



Excelsiori Academy

Parents Handbook

September 2023-August 2024



Parents Handbook – Excelsiori Academy

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Welcome to Excelsiori daycare

Since 1994 Excelsiori™ has specialized in private early education daycare that has accepted children age between 18 months – 5 years old in the Ottawa & Gatineau region, for Canadian & International students. Our values among others are empowerment, self-respect, self-esteem and perseverance.

A superior private daycare curriculum is delivered by qualified/ trained educators in both preschool & daycare. Excelsiori™ children are given a solid academic base with a well-rounded curriculum grounded in academic core subjects including literacy and numeracy augmented with the:

- French/English
- Math/Sciences
- Arts/do it yourself
- Music/Dance/Yoga
- Sports

Our private daycare comes alive and the classroom learning takes root when our children have opportunities to stay in our security/monitoring, calm, supportive, and structured environment provide the framework for children to build self-confidence, take risks and move forward with success.

Frequent cultural, educational and recreational field trips throughout the Ottawa & Gatineau region provide hands-on experiences, which make learning real for many children.

Private tutoring during daycare day provides added support, if necessary. Our tutors collaborate with our teachers in order to deliver our quality curriculum, which meets or exceeds the Québec and Canada curriculum. Daycare services are available before and after preschool. Students who complete the full Excelsiori™ curriculum have the tools necessary to Excel in elementary school.



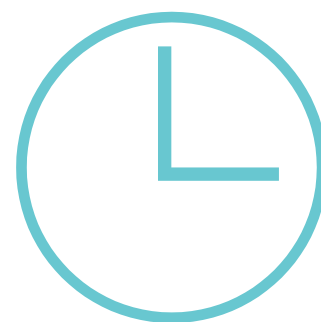
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Our teachers are a remarkable team of dedicated and talented individuals. They have training and passion in their area of expertise, imparting enthusiasm and a love for their subject to our students. Teachers have Québec College of Teachers certificate, Bachelor of Education etc.

Excelsiori schedule: Monday to Friday, 7:00 am - 5:30 pm

Days & hours of operation

The Excelsiori daycare is open from 7:00 am to 5:30 pm, Monday through Friday with the exception of statutory holidays. You are entitled to receive 10 continuous hours of service during the same day within our opening hours.



Important :

Even if you advised us of a delay, this is causing us an additional cost. There is a minimum 10\$ fee for the first 10 minutes and we add one dollars (\$1.00) per additional minute per child that you or your child spends at the daycare after the designated time of 5:30 pm. The late charge is to be paid the next open day in cash only. There are no warnings or grace periods. If delays are frequent, it could result in the loss of your daycare spot. In case of an emergency closure of our daycare due to some reasons such as power outage, water failure or an extreme gastroenteritis, in such circumstances, parents must continue to pay childcare costs.

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Closure days

Labor Day - September 4th, 2023

Thanksgiving - October 9th, 2023

Halloween (4:00 pm) - October 31st, 2023

Christmas - December 25 to January 1st, 2024

Good Friday - March 29th, 2024

Easter Monday - April 1st, 2024

National Patriots day - May 20th, 2024

St Jean-Baptiste - June 24th, 2024

Canada day - July 1st, 2024

Please note that for the Christmas holiday, we will be CLOSED from December 25th 2023 until January 1st 2024. The daycare will be opened on January 2nd 2024. For more information, please talk with the administration.

Admission & policy

Admission

We welcome all interested parents and their children to visit us to establish the suitability of our program for your family. You will be invited to visit the daycare to familiarize yourselves with the surroundings, say hello to the teacher, and have your questions answered. You may also complete “admission forms” at this time.

Admission at the daycare is only permitted in September. Some exception might occur and will be overseen by the Head teacher.

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The fee is 53\$ per day and (around) 1,148\$ per month payable by e-transfer (for the 1st and the 15th of each month). Even if your child misses a weekday, that day must still be paid. However, if your payment is late you will have a grace period for the first 3 times it happens. Afterwards, a 2% charge per day will be added to your bill.

