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Management

1. Administration

La ribambelle is a non-profit corporation that was created in 1987 and is managed by the Executive Director and by a Board of Directors; the majority of which are parents, elected at the Annual General Meeting.

2. Philosophy

Educational: *La ribambelle* follows a child-centred philosophy. It provides a learning environment that allows your child to creatively engage in his/her own physical, emotional, social and intellectual development. It is a warm and loving environment that enables your child to experience the happiness and excitement of learning.

Each child is exposed to a multitude of activities, materials and equipment through which he/she can explore and learn at an individual pace.

In a French setting, Francophone children are able to continue the development of their mother tongue while children of other linguistic backgrounds have an opportunity to acquire knowledge of the French language & culture. The curriculum is designed to facilitate your child's integration into a French first language or French Immersion schools.

Disciplinary: *La ribambelle's* philosophy regarding discipline is based on a democratic approach that targets conflict resolution (instead of punishment). Our approach is to teach and instill in the child good social skills so he /she can learn how to resolve conflicts on his/her own. We do not use any physical, verbal or emotional punishments, humiliate or deprive a child of his/hers basic needs.

3. Parents' participation

La ribambelle would not be able to function without the close collaboration of the parents. As members of the corporation, parents are encouraged to attend the Annual General Meeting called by the board (September/October), and participate in the various committees. They are strongly encouraged to register for one of the committees in a capacity that matches their skills or interests. We encourage any and all parental participation and their contributions to the Centre.

At registration time, parents are given the opportunity to volunteer their time and skills by filling out a form. In an effort to keep its expenses down, *La ribambelle* relies on the parents' (or grandparents') involvement on a volunteer basis. When several little tasks, requiring a minimum of time and effort, are performed by parents, this can save us money. The tasks at hand are varied and usually do not require much time. The more parents will get involved, the easier it will be for all. In lieu of time and skills, parents can also make a financial contribution towards the cost of maintenance, repairs and renovations.

4. Smoking prohibition

Smoking is not allowed inside or outside of all *La ribambelle* Centres at any time.

5. Complaint procedure

Should a parent have a complaint, which cannot be resolved with the educator, the complaint must first be addressed to the center's Supervisor. If the complaint cannot be resolved at that level, the parent should

then address it to the Director. If the complaint remains unresolved at that level, the parent may address it in writing to the attention of the chair of the Board of Directors' Personnel Committee.

The chair of the Personnel Committee (or a person he/she may designate) will organize a meeting between the committee and all persons involved within 10 working days of the receipt of the complaint and will communicate the committee's decision in writing within 5 working days following this meeting.

The Personnel Committee's decision shall be final unless one of the parties appeals against the decision before the Board of Directors. This appeal shall be made in writing and addressed to the Chairman of the Board within 5 days of the receipt of the decision by the parties.

The Board shall decide no later than at its following regular meeting whether or not it accepts to hear the appeal. If denied, the Board agrees with the Personnel Committee's decision. If accepted, the Board will meet both parties separately and then, if deemed necessary, together. The Board will communicate its decision in writing to both parties within 5 working days following these meetings. Its decision shall be final.

6. Complaint in case of possibility of abuse

Section 72 of the Child and Family Service Act says anyone who knows or suspects that a child is being abused or neglected must notify a children's aid society. This means people who work with children such as teachers and caregivers etc.

For more information, please contact the Ontario Children's Aid Society of your area to receive more information on this matter.

7. Posting of Serious Occurrence Notification Form

Starting November 1st 2011, in order to increase transparency and access to information, *O. Reg. 262 under the Day Nursery Act (DNA)* provides that every licensed child care operator must post a *Serious Occurrence Notification Form* at the center where the serious occurrence has happened. All licensed child care centers are already required to report a serious occurrence to the MCYS/MCSS. The new posting will inform parents on the incidents that occurred, the immediate actions taken to respond to incidents and any longer term actions the operator has taken to minimize the recurrence of the incident. No personal information will be revealed to respect the privacy of the individuals involved. A serious occurrence could include for example: Serious injury to a child, fire or other disaster on site, complaint about service standard. The *Form* will be posted for a minimum of 10 business days and posted in a visible area near the child care license.

