



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



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

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 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 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

Groups: Toddler & Preschool

178, Junction Ave., Sudbury

705-983-4540

Melissa Larivière RECE, Supervisor

Le Carrefour des tout-petits

Groups: Toddler & Preschool

2190, Lasalle Blvd., Sudbury

705-560-2576

Pauline Karcz RECE, Supervisor

Le Coeur des tout-petits

Groups: Toddler & Preschool

300, Van Horne St., Sudbury

705-673-2823

Nicole Lebel RECE, Supervisor

La Découverte des tout-petits

Groups: Toddler, Preschool & School Age

1450, Main St., Val Caron

705-897-0217

Chantal Caron-Duclos RECE, Supervisor

Le Foyer des tout-petits

Groups: Toddler & Preschool

4752, Notre Dame St., Hanmer

705-969-6012

Chantal Caron-Duclos RECE, Supervisor

Le Pavillon des tout-petits

Groups: Toddler & Preschool

370, Côté Ave., Chelmsford

705-855-1362

Lisa Lafantaisie RECE, Supervisor

La Scène des tout-petits

Groups: Infant, Toddler & Preschool

1412, Stephen St., Sudbury

705-523-9387

Angèle Robidoux RECE, Supervisor

Le Trésor des tout-petits and le Tremplin St-Antoine

Groups: Toddler, Preschool & School Age

20, St-Antoine St., Noëlville

705-898-1058

Natalie Singer, Supervisor

Tremplin Carl A. Nesbitt

Groups: School Age

1241, Roy St., Sudbury

705-507-3629 (educator)

705-675-6493 (supervisor)

Kimberley Spilman RECE, Supervisor

Le Village des tout-petits

Groups: Family Grouping & School Age

22, Ste-Anne St., St-Charles

705-867-1499

Samantha-Joe Laforest, Supervisor

Tremplin St-Thomas

Groups: School Age

C.P. 190, 14 Warren ave., Warren

705-562-0468 (educator)

705-867-1499 (supervisor)

Samantha-Joe Laforest, Supervisor

Tremplin Westmount

Groups: School Age

511, Westmount St., Sudbury

705-507-3621 (educator)

705-675-6493 (supervisor)

Kimberley Spilman RECE, 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 and Tremplin centres.

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 Slogue 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 base our daily activities according to the interests and needs of the children. This approach peaks the interests of children and helps encourage independence through learning experiences.

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 eight day care centres, five Tremplins, 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 within "How Does Learning Happen?" Ontario's guide of Pedagogy for the Early Years. This tool guides le Carrefour francophone and its educators in the elaboration of its programs and child care services.

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.

When we prepare our programs, we make sure that they include a variety of opportunities for development. We avoid narrow goals and rigid frameworks. We favor 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 autoregulation.

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

Experiences are initiated by the child on a daily basis and supported by the adult by creating a positive environment and educational activities prone to accompanying each and every child in their development. Our programming is conceptualized based on the needs and interests (of the child and the group). This is documented in the communications book and we display recent learning opportunities that the children have had on the billboards in our centers. We routinely share these stories between centers and on our Facebook page, as well as with the parents.

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 sentiment of community in our centers.

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 of 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 90 minutes in the morning and the last 60 minutes 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 0 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 30 months to 5 years inclusively, the ratio is 1 adult per 8 children.
- For children aged 3.7 to 6 years inclusively, the ratio is 1 adult per 13 children.
- For children aged 5.7 to 12 years inclusively, the ratio is 1 adult per 15 children.
- For children aged 9 to 12 years inclusively, the ratio is 1 adult per 20 children.

As mentioned earlier, during hours of arrival and departure (between 7 and 8:30 a.m. and between 5 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. To fully benefit from the programming, we suggest your child arrives at daycare by 9 am.

Students and Volunteers

Students and volunteers play an important role in helping staff with daily activities and routine. However, students and volunteers are supervised at all times by a staff member and no student nor volunteer is authorized to be alone with a child enrolled in our child care services.

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 operates 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 second last Friday of 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 until January 2nd inclusively, in response to demand for services. 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 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. We encourage a \$7.00 donation to cover the cost of the first journal.

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. School aged children attending the Tremplin program must spend at least half an hour (before and after school hours) per day, weather permitting. 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 article 48 of the Day Nurseries Act, no one can legally permit:

- a) corporal punishment of the child;
- b) 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, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) locking the exits of the child care centre or home child care premises 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;
- d) use of 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;

- e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) inflicting any bodily harm on children including making children eat or drink against their will. O. Reg. 126/16, s. 34.