The registration fee is 50, 00\$ non-refundable and non-deductible for each child.

Registration of children will be done with the following criteria's:

1. Age – To be able to be enrolled in the Excelsiori daycare the child must be 18 months old by 30th of September of each year.
2. The waiting list priority is establish as follow :
 - a. Brothers or sisters of a child already enrolled in the daycare
 - b. Child of an active member of the staff



Withdrawal by the parent

When a student is enrolled, it is intended that the place be reserved for the full year. Accordingly, parents are liable for the tuition fees and in unforeseen circumstances; a written note must be supplied to the Head teacher two weeks in advance or pay 10% for 10 days for consumer's protection.

Withdrawal by the daycare

Excelsiori daycare strives to provide appropriate programming for as many children as possible; however, each child's needs are different. Should it prove that Excelsiori is not suitable for your child, and at the sole discretion of the principal, we reserve the right to ask for his or her withdraw- al. In such cases, remaining fees will be returned.

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General guidelines

Drop off and pick up

We recommend that you establish regular fixed hours for dropping off and picking up your child as children's sense of security depends on a regular routine.

Measurements described hereafter exist in order to ensure the safety and a better welcome to your child. The facilitated moments of transition will secure your child and allow us to ensure, together, a better monitoring.



1. At your arrival, we kindly request you to help your child change his outside clothing and put all their personal belonging into their locker.
2. Parents are asked not to remain for more than 5 minutes to allow other parents to drop off their children. Parent loitering will not be allowed.
3. If you have special instructions for medications inform the teacher
4. The teachers in charge/service arrive sometimes before the opening hour of the daycare. We ask you to remain with your child until doors open at 7:00. This allows the educational personnel to prepare the environment for the day.
5. We do record daily attendance, and expect that parents will notify us if their child will be absent.
6. At pick up, parents are to dress their child and put all their personal belonging into their locker.
7. For the protection of your child, we must be notified if anyone other than the parent will be picking up your child. Only those people authorized on the "Child Release Authorization Form" will be permitted to leave the daycare with your child. The teacher will ask to see a photo identification piece.

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Nobody can come to pick up a child from the daycare without authorization which should to be initially discussed and communicated between the daycare administration and the parents.

While leaving at the end day, please say goodbye to the teacher responsible for your child (or with the teacher in charge) so that we can be informed of each child departure.

Appointment

Inform us a minimum of 24 hours prior to the child's appointment. The teacher will release the child once the parent is on-site. We ask parents to pick up or drop off their kids outside of the nap time so we don't disturb the kids already sleeping. Also, we ask that you dress your child and put all their personal belonging into their locker.

Potty- training

Excelsiori daycare will work with the parent to help potty-train your child. Communicate with your child teacher and determine if your child is ready to start.

The child is given regular opportunities to go to the bathroom. Occasional "accidents" are normal at this age. The teachers will encourage independence with your child by assisting them while they change.

Diaper and wipes

Parents must supply enough diaper and wipes for 5 days. The teacher will let you know when it is time to renew the supply.

The parents must sign a form of "Authorization for the application of zinc oxide-based creams to the seat area" in accordance with the governmental requirements.

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Personal care items

Children in the program are required to have 12 tissue boxes, every year.

Parents can purchase the box of tissue for a cost of \$2 per box from Excelsiori if desired. (Taxes included)

Toys

We do not encourage the children to bring toys from home, because they can lose them or damage them easily. This can cause them great sorrows. However, occasionally, your child could be authorized to bring a toy within the framework of an organized activity. You will be informed.

Resting time

The program of the Excelsiori daycare is amusing, and very stimulating. To maintain energy and a good mood after lunch there will be a period of 105 minutes of rest per day. In addition, quiet games will be permitted to children who do not sleep. Children in the program are required to have a nap-time blanket. We strongly recommend you to let your child bring his own blanket.

The blanket will belong to your child and the child's name should be on the blanket. The blanket will be sent home at regular intervals for laundering.