8. Child care supervision policy for volunteers and students

Since September 6th 2011, all child care agency operators are required to develop and implement a policy for the supervision of volunteers and placement students in child care programs. Overall, the policy stipulates that direct unsupervised access (an adult alone with a child) is not permitted for persons who are not employees of la ribambelle. Also, placement students and volunteers are not to be counted in the staffing ratios in child care centers. All placement students and volunteers must be up-to-date with our internal policies and provide all necessary documents as per the Ministry requirements before having access to one of our programs.

Operation

1. Programs

a) Children's ages

Infant: 0 to 18 months (5 days a week-full time only)
Toddler: 18 to 30 months (5 days a week-full time only)
Preschool: 30 months to 5 years of age (5 days a week-full time or Alternate days*)
Before and After school: 4 & 5 and 6 to 12 years of age

*a specific schedule would be provided

b) Available programs at our Sarnia Centres

La ribambelle Les Rapides : Infant, Toddler, Preschool, Before & After school
La ribambelle St-Thomas d'Aquin : Toddler, Preschool

c) Opening and closing of programs

La ribambelle reserves the right to alter, discontinue operating or to create a new program in any location and at any time with only a month's prior notice.

d) Hours of operation

Sarnia area
7:15 AM to 5:45 PM

Our **summer camp program** starts on July 4th and runs until September 2nd 2011. All Centres operate from **7:30 a.m. - 5:30 p.m.** (*La ribambelle* will be closed on statutory holidays). It is possible that some of our centers will be closed during the summer.

La ribambelle will be CLOSED from August 1st until August 12th 2011 inclusively (two weeks).

2. Admissions policy

Due to the Centre's philosophy, at least fifty percent (50%) of the available registrations in each program are allocated to Francophone children on a priority basis. Places left vacant are made available to any children. *The director may accept, delay or refuse an applicant at his or her discretion.*

3. Arrivals and departures

The person accompanying the child must take the child to the room where the children gather. This person must also undress and dress the child at their arrival and departure. Unless otherwise arranged, children will not be released to any person other than those specified on the registration form. A piece of identification with photo will be asked of a parent, guardian or contact person who is not known by the educator on duty.

La ribambelle is not responsible for a child before he or she arrives or after he or she leaves our Centre.

If a child has not been picked up thirty (30) minutes after closing hours, we will contact the local police. Late fees will also apply – see Fees Section.

a) Punctuality

In the case of a late arrival, that is to say after 9:30 am, the person who accompanies the child must find the child's teacher before leaving. If the teacher is outside with the group, the accompanying person must bring the child to their teacher or wait until the group returns. At no time, with no exception, will the child be left with another teacher and without supervision.

Early arrivals and late departures compromise our operation permit. For this reason, a strict control will be exercised at all times. (See **After-hours penalties in the Fees section**)

b) Withdrawal

Parents **must give a written 30 days (one month) notice to the director** if the child is to leave *La ribambelle*. Fees for that month must be paid in full, no exception. There shall be **no reimbursement without a written notice**.

c) Sick leave / Absence

In case of illness, fees will remain unchanged. Please call *La ribambelle* to report a prolonged illness, so that an agreement may be negotiated with the Director.

4. Closure of our Centres

a) Statutory holidays: Our Centres will be closed on the following days:

Labour Day

Thanksgiving Day

Family Day

Good Friday

Victoria Day

Canada Day

Christmas Holidays: From Christmas Day to New Year's Day included

PD Days: 2 professional development days (possibly in Fall 2011 and on Easter Monday 2012, to be confirmed)

Summer holidays: Week of August 1st and week of August 8th 2011 (two weeks).

La ribambelle reserves the right to close the day preceding or following a statutory holiday. Please note that there will be no refund of fees for statutory holidays. The fees have been calculated taking into account the holidays.

b) Professional development days

In an effort to maintain the quality of our services, *La ribambelle* has implemented two professional development days to its annual calendar. One day is in the Fall and the other is possibly on Easter Monday. We use these days to train our employees through a variety of workshops.

c) Weather conditions

We follow the same rules as the elementary school boards. If the schools close, we also close. *La ribambelle* reserves the right to close if the weather conditions could jeopardize the safety of the children, parents and employees. Go to our website at www.laribambelle.ca or listen to 99,9 FM on your radio regarding school and/or *La ribambelle* closures.

