

# La Citadelle



International Academy  
of Arts & Science

## Daycare Handbook

Pre-Kindergarten &  
Pre-Kindergarten

2023-2024



This document submitted to Parents of Students in Prep-Kindergarten & Pre-Kindergarten (La Citadelle Daycare) provides important policy and guideline information regarding the day-to-day operation of these classes and complements the *La Citadelle* Handbook which is distributed to all parents and guardians at the start of the Academic Year, as well as all other pieces of information, guidelines and procedures that are generally transmitted to parents by the Administration during the year.

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## *Headmaster's Message*

*It is with a great sense of pride that I introduce this Parent Information Handbook for Prep-Kindergarten and Pre-Kindergarten at La Citadelle Daycare.*

*Conceived to acquaint the Daycare Panel within the school, this handbook provides Daycare parents with an understanding of the organizational framework by which we operate our Daycare. It also reviews and explains related school procedures and policies that have been implemented to ensure a safe and effective learning environment for all our students.*

*At La Citadelle, our students are a source of pride. We firmly believe that each one is special and possesses hidden talents, along with enormous potential to achieve. Moreover, we consider it our duty and responsibility to nurture their capabilities and talents while offering them an enriching curriculum in a welcoming and inviting environment where they can learn with joy, enthusiasm, and determination.*

*With the guidance of specially trained staff, we are committed to providing our Daycare children with play experiences and a positive learning environment that enhances their developmental levels. We expose them to situations that spark their curiosity, initiative, and independence, fostering a sense of self-esteem and decision-making abilities. The La Citadelle Daycare program is designed to cultivate children's communication skills as well as fine and gross motor abilities through physical activities. It encourages them to interact with others and teaches them to respect both themselves and one another.*

*Our Daycare program is regularly reevaluated to incorporate changes within the Day Nurseries Act and evolving ideologies in Early Childhood Education. Workshops are also periodically offered to both staff and parents to review program content and facilitate meaningful dialogue between them.*

*In essence, La Citadelle has earned its distinguished reputation since its inception in 2000 by primarily being an outstanding, progressive, and successful private educational institution. We offer all our students a holistic, dynamic learning environment along with an exceptional and well-rounded, top-tier academic program in terms of its content, teaching methods, resources, and overall educational experience. In that regard, we are committed to delivering continued excellence in education to all our students.*

*In summary, I cordially extend an invitation to you to read this Daycare Handbook and count on you to make every effort to support our initiatives.*

*Alfred Abouchar  
Headmaster*

## La Citadelle Daycare Prep-Kindergarten & Pre-Kindergarten

La Citadelle Daycare is in essence a licensed Daycare in the province of Ontario which is regularly inspected by its Ministry of Education and which is approved by it to provide its high quality early learning and child care services to a maximum of 24 preschoolers (2 ½ - 4 years old) all year round in accordance with the following:

- September to June in conjunction with La Citadelle School Year;
- July & August in Conjunction with its summer program.

La Citadelle Daycare, also known as **PrepK** (Maternelle très petite section) and **PreK** (Maternelle petite section) is also an integral part of the School's Kindergarten panel as it prepare its students to embark upon their educational path in Junior Kindergarten (**JK**) and the Senior Kindergarten (**SK**).

La Citadelle daycare works in partnership with families and the community to provide high quality early learning and child care programs that promote and support education and health.

### Our School Philosophy

La Citadelle is a bilingual private educational institution whose goal is to offer unique instructional and educational settings through which students learn and excel in both English and French, in a modern and technologically advanced, multidisciplinary world. La Citadelle is a unique Prep-K to Grade 12 private school whose fundamental aim is to provide students with an exceptionally well-rounded education and a truly comprehensive instructional program in a unique multilingual environment within the Canadian experience.

The infrastructure and the overall educational processes put in place are geared to enable students to acquire a love of learning, coupled with a considerable mastery of knowledge, and to develop profound critical thinking skills and attitudes that will definitely provide them with a competitive edge in university, while being useful to them and beneficial to their prosperity in life.

La Citadelle International Academy of Arts & Science offers an efficient educational setting based on student-centered classrooms; a limited number of students per classroom; a low teacher-to-student ratio; more attention to individual students; experienced and devoted teachers, and specialized facilities. The strong and long-lasting impact it has on the holistic development of the learner is based on a serious teaching of both English and French as first languages, in conjunction with a third language in a unique international setting, and the advanced bilingual teaching of sciences, mathematics, humanities, technological studies, liberal arts, visual arts, character education, and method of study.

La Citadelle's reputation and success since its inception in September 2000 are proportional to the quality and focus of its established curriculum, its delivery mode of teaching, its learning environment and the nurturing character of its pedagogy and community.

