



## **A Parent-Friendly Handbook**

Things you'll be glad to know about le Carrefour francophone de Sudbury's school-based early learning centres and summer camps

## **Le Petit guide des parents**

Tout ce que vous voulez savoir au sujet de nos centres de la petite enfance et nos camps d'été



**Carrefour francophone**  
de Sudbury

## Our Mission

*Assurer la vitalité et la transmission de notre culture et de notre langue française*

Ensuring the vitality, the dissemination and the transmission of our French language and culture.

## Our Vision

*Le Carrefour francophone est un générateur d'excellence culturelle et éducationnelle qui dynamise et qui francise la communauté par ses programmes et services attrayants, innovants, inclusifs et valorisants.*

*Il est reconnu comme bâtisseur et résident important de la Place des Arts.*

Our cultural and community model fosters social, family and cultural development through its quality programming and services. Through its leadership, its creativity and its commitment, it contributes to the sustainable development of the community and is recognized as a linchpin of our francophonie.

# List of our 2019 Summer Camps

## Our Francophone camps

### **École publique de la Découverte**

**Groups: Mini-Camps (4 & 5 year olds) / Camps (6-12 year olds)**

1450 Main St., Val Caron

705-897-0217

Chantal Caron-Duclos EPEI, supervisor

### **École publique Franco-Nord**

**Groups: Mini-Camps (4 & 5 year olds) / Camps (6-12 year olds)**

178 Junction Ave, Azilda, ON

705-983-4540

Melissa Larivière EPEI, supervisor

### **École Collège Notre-Dame**

**Groups: Mini-Camps (4 & 5 year olds) / Camps (6-12 year olds)**

100 Lévis St, Sudbury, ON

705-675-6493 ext. 201

Marie-Claude Savoie B.A., B. Éd., EAO

### **École St-Antoine**

**Groups: Mini-Camps (4 & 5 year olds) / Camps (6-12 year olds)**

20 St-Antoine St, Noëlville, ON

705-898-1058

Natalie Singer, supervisor

# Welcome to the family of Carrefour francophone children's services

Welcome to our big family, which is now your big family! Bringing your child to an early learning centre is a big step in life for you and your child and that is something we are well aware of. That is why, from your first visit onwards throughout the year, our team will strive to welcome you warmly and to serve you well. We want your child to be happy with us. Your child's health, security, integration and development are important to us. We will always strive to care for your child with professionalism and warmth.

This Guide presents our educational approach and practices. It also provides a lot of practical advice that will help to fully benefit from our services and to ensure your child has everything needed for his or her daily adventure in our early learning centres.

You will notice the abbreviation **ELC** throughout this document. It simply means “**early learning centre**.” In our ELCs, your child will have opportunities for exploration, discover and wonder that make growing up fun. That's what a child's development is all about.

Along with our ELCs, we operate Tremplin before-and-after school centres, where older children get to experience learning as fun.

Please feel at home in our early learning centres and Tremplin centre. And now, let the adventures begin!

## INTRODUCTION

Carrefour francophone's early learning 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 early learning 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 early learning centres, Tremplin centres and Summer Camps.

Our educators gently and consistently encourage the children to use and explore their ability to **communicate in French** among 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 our centres.

Our activities are adapted to the children's varied **learning styles**. They allow children to experience personal growth in their own way and at 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 ELCs have **controlled entry systems**. At our Tremplin centres and in our Summer Camps, parents must sign a register when 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 ELC 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 ELCs 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 centre. We encourage parents to read the journal and to add their own comments and observations.

The ELC 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 ELCs. 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 early learning 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 early learning 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 ELCs.

**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 an early learning 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 keep **what appeals to children** in mind as they document, prepare and monitor their daily activities. In our early learning 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 early learning 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 early learning 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 early learning centres.

As an arts and culture organization, Carrefour francophone supports its ELCs 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 (storytelling, music, science, visual arts, dance, etc.).

Because we provide these culturally significant experiences, we also foster among children and staff a **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 ELCs' 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 ELC, Tremplin centres and Summer Camps divide their

programming into time blocks: two hours of outdoor play per day for early learning centres and for Summer Camps, a half-hour of outdoor play for Tremplin centres, a rest period after lunch, etc.