Fees

1) Registration fee

Payable the first year your child is registered

\$55.00

***Fees are subject to change without prior notice.**

The registration fee is payable only once per child and is not refundable. Upon registration of your child, you are required to give us:

- The completed registration form.
- The medical form (including all immunization dates).
- Outing & photo form.
- A deposit equivalent to one (1) month's fees
- 9 post-dated cheques made out to the first of every month; from September to May or a completed Pre-Authorized Payment form.

Upon registration, a deposit equivalent to one (1) month's fees is required in order to reserve a place for your child.

2) Methods of payment

- Post-dated cheques
- Pre-Authorized Payments
- Cash*

**Cash is accepted only when making the required deposit and/or for payments on subsidized accounts.*

Interac and credit card payments are not accepted at La ribambelle.

3) Monthly Fees

The fees are calculated on a monthly average for each program; therefore, equal amounts are charged for each of the 10 months from September to June, regardless of the number of school days in the month. Please note: parents will be charged a penalty of **\$20.00 per cheque** for each cheque returned "non-sufficient funds" as well as cheques returned "funds not cleared".

4) Subsidized Accounts

If you are the beneficiary of a subsidy, please note that all Daily Parent Fees are payable in full at the end of every month.

5) After-hours penalties

We recommend to parents to set their watch to the Centre's clock in order to avoid any misunderstanding. **Parents who arrive after closing time (5:45 p.m. during the school year or 5:30 p.m. during the summer months) must pay immediately to the educator a fee of \$1.00 per minute in overtime and sign the late arrival form.** Persistent delays in picking up the child or refusing to pay the late fees shall be considered as grounds for dismissing the child from attending *La ribambelle*.

6) Income Tax Receipts

Income tax receipts will be ready by the end of February and it is the client's responsibility to come pick it up at our Sarnia offices at 1103 Michigan Avenue in Sarnia.

Internal regulations and rules

1. Personal belongings

Parents must supply a spare pair of indoor shoes in the winter and a change of clothes, including socks and underwear, for their children. Each child remaining at the Centre for the entire day must also have a toothbrush in a container, a comb or hairbrush in a plastic bag (Ziploc-style) and a blanket. Personal belongings must be properly labelled. *The Centre is not responsible for lost or stolen property.*

It is forbidden to bring jewellery, candies, gum, money, or toys deemed violent, from home. It is recommended to not bring any toys from home. This will help avoid many conflicts.

Outdoor play is part of the regular activities of the Centre. Children must be dressed appropriately and safely. (Please make sure that boots are identified with the child's name and send waterproof mittens, which securely attach to his/her coat.)

2. Nutrition (Nut free zone)

Toddler & Preschooler

Proper nutrition is an important concern at the Centre. *La ribambelle* serves nutritious and well balanced meals that follow the Canada Food Guide. The child must have had his/her regular scheduled meal before arrival. The Centre offers snacks for all children and a hot meal for children remaining at the Centre for the whole day. Weekly menu plans will be posted at the entrance of the Centre for information purposes and to facilitate meal planning at home. Children's special diets or allergies will be posted in the Centre's kitchen and in each room. No food from home is allowed in the center for your child unless a medical condition has been declared previously on the child's medical form. You may bring a special dessert on your child's birthday only. **However be aware that it is strictly forbidden to bring any food, which contains or may contain peanuts or nuts of any kind to ensure a safe and healthy environment for every child.**

Infant

All milk bottles, lunches and snacks must be provided by the parents. Please make sure that you keep all foods in a cooler during transportation between your home and our centre. The milk must be freshly done and a full day supply of bottles must be brought. The rinsed bottles will be returned to you at the end of each day. Your child's educator is not responsible for washing and sterilizing the bottles.

IMPORTANT: Please take note that all containers and bottles must be identify with your child's full name.

3. Outings

La ribambelle has regularly scheduled outings. Parents will be notified of the date and place in advance. A written authorization must be signed in September for each child. *If your child misses the departure of the group, it is the responsibility of the parent to bring him/her to the trip's destination.*

Health and administration of drugs

According to government regulations, all children must play outdoors. Therefore, it is *La ribambelle's* policy that children who are too ill to play outside should remain at home.