The school's structure maximizes the learning potential of every one of its students. From as early as two- and-a-half years old, children are able to begin the real learning process so as to grow their love of learning and provide them with the tools and skills needed to succeed academically and become well-rounded global citizens. . With four years at the preschool level, followed by eight at the elementary level, children acquire the basic skills and knowledge to start an advanced secondary education that has been customized to offer them a very solid foundation to successfully pursue higher learning in the most prominent universities around the world.

Children are seen as active participants in their environments who are, by nature, problem solvers. Learning then is an active process whereby opportunities to explore and interact with the environment are key components in a child's growth and development. Underlying this is the assumption that a child's growth follows a development sequence that is universal, but that within that sequence, each child proceeds at different rates and in unique ways.

At La Citadelle, every child belongs and is welcome. We are committed to providing fully inclusive environments that support the health and well-being of every child in our care.

As is stated in the La Citadelle’s mission statement, the school is committed to the principles of equity. La Citadelle ensures that children and families have equitable access to racially sensitive and culturally appropriate services.

We believe that ethno-racial and linguistic diversity enriches and strengthens our community socially, culturally and economically and that racism creates barriers for children, families and communities. La Citadelle is committed to developing child care environments and programs that promote and respect the beliefs, values and practices of all.

## Our Daycare Program Statement

Our Program Statement is a guide for staff regarding children's programming and pedagogy (how children learn). This program statement is intended to strengthen the quality of our programs to support positive outcomes in relation to children's learning, development, health and well-being on a consistent basis. This program outlines strategies, practices, beliefs and techniques that guide our interactions with children, parents and colleagues to support positive, professional and respectful interactions.

Our program supports each child's personal well-being, health, safety and nutrition through a team approach that includes:

- Registered Early Childhood Educators (RECE’s);
- Supervisors;
- A team of support services, including Toronto Public Health and Ministry of Education.

La Citadelle embraces and complies with the principles and guidelines of the document *How Does Learning Happen? Ontario’s Pedagogy for the Early Years*, which is written by the Ministry of Education for children up to five years old. The four foundations within this document - **belonging, well-being, engagement** and **expression** - are embraced in the La Citadelle Daycare program. Our program is also guided by the Ontario Early Learning Framework.

Our program offers a highly engaging and interactive play-based environment that values children’s learning. In our curriculum approach, we focus on creating and supporting caring relationships between children, adults and families. Our approach is based on an understanding of early childhood development and is focused on supporting children as they develop. We engage children in their learning through exploration, play and inquiry. Communication and expression is honoured and celebrated to create a sense of inclusion and belonging.

## Our Daycare Staff

La Citadelle’s Daycare Supervisor and educators are experienced professionals in the field of Early Childhood Education (ECE). The Daycare Supervisor, reporting to the Director/Headmaster, is a Registered Early Childhood Educator (RECE) responsible for overseeing the daily operations of the Daycare and leading its “Staff” in team management and development. The Supervisor is responsible for administrative duties and in carrying them out, demonstrates superior skills in communication, conflict resolution, decision making and time management. The Supervisor respects at all times the expectations outlined by the Ontario Ministry of Education.

Our full time staff are responsible for:

- Developing, implementing and adapting the planned children's programs;
- Supporting the children's learning and development through positive interactions and strategies; and
- Ensuring the safety and well-being of the children in their care in partnership with parents

All Daycare staff have current Standard First Aid and Infant/Child CPR certification. All staff placed in our Daycare regularly complete Vulnerable Sector Checks prior to their work/placement.

Our staff are provided with ongoing training and development opportunities to ensure that our programs are using the most current practices and support children's optimal learning and development.

Registered Early Childhood Educators are required to meet the Continuous Learning requirements of the College of ECE.

For more information regarding Early Childhood Educators please visit the College of Early Childhood Educators' website at [www.College-ece.ca](http://www.College-ece.ca).

## **Our Daycare Curriculum**

### **Daily Program**

The daily program includes individual and group activities, indoor and outdoor play, directed and semi-directed activities, as well as transition times. General care such as meals, toileting\*, naps and dressing are part of the daily routines.

*\* Children must be toilet trained prior to attending the Prep-K and Pre-K programs at La Citadelle.*

### **Play**

Through play, the child acquires a variety of new skills and learns to make choices, as well as to recognize and respect the needs and feelings of others. Play fuels the learning process and each child develops at his/her own pace in a stimulating and enjoyable environment.

### **Routines**

Routines are composed of activities in which children participate during the course of the day to respond to their biological and developmental needs. Body hygiene, dressing and undressing, snacks and meals, departures and arrivals, are called "routines" since they occur regularly throughout the day.

### **Learning Centers**

Learning Centers are available to the children throughout the day excluding transition periods, when the children move from one activity to another. The Learning Centers are attractive, clean, stimulating, and reflect the theme of the week whenever possible.