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 will not be billed. 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 9:00 a.m., please remember to contact us before then to let us know that he or she will be there at lunch time.

The menu is posted in each daycare. A copy can be provided upon request.

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 can be handed to you at your request.

If your child has allergies or follows a special diet, please discuss his or her needs with your child care centre's supervisor. Il est interdit d'emporter ou de manger de la nourriture de la maison à la garderie.

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 adults, 18 years or older, 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 of our Tremplins 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 must be reported to the daycare.

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 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 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 in child care centres must be immunized as recommended by the local Health Unit.

Parents of the children that are not immunized must obtain one of the following forms approved and signed by the Ministry:

- 1) Statement of conscious or religious belief;
- 2) Statement of Medical Exemption for individual.

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, nor 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.

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.

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 medical needs

Parents of children with special medical needs shall prepare a personalized health care plan in collaboration with the personnel involved and a representative of Child and Community Resources and/or any other agency involved. Meetings shall be organized by the site supervisor of the child's day care service. The personalized health care plan shall be signed and reviewed once a year or when major changes are made.

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 Education 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.

Tremplin clients: If the after school program has closed for unexpected reasons, only before school will be invoiced.

Daycare clients: If daycare services are less than 6 hours, we will invoice a half day. If a lunch is provided during that time there will be a slight price increase.

Emergency situations

Though rare, emergency situations can occur. It's best to be prepared! All Carrefour francophone staff members are required to be familiar with the emergency policies and procedures and the emergency management plan, which are posted in every room, and to re-read these documents regularly. They include the Carrefour francophone's directives and instructions in case of emergency situations, such as a flood, a fire or an unexpected evacuation. The staff will be happy to share and discuss these documents with you.

In the event that a child care centre must be evacuated, the staff and the children will go to their pre-determined emergency shelter. Upon arrival, the staff will contact you to inform you of the situation. The location of the emergency shelter and the emergency phone number must be posted on the door of the child care centre.

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, ext. 200)
4. The Director of Children Services, Sara Fudge (705-675-6493, ext. 204);
5. Le Carrefour francophone's General and Cultural Director, Stéphane Gauthier (705-675-6493, ext. 205).

Complaints management 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 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. Ensure that all staff is 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.
- 1.4 Acknowledge receipt of the complaint within the next three business days.
- 1.5 Deal with the issue and manage the file.
- 1.6 Communicate the settlement of the complaint to the complainant within 30 days.

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 at the end 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/AMEX, or by debit. 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, Royal Bank, TD or Bank of Montreal. Other financial institutions 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. Insert your cheque in the payment lock box at your daycare centre or Tremplin. 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 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 the childcare services you need to settle your account the same day. If the fees aren't 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 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 may then be given to the parents.

Days off at no cost

Parents or guardians of children who are registered full time have the right to take 5 vacation days per year without being billed. These days cannot be accumulated from one year to the next and cannot be transferred from one child to another. Please note, these days will only be permitted if your account is in good standing.

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 full-time (5 days/week)	\$54.50
Infant part-time (1-4 days/week – fixed schedule)	\$54.50
Infant part-time (flexible schedule)	\$58.00
Toddler full-time (5 days/week)	\$44.00
Toddler part-time (1-4 days/week – fixed schedule)	\$44.00
Toddler part-time (flexible schedule)	\$46.50
Pre-school full-time (5 days/week)	\$40.00
Pre-school part-time (1-4 days/week – fixed schedule)	\$40.00
Pre-school part-time (flexible schedule)	\$42.00
Tremplin (5 days/week) morning	\$11.00
Tremplin (5 days/week) afternoon	\$14.00
Tremplin (5 days/week) morning + afternoon	\$16.00
Tremplin (1-4 days/week) morning	\$12.50
Tremplin (1-4 days/week) afternoon	\$16.00
Tremplin (1-4 days/week) morning + afternoon	\$17.00
Tremplin full day during PD days	\$36.50

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

A rate increase of a minimum of one percent (1%) 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.

Waiting List Policy

No waiting list fee

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

Waiting list ranking

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

Privacy

Carrefour francophone's privacy policy applies to its child care waiting lists. This policy ensures the confidentiality of the information about the children registered on waiting lists.

Access to a child care centre's waiting list information is reserved exclusively to the centre's supervisor and Carrefour francophone's senior management. Access to the waiting list is protected by a password. Authorized personnel may use the waiting list information solely for purposes related to registering on the list and assigning available child care spots.

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

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

Name of the Daycare/Tremplin: _____

Name of the Supervisor: _____

Educator's Name: _____

Group: _____

Date: _____

Additional notes:

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