



**Les
garderies**

DU CARREFOUR FRANCOPHONE



Les Tremplins

DU CARREFOUR FRANCOPHONE

A Parent-Friendly Handbook

Things you'll be glad to know about
le Carrefour francophone de Sudbury's
School-based day-care centres

2nd edition



Carrefour francophone
de Sudbury

Mission

Le Carrefour francophone est un centre culturel et communautaire qui assure la vitalité, la diffusion et la transmission de notre culture et de notre langue françaises.

Carrefour francophone is a cultural and community centre that assures the vitality, the circulation and the inheritance of our French language and culture.

Vision

Le Carrefour francophone est un centre culturel et communautaire modèle qui favorise l'épanouissement culturel, familial et social par sa programmation et ses services de qualité.

Par son leadership, sa créativité et son engagement, il contribue au développement durable de la communauté et il est reconnu comme pivot de notre francophonie.

Carrefour francophone is an exemplary cultural and community centre that fosters the growth of culture, families and society.

Through its leadership, creativity and commitment, it contributes to durable community development and is recognized as a hub of our Francophone population.

List of our Child Care Centres

La Boussole des tout-petits

178, Junction Ave., Sudbury
705-983-4540
Nika Shank, Supervisor

Le Carrefour des tout-petits

2190, Lasalle Blvd., Sudbury
705-560-2576
Pauline Karcz, Supervisor

Le Coeur des tout-petits

300, Van Horne St., Sudbury
705-673-2823
Elizabeth Basso, Supervisor

Le Coin des tout-petits and le Tremplin Ernie Checkeris

1570, Agincourt St., Sudbury
705-566-6151
Claudia Chamberland, Supervisor

La Découverte des tout-petits

1450, Main St., Val Caron
705-897-0217 (Lise Paquette)
Lisette Labelle, Supervisor

Le Foyer des tout-petits

4752, Notre Dame St., Hanmer
705-969-6012
Chantal Caron-Duclos, Supervisor

Le Pavillon des tout-petits

370, Côté Ave., Chelmsford
705-855-1362
Lisette Labelle, Supervisor

La Scène des tout-petits

1412, Stephen St., Sudbury
705-523-9387
Mélanie Lavigne, Supervisor

La Vallée des tout-petits and le Tremplin Valley View

1840, Valleyview St., Val Caron
705-897-1460
Nicole Lebel, Supervisor

Tremplin Carl A. Nesbitt

1241, Roy St., Sudbury
705-507-3629 (Manon Lacroix)
Claudia Chamberland, Supervisor

Tremplin Westmount

511, Westmount St., Sudbury
705-507-3621 (Yvonne Guy)
Claudia Chamberland, Supervisor

Our values

Our mission in child care

At Carrefour francophone, we have a basic principle: we do our very best to support your child in all aspects of his or her development. So our practices stem from this principle. We promise that our programs will offer a wide variety of high-quality activities. With us, your child will experience learning and play that contribute to his or her growth and self-discovery.

The history of the Carrefour francophone

Founded in 1950, the Carrefour francophone was formerly known as the Centre des jeunes de Sudbury. It is the oldest cultural centre in French Ontario.

For decades, the Centre des jeunes was the very centre of cultural and youth-oriented activities in Sudbury. It was a hub for numerous cultural activities (stage shows, photography, music, cinema, painting), educational activities (language school, school of music) and social activities (dancing, summer camps at l'île aux Chênes, youth groups).

In 1999, the Carrefour francophone founded the Tremplin centres ("tremplin" is the French word for trampoline). Our cultural centre was one of the first to offer before and after school child care services of this kind.

Since 2005, a wave of renewal at the Carrefour francophone has brought it back to the forefront of Greater Sudbury's cultural and social scene, particularly with the creation of nine new day care centres, four Tremplins, and the spectacular resurgence of La Slague, Greater Sudbury's Francophone concert promoter, winner of the Trille Or award for Ontario's Best Concert Promoter in 2011.

In July 2008, a major strategic planning exercise established the direction and the main goals for the Carrefour francophone until 2012. This document as well as descriptions of all the programs we offer is available online at www.carrefour.ca.

Our approach to learning

Children are the most important people of all. When you believe that, you believe that personalized attention, adapted to the child's personality, is what every child deserves. We feel that the enthusiasm and "joie de vivre" so typical of children is a kind of energy; for them and also for us. But their energy might simply be wasted if it is not guided. Children need to be accepted as they are, and that's our starting point to bringing them to explore things they haven't yet experienced. In other words, we know we have to adapt our activities to the children, not the children to our activities.