The role of the educators is to:

- provide adequate and sufficient material with which children can play;

- set and enforce appropriate limits and encourage children to respect them,;
- encourage among children sharing and respect for the material;
- ensure that children have the opportunity to play in the various Learning Centers and learn the skills associated with each.

### **Learning Centers:**

#### **Construction Center**

With the help of wooden blocks of different sizes, vehicles and miniature figures, children can reproduce their view of their world. This Center encourages creativity, imagination and cooperation.

#### **Dramatic Play Center**

This area allows children to reproduce scenarios that are familiar to them. It promotes opportunities for social development, imagination and language acquisition.

#### **Reading Center**

This Center enables children to spend some quiet time alone or in a small group to look at a book or play a game. It promotes early reading and mathematical skills, as well as hand-eye coordination.

#### **Science - Discovery Center**

Children discover objects that attract their curiosity and stimulate their interests, promoting problem solving.

#### **Cognitive Games Center**

This Center promotes cognitive development concentration through association games, such as puzzles; and fine motor skills.

#### **Art Center**

This Center stimulates the creativity and development of senses through the use of different materials. The manipulation of paints, modeling clay and other materials are used to develop dexterity and fine motor skills.

Our approach at the Art Center is focused primarily on the learning process rather than the finished



product. Each week, children generate art work. We strongly encourage parents to take their children's work home; this gesture will demonstrate the parents' interest in the child's art work which will encourage the child to participate regularly

### **Circle**

The circle is a time when children are brought together to explore the week's theme, new concepts, presentations, choice of activities, appropriate limits, and vocabulary (particularly French vocabulary). The role of the educator is to promote language acquisition through information sharing, discussion and repetition of new vocabulary using speech, songs and games.

### **Programming**

The RECEs are responsible for determining the themes that will be explored each week, using the children's emerging interests as inspiration. The activities are designed to meet the needs and ages of the children and adhere to the objectives and criteria set by the Ministry.

### **French Language Acquisition**

Children learn French when they are in contact with their peers and teachers in an environment where the activities and routines are conducted in French.

### **Report Cards**

At La Citadelle Daycare, we monitor the progress and development of the children in the Prep-K and Pre-K program and students registered in our School year daycare registered in our 4 weeks summer programs will receive a Summary of Progress at the end of each month.

## **Parent Involvement**

La Citadelle Daycare is an integral part of La Citadelle and Parents of students registered in our School year daycare are encouraged to participate as volunteers contributing their personal expertise to the school or assisting with its activities which include excursions, special activities, fundraising and participating in any other committee established by the School.

It is important for Parents to note that:

- Children must be supervised by an adult at all times;
- Direct unsupervised access to children is not permitted for persons who are not employees of La Citadelle, including volunteers and Student Volunteers;
- Volunteers and placement students are not counted in staffing ratio;
- No child may be supervised by a person less than 18 years of age;
- Any parent who wish to volunteer must submit to the school a Police Reference Check for the Vulnerable Sector (Forms available in the main office) and a TB test that must be done and the family doctor.

### **Daily Communication**

Parents are asked to check their child's cubby and are encouraged to communicate with the educators daily, in order to better recognize their child's progress and/or difficulties. A monthly calendar of special activities is available to parents and is also posted in the classroom. Memos are placed on the message board and it is the parents' responsibility to take note of them.

### **Class Parent Representative – School Year Daycare**

The Class Parent Representative will strive to support the teacher, to serve as a positive role model within the class and the school community, and to foster a sense of cooperation and fellowship among all parents in the school. Class Parents Representatives are also involved in the school's Parents Support Committee (PSC).

## **Prohibited Practices**

All La Citadelle staff are to use behaviour guidance strategies (refer to Behaviour Management Policy) that support children to develop appropriate social and emotional skills. La Citadelle and the Daycare and Early Years Act prohibit the following practices:

- Inflicting corporal punishment to a child;

- Imposing physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself/herself or someone else, is used only as a last resort and used only until the risk of injury is no longer imminent;
- Locking the exits of the child care center for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures;
- Using harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including: food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on the child including making the child eat or drink against his/her will.

If at any time a staff member or placement student were to implement any of these practices, the appropriate children's protection agency would be notified and disciplinary actions would be taken, including notification of the College of Early Childhood Educators, as required. Incidents of this nature would be reported to the Ministry of Education as a Serious Occurrence. Any above occurrence will justify immediate cause for termination of employment in the case of a teacher, or immediate cessation of volunteer privileges.

Staff members will sign off on this understanding during the contracting process. Participating families will acknowledge this understanding during orientation by signing off on a Prohibited Practices form that will be kept in their file.

No temporary staff and/or visitors will be left alone, with any child, for any period of time.

## **Duty to Report**

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection: “A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society.”

The legislation specifically requires individuals who perform professional or official duties with respect to children such as the “operator or employee of a day nursery” to report suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of the center have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to the Children’s Aid Society.

