch period at the SDG generally offers the possibility of eating in a calmer environment, with more personalized supervision according to the needs of the children. Indoor and outdoor activities, as well as free time, will enhance this period.

Ratio at the daycare level: 1 educator for every 20 students present

## **Lunch Hour Supervision (in the cafeteria)**

The school is still required to provide lunchtime student supervision for all students who do not receive daycare services. Students registered for this service are the responsibility of the student supervisors. A registration form must be completed and returned to the office for each user of this service.

Ratio for lunchtime supervision: 1 supervisor for every 75 elementary school children  
1 supervisor for every 40 preschool children

## **12. Homework period**

In accordance with ministry regulations, the child care centre provides an appropriate setting and, where possible, support for children to complete their school work.

The educators have a supervisory mandate. Therefore, parents remain responsible for following up on their child's school work.

A school work participation form must be signed in order to have access to this period.

## **13. Pedagogical and planning days**

In order to have access to the pedagogical days, families will have to fill out a registration form and pay the totality of their previous daycare fees. The center reserves the right to refuse the registration of a child to these days if the parent has not paid all the amounts due.

It will be possible to cancel a reservation for a pedagogical day 5 working days (excluding school vacations) before the date of the activity, after this delay fees will apply.

This rule will also apply in the case of absence of a child registered for a day.

Only exceptional reasons with supporting evidence will justify the non-respect of the rules. All agreements must be approved in advance by the school administration (e.g.: termination of employment, medical ticket, etc.).

**Due to staffing shortages, the child care centre may have to limit the number of spaces.**

Please refer to Appendix A for dates of instructional days and days outside of the school calendar when child care will be offered.

**Basic principle = Day reserved = Day to be paid**

## 14. Fees

School day fee	Morning 7:25 to 7:55 (Survey)	Lunch Time 11 :30 to 12 :30	Preschool Period 2:58 to 3:00	Afterschool Period 3:00 to 5:30	Maximum 2 or more periods per day
Regular student status <i>Minimum attendance of 2 periods per day, 1 to 5 days per</i>	1.50 \$	2 \$*	2.90\$	7.60\$	8.95 \$
Sporadic student status <i>Lower attendance than regular status</i>		3 \$			
*To benefit from the \$2 lunch rate, the child must be registered for at least 2 periods in the same day. Otherwise, the basic rate of \$3 will be applied.					
Student who uses the S.D.G. more than 5 hours per day	3\$ per hour in addition to the basic rate				
<b>Rate for the daycare fee for a pedagogical day</b> <i>*Outing or activity fees will be added according to the actual cost.</i>	15.30\$				
Student who uses the S.D.G. more than 10 hours in one instructional day	3\$ per hour in addition to the basic rate				
Total to be paid if absent on the pedagogical day or in case of cancellation within 5 working days	23 \$ + activity/outing fees if applicable				
Spring break, following the decision of the C.É.	Actual cost based on registration (+/- 20\$ per day per child)				

The amounts provided for in this section shall be indexed on July 1 of each year, according to the rate corresponding to the annual variation of the average index for Quebec. The result is rounded to the nearest \$0.05 or, if equidistant, to the next higher \$0.05.

*\*Excerpt from the Regulation respecting daycare services in schools*

**The days indicated in the basic reservation will be billed even if the child is absent.**

For students in shared custody, it will not be possible to split the reservation of a day between two (2) parents since the billing system does not allow it. It will be the responsibility of the parents to agree on the application of the daycare fees and the reservation.

## 15. Extra fees

### **Late arrivals after closing time**

A fee of \$2.50 (per child) per 5 minutes block will be added to the billing. After repeated lateness, the parent may be denied the right to use the day-care service for his/her child(ren).

### **Fees for outings or special activities approved by the Governing Board**

Fees for special activities, such as outings or activities organized by a resource person who is not a member of the daycare staff, will be charged at the actual cost of the activity. They will be charged even if the student is absent at the time of the activity unless the reservation is cancelled in a timely manner.

### **Daycare service offered for more than five hours?**

An additional financial contribution not exceeding the amount obtained by multiplying \$3 by the number of hours offered beyond five hours on the same day is added to the basic contribution. A regular day consists of 5 hours of child care.

### **Childcare service offered for more than 10 hours on pedagogical days ?**

An additional financial contribution that cannot exceed the amount obtained by multiplying \$3 by the number of hours offered beyond ten hours of child care in the same day is added to the basic contribution for a pedagogical day. A regular day on a pedagogical day consists of 10 hours of care.

## 16. Billing and payment

### **Billing of child care fees**

A statement of account will be sent according to the billing schedule provided at the time of registration. For December and June, billing will be done in advance in order to collect payments before the end of the fiscal and school year. It is the parent's responsibility to pay the daycare fees according to the billing schedule. The statement of account is sent for information purposes.

### **Absence due to vacation and/or illness**

Childcare fees are maintained for vacations other than those scheduled in the school calendar for children with a basic reservation on file. Childcare fees will not be charged for justified absences with a medical bill. Only exceptional reasons with supporting evidence will justify the cancellation of fees. All agreements must be approved in advance by the school administration.

### **Payment**

You can make your payments by Internet, a secure method of payment, free of charge and available at all times. It is also possible to pay invoices by check or cash. If payment deadlines are not met, a cash payment may be required before service is provided.

The cash or check payment must be given to the person responsible at Daycare. Checks should be made out to **École de Sutton**.

## **Income Tax Receipts**

Income tax receipts will be available on the Portal for the parent who has paid childcare fees by the last day of February of each year. It is important to pay all bills for the year and to provide the social insurance number to produce the statements.

## **17. Unpaid fees**

When there is a delay in payment, the childcare center will proceed as follows:

1. Courtesy reminder (verbal or written) requesting payment in full of the daycare fees, after the due date.
2. Written notice to discontinue service 7 days after the courtesy reminder if there has been no written agreement or payment.
3. Notice of default and initiation of administrative collection action 7 days after discontinuation of service.

When parents sign the registration form, they jointly and severally agree to pay the childcare fees within the prescribed time frame for their child(ren). In a shared custody situation, the parents will have to ensure that all the invoices are paid in full for the child before taking advantage of the daycare service. It will be the responsibility of the mother or father to claim the amounts paid that were to be assumed by the other parent according to the judgment or their agreement.

## **Unpaid fees in another Daycare**

If a family leaves the childcare facility and there is an outstanding balance, the child(ren) will not be allowed to attend other CSSVDC childcare facilities until the requesting parent has paid the entire debt for the child(ren) involved.

## **15. Other information**

We invite you to visit <https://sutton.cssvdc.gouv.qc.ca/> to learn more about the general operation of the daycare service and the programming of activities offered to the children.

**Adopted by the Governing Board of the school on; May 13<sup>th</sup>, 2022**

Updated on June 28th, 2022