Our philosophy

Pre-school years are all about play. Play is how a child acquires new concepts and develops confidence in his or her abilities. Because our aim is overall development, we keep in mind that distinctions between physical, intellectual and emotional development can be artificial. In reality, each one of these aspects influences all the others. So when we prepare our programs, we make sure that they include many different kinds of opportunities for development. We avoid narrow goals and rigid frameworks. We do make plans, but they're never complete. In the end, we trust the children to complete them.

Language spoken

The language of communication in our day-care centres is French. Parents choose our centres for their children because they want them to experience a Francophone environment. Our personnel will gently but constantly encourage the children to use their abilities to interact with their playmates and adults in French.

In the best interest of your child's development, the attitudes towards language that your child experiences at home should support the experience offered in our day care centres, as much as possible.

Our daily activities program

A good day is a day full of variety. As stipulated by the Day Nurseries Act, our daily programming must include the following activities:

- group and individual activities;
- activities that promote gross motor and fine motor skills, as well as language, cognitive, social and emotional development;
- quiet games and games that foster emotion.

The daily program is posted in the play rooms and it is available to parents.

Our cultural program

We believe that the cultural experiences our centres provide are a central part of the quality services we provide to your child. But from your child's point of view, culture simply means: lots of fun!

Our Tremplin and child care centres regularly receiving visiting artists and specialists in many areas of expertise: music, visual arts, sciences, crafts, strategy games, board games, dance, theatre, literary arts, health, sports and cooking.

Also, our partner organizations help us to enrich our programming with cultural activities available in the community.

We organize contests and draws to mark seasonal holidays as well as youth-oriented shows. Our March camps and our PD day activities provide special programming that makes these days special for children.

We also have a resource centre filled with exciting educational material for the children and their educators, which travel through all our centres.

The Carrefour francophone's cultural programming for its child care services allows children to experience their cultural identity and express it through many different artistic techniques.

Principles and practices for our child care services

Qualified, dedicated staff

In our child care services, your children are well supervised. Our child care and Tremplin centres all have an on-site supervisor who is responsible for all aspects of your child's well-being and the schedule of your child's day. A designated educator takes on these responsibilities when the supervisor is away from the centre.

In the play rooms, one or several educators are present at all times. These persons are graduates of an Early Childhood Education program, educational assistants with a diploma in a related field, interns from a community college or volunteers.

All adults who work with the children are subject to a criminal background check as part of the hiring process. This policy also applies to interns and volunteers.

Number of staff on site

Appearances might be deceiving if you come to our day care centres only at the start or the end of the day. Take into account that during the first two hours in the morning and the last two hours in the afternoon, our day-care centres require fewer personnel. Not all our educators are on site at those times.

Staff/children ratio

How many educators are on site in your child's day care centre? That depends on the number and age of the children in your centre.

- For children aged 3 to 18 months inclusively, the ratio is 1 adult per 3 children.
- For children aged 18 to 30 months inclusively, the ratio is 1 adult per 5 children.
- For children aged 31 months to 4 years inclusively, the ratio is 1 adult per 8 children.
- For children aged 4 to 5, the ratio is 1 adult per 10 children.
- For children aged 5 to 6, the ratio is 1 adult per 12 children.
- For children aged 6 to 12, the ratio is 1 adult per 15 children.

As mentioned earlier, during hours of arrival and departure (between 7 and 9 a.m. and between 4 and 6 p.m.), a lower ratio is allowed. But nonetheless, the ratio never dips below two thirds of the ratio prescribed by the Ministry. For example, this means that 2 educators can at times be responsible for 3 same-age groups.

When five children older than 18 months are present in our day-care facilities, we must ensure that two members of our personnel are on site (at the beginning and the end of the day). Our supervisors need to plan our educator's shifts appropriately. Therefore, we request that you respect the schedule that you established upon registration and drop off or pick up your child as expected.

Age groups

In our day care centres, your child will be grouped with others of the same age. We also take into account similarity of interests, aptitudes and attentiveness when designing programs, premises and materials. However, during summer and Christmas holiday periods, the Ministry's laws on mixed age grouping are respected while children are assembled into a single group with others of all ages.