A large, stylized graphic of the letters 'Zzz' in a light blue, cursive-like font, positioned on the right side of the page.

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Inside

Children in the program wear the Excelsiori daycare school uniform, which consists of a blouse when we are going for outdoor activities. All children in the Preschool program should have replacement clothing such as a pair of trousers, bottoms, underwear and a t-shirt. It is also a good idea to leave an additional waistcoat in the locker at all time, in case of unexpected event. Indoor running shoes are required and are to be kept at the daycare.

Outside

We play outside in all weather conditions dress your child accordingly to the weather condition. All clothing must be labeled in an adequate way. When children learn and play in groups, there can sometimes be certain confusion. Please label the clothing to facilitate the task with everyone.

To dress your child for outdoor play, we recommend:

Summer	Winter	Spring/Fall
- Cap sunhat	- Mitts	- Light mittens
- T-shirts	- Hats	- Light hat
- Shorts	- Warm waterproof winter boots	- Rubber boots
- Closed toe or sport style sandals	- Full snowsuit, preferably with a hood hat	- Waterproof rainjacket
- Insect repellent(optional)	- Neck tube (no gloves, no scarves)	- Waterproof splash pants
- Light coat		- Light jacket or sweater
- Sun cream		

Sun protection

The parents must sign a form of “authorization for the sun cream/lotions” in accordance with the governmental requirements.

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Birthday parties

The birthdays will be underlined events and we feel that it is important for your child to feel special for that day. At this occasion, a weekly birthday party will be held on the Friday for the all the children with a birthday during that week or previous week-end. A cake which we will have prepared will be served.

Field trips and outings

Throughout the year trips will be planned to special places of interest according to the season and potential learning opportunities. These trips may include local areas such as walks to the park or around the neighborhood or they may involve bus transportation to nearby attractions. We will notify you in advance if the children will be going on a trip that involves a school bus. In such cases, you must sign the “Authorization for field trips and outing transportation” form provided in order for your child to participate. The cost of the outing is covered in the monthly fees. Do not forget to provide a cold meal for each cultural outing.

Parent volunteers will be required for most of the trips. If the teacher deems that not enough supervision is available, the trip may be cancelled.

Nutrition

Each day, the daycare provides to your child a nutritive snack in the morning and another in the afternoon (served with milk or juice) as well as a hot dinner prepared in our kitchen. However, if your child can not eat what we are serving for lunch and/or snack, for any reason, you have to bring him a lunch and/or snack on that day.

For any additional snacks you may want to provide your child, we encourage parents to send a variety of healthy food choices such as fresh fruits and vegetables, lean meats and cheeses, milk, yogurt, and whole grain breads and pastas. Junk food, such as chips, chocolates and candies are not allowed in the daycare, except on special occasions.

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The daycare is a place free of nuts! Avoid the peanut butter and Nutella for breakfast when your child comes to the daycare.

Behaviour management

Excelsiori daycare uses progressive and positive approaches to discipline. Support is given in a gentle and loving way to those who need a little reminder. The best discipline is based on mutual respect and consideration for others.

We feel it is important to be consistent and clear in the behavioral expectations we set for the children. The majority of time, for most children, a clear understanding of these expectations is all that is required for good behavior. When problems arise, our staff uses small, incremental steps to eliminate inappropriate behavior.

1. Clear behavioral expectations are given.
2. A reminder is given.
3. The child is removed from their current setting/activity to a more appropriate or calming setting/activity.
4. A time-out is given. A time-out involves asking the child to sit on a chair for an appropriate length of quiet time to allow him/her to calm down. Before rejoining the group, the child is asked if he or she feels calm and ready to join the group and play in an appropriate manner.

This disciplinary action is well documented as a positive approach to discipline and provides time for the teacher to engage in value clarification with the child if necessary. If our staff notices that a particular child is continuing to have difficulties with behavior, the Head teacher will notify parents of the situation so that mutual problem solving may take place.

5. Should behavior become an on-going difficulty, or of a severe nature, the child may be asked to withdraw from the program.