A professional, who works with children can be charged and fined for failing to report. It is the responsibility of the child protection agency to investigate and follow up, as necessary.

If a parent/guardian expresses concern that a child is being abused or neglected while in care, the parent will be advised by staff to contact the local Children’s Aid Society (CAS) directly. Any concern or complaint made by a parent or visitor that suggests an allegation of abuse will be reported to a local Children's Aid Society by the staff who received the complaint.

## **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff and students, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or the Children’s Aid Society).

## **Fee Payment**

The tuition fees for preschoolers registered in the Daycare during the school year, from September to June, with the exception of the school’s Winter Break (December) and 1 of the 2 weeks of the school’s March Break, are as follows:

Full Day– \$20,700.00  
Half Day (mornings only) – \$15,525.00  
Tuition fees include meals and workbooks

Application Fee – \$200.00  
One-time Admission fee - \$3,000.00

Activities and School Fees - \$950.00

September – June After-school Care  
4:30 p.m. – 5:30 p.m. - \$1,500.00

A reduction in fees of \$1,100.00 for the second child, an additional reduction of \$1,800.00 for the third child and a reduction of \$2,400.00 per additional child of the same family are applicable. Charges for school activities and Summer Daycare, are extra.

La Citadelle does not participate in the Canada-Wide Early Learning and Child Care (CWELCC) system.

## Admission Procedures

La Citadelle Daycare accepts children attending on a part-time basis depending on space availability with priority given to students seeking full time care. We follow the principle of first come, first served; however, we give priority to families already utilizing our services.

To begin the application process, a formal application form with supplemental documents and a non-refundable Application fee will be required and an official admission letter will be sent to families. Enrolling families will be required to pay the non-refundable deposit fee by the deadline provided on the admission letter and submit this along with the Official signed registration form secure enrolment.

Prior to starting, a meeting may be arranged to familiarize parents and their child with the surroundings so as to answer questions in preparation of their start date.

Registered families seeking to share information about their child and family so as to help the daycare provide the best care and services should request a meeting with the Daycare staff by emailing [info@lacidelleacademy.com](mailto:info@lacidelleacademy.com).

**The following must be provided at the time of admission and should be updated as changes occur:**

- Completed & Signed Application Form
- Copy of Proof of Age Document
- Current Photo (headshot only)
- Copy of Health Card
- Copy of Immunization Record

**The following must be provided upon registration in order to secure enrolment:**

- Signed registration form and Application Fee
- Deposit fee
- Postdated cheques (or completed PAD Agreement)

## Toilet Training Requirements

Due to our license’s regulations, Children must be toilet trained prior to attending the Prep-K and Pre-K programs at La Citadelle’s Daycare panel.

There are specific criteria that must be met before students may attend our Daycare.

Readiness Signs include:

- The child is capable of independently pulling down and up their pants and underwear without significant assistance;
- The child is able to communicate their bathroom needs effectively;
- The child does not wear diapers at any time during the school day, including nap time; and
- The child demonstrates the ability to control their bowels and bladder, making it to the toilet when necessary.

If these readiness indicators are not met, your child may not be fully toilet trained and as such may need to delay their start date in order to ensure we adhere to our License’s regulations.

Daily Accidents and Consequences:

Children enrolled must be fully toilet trained, which means they should not experience daily accidents. The presence of daily accidents suggests that a child is not yet fully toilet trained.

In the event of three consecutive days of accidents, the child will be required to stay home for 1 week. During this time, parents will be expected to focus on completing toilet training with their child.

However, if a child experiences repeated instances of not being fully toilet trained and is sent home three times, the family's enrollment will be deferred to the following school term (September, January & March). This policy ensures that the limited daycare spaces are prioritized for children who have achieved toilet training capability.

### Parental Responsibility and Absences:

It is the responsibility of parents to ensure their children meet the toilet training requirements prior to enrollment. Parents are not to send their children to the daycare in diapers, pull-ups, or padded underwear, even during nap times.

In cases where a child is sent home due to accidents, please note that there will be no refunds or reimbursements for missed days. This policy is in place to maintain fairness and consistency in our approach to all families.

We appreciate parents' understanding and cooperation in adhering to these toilet training policies. Our commitment to the well-being and development of the child remains our top priority, and we look forward to supporting their growth in every way possible.

## **Emergency Contacts**

We are required by the Ministry of Education to ensure that we have for each child the information of at least one emergency contact person, in the event that the parent/guardian is unavailable or cannot be reached. Parents must provide the School and Daycare with this information.

## **Children's Immunization**

A complete Health Form along with an immunization record must be presented at the time of the child's admission. All medical information concerning the child must be communicated to La Citadelle Daycare to ensure the well-being of the child at all times. It is the parents' responsibility to ensure that their child's immunization records are kept up to date.