If a child becomes ill during the day, he/she will be isolated and temporary care will be given until a parent or guardian can be contacted and the child can be taken home.

In case of an emergency, parents will be notified immediately while the child is taken to the nearest hospital. In case of a minor injury, that does not require the child being taken to a hospital, an internal accident report will be filled out and will require the parent's signature.

No medication will be given to a child without written authorization from the parent (this form can be obtained at *La ribambelle*). If necessary, a description of the symptoms must be provided. The prescription drug container must show:

- the surname and name of the child
- the name of the drug
- its expiry date
- the dosage
- the length of treatment
- the name of the doctor

Under no circumstance can any employee of *La ribambelle* administer acetaminophen or aspirin to a child without a doctor's written note. Also, we can not administer over the counter or homeopathic medication without a proper prescription label on the container.

Vomiting: According to Health Unit publication « Safe Healthy Children » p. 4.8 section: What to do about illness? and the Inspector of Public Health, you should keep your child at home for 24 hours following the last occurrence of vomiting. In the case of an outbreak of illness, your child should remain at home for 48 hours following the last occurrence of vomiting.

Diarrhea: According to Health Unit publication « Safe Healthy Children » p. 4.6 section: What to do about illness? and the Inspector of Public Health, you should keep your child at home for 24 hours following the last occurrence of diarrhea. In the case of an outbreak of illness, your child should remain at home for 48 hours following the last occurrence of diarrhea.

Important notice

La ribambelle reserves the right to terminate the placement of any child whose parents do not comply with the rules and regulations included herein or where payments are in default. Monthly fees are due on the first day of the month. A 2% interest fee will be applied to all accounts outstanding for more than 30 days.

Please note that all parents requesting Lambton Fee subsidy may have to pay a Daily Parent Fee (To be determined by the Subsidy Office.) These fees are payable monthly and immediately upon receipt of invoice.

Our monthly fees are competitive. To keep them that way, we're counting on your support.

La ribambelle must have all of the child's information in their file, as of the first day, in order to start their stay with us.

The Director also reserves the right to expel any child who is detrimental to the well being of other children or the operation of the Centre, or whose needs cannot be met.

Thank you in advance for your cooperation and participation, enabling the smooth operation of *La ribambelle*.

La ribambelle
March 2011



la ribambelle

Quick reference guide

www.laribambelle.ca

Offices in Sarnia

Telephone: 519-542-2129

Toll free: 866-484-9544

Fax: 519-542-4473

Head Office of *La ribambelle* :

403, Springbank Drive

London (On)

N6J 1G7 Toll free: 1-800-575-0674

E-mail: information@laribambelle.ca

Executive Director: Nicole Blanchette

Administrative Assistant: Colette Rail

Regional Supervisor: Patricia Boivin

Administrative Coordinator: Caroline St-Gelais

For any information, in case of an emergency or to report an absence (due to illness, etc.) please call at 519-542-2129 or 1-866-484-9544.

Centers in Sarnia

La ribambelle St-Thomas d'Aquin 931 Chemin Champlain Sarnia

La ribambelle Carrefour Les Rapides 1103 Michigan Ave Sarnia

Should elementary schools be closed due to bad weather, *La ribambelle* will also be closed. You can go online at www.laribambelle.ca or listen to 99,9 FM to get more information.

Centers in London

La ribambelle Ridgewood 345 Ridgewood Cres. N. London

La ribambelle Frère-André 400 Baseline Rd. W, London

La ribambelle Marie-Curie 40 Huntclub Dr. London

La ribambelle Ste-Jeanne-d'Arc 35 Fallons Lane London

La ribambelle La Tamise 1260 Dundas St. E. London

La ribambelle St-Jean-de-Brébeuf 270, Chelton Road London

***La ribambelle* will be closed on statutory holidays such as:**

Labour Day

Thanksgiving Day

From Christmas Day to New Year's Day inclusive

Family Day

Good Friday

Victoria Day

Canada Day

2 Professional Development days (possibly in Fall 2011 and on Easter Monday 2012)

2 consecutive weeks in the summer (Weeks of August 1st and August 8th 2011)