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Health

Allergies

At the time of the admission, you must advise us in writing of any food or allergy that might endure your child. If the type of the allergy is requiring the prescription of a device EPIPEN, you must provide it to us and take care of its renewal before the expiry date.

The child picture and symptoms will be posted in all of the classrooms in a prominent, visible place. The “Allergy” form is to be filled.

We encourage that all allergic child wear a “Medic-Alert” bracelet. Parents are asked to provide; 1-8x10 and 5- 5x7 pictures of their child.

Excelsiori daycare is a nut and peanut free facility. Children in this age group are at too great a risk of suffering from a serious reaction. We therefore require that parents strictly adhere to this policy and to be particularly vigilant in checking labels before sending food items to school.

Policy regarding sick kids

The promotion of a healthy and sedentary environment is of primary importance with the quality of life of the children and the personnel. The ministry of health and the social services, by the means of the CLSC enables us to know the contagious diseases and/or infections requiring an obligatory exclusion of the service of guard. However, for the other diseases, the daycare reserve the right to exclude which are best and appropriate to its personnel, to the parents and especially to the children attending the medium of guard with an aim of offering a service of quality respecting the health of each one.

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When your child represents a risk of contagion for the others children, it is preferable to keep him at home. It is certain that even with a healthy, sedentary and pleasant environment, **the daycare is not the best place for a sick child.**

The sick children are in need for rest, calm and care which cannot be suitably managed to them in the physical places like ours

For this reason, we will not tolerate the presence of the children at the daycare as per the following cases:

- Temperatures over 38°C (100 °F)
As per protocol of the minister, a child has fever when rectal temperature is greater than 38°celsius.
- Diarrhea
- Vomiting
- Skin rash
- Gloomy temperament
- Discharge from the ears or earaches
- Rashes that you cannot identify, or that have not been diagnosed by a doctor
- Discharge or redness in the eyes
- Swollen neck glands
- Severe cold symptoms - sneezing, runny nose, fever, cough, lack of energy, important nasal congestion
- A contagious condition as diagnosed by a doctor
- Unusual paleness, irritability, tiredness or listlessness

The child will not be admitted or will be sent home in the following cases:

- After three consecutive diarrhea
- When the general state of the child does not allow him to take part in the usual activities of the group
- At the time of any other event relevant to the health of the child considered by the administration and the members of the personnel

It is important to understand that often one or two days at home, will be sufficient to the child to be recovered much more quickly.

If a parent arrives with their child to the daycare and the teacher feels that your child is too ill to attend, the teacher has the right to refuse entry.

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The parents must advise the daycare if their child contracted a contagious disease. All the parents will be informed of the presence of an infection according to recommendations of the CLSC.

If the child expresses symptoms of disease during the hours of child care, we will communicate with you in order to take suitable measurements so that the child is brought back home. In the case of a call of this kind you must come to pick up your child within a reasonable time.

If it is impossible to join one or the other of the parents, the daycare will communicate with the first person whose name is listed in the “Emergency Contact Person”.

We ask you to inform the administration of any change of any other relevant information or address, telephone number.

Drug

Administration of medication

In accordance with the governmental regulation, there are two conditions to respect so that a member of the daycare is authorized to manage a drug:

A. the drug must be prescribed by a doctor member of the professional corporation of the doctors of Quebec

In accordance with the regulation applicable to the service of child care, we are authorized to manage *only drugs prescribed by the doctor; whether they are on free sale or that they require a prescription.*

The only products that can be given to the child without medical authorization are the acetaminophen (Atasol, tempra, Tylenol and other house name), the oral hydration solutions, the saline nasal drops, the zinc oxide cream, the sun lotion without PABA and the insect repellent.

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The parent must sign the protocols of authorization prepared by the government.