If your child has not been immunized, the parent must provide one of the following:

- Written medical exemption by a qualified medical practitioner, which clearly states the medical reasons why a child cannot be immunized; or
- Completed Immunization Exemption Form identifying that you have chosen not to immunize your child on the grounds that the immunization conflicts with your conscience or religious beliefs.

Please note that if an outbreak of a communicable disease occurs, any child who is not adequately immunized will not be able to attend care until the child receives the required vaccine or until the outbreak is over.

For the current recommended immunization schedule, visit [toronto.ca/immunization](http://toronto.ca/immunization)

Note: Parents are responsible for advising the school of all changes relevant to their children such as: vaccinations, doctor, etc.

## **Operating Hours**

### During the school year (September to June):

La Citadelle Daycare offers a full-time program from 8:30 a.m. to 4:30 p.m., five days a week.

La Citadelle Daycare also offers a part-time program from 8:30 a.m. to 4:30 p.m., three days a week or a half-day enrolment from 8:30 a.m. to 12:00 p.m. five days a week at a pro-rated cost.

Early drop off is available starting at 8:00 a.m. and late pick-up is available until 5:30 p.m. at cost.

### During the summer:

La Citadelle Daycare offers a full-time program from 9:00 a.m. to 4:00 p.m., for two four-week sessions at an additional cost.

La Citadelle Daycare also offers a part-time half-day program from 9:00 a.m. to 12:00 p.m. five days a week.

The school is open from 8:30 a.m. to 4:30 p.m., with supervision before and after regular school hours at cost.

Early drop off is available starting at 8:30 a.m. and late pick-up is available until 4:30 p.m.

### **School Closures:**

During the school year, La Citadelle Daycare will be closed during the PA days, the two week Winter Break as well as during one week during the March Break as well as on the following days:

- Labour Day,
- Thanksgiving,
- Family Day,
- Good Friday,
- Easter Monday,
- Victoria Day,
- Canada Day,
- Civic Holiday (1<sup>st</sup> Monday in August).

Summer daycare (July and August) are additionally available in 2 monthly sessions at an additional cost. (see website for specific dates).

### **Arrivals and Departures**

The following section is concurrent with the schools' Pick-up and Drop-Off procedure available to all parents and guardians on the Parents' Portal on the school's website:

- in that context and upon arrival at the school, the child must be left with the assigned educator who will greet the child and sign the register to confirm the child's attendance.
- the parent/guardian must accompany the child to the classroom;
- the educator in the classroom will greet the child;
- the parent/guardian must transmit all pertinent information to the educator (for example: medication, health, early evening departure or departure with a different person, etc.).

Upon departure, the parent/guardian must inform the educator and ensure that the educator documents the child's departure. Parents are responsible for advising La Citadelle Daycare in

writing of the names of people authorized to pick up their child. La Citadelle Daycare has the right to ask for specific identification before releasing the child.

In case of parent/guardian separation or divorce, La Citadelle Daycare is obligated to allow a child to leave with either parent. However, should a parent have restricted access, La Citadelle Daycare requires judicial confirmation of the rights of the parents toward the child.

### **Late Pick Up of Your Child**

La Citadelle's School year Daycare program runs from 8:00 a.m. to 4:30 p.m., Monday to Friday. Parents should plan to leave enough time to pick up their child, communicate with the staff about their child's day and gather all belongings prior to the end of the programmed day.

If a situation arises where you will be arriving late to pick up your child, please notify the School/Daycare as soon as possible. In this circumstance, we encourage you to have alternative pick-up arrangements in place so your child is picked up as soon as possible.

If the School/Daycare has not been contacted by the parent(s) to notify staff that they will be late in picking up their child, staff will attempt to reach one of the child's emergency contacts that the parent(s) provided. Should a situation arise in which no one can pick the child up before 4:30 p.m., or the parents/emergency contacts cannot be reached, the child will be supervised in After School Care until 5:30 p.m. If neither parents nor the emergency contacts can be reached by 6:00 p.m., as a last resort, staff will contact the appropriate child protection agency.

If repetitive late pick-ups occur, the Center supervisor will meet with the parent to discuss and determine whether the Center hours meet the family's needs. If continued lateness is expected or continues, a notice of withdrawal from care may be issued for unresolved patterns of lateness.

### **When Your Child is Sick**

Each day when your child is dropped off at the School, staff is required to do a basic health check to ensure your child is able to participate in the program that day. If your child is not well, we



encourage you to keep him/her at home or to visit a medical practitioner, if necessary.