Hours of operation

Normally, our child care centres operate from 7 a.m. to 6 p.m. from Monday to Friday, excluding holidays.

Our Tremplin program operate from 7 a.m. to 9 a.m. and from 3 p.m. to 6 p.m. from Monday to Friday during the school year, excluding holidays.

We offer a day camp service on PD days and for March break. Our summer camps generally start on the first Monday after the end of the school year and end on the last Friday in August.

Holidays

Our day care centres are closed on the following days (Please note that you will be billed for these days) :

- New Year's Day (January)
- Family Day (February)
- Good Friday (March/April)
- Victoria Day (May)
- Canada Day (July)
- Provincial Civic Holiday (August)
- Labor Day (September)
- Thanksgiving Day (October)
- Christmas (December)
- Boxing Day (December)

Management reserves the right to close over the Christmas holiday period, from December 24th (starting at 1 p.m.) until January 2nd inclusively, in response to demand for services. Services will also be closed Easter Monday. You will not be billed for these days.

Things to bring to your child care centre

Good little adventurers come prepared. For his or her daily adventure in day care, your child needs the following supplies: a **toothbrush**, a bottle of **sunscreen** and, if he or she is in the toddler group, a container of **wet wipes** (alcohol- and perfume-free) and a **recent photo**.

You must also provide an adequate supply of **diapers** or **pants** for a child who is toilet-training. If your child requires **skin cream or powder**, you should also bring these articles. Make sure they are all labeled with your child's name. Our personnel can apply these products on your child's skin, but must conform to the rules that apply to medications (see this section on page 14).

And as mentioned earlier, please ensure that your child has three complete changes of **clothing** in his or her locker.

Toys from home

This rule is no fun, but it's important: **your child may not bring toys from home to day-care**. DVD and videocassettes aren't allowed either, because licensing laws say these are sold only for private viewing at home.

Change of clothing

Children know that having fun often means getting dirty. They love to explore and they often find water quite attractive. Some of our activities involve paint. And sometimes, even a toilet-trained child can have... an accident.

For reasons like these, please be sure to provide your day care centre with at least three changes of clothing (tops, pants, socks and underwear). You may leave these clothes in your child's locker. Please put them in a back pack, not a plastic bag, which can be a safety hazard. Another good idea is to supply a second pair of shoes. We strongly recommend shoes with Velcro fasteners.

This policy is meant to ensure that your child will be comfortable all day, even if a messy little accident occurs. Should our educators be unable to appropriately change your child's clothing, we will communicate with you to find a solution to the problem.

Clearly labeled personal belongings are easier to keep track of. So please ensure that all your child's belongings are labeled with his or her name. We cannot take responsibility for loss, theft or damage to personal belongings in our day-care centres.

Child's daily journal

How was your child's day? When you arrive at day's end, some of the educators who took care of your child will have already left for the day. But you'll still know how the day went, because every child in our care has a personal journal. That's where the educators jot down the things you should know about your child's experience for the day. It's an efficient way to ensure communication and dialogue between you and your child-care centre. Please don't underestimate its importance. Take the time to read it and add your own observations and comments regularly.

Face to face meetings

The personal journal is a handy day-to-day communication tool, but there are times when a personal discussion is what is needed to best inform you about your child's experience in day care. So from time to time, please expect that we will request to meet you in person. And always feel free to request a personal meeting if you feel it would be appropriate.

Outdoor play

A good day means time for outdoor play. Children who attend day-care for six or more hours per day must play outdoors for at least two hours, weather permitting. If your child cannot participate in outdoor play, we cannot provide care, because we are subject to strict criteria regarding child-educator ratios. Please ensure that the child has appropriate clothing.

If your child cannot participate in outdoor play, we cannot provide for his or her supervision, once again because of child/educator ratios that must be maintained at all times.

Outings

From time to time, our quality programming includes outings. If your child cannot participate, you will need to make alternate arrangement for day care. We won't be able to let your child remain on our premises, because prescribed child-educator ratios must be maintained.

Discipline

A child needs freedom, but needs limits as well. When it's time to remind a child about limits, our educators are experienced in the art of gentle firmness. Sometimes showing affection is a very effective intervention!

In cases where inappropriate behaviours require a firmer approach, our educators take into account the needs of the individual child along with those of the group. Should particularly worrisome incidents or recurring problems arise, our personnel may request a personal meeting so we can all work together to find a solution to the problem.

At home as in day-care, discipline has its limits. As set out in articles 45 and 46 of the Day Nurseries Act, no one can legally permit:

- a) Corporal punishment for a child, from an employee or another child or group of children;
- b) Deliberate harsh or degrading measures that humiliate or undermine a child's self-respect;
- c) Depriving a child of basic needs, including food, shelter, clothing or bedding;
- d) Locking or allow the locking of doors in order to shut in a child.

Aggressive behaviour

Aggressive behaviour will not be tolerated. If your child bites or hits others on a recurring basis, you will be invited to a meeting with his or her educator to discuss this behaviour and find a solution that takes into account the needs of the aggressor and the victim.

In our Tremplin programs, when a child receives a third incident report, he or she will be excluded from the program for a three-day period. These days are not billable. If the behaviour persists, he or she may be excluded for an indefinite period.

Life's little injuries

No childhood is complete without scrapes, scratches and bruises. Though we do our best to keep these perils at bay, they are to be expected. In such cases, an educator will provide the details of the incident on a form you will receive. After you have signed this form, it will be inserted in your child's file.

Lunch

How many meals do we prepare? That's easy: one for every child present. One of our educators is responsible for counting the number of children who will need lunch. If your child is not present by 9:30 a.m., please remember to contact us before then to let us know that he or she will be there at lunch time. If you forget, we'll do our best, but a regular lunch won't be available for your child. And that wouldn't be as nice, would it?

Snacks

What would life be like without snacks? That question remains a mystery in our day-care centres, because every day, we provide two snacks and a nutritious lunch. For children in our Tremplin programs, we provide an after-school snack that follows the recommendations of Canada's Food Guide. If your child has food allergies or follows a special diet, please discuss this with your child care centre's supervisor.

A monthly menu is posted in our day-care centres as required by the Day Nurseries Act. You'll see it displayed near the entrance to our facilities. A copy of the menu will be handed to you during your child's registration.

If your child has allergies or follows a special diet, please discuss his or her needs with your child care centre's supervisor.

Our child care centres and Tremplin programs are nut-free and peanut-free.

Naps

Nap time is part of a child's busy day. A 45 minute nap time is included in every day's agenda. But should it be required, the schedule can be flexible so as not to disturb your child's normal sleep cycle at home.

Please feel free to discuss what would be best for your child. However, please note that if our educators determine that a child needs a nap, then he or she will be put to bed, because the educator's responsibility is to tend to the child's needs while in day care.

Arrival and departure

As a parent, you know that dressing and undressing a child are feats that don't always happen in the wink of an eye. So keep in mind that our educators have lots of other things to take care of. We expect that you will help your child get dressed and undressed, that you will accompany him or her to the common room and that you will ensure that our personnel are aware of your child's arrival or departure.

Security practices

Changes to the regular routine

Routines and security go hand in hand. To ensure your child's security and maintain adequate control, you need to notify us of any changes regarding the person(s) authorized to leave with the child. Without this prior notice, **THE CHILD REMAINS ON DAY-CARE PREMISES**, even when we are familiar with the other person who has come to pick up the child. Our personnel cannot make this judgment call in your place. So please remember to inform us personally and in advance if there is going to be a change to your routine.

Attendance register

Who is with us today? Our educators have an attendance register on hand and take note of all children present. This list allows them to know at all times which children are under their care.

Visitor registration sheet

Ensuring the security of our young guests is a responsibility that all visitors to our facilities must share. That's why a registration sheet is posted at the door for all to sign upon arrival and departure. This requirement also applies to persons authorized to pick up or drop off a child.

Legal guardianship

If a child is subject to legal guardianship, the parent or tutor who has legal guardianship rights must provide a photocopy of the official document that confirms this right. This document will be kept in the child's records folder.

Entrance security

The child care centre's doors are always locked. To ensure the children's security at all times, parents must use the doorbell to signal their presence to the personnel in the play room. After having confirmed the parent's identity, the educator unlocks the door by remote-control.

Please be patient. If the personnel are busy with a child or if a situation requires attention, they might not be able to answer the door right away. We also request that you do not allow other persons to enter the building at the same time as you do.

Late arrivals

Some days are more hectic than others, and when that happens, we understand. But you will let us know you're running late, won't you? If you expect to be delayed at the end of the day, please notify us and make other arrangements to ensure that your child does not worry.

Fifteen minutes after closing time, if our personnel have not received your instructions, the persons authorized to pick up the child will be contacted in order. These three persons are those you named when you registered your child. The list is kept with your child's records.

If these persons cannot be reached and one hour has elapsed, the child is deemed to be abandoned. In such cases, we have a legal obligation to contact the Children's Aid Society. Also, late arrivals will be charged on your monthly bill at the rate of \$15.00 per 15 minute interval. We have to apply this rule strictly, so no grace periods are allowed.

Health Practices

Sick children

As a parent, please expect that if your child shows symptoms of any disease, the educator will immediately contact and inform you. If your child can no longer follow the routine, he or she must be removed from day-care. It then becomes your responsibility to arrange for alternate care until the cure is complete. You will still be billed for the hours during which your child is normally present, because your child's space in day care will be reserved until he or she returns.

Vaccinations

Children must be immunized as recommended by the local Health Unit. But this policy can be waived in two cases:

- 1) If the father or the mother states in writing that immunization is contrary to deeply held religious or conscientious beliefs.
- 2) The second is when a duly qualified medical doctor presents in writing the medical reasons against immunization for the child. However, if an epidemic or an outbreak of a contagious disease is occurring, non-immunized children must stay at home.

Communicable diseases

When communicable diseases are present or suspected, our child care centres follow Sudbury and District Health Unit regulations.

Children showing symptoms of any of the following diseases will not be allowed to attend day care:

- A contagious disease such as measles, mumps, rubella, rosella, chickenpox, impetigo, etc. A doctor's note confirming that the child is cured is required before readmittance to daycare.
- A skin rash, if not identified nor diagnosed by a doctor.
- Lice. The nits must be completely eliminated before the child can return to the centre.
- Diarrhea and vomiting. In such cases, the child is removed from the child care centre and can return only 48 hours after the symptoms have disappeared.

If a fever is present (101 degrees Fahrenheit), the parent will be contacted and must come and get the child.

In case of a pandemic, the Carrefour francophone will follow its Pandemic Flu Plan. We can inform you about this plan on request.

Administering medication

If your child needs to take medication, our personnel can provide assistance. Our personnel administers only prescribed medication and only if the parent has completed and signed an authorization form. Our personnel do not administer non-prescription medication unless a doctor's note is provided.

The medication must be provided in its original packaging. The name of the child, the name of the medication, the dosage and storage instructions must appear clearly on the packaging. Most pharmacies provide information sheets about medication; if possible, please supply these as well.

With written parental authorization, our personnel can apply sunscreen and/or insect repellent on a child exposed skin before outdoor activities. This authorization must be renewed annually.

Please note: the medication must be delivered to the educator by the parent. **THE CHILD CANNOT DELIVER THE MEDICATION.**

We keep all medication under lock and key at all times.

Annexed is a copy of the form we use to indicate dates and times when the medication is administered and any omitted doses. Instances where a dose was not administered will also be indicated on this form.

Allergies

Parents must inform the personnel if a child has allergies or sensitivity to certain foods. Serious allergic reactions are dealt with on a case-by-case basis. To prevent allergic reactions in children, food from home is not allowed in our child care centres. A list of known allergies is posted in the kitchens and play rooms. Also, there are no traces of nuts in any of the foods served in our centres.

Special situations

Abuse (observed or suspected)

Abuse is a matter where the law has already made a decision for us. Our personnel are legally obligated to immediately report to the Children's Aid Society all circumstances where abuse is observed or suspected. Our educators will inform their manager, who will be responsible for communicating with Children's Aid Society.

Serious incidents

Should an accident or a serious incident occur, our personnel will take all appropriate measures to ensure the child's well-being and will make a record of the event. An incident report is written and sent to the Ministry of Children and Youth Services within 24 hours. To find out more about our policies, please ask to see our Statement of Politics in your child care centre's office. A serious incident notification form will be posted in the centre during 10 open days when a serious incident occurs.

Unexpected closings

Canadian winters can be pretty, but sometimes they do get ugly. In winter or in summer, our child care centres must shut down if essential services such as water, electricity and heat are interrupted and it becomes difficult to ensure health and safety. Should closing be necessary, we will contact you by phone.

Should we need to find emergency refuge in another location, information about where to come get your child will be broadcasted on the radio. When a storm occurs, the child care centre closes if the public transit system is interrupted. In such cases, we will notify you by phone and through information broadcasts on radio stations. You will not be billed for these days.