- Authorization form for the administration of acetaminophen
- Authorization for the administration of commercial oral hydration solutions
- Authorization for the administration of saline nasal drops
- Authorization for the application of zinc oxide-based creams to the seat area
- Authorization for the application of sun creams
- Authorization form for the application of insect repellent

B. The parent must sign the authorization to manage a drug and this authorization includes the following information:

- The name of the child
- The date
- The name of the drug
- The name of the doctor who prescribed the drug
- The amount, the hour and duration of the treatment

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Role of the parent

If your child must take a drug during the day at the daycare, you must:

1. Ensure that it is a drug with a prescription. The drug must be in its original container with the label affixed by the pharmacist and prescription.
2. Fill the protocol of authorization with the assistance of the teacher and sign it.
3. Give the drug to the Head teacher. The latter is responsible to make the follow-up with your child.
4. Be in its original container. If you bring the spoon or the syringe with the drug, put the whole in a Ziploc bag identified the name of the child.
5. Ensure to bring back the drug at home when picking up your child. The teacher, who is responsible for your child at this time, will be able to return it to you.

NO DRUG MUST REMAIN IN THE BAG OF YOUR CHILD.

A valid prescription indicates:

- The name of the child for whom it was prescribed
- The duration of the treatment
- The dosage
- The name of the doctor who prescribed the drug
- The name and the telephone number of the pharmacy where the prescription was filled

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Security

Safety

We devote a very great importance to safety at the daycare. You have the right to be at the daycare but certain people do not have it! Please help us to maintain the children in safety by ensuring you to close the doors and the barriers behind you at the time of your comings and goings.

An appropriate installation is designed so that the children can play there freely without any risks either be wounded or wound the others.

To create an appropriate environment:

1. We carefully record the arrival and the departure of each child.
2. We remain with the mounting of the dangers inside as well as outside.
3. We regularly check the toys, the equipment and the places.
4. We regularly carry out checks of safety by means of lists in the classes, the kitchen, the playground, the bathrooms, the corridors and the storage.
5. We ask the personnel and with the parents to respect the instructions at the time of excursions.
6. We teach the child the safety of the pedestrians (while going in walk or to the park) by using a rope for young children and a system of trade-guild for the others.
7. We require that you sign a form for the “Authorization for field trips and outing” of your child to be taken part in the outings and the excursions.
8. For the security of the children, teachers and the building, we are under the supervision of cameras. These recording will never be available on the internet or on the news, without the permission of the parents or teachers.



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IMPORTANT:

Although we work very hard to satisfy the parents and the children, we know that certain situations can, on the occasion, worry you. Be assured that we will devote all our capacity to rectify these situations to your full satisfaction, with calms and in a professional way! However, do not forget that the personnel of the daycare are professional who consider their responsibilities very seriously. Please make sure to treat these peoples with the same professionalism. An aggressive, abusive or irresponsible behavior in some manner such as an impolite language will not be tolerated of any child parent. It is of our common responsibility to show the good example for the children. Any infringement with this policy will lead to the suspension of your child from the daycare.

Access card

To be able to access the daycare, each parent will receive an access card. A deposit of \$25 per access card is required; this deposit will be return when the child leaves the program. A replacement card will be available at the cost of 25\$.

Evacuation training of in the event of fire

To ensure that the procedures are familiar to the children and to the personnel, we carry out fire drills periodically. There are smoke detectors in each room as well as in the corridors. All theses detectors are verified on a regular basis. The extinguishers are inspected each year. We benefit from this occasion to make activities on the topic of safety by inviting firemen, police officers, ambulance, etc.

**The procedures of evacuation are posted in each room,
just as per the plan of evacuation.**

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Parent committee

We invite you to take an active part in the life of the daycare. You can act in many manners as volunteers in the fields which interest you more, for example: the committee of parents, special activities or events, external excursions, collection of funds, etc. Occasional meetings are needed between the direction and the parents and also between the personnel and the parents are essential. The communication between the daycare and the home is vital. Everyone must collaborate for best of each child.

We build the success of the daycare with the devotion of the parents and our exceptional team of specialists in the early childhood.

The committee of parents is composed of 5 people elected by the parents of children who are at the daycare.