La Citadelle Daycare has the right to refuse a child in the presence of one or more of the following symptoms:

- Temperature of 100°F or 37.8°C or more. The child must stay at home for 24 hours following the detection of a fever;
- Skin illness, skin eruption or infection;
- Contagious illnesses - the parents must advise La Citadelle Daycare when their child has contracted such an illness;
- Vomiting, diarrhea: the child must stay at home for 24 hours following the detection of these symptoms;
- Head lice - the child must be isolated until a parent comes to get him/her. The child will be readmitted following treatment and only once the lice have completely disappeared. A medical certificate or equivalent clearance certification will also be required upon return.
- if a child becomes ill during the course of the day with one or more of the above mentioned symptoms, parents will be advised and must come to pick up their child as soon as possible.

When the La Citadelle Daycare is affected by several cases of a similar illness, thus facing an outbreak, the following precautions are followed:

- Suspension of sensory activities, such as those using water, sand games or play-dough;
- Cleaning standards will be increased, including disinfection of all toys and surfaces. The frequency and concentration of disinfecting solution will also be increased;
- Hand washing for children and personnel will be reinforced.

If Toronto Public Health declares the Daycare to be in outbreak, the Daycare will close for a period.

Should your child become sick in the Daycare, the staff will monitor the child and inform you.

Depending on the type of illness, the staff or Daycare supervisor may contact you to arrange for the child to be picked up for his/her own well-being. When your child is returning to care after having a serious illness or communicable disease, we will require a note from your medical practitioner to confirm that the child is free from infection.

It is common for some children to be more susceptible to illness in the first few months of attendance. We recognize that this can be concerning and stressful for parents; therefore, we encourage you to ensure that you have plans in the event that your child may not be able to attend care. With time, most children develop immunity and adjust to being in a group environment.

## Medication

Only medication prescribed by a doctor and bearing the child's name on the original label from the drugstore will be administered to the child. Parents must indicate in the medication register the name of the medication, the purchase date, the dosage and the time it should be administered. Parents must complete and sign the appropriate medication administration form before the medication can be administered to the child by our staff.

In cases where a child needs a prescribed medication during school hours, written physician verification is required. It is the sole responsibility of the parent to transport medication, provide the school with the appropriate written permission to administer it and label it appropriately with:

- child's name and class,
- name of medication,
- unit of dosage,
- time to be given (or if not a specific time, describe symptoms that would call for medicine),
- and appropriate storage requirements.

To that effect, all prescription and over-the-counter medication such as cough drops, Tylenol, etc. must be provided in its original dated container or bottle and a dispenser must be provided in the case of liquids. Cough syrup and any other non-prescribed medication must be accompanied by a note signed by a doctor.

For the safety of the children, we ask that parents hand any medication directly to the staff so that it can be securely stored away from the children's reach.

Medication MUST NOT be left in a child's bag or cubby space.

A new medication administration form will need to be completed and signed for any changes in medication or medication instructions.

Parents are required to take home any medication that has expired or is no longer to be administered to the child at the Centre or for disposal at a pharmacy.

## **Allergies & Anaphylactic Allergies**

With the participation of parents/guardians and the doctor, La Citadelle devises an individual plan for each child suffering with an anaphylactic allergy. A review of this plan will be done annually and a document will be signed to that effect.

Information regarding emergency procedures for a child is posted with his picture in the classroom. Additionally, annual training is offered by a professional on the procedures to be followed in the event the child has an anaphylactic reaction. All staff members are required to participate.

To ensure the well-being of children who have anaphylactic allergies, it is imperative that an auto-injector is available at the Centre at all times. A child, who requires an auto-injector due to a severe allergy, will not be accepted into care without their prescribed and current auto-injector.

If a child no longer requires an auto-injector, a note from a medical practitioner confirming this information will be required. These practices are in place for the health and safety of your child.

## **When Your Child is Absent**

Please advise the school's office of your child's absence before 9:00 a.m., specifying whether the reason is personal, holiday or sickness. (In the case of illness, please provide a description of the illness, in order to permit us to supervise the spread of illnesses.).

Please advise the school's Office, in writing, of the

dates of your vacation if it occurs during any school days.

## **Safety and Accidents during Care**

The personnel of the La Citadelle Daycare is responsible for ensuring that adequate supervision is provided. Children cannot be left alone without supervision and parents and guardians must also adhere to this regulation. It is therefore necessary that parents and guardians present themselves personally to the educator in the mornings at drop-off time and in the evenings at pick-up time. Educators must ensure that the children can remain visible to the supervisor at all times in all sections of the playground.

Supervisors place themselves in strategic spots to prevent and avoid accidents. Despite close supervision, some accidents may occur as your child explores and develops new skills and abilities. If your child is injured at the Centre, the staff will provide immediate first aid, as needed. All accidents and injuries are documented by the educator who was present and the report is signed by both the educator and director. The report must subsequently be signed by a parent and stored in the child's file.

At La Citadelle Daycare, we post a high level Serious Occurrence Notification Form in a visible location for at least ten days when a serious occurrence has happened. This Form is updated as La Citadelle Daycare takes additional actions or completes investigations and remains posted for 10 days from the date of the update. La Citadelle Daycare will retain the Serious Occurrence Notification Form for at least two years from the date of the occurrence and make the forms available for current and prospective parents, licensing and municipal children's services staff, upon request.