In the event of an evacuation, we will contact you by phone and inform you of the situation. At that time, we will give you instructions about where to come and pick up your children. The evacuation location will be posted in your child's play room.

Suggestions and concerns

When things aren't going as well as they should, we want to be the first to know. It's always best to talk about it first of all with the persons who are directly concerned. Should you feel there is a problem or a misunderstanding, the people you should approach to discuss the problem are, in the following order:

1. Your child's educator;
2. Your day-care centre's supervisor;
3. The Coordinator of Children Services, Julie Joncas (705-675-6493, extension 201)
4. The Director of Children Services, Nicole Grenier (675-6493, extension 204);
5. Le Carrefour francophone's General and Cultural Director, Stéphane Gauthier (675-6493, extension 205).

Complaints Management Policy

Carrefour francophone de Sudbury

As part of our efforts to continually improve our children's services, Carrefour francophone de Sudbury invites parents to submit suggestions and comments. Our staff is instructed to actively encourage parents to provide feedback. Clients may express a complaint about the organization's services in writing or verbally.

- Carrefour francophone ensures that its clients are informed of its complaint management policy.
- Complaints are handled by the staff they concern, the director of the service involved or the executive director, depending on the nature of the complaint.
- All complaints are treated confidentially and impartially.
- All formal complaints, written or verbal, are noted and communicated to the manager they concern.
- The client submitting a formal complaint, either in writing or verbally, will receive an acknowledgement within 3 business days and a summary of the conclusions of the complaint examination within 30 days.

Roles and responsibilities

1- Carrefour francophone's role:

- 1.1 Ensure that all staff is aware of the Complaints Management Policy Statement and procedures.
- 1.2 Ensure that all parents are aware of the Complaints Management Policy Statement and procedures.
- 1.3 Assist anyone who wishes to submit a complaint.
- 1.4 Ensure that the complaint is processed and that a conclusion is reached.

2- Client's role:

- 2.1 Communicate efficiently with Carrefour francophone to maintain good understanding.
- 2.2 State the problem clearly, whether in writing, over the phone or in person, and collaborate in the processing of the complaint.
- 2.3 Allow the concerned staff the time needed to apply corrective measures, if required.
- 2.4 The client may request that the complaint be kept anonymous.
- 2.5 Clients are invited to submit suggestions or comments at all times.

If you have any questions, details about this policy can be provided upon request.

Registration, fees and payments

Admission process

We want your child to be happy in our day-care centres and we want to provide the personalized quality attention he or she deserves. To be ready to provide that sort of attention, we need to learn as much about your child as we can before admission. That's why we ask that you fill out our admission form and provide it to your centre's director at least one week before your child is admitted. These few minutes of your time will allow our personnel to prepare to include your child in the program. Priority will be given to the full time registrations.

As a parent, you play a role in helping your child make a smooth transition into the child care environment.

1. Plan a visit to your centre with your child before admission.
2. Spend time with your child in the play room during the first few days, if possible.
3. Use the weekly communication forms to deliver your messages to the day-care staff.
4. Get to know the people who work with your child.

Payments

Accounts in good standing ensure good relationships. Your fees are to be paid in full on the 15th and the 30th day of each month following reception of your bill. Checks must be made to the order of Carrefour francophone.

Payments can be made in person at Carrefour francophone's administration office. You may pay by cheque, Visa/MasterCard, cash or direct deposit. If you pay by mail, please enclose your bill with your check and mail it to Carrefour francophone's postal address as indicated on the cover of this handbook.

You can also make your payments online if you are currently dealing with any of the following financial institutes: Caisses populaires Desjardins, Scotia Bank or Royal Bank. Other financial institutes will soon offer this service as well.

If you wish to pay your bill in person at your child care centre, you must do so by cheque in a sealed envelope. If you pay in this way, we will request that you sign a form. Our educators will not accept cash payment.

An official receipt for tax purposes will be sent to you by mail at the beginning of the new year.

NSF cheques

A charge of \$30.00 applies to not sufficient funds cheques. After a second occurrence of NSF cheques, only certified cheques, cash or Visa/MasterCard will be accepted.

If the fees are still unpaid 5 days after the end of the month, services will be discontinued. If the fees are unpaid after 10 days, your account will be referred to the Supreme Court of justice and to the Credit Bureau.

If you wish to withdraw your child from the childcare services you need to settle your account the same day. If the fees aren't paid 5 days from the termination date, your account will be referred to the Supreme Court of justice and to the Credit Bureau.

Absences

Will your child be away today? If so, please don't forget to let us know before 9 a.m. And please appreciate that even though your child is absent, his or her space in day-care is reserved on an ongoing basis, so you will still be billed for the day your child is away.

Two weeks' notice to withdraw a child

Life sometimes brings unexpected events. For all kinds of valid reasons, you might someday decide to withdraw your child from our day-care. However, please keep this in mind: you have to let us know in writing that you intend to withdraw your child, by filling out a withdrawal form at least **two weeks** before the expected date of withdrawal.

If you wish to withdraw your child from services for a temporary period, we unfortunately cannot guarantee his or her place.

If we don't get two weeks' notice, we don't have the time we need to admit another child who needs our services. So should you withdraw your child on shorter notice, you will still be billed for a two-week period even though your child is no longer attending our child care centres or Tremplin programs.

Le Carrefour francophone can withdraw a child from the daycare services on reasonable grounds. A 2 week notice is then given to the parents.

Vacations

Parents or guardians of children who are registered full time for one consecutive year have the right to take 5 vacation days without being billed.

Child care service rates

Rates are established according to the number of real hours of service and the child's age group. Below is the list of fees for our various programs.

Age group	Daily rate
Infant (5 days/week)	\$47.00
Infant (1-4 days/week)	\$50.00
Toddler (5 days/week)	\$36.50
Toddler (1-4 days/week)	\$38.50
Pre-school (5 days/week)	\$33.00
Pre-school (1-4 days/week)	\$35.00
Tremplin (5 days/week) morning	\$8.00
Tremplin (5 days/week) afternoon	\$12.00
Tremplin (5 days/week) morning + afternoon	\$15.00
Tremplin (1-4 days/week) morning	\$10.00
Tremplin (1-4 days/week) afternoon	\$14.00
Tremplin (1-4 days/week) morning + afternoon	\$17.00

Please note: if you require child care services **for more than 9 hours per day**, an additional charge of \$5.00 per day applies.

An augmentation of a minimum of one percent (1%) to rates will be in effect each year following the Carrefour's annual general meeting except if otherwise determined.

Any changes to the rates will be communicated to the parents 30 days before they are in effect.

Financial assistance

The City of Greater Sudbury may help you pay for some or all of the costs associated with quality authorized day-care

services. Low-income and middle-income families with two parents or a single parent at work or attending school may apply for a grant for day-care services. To apply, call (705) 674-4455 or the City’s main information line at 3-1-1.

Table of contents

Mission and vision of le Carrefour francophone de Sudbury	2
List of our Child Care Centres	3
Our values	4
Our mission in child care	4
The history of the Carrefour francophone	4
Our approach to learning	5
Our philosophy	5
Language spoken	5
Our daily activities program	5
Our cultural program	6
Principles and practices for our child care services	7
Qualified, dedicated staff	7
Number of staff on site	7
Staff/children ratio	7
Age groups	7
Hours of operation	8
Holidays	8
Things to bring to your child care centre	8
Toys from home	8
Change of clothing	8
Child's daily journal	9
Face to face meetings	9
Outdoor play	9
Outings	9
Discipline	9
Aggressive behaviour	10
Life's little injuries	10
Lunch	10
Snacks	10
Naps	10
Arrival and departure	11
Security practices	12
Changes to the regular routine	12
Attendance register	12
Visitor registration sheet	12
Legal guardianship	12
Entrance security	12
Late arrivals	12
Health practices	13
Sick children	13
Vaccinations	13
Communicable diseases	13
Administering medication	13
Allergies	14
Special situations	15
Abuse (observed or suspected)	15
Serious incidents	15
Unexpected closings	15
Suggestions and concerns	15
Le Carrefour francophone's statement of complaint management policy	16
Registration, fees and payments	17
Admission process	17
Payments	17
NSF cheques	17
Absences	18
Two weeks notice to withdraw a child	18
Vacations	18
Child care service rates	18
Financial assistance	19
Notes	20



Carrefour francophone
de Sudbury

14 Beech Street, Sudbury, Ontario P3C 1Z2
tel.: 705-675-6493

www.carrefour.ca