Rules of the committee procedure:

- The election of the first committee of parents will take place at maximum 90 days following the date of the license.
- For the subsequent years, the election of the members of the committee of parents will be made at the latest on October 14 of each year, at the time of a general assembly, convened in writing.
- The committee will meet a minimum of four times per year or according to needs. A written convocation will be sent to the members of the committee to advise them, and this, at least 5 days upfront, indicating the hour, the date and the place of the meeting.
- In the one vacancy case at the committee; the management will call up for a meeting so that the remaining members fill the duties of the available
- The duration of a mandate for each member of the committee is one year, the parent who wishes being re-elected, this can done within the framework of the annual assembly of re-election of the committee.

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Example: Class schedule

7:00 to 11:00

1. - Opening of the daycare
2. - Arrival of children
3. - Free play until 8:30
4. - Grouping of children by class
5. - Magic circle with the teacher
6. - Talk about what the children would like to do with their day
7. - Hygiene
8. - Snack time
9. - Activities
10. - Outdoor or indoor games
11. - Hygiene and table games
- 12.

11:00 to 5:30

13. - Lunch
14. - Hygiene and preparation for nap time
15. - Quiet games
16. - Story time
17. - Nap or quiet time
18. - Wake up and hygiene
19. - Snack time
20. - Target activities or workshops
21. - Workshops, outdoor or indoor games
22. - Departure of the children
23. - 17:30 Closing of the daycare
- 24.

***In June and July, fun themed activities will be offered.**

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Checklist

Summer		Winter		Spring / Fall	
<input type="checkbox"/>	Sunhat or cap	<input type="checkbox"/>	Mitts (no gloves)(2)	<input type="checkbox"/>	Light mittens (2)
<input type="checkbox"/>	T-shirts (3)	<input type="checkbox"/>	Hat	<input type="checkbox"/>	Light hat
<input type="checkbox"/>	Shorts (3)	<input type="checkbox"/>	Warm, waterproof winter boots	<input type="checkbox"/>	Rubber boots
<input type="checkbox"/>	Closed toe or sport stylesandals	<input type="checkbox"/>	Full snowsuit, preferably with a hood hat	<input type="checkbox"/>	Rain jacket
<input type="checkbox"/>	Insect repellent (optional)	<input type="checkbox"/>	Neck tube (no gloves, no scarves)	<input type="checkbox"/>	Waterproof splash pants
<input type="checkbox"/>	Light coat				
<hr/>					
Other					
<input type="checkbox"/>	12 boxes of tissues (Kleenex)	<input type="checkbox"/>	Snack(s)		
<input type="checkbox"/>	Indoor shoes	<input type="checkbox"/>	Spare clothes		
<input type="checkbox"/>	Sun cream				
<input type="checkbox"/>	Naptime blanket				
<input type="checkbox"/>	Medication				

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Checklist **Fee reminder**

☐

Late pickup
10\$ / first 10 minutes,
1\$ / each extra minute

☐

Lost tax receipt
5\$/ copies

☐

Acces card
25\$ deposit

☐

Late payment
2% per day

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Staff qualifications

The majority of our Teacher holds a diploma in Early Childhood Education and is trained to teach through play. Free and guided play exposes the children to situations that will stimulate curiosity, initiative, independence, self-esteem, gross/fine motor skills, communication and positive peer interactions. Each member of the personnel, permanent or not, and even our volunteers, are subject to a police back-ground check.

Suggestions or comments

We assure you that we devote ourselves entirely to the well being and the education of your child. If you have questions and enquiries that worry you or any suggestions, do not hesitate to share it with us. We want to hear from you and we would appreciate your comments which will help us to make the daycare the best place!

Forms to sign

This is a reminder of all the form that might be of interest;

- Admission
- Child release authorization
- Authorization for the application of zinc oxide-based creams to the seat area
- Authorization for the sun cream/lotions
- Authorization for field trips and outing transportation
- Allergy
- Authorization form for the administration of acetaminophen
- Authorization for the administration of commercial oral hydration solutions
- Authorization for the administration of saline nasal drops
- Authorization form for the application of insect repellent
- Authorization for field trips and outing

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Complaints procedure

Guiding principles for handling complaints

The Director General or their representatives deal with all complaints diligently and ensure follow-up. They allow the complainant to explain the nature of his/her complaint and provide him/her with the required information if necessary. They direct the person to the right interlocutor, individual or organization and they ensure the merits of the complaint with the persons concerned.

Person Designated to Handle Complaints

The Excelsiori daycare ensures the availability of a complaints handling service during its opening hours, Monday to Friday, from 7 a.m. to 5:30 p.m. To do this, the Director General or their representatives are designated to receive and process complaints.

Steps in handling a complaint

A complainant may make his complaint verbally or in writing. He is not required to identify himself. The person who receives the complaint assures him/her that the information will remain confidential but invites him/her to identify himself, because it could be necessary to communicate with him/her to clarify certain information during the processing of the complaint.

Designated persons open a file to collect relevant information. The necessary verifications are then made. The decision will be forwarded within 40 working days from the date of receipt.

If the Executive Director is absent for less than 24 hours, the person receiving the complaint will offer to contact the complainant at another time during the day or will make a note of the complainant's contact information so that management can contact the complainant at another time during the day. However, in the case of an emergency, the person receiving the complaint will forward the complaint without delay to the most appropriate person to handle it.

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After the meeting with the Executive Director, they analyze the complainant's version of events. They gather evidence to support the allegations and analyze the data in relation to the regulations, instructions, directives and administrative standards in effect, as well as in relation to the protection of the health, safety and well-being of children. They prepare a report and forward it to the administration.

The complainant (who has not remained anonymous) will be informed, either verbally or in writing, that the complaint is closed. The complainant will not be informed of the nature of the corrective action that has been or will be taken, as this is personal information that must remain confidential.

Follow-up and resolution of a complaint

The administration ensures that the situation that led to the complaint, when founded, is corrected. An action plan may be put in place. When a conflict persists between the daycare and its clients, mediation may also be considered.

The report of the handling of the complaint and the retention of the complaint file

The complaint and the complaint report will not be in the daycare file, but in a separate file. In the centre's files, the director will file the conclusion of the complaint. All complaint files collected and the documents showing the follow-up of the complaint are confidential and kept under lock and key in the management office. Only the Executive Director, the General Manager and the person acting in their absence have access to these documents. Also, management keeps a record of complaints received that it has acknowledged in order developing annual statistics on the various categories of complaint allegations.

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Eviction policy

Objective

This measure is taken in order to determine situations and reasons that could lead to expulsion and to maintain the respect and safety of the other children and the daycare staff.

Establishing an action plan

- For the child, we identify the problem, meet with the parents to establish an intervention plan and then evaluate the results of the interventions made.
- In the case of repeated lateness and late payments, we notify the parent and meet with him/her before making a decision.

Determining the communication mechanisms

The director meets with the parent to inform him/her of the expulsion of his/her child and gives him/her the expulsion notice signed by the director. The notice includes the reasons for the expulsion and the date the child care agreement will end. If possible, a two-week notice for the removal of the child should be given to allow the parents to look for a new child care facility. In special situations, if the health, safety and well-being of the child concerned, other children or adults present at the daycare are seriously threatened; if the parent's cooperation is non-existent or deficient; if, in spite of the means put in place, the daycare does not have the necessary resources, the Family Ministry is informed of the situation.

Parents Handbook – Excelsiori Academy

On behalf of my child(s),

I have read, understood and agree to abide by the terms and conditions as outlined in the Parents Handbook dated September 2023 – August 2024 for Excelsiori daycare.

Parent/guardian signature _____

Parent/guardian signature _____

Direction signature _____

Date (dd/mm/yyyy) _____



23 rue Bourque, Gatineau, Québec J8Y 1X2 (819) 889-7889

Parents Handbook – Excelsiori Academy

Price list

Fee per day - 53, 00\$

Access card deposit - 25, 00\$

Registration fee - 50, 00\$

Parents Handbook – Excelsiori Academy