This reporting method is one of many tools that allow us to communicate with parents about serious occurrences that have taken in the Daycare, while providing us with an effective means of monitoring the appropriateness and quality of service delivery.

In the event of an accident where treatment is necessary, La Citadelle must be designated as

the temporary guardian for facilitating all medical treatments and/or hospitalization when it is impossible to reach the parents or the guardian.

If your child has an accident or injury at home, please inform the staff when you drop off your child the following day, so that we are aware of the incident.

## **Suspension**

### **Illness**

As mentioned in the section *When Your Child is Sick*, La Citadelle Daycare has a responsibility to ensure a safe and healthy environment for all children. If a child develops symptoms of illness during the day, parents will be advised of the need to pick up their child immediately. If necessary, the child will be isolated, with supervision, until the parent/guardian arrives, in order to prevent further infection.

### **Immunization**

A child may be excluded from La Citadelle Daycare if, following three warnings, a parent neglects to present his/her child's updated immunization record.

### **Payment**

In addition, a child may be subject to exclusion when the parent does not follow through with regular Daycare fee payments. This exclusion could possibly lead to expulsion if payments continue to be in arrears following three warnings.

### **Violence**

If a child's violent behaviour threatens one or more children, the management of La Citadelle Daycare shall have the right to remove the child from La Citadelle Daycare until the following points are satisfied:

- a medical evaluation indicates that the risk to other children is minimal or non-existent;
- a meeting with the child has taken place;
- the approval of the Headmaster has been granted.

If La Citadelle Daycare readmits a child who had been suspended or removed previously, then such child shall have a probationary period of two months during which the child must abstain from violent behaviour. If the child does not succeed, then management of La Citadelle Daycare reserves the right to expel the child from La Citadelle Daycare.

La Citadelle Daycare adheres to its inclusion policy. A child will only be excluded from the program once all possible means of remedying the behaviour have been exhausted.

## **Nutrition**

La Citadelle is a nut restricted Daycare and school.

All students in La Citadelle Daycare will be provided snacks and lunch ordered by the school from the school's selected lunch provider. Parents are prohibited from sending any type of food or snacks to school unless these are specifically communicated and approved by the school and in conformity with the Daycare Act regulations.

A good diet is an important part of our program. The meals and snacks offered to the children conform to the Ministry's guidelines as well as to Canada's Food Guide. Menus are posted for periods covering four weeks. Any food allergies and dietary restrictions will be respected, as per parents' request. Dietary restrictions and food allergies will be posted in the classroom.

Children are encouraged to taste all dishes but are never forced to eat them. An additional portion will be available for those who are still hungry. Food is never used as a way of controlling or punishing. The personnel have lunch with the children to help role-model and to create a familial atmosphere.

## **Outdoor Play**

The Daycare and Early Years Act requires that the children engage in outdoor play for a minimum of two hours each day, to stimulate the development of gross motor skills. La Citadelle Daycare meets these requirements except during inclement weather at which time an alternate indoor activity is presented.



La Citadelle recognizes the valuable learning experiences, developmental opportunities and health benefits that participating in outdoor play year-round provides. Outdoor play time is used as an opportunity to expand on children's learning and encourage physical activity to support optimal success in the future.

It is important that children be dressed for the various types of weather to ensure that they can actively participate in the outdoor program. Please ensure that adequate and suitable clothing and footwear is provided year-round for your child.

At times, due to the weather, children's outdoor time may be extended or shortened, to ensure that children are active, engaged and comfortable. Staff monitors the children's comfort and activity level in the varying weather conditions to determine the length of time children will remain outside.

La Citadelle implements sun safety practices and encourages parents to provide child safe sunscreen and protective clothing such as the La Citadelle wide-brimmed hat for outdoor times. The staff will assist children in applying sunscreen to their exposed skin areas prior to going outside.

## Excursions

Throughout the year, excursions are made to special places of interest. Excursions are planned during the course of the year to enrich themes and to create new experiences for the children. A notice will be sent home prior to the excursion, informing the parents of the destination, time and date of the excursion. Parents must sign a consent form, which will be available in the classroom and on the Parents' Portal on the school's website, permitting the child to participate in the excursion. Parents are always welcome to accompany the group.

### Additional rules:

- Children cannot be transported in private cars;
- All volunteers and parents must be accompanied by a staff member at all times;
- Prior to being allowed to participate, all volunteers and parents must deliver to the school Consent to Disclosure of Personal Information with the Toronto Police Service or any other appropriate Police jurisdiction and a recent TB

skin test, to ensure that they are fit to perform the essential duties assigned by the school.

- All children must wear the school's ID card as a piece of identification bearing the school's name and phone number;
- A first aid kit must be carried by the educator;

A list of the children's emergency numbers, identification and attendance must also be carried by the educator.

## Clothing and Personal Belongings

Parents are responsible for providing closed indoor shoes and outdoor shoes that are appropriate for the season, and a change of clothes.

A pair of closed slippers is also required for nap time. All clothing must be labeled with the child's name.

La Citadelle Daycare is not responsible for loss or damage to clothing or equipment caused by the organized activities at La Citadelle Daycare.

All children must have at least two sets of extra clothes left at the school, including socks, underwear and clothes (preferably in the school uniform colours).

It is not acceptable to bring money or valuable items from home to the school. Material or toys that are related to a specific planned activity can be brought with prior authorization and should be clearly identified.

## Rest Time

La Citadelle Daycare has developed a Sleep Policy and Monitoring Guideline to ensure that all children in its care have a scheduled nap/rest time after lunch for a maximum of two hours per day, as per the Daycare and Early Years Act.

The School will provide each child with their own cot and two sets of sheets upon admission. Parents will be responsible for sending a blanket and pillow (if desired). All bedding will be taken home at the end of the week to be washed and returned on Monday. All items must be labeled with the student's name. Parents are required to provide their child with closed slippers that will be worn during nap.

Children are permitted to bring a toy or object to sleep with (e.g.: a stuffed animal, a doll, etc.).

Children's sleep/rest time is monitored by staff ensuring that a regular visual check is completed on each child and documented, to help ensure the child's health and safety.

## **Access and Equity**

La Citadelle provides children and families with equitable access to racially sensitive and culturally appropriate care.

The school has no religious affiliation. We try to emphasize celebrations related to the family specifically to those that are more familiar to the children. Parents are encouraged to inform us of their family customs and cultural traditions.

## **Anti-Racism Policy**

As per guidelines established by the Ministry of Social and Community Services of the city of Toronto, the anti-racism policy is destined to favour and value the fight against racism and discrimination. Its objectives are:

- To promote and spread the cultural heritage of our families and La Citadelle Daycare personnel and utilize these as tools of intercultural connection;
- To favour the settlement of newcomers and adaptation of children of varying backgrounds;
- To create, maintain and support an organizational structure that respects diversity;

## **Policies of Discrimination and Harassment**

La Citadelle Daycare is responsible for recognizing systemic racism, both institutional and societal, and for eliminating racism in all its shapes and forms.

La Citadelle Daycare is responsible for ensuring that its services, publications, promotional documents, and consultations are free of racism and reflect the racial and cultural diversity of its community.

Parents and La Citadelle Daycare personnel must at all times maintain a positive and secure atmosphere favorable to children's development and free of harassment.

## **Grievance Procedure**

All grievances and complaints must first be presented to the La Citadelle Daycare supervisor. Following assessment of the situation, appropriate action will take place in order to respond to the needs of the parent/guardian. If the situation requires further consultation with the Supervisor, the complaint will be transmitted to the Director/Headmaster in order to decide on the appropriate measures to take.

### **What is a Grievance?**

A grievance is an expression of dissatisfaction related to the La Citadelle Daycare program or staff member where you believe that the Centre or its staff has not provided a service experience to your satisfaction at the point of service delivery.

## **Smoke Free**

The Smoke-Free Ontario Act prohibits persons from smoking in enclosed and public places, to protect workers and the public from the hazards of second hand smoke.

Smoking, handling of a cigarette or use of an e-cigarette is prohibited on School grounds, whether children are present or not.

## **Emergency Management**

La Citadelle Daycare has an Emergency Management Policy & Procedures manual to provide clear direction for staff and all concerned parties to follow when dealing with emergency situations. The procedures set out steps to follow to support the safety and well-being of everyone involved. Clear policies and procedures will support all individuals in managing responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Fire evacuation guidelines are practiced once a month to familiarize the children with the emergency procedures. The personnel are trained

in these procedures. In case of emergency, the premises will be evacuated and the children will be taken to the following shelter:

- Metamorphosis Greek Orthodox School, located at 34 Scarsdale Road.

The Emergency Management Policy and Procedures also provide specific guidelines regarding notifying parents/guardians in case of an emergency, debriefing them at the conclusion of the emergency, establishing the procedures for resuming normal operations and for providing support to children and staff that experience distress.

In the event of an emergency, information will be shared with families via:

- Phone through telephone numbers provided on emergency contact files;
- Email through addresses provided on emergency contact; and
- Postings on the doors of the Center.

# La Citadelle



International Academy  
of Arts & Science

**G A R D E R I E**



**La Citadelle**  
International Academy of Arts & Science



**36 Scarsdale Road  
North York, Ontario, M3B 2R7**

**telephone/fax: 416-385-9685  
www.lacitadelleacademy.com  
info@lacitadelleacademy.com**