Our ELCs provide 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 early learning centres. We are more than pleased to have them come out for lunches, take part in a get-together breakfast, provide a presentation, etc. We want the child to view his or her 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 early learning 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 ELCs to present culinary activities for children. La Slague jeunesse (Carrefour francophone's concert organizer) provides numerous presentations by local artists in our ELCs.

These activities are experiences that foster a child's sense of identity and belonging to a cultural community. They also bolster the professional skills of our staff members and they prolong the adventure with the children after these special visits.

We also have links with many **local partners** that share our values: Desjardins, Collège Boréal, Delta Bingo and Gaming, 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 ELC 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 early learning 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 our children's services. Our employees benefit from quality training activities to continually perfect their skills and the City's quality consultant visits our centres regularly. Our own educational consultant works in tandem with the quality consultant. She visits our ELCs to help our staff continue their professional development and achieve their individual goals.

#### **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 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 children's services

At Carrefour francophone, we have a basic principle: we do our very best to support your child in all aspects of childhood 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 growth and self-discovery. Our 'emergent' approach offers flexibility in our programming. We base our daily activities on the interests and needs of the children. This approach keeps children involved and interested 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 at the very heart 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 our institution back to the forefront of Greater Sudbury's cultural and social scene, particularly with the creation of early learning 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 channeled. 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 children's programming and 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 auto-regulation.

## Language spoken

The language of communication in our early learning centres and in our Summer Camps is French. Parents choose our centres and 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 with their playmates and adults in French.

In the best interest of your child's development, the language and attitudes towards language that your child experiences at home should support the experience offered in our centres and in our Summer Camps.

## Our daily activities program

Experiences are initiated by the child on a daily basis and supported by adults who create a positive environment and educational activities which encourage each and every child in their development. Our programming is designed based on the needs and interests of the children, individually and as a group. Our program is documented in the communications book and we display recent learning opportunities that the children have had on billboards in our centers. We regularly share these stories between our various centers, on Carrefour francophone's Facebook page and in our website, [carrefour.ca](http://carrefour.ca).

Our activities follow the principles of the emergent curriculum. This approach requires that early childhood educators plan *provocations* and *invitations* to learning, which are adapted to the group of children according to their abilities, needs and interests.

- Provocations elicit thoughts and actions that can contribute to developing a project, an idea or a field of interest. For example, it could mean going extending an activity because of a child's question.
- Invitations are more direct encouragements to reflect or to explore a concept. For example, it could mean setting up an "invitation to play and explore" on a table where interested children can seize the opportunity.

To allow children to gain deeper knowledge, our staff develops activities and projects inspired by:

- what interests the children;
- questions that children ask them or ask themselves;
- valued family and cultural influences;
- the children's daily experiences;
- the children's discoveries in the world around them.

This approach views the child as being competent, capable of complex thought, full of curiosity and rich in potential. We become co-learners with children, because not only can they learn, they can help us learn!

## Our cultural program

We believe that culture is one of the strong values of the experience we provide to your child. But from your child's point of view, culture simply means: lots of fun!

Our Tremplin, early learning centres and Summer Camps regularly receive visiting artists and specialists in many areas of expertise: music, visual arts, sciences, crafts, yoga, dance, theatre, literary arts, health, sports and cooking.

Also, our partner organizations help us 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 circulates throughout all of our centres.

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

You can find information about Carrefour francophone's cultural programming online anytime at [www.carrefour.ca](http://www.carrefour.ca).

# Principles and practices of our early learning centres and of our Summer Camps

## Qualified, dedicated staff

In our centres, your children are well supervised. Our ELCs, Tremplin centres and 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 qualified early childhood educators with a diploma in early childhood education (ECE), monitors who are studying to obtain an ECE diploma, educational assistants with a diploma in a related field, interns from a community college or volunteers.

All adults who work with the children must provide 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 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 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 early learning 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 ELCs, we must ensure that two members of our personnel are on site (both at the start and the end of the day). To fully benefit from the programming and avoid disrupting the child's daily routine, we suggest your child arrive at daycare by 9 am at the latest.

## 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 or volunteer is authorized to be alone with a child in our ELCs.

## Age groups

In our ELCs and in our Summer Camps, your child will be grouped with other children of the same age (except if the centre is a licensed 'family age group centre'). We also take into account similarity of interests, aptitudes and attentiveness when designing programs, premises and materials. However, during summer and Christmas holiday periods, children