

# **A Parent-Friendly Handbook**

Things you'll be glad to know about  
Carrefour francophone  
**Summer Camps**



## 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 ensures the vitality, the dissemination and the transmission of our French language and culture.*

## Vision

**Fort de ses racines dans le Grand Sudbury et de son déploiement stratégique dans le Nouvel-Ontario, le Carrefour francophone offre une programmation culturelle et des services à l'enfance reconnus pour leur excellence à un nombre croissant de membres et de clients.**

**Ses pratiques exemplaires, son modèle d'affaires efficient et son rayonnement régional contribuent au développement durable de la communauté francophone de la région et au-delà.**

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

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

# Sites of our 2017 Summer Camps

## Our Francophone camps

### **École publique de la Découverte (age 4-5 and 6-12)**

1450 Main St., Val Caron

705-897-0217

Nicole Lebel EPEI, supervisor

Chantal Caron-Duclos EPEI, substitute supervisor

### **École publique Hélène-Gravel (age 4-5 and 6-12)**

1412 Stephen St., Sudbury

705-523-9387

Angèle Robidoux EPEI, supervisor

### **École St-Antoine (age 4-5 and 6-12)**

20, rue St-Antoine, Noëlville

705-898-1058

Natalie Singer, supervisor

### **École secondaire Macdonald-Cartier (age 6-12)**

37, boul. Lasalle, Sudbury

Numéro de téléphone 705-675-6493, poste 201

Marie-Claude Savoie, summer camps coordinator

## Our French immersion camp

### **Carl A. Nesbitt Public School**

**(age 4-5 and 6-12)**

1241, Roy Ave., Sudbury

705-507-3629 (educator)

705-673-2823 (supervisor)

Kimberley Spilman EPEI, supervisor

# Program Statement

This Program Statement presents the philosophy of Carrefour francophone's child care services. It states the principles we uphold in our relationships with the children in our care, their parents and our service providers.

## INTRODUCTION

Carrefour francophone's child care services strive to support your child capably and thoughtfully in all aspects of his or her development.

At the core of our actions is our vision of children as curious, capable, competent and rich in potential. This vision guides our practices, as well as our commitment to the families who entrust us with their children.

Because our programming reflects our faith in every child's innate potential, its hallmarks are flexibility and creativity. Our child care teams pay close attention to the children's needs and interests in order to stimulate their curiosity, thereby fostering the sense of independence which drives their development.

In this spirit, our efforts reflect the following approaches.

## APPROACH 1: Foster the child's physical and mental well-being, health, security and healthy eating habits.

### Well-being

If a child has been entrusted to our care, it is because his or her parents want to give that child the opportunities for personal growth that **a rich and authentic cultural environment** can provide. Carrefour francophone is a Francophone cultural centre and French is the language of communication in our child care centres, Tremplin centres and summer camps.

Our educators gently and consistently encourage the children to use and explore their ability to **communicate in French** amongst themselves and with adults. It is important for parents to recognize that the linguistic attitudes and behaviours in their home should complement the child's experiences in child care.

Our activities are adapted to the children's varied **learning styles**. They allow children to experience personal growth in their own way and their own pace. Our programming takes its cues from the interests and curiosity the child displays in the present moment.

Our programming reflects the **importance of being active**. On average, the children spend two hours outdoors every day and we offer a wide range of games and activities that promote physical health.

We foster the child's **sense of independence** through mealtime and transitional routines and activities that elicit the child's problem-solving abilities.

### Meals

Co-op Boréal is our supplier of lunches. Our lunches apply the **principles of healthy eating** and we take allergies into account.

We provide **two healthy snacks per day** and we follow the recommendations of Canada's Food Guide.

### Security

All our child care centres have **controlled entry systems**. At our Tremplin centres, parents must sign a register upon entering or leaving with a child. A new person who comes to pick up the child must present identification.

Our centres maintain the **educator to child ratios** established by Ministry of Education regulations.

We ensure the **security of children at all times**. Every child is always under adult supervision and is never left alone.



## **APPROACH 2: Maintain positive and respectful interactions between children, parents, service providers and staff.**

### **Interactions between children**

When a conflict arises between very young children, our intervention is to **redirect** the children to another activity. With older children, we help them to achieve **conflict resolution** between themselves.

### **Our relationship with parents**

Our child care centre staff welcomes parent participation and maintains a **ongoing dialogue** with parents about their children and the program. We note these discussions in the child's communication booklet and we are available for meetings.

Every child in our centres has his or her **journal** in which the educator notes the highlights of the child's day. The child's journal serves as a tool for communication and dialogue between parents and the child care centre. We encourage parents to read the journal and to add their own comments and observations.

The child care centre or Tremplin centre will sometimes ask parents to take part in **personal meetings**. We also encourage parents to request such meetings as required.

We foster the child's **self-esteem** by informing parents about their child's successes. In our classrooms, our programs' bulletin boards and posted artefacts reflect the children's learning experiences, along with testimonial comments, photos and the centre's activity portfolio.

### **Our relationship with service providers**

We foster **networking and cooperation among suppliers** of child care services provided in our centres. We take part in the monthly meetings of a number of child care services committees (ED Network, Supervisor's Network, quality control meetings). We exchange ideas with other service providers and we collaborate with them to ensure quality services.

The role played by our various community partners helps us to foster a **community spirit** in our child care centres, which our staff strives to support and reinforce.

### **Our relationship with our staff**

We **listen to our employees**. Everyone has good ideas. We encourage the sharing of information and ideas between our child care centres.

Our **programming committee** (one staff member from each centre) allows our educators to contribute to the development of cultural activities and teaching practices that apply the principles of the 'emergent curriculum'. The committee members also act as cultural intermediaries and represent the points of view, the interests and the needs of their respective day care centres.

## **APPROACH 3: Encourage children to interact in a constructive and respectful manner by supporting their ability to manage their own behaviour.**

The course of a day in a child care centre is largely determined by the children themselves. We respect a child's freedom. However, our staff ably intervenes to help children acquire **fundamental values**, such as respect, sharing, communication and mutual assistance.

Our staff encourages **positive interactions** between children and mediates conflicts. Children learn to live together and develop their resilience.

Every child deserves **personalized attention** and has a right to respect for his or her personality. Children will clearly let us know if we have succeeded in reaching out and helping them to pursue their explorations.

## **APPROACH 4: Encourage exploration, play and questions by providing experiences that are inspired by children and supported by adults.**

We appreciate the enthusiasm and *joie de vivre* of childhood. We see it as a source of energy that feeds our work. In this spirit, we adapt our activities to children; we don't adapt children to our activities.

Our educators have **what appeals to children** in mind as they document, prepare and monitor their daily activities. In our child care centres, exploration, adventure, resourcefulness, novelty and creativity are experiences that stem from a child's curiosity in the here and now, in response to suggested opportunities.

Our educators set up various activity centres throughout the centre to encourage children to enjoy learning through play. These activities stimulate the children's willingness to undertake **personal experimentation** and encourage them to develop their **problem-solving abilities**. They put into practice many key aspects of childhood development related to literacy and numeracy, for example.

Our educators **adapt activities** to the needs of a child and to various age groups. They support child-oriented play and maintain a diversified environment where learning arises from exploration. When a child asks a question, we don't immediately respond with an answer. Rather, we provide ways to discover the answer, as we play alongside the child and become part of his or her exploration.

## **APPROACH 5: Design a positive learning environment that supports every child's learning, development and social integration.**

Every child learns in his or her own way and every child has many different ways of learning. Our child care centres provide a host of learning opportunities based on a variety of **learning paths** (kinesthetic, visual, auditory, etc.). We use a wide range of media and environments to maximize the child's learning experience.

In accordance with the Ministry of Education's policy statement, Carrefour francophone child care centres apply the principles of **Ontario's Pedagogy for the Early Years** put forward in the document *How Does Learning Happen?*. This resource guides our educators in the development of programs and services in our child care and early learning centres.

As an arts and culture organization, Carrefour francophone supports its child care centres in their educational mission with **outstanding cultural programming**. Professional artists and guests who are specialists in their fields, recruited mainly (but not exclusively) in our local community, visit our centres to facilitate activities that awaken children to a wide variety of disciplines (story-telling, music, science, visual arts, dance, etc.).

Because we provide these culturally significant experiences, we also foster among children and staff the **sense of belonging** to a community. In this spirit, we also invite the wider community to join us and enjoy these presentations.

## **APPROACH 6: Include times for indoor and outdoor play, active play, relaxed play and rest in every daily schedule.**

Our child care centres' programming follows a **flexible schedule** that responds to the needs of children as they arise. Outdoors or indoors, a variety of objects and materials are made available to children to stimulate their creativity, imagination and physical activity. Following Ministry of Education guidelines, our child care and Tremplin centres divide their programming into time blocks: two hours of outdoor play per day for child care centres, a half-hour of outdoor play for Tremplin centres, a rest period after lunch, etc.

Our child care centres ensure a **needs-based physical environment**. For example, when a child wants to rest or read quietly, rest and reading areas are available. Our centres' furniture, material and programs are age-appropriate.

## **APPROACH 7: Encourage parent participation and ongoing communication about our programs and their child’s progress.**

Parents are always welcome in our child care centres. We are more than pleased to have them come out for lunches, take part in a rallying breakfast, provide a presentation, etc. We want the child to view his or her child care centre as **an extension of the family environment**.

The well-being of parents matters as much to us as the well-being of children. While we uphold our mission to provide an environment for the transmission of French language and culture, we strive for **inclusiveness**. We want parents to feel at home in our Francophone child care centres, even if French is not their mother tongue.

**Our supervisors and/or lead educators are present during high traffic hours**, namely when parents bring or pick up their children. Parents can always take this opportunity to meet with the centre’s supervisor.

We maintain regular communication with parents thanks to a **communication booklet**, as well as personal appointments when necessary.

## **APPROACH 8: Enlist local community partners to support children, their families and our staff.**

We maintain close relationships with many **community resources** (organizations and individuals) in order to provide quality services that reflect the guidelines of Ontario’s curriculum.

For example, Pierre Harrison, from PlayLearnThink, provides our staff with quality training for play-based learning. Our supplier of lunches, Co-op Boréal, also visits our child care centres to present culinary activities for children. La Slague jeunesse (Carrefour francophone’s concert organizer) provides numerous presentations by local artists in our child care centres.

We also have links with many **local partners** that share our values: Desjardins, Collège Boréal, Boardwalk, Richelieu Sudbury, etc. Our partners and our funders are devoted to the well-being of families and the development of children and their objectives support ours.

## **APPROACH 9: Ensure ongoing professional development for our child care staff and other personnel.**

Carrefour francophone believes in the value of **continuing education** for its staff. It provides staff members with many opportunities to upgrade their skills, particularly in supporting the high quality Francophone cultural program that is the pride of our child care centres.

Moreover, Carrefour francophone supports its employees who wish to benefit from professional development opportunities in the community, such as activities offered by United Way and the City of Greater Sudbury.

Carrefour francophone also works with the City of Greater Sudbury’s Children’s Services to ensure the quality of its child care services. Our employees benefit from quality training activities to continually perfect their skills.

## **APPROACH 10: Document and observe the impact of strategies on children and their families.**

Our staff **documents program impacts** daily and **works as a team** to achieve educational goals.

We listen to our families at all times, but every two years, we use a more formal process, as we invite parents to fill out our **parent satisfaction survey**. Parents’ responses to this survey help us identify new objectives to serve families better.

Carrefour francophone believes in the importance of serving as a **learning community**. Our teams define objectives according to the needs of each child care centre, its registered children and the families we serve.

## **A FINAL WORD...**

We promise you that our programming will always offer a wide variety of thoughtfully designed activities. Every day, your child will experience opportunities for fun and learning that help a child to grow and discover what he or she can become.

For us, high quality cultural experiences are a major strength of the educational support we provide to your children. But for them, culture will simply mean: lots of fun!

# 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. Our 'emergent' approach offers flexibility in our programming; we design our daily activities according to the interests and needs of the children. This approach piques the interests of children and helps encourage independence through learning experiences.

Our **arts and culture-based summer camps** provide children with enriching experiences that develop their sense of participation in the French language and culture.

## The history of the Carrefour francophone

Founded in 1950, 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 its network of 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 eight day care centres, five Tremplin centres, and the spectacular resurgence of La Slogue, Greater Sudbury's Francophone concert promoter, winner of the Trille Or award for Ontario's Best Concert Promoter in 2011 and 2013.

A five-year strategic plan, launched in autumn 2011, directing the main orientation and main objectives of the Carrefour francophone from 2012 to 2017 is nearing its end.

# 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.

In conformity with the declaration of principles of the Ministry of Education, le Carrefour francophone applies the guidelines and principles found in the publication "How Does Learning Happen? Ontario's Pedagogy for the Early Years." This resource guides Carrefour francophone and its educators in the elaboration of its programs and child care services.

In our summer camps, the programming focuses on play-based learning that incorporates numeracy, literacy and science activities into a fun-filled and enriching environment. The motto of our summer camps expresses this orientation:

*"J'explore les arts et j'apprends en jouant!"* (I explore the arts and learn by playing!)

## Our philosophy

Pre-school years are all about play and exploration. We believe that the child is competent, capable, curious and rich in possibilities. 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.

As we prepare our programs, we make sure that they include a variety of opportunities for development. We avoid narrow goals and rigid frameworks. We ensure the health, safety and well-being of the child by promoting healthy meal choices and incorporating active play (indoors and outdoors), rest periods and allotting quiet time, all the while being sensitive to individual needs.

We maintain regular interactions between the child, parents and personnel. We encourage interaction with others, positive communication and auto-regulation.

## Language spoken

The language of communication in our summer camps is French. Parents choose our summer camps 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 in French with their playmates and adults.

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 summer camps as much as possible.

## Daily activities in our summer camps

age 4-5

Experiences are initiated by the child on a daily basis and supported by the adults who create a positive environment and design appropriate educational activities to accompanying each and every child in their development. Our program design is based on the needs and interests of the child and the group. This is documented in the communications book and we also display the children's recent learning opportunities on bulletin boards in our centers. We regularly share these stories between our centers and on our Facebook page.

age 6-12

The artistic disciplines, weekly themes and programming for our summer camps are designed by our summer camps coordinator and the artists we invite to our summer camps. They respect the criteria put forward in the Day Nurseries Act. We emphasize parent participation and maintain a constant dialogue about the children and our programming by keeping

thorough notes in the communications book and being readily available for meetings with parents. Our community partners' participation allows us to support children and their families as well as our staff to reinforce the sense of community in our centers.

## Our cultural programming

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

Our summer camps are hosted by artists and specialists in a wide variety of artistic disciplines: 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.

Carrefour francophone's current cultural programming can be viewed on its website at [www.carrefour.ca](http://www.carrefour.ca).

# Principles and practices of our summer camps

## Qualified, dedicated staff

In our child care services, your children are well supervised. Carrefour francophone's summer camps 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, or summer employees who have trained in areas specifically related to our camp themes, and who have other related training such as High Five, Anaphylaxia and Play Learn Think.

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.

We provide our staff with ongoing support, as well as professional development opportunities through modeling, mentoring and coaching, workshops and annual performance reviews. We encourage and help our staff to pursue their professional development as much as possible.

## Staffing levels vary according to the time of day

Appearances might be deceiving if you come to our summer camps 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 summer camps require fewer personnel. All our employees are not present on site at these times.

## Staff/children ratio

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

- For children aged 4 and 5, the ratio is 1 adult per 13 children.
- For children aged 6 to 12, the ratio is 1 adult per 15 children.

As mentioned above, 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 two camp monitors can at times be responsible for two same-age groups.

To fully benefit from the programming and to avoid disrupting the daily routine, we suggest your child arrives at summer camp by 9 am.

## Students and volunteers

Students and volunteers play an important role in helping our staff with daily activities and routine. However, students and volunteers are supervised at all times by a staff member and no student or volunteer is authorized to be alone with a child in our child care services.

## Age groups

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

## Hours of operation

Normally, our summer camps operate from 7 a.m. to 5:30 p.m. from Monday to Friday, 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 second-last Friday of August.

## Holidays

You will not be billed for civic holidays in the summer months.

## Things to bring to summer camp

Good little adventurers come prepared. For his or her daily adventure at summer camp, your child will need a bottle of sunscreen, a bathing suit, a change of clothing, a beach towel, a hat and a pair of sneakers.

## Appropriate attire

Shorts must be as long as the child's arm length. Sneakers and sandals that can be tied at the heel are acceptable footwear. Shoulder straps for blouses and dresses must have a width equivalent to the width of three adult fingers.

## Toys from home

This rule is no fun, but it's important: **your child may not bring toys from home to summer camp.** Commercially produced DVDs 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 child with a change of clothing (sweater, pants, socks and underwear). These items can be stored in your child's back pack. 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 track down. 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 summer camps.

## Face to face meetings

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 summer camp for six or more hours per day must play outdoors for at least two hours, weather permitting. Please ensure that your child has appropriate clothing.

If your child cannot participate in outdoor play, we cannot ensure his or her supervision, once again because of child/educator ratios that must be maintained at all times. (See our Weather policy.)

## Outings

Some of our camps include outings. If your child cannot participate, you will need to make alternate arrangement for day care on that day. We won't be able to let your child remain on camp 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 staff takes into account the needs of the individual child along with those of the group. Should particularly worrisome incidents or recurring problems arise, our staff 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 article 48 of the Day Nurseries Act, no one can legally permit:

- a) corporal punishment of a child by an employee, another child or a group of children;
- b) physical restraint of a child, such as confining a child to a high chair or otherwise confining a child as a disciplinary measure or a replacement for surveillance;
- c) harsh or degrading measures that humiliate a child or undermine his or her self-respect,
- d) measures that deprive a child of basic needs, including food, drink, shelter, clothing or bedding;
- e) confining a child behind a locked door;
- f) inflicting bodily harm on a child, including making a child eat or drink against his or her will.

## 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. Carrefour francophone reserves the right to remove a child from camp for a maximum of three days if deemed necessary. If the situation persists, the child may be expelled from camp.

## 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, the camp monitor 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. In every camp, one of our camp monitors is responsible for counting the number of children who will need lunch. If your child is not present by 9:00 a.m., please remember to contact us before then to let us know that he or she will be there at lunch time.

The lunch menu is posted in our camp locations. A copy of the menu can be provided on request. Lunch is prepared by Coop Boréal for camps held in Sudbury and by local cooking staff for camps held in Noëlville.

## Snacks

What would life be like without snacks? That question remains a mystery in our child care services. Every day, we provide two snacks and a nutritious lunch.

As required by the Day Nurseries Act, a monthly menu is posted in our camps. You will find it near the entrance.

If your child has allergies or a special diet, please discuss his or her needs with our camp coordinator. Food brought from home is not allowed in our camps.

Our summer camps are nut-free and peanut-free environments.

## 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. 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 a camp monitor is aware of your child's arrival or departure.

# Security policies

## Persons authorized to leave with the child

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 adults (18 years or older) authorized to leave with the child. Without this prior notice, **THE CHILD REMAINS ON CAMP 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 of our summer camps 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. All changes to legal guardianship must be reported to Carrefour francophone.

## Entrance security

The summer camp'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, a camp monitor 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 staff has not received your instructions, the three 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 within the hour after the daycare is closed, 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 child per 15 minute interval. We have to apply this rule strictly, so no grace periods are allowed.

# Health policies

## Sick children

If your child shows symptoms of any disease, the camp monitor will immediately contact and inform you. If your child can no longer follow the routine, he or she must be removed from camp. 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 at camp will be reserved until he or she returns.

## Vaccinations

Children who attend summer camp must be immunized as recommended by the local Health Unit. Parents of the children who are not immunized must obtain, complete and sign one of the following forms approved by the Ministry:

- 1) Statement of conscience or religious belief;
- 2) Statement of medical exemption.

## Communicable diseases

When communicable diseases are present or suspected, all Carrefour francophone child care services follow Sudbury and District Health Unit regulations. Children showing symptoms of any of the following diseases will not be allowed to attend camp:

- A contagious disease such as measles, mumps, rubella, rosella, chickenpox, impetigo, etc. A doctor's note confirming that the child is cured is required in order to be readmitted to camp.
- A skin rash, if not identified nor diagnosed by a doctor.
- Lice. The nits must be completely eliminated before the child can return to camp.
- Diarrhea and vomiting. In such cases, the child is removed from summer camp 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 staff can provide assistance. Our staff administers only prescribed medication and only if the parent has completed and signed an authorization form. Our staff does not administer non-prescription medication unless a doctor's note is provided, and does not administer expired medications.

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.

PLEASE NOTE: the medication must be delivered to our staff by the parent. THE CHILD CANNOT DELIVER THE MEDICATION.

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

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.

## 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 brought from home is not allowed at**

**summer camp.** 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 staff is legally obligated to immediately report to the Children's Aid Society all circumstances where abuse is observed or suspected. Our staff will inform the Carrefour francophone's director of Children's Services, 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 Education within 24 hours. To find out more about our policies, please ask the camp supervisor to see our Statement of Policy. If a serious incident occurs, a Serious Incident Notification Form will be posted on site at the camp during 10 business days.

## Unexpected closings

The camp must close down if essential services (water, heating, electricity) are interrupted and it becomes impossible to ensure safe conditions. If such situations, you will be contacted by phone.

If circumstances force us to emergency shelter in another location, our staff will contact you to provide information about where to come and pick up your child.

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. the monitor of your child's camp
2. the camp supervisor
3. Carrefour francophone's coordinator of summer camps, Marie-Claude Savoie, at 705-675-6493, ext. 201
4. Carrefour francophone's director of children's services, Sara Fudge, at 705-675-6493, ext. 204
5. Carrefour francophone's executive and cultural director, Stéphane Gauthier, at 705-675-6493, ext. 205.

# Complaint resolution policy

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 three business days and a summary of the conclusions of the complaint examination within 30 days.

## Roles and responsibilities

### 1- Carrefour francophone's role

1. Ensure that all staff members are aware of the Complaints Management Policy Statement and procedures.
2. Ensure that all parents are aware of the Complaints Management Policy Statement and procedures.
3. Assist anyone who wishes to submit a complaint.
4. Ensure that the complaint is dealt with 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 Give the concerned staff members 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 care 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 the coordinator of summer camps at least one week before your child is admitted. These few minutes of your time will allow our personnel to prepare to integrate your child in the program.

## Payments

Accounts in good standing ensure good relationships. Upon reception of your bill, the fees are to be paid in full before the camp begins. Any checks should be made to the order of Carrefour francophone.

Payments can be made in person at Carrefour francophone's administration office. If you are paying at the office, payment may be made by cheque, Visa/MasterCard/AMEX, or by debit. If you are paying by mail, please enclose your bill with your cheque and mail it to Carrefour francophone's at 14 Beech Street, Sudbury, P3C 1Z2.

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

An official receipt for tax purposes indicating annual fees and payments will be delivered to you by mail or, if you are a client of our child care services, in your child's day care centre, at the start of the calendar year.

## NSF cheques

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

If the fees are still unpaid 30 days after the end of the month, services will be discontinued. If the fees are unpaid after 60 days, your account will be referred to the Credit Bureau and interest charges of 2% (monthly) will apply.

If you wish to withdraw your child from our child care services, you need to settle your account the same day. If any outstanding fees are not paid 60 days from the termination date, your account will be referred to the Credit Bureau and interest charges of 2% (monthly) will apply.

## 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 at camp is reserved on an ongoing basis, so you will still be billed for the day your child is away.

If you have any questions regarding summer camps and payments, please contact Marie-Claude Savoie at 705-675-6493, ext. 201.

## Financial assistance

The City of Greater Sudbury may be able to help you pay for some or all of the costs associated with quality authorized child care services. To submit a request for financial assistance, call 705-674-4455 or 311.



# Wait list policy

## No wait list fee

Carrefour francophone never requires a deposit or registration fees to enter the name of a child on wait lists for its child care centres.

## Wait list ranking

Carrefour francophone generally assigns an available spot in a child care centre to the earliest request on the wait list.

However, Carrefour francophone also takes into account the desired start-of-service date indicated by parents or guardians. A child who needs services to begin at an earlier date may therefore have priority for an available spot. Monthly fees for child care services apply immediately when the parent or guardian accepts an offered spot.

Carrefour francophone also takes into account the following ranking order when assigning available spots in a child care centre:

1. Request for full-time service (Monday to Friday);
2. Request for part-time service (4 days or less per week – fixed schedule);
3. Request for a personalized service schedule (1 to 5 days per week – flexible schedule)

When assigning available child care spots, Carrefour francophone reserves the right to give priority to:

1. The child of an employee of Carrefour francophone;
2. The child of an employee of a partnering school board;
3. The child of an existing client (sibling of a child already in child care).

If two or more concurrent requests can be considered as having priority according to the different sets of ranking criteria, the matter is decided by Carrefour francophone's senior management.

## Privacy

Carrefour francophone's privacy policy applies to its child care wait lists. This policy ensures the confidentiality of the information about the children registered on wait lists. The only waiting list information that may be provided to parents or guardians, besides their own personal information, is the rank of their request by date.

## Applicability

The Wait List Policy applies to all Carrefour francophone employees, as well as volunteers, trainees, students, artists and guests of Carrefour francophone child care centres.

The Wait List Policy is reviewed annually by Carrefour francophone child care centres and their employees, volunteers and student trainees.

Name of summer camp: \_\_\_\_\_

Name of camp supervisor: \_\_\_\_\_

Name of camp monitor: \_\_\_\_\_

Group: \_\_\_\_\_

Date: \_\_\_\_\_

Notes: \_\_\_\_\_



**Carrefour** francophone  
de Sudbury

14, Beech Street, Sudbury, Ontario P3C 1Z2

Tel.: 705-675-6493

[www.carrefour.ca](http://www.carrefour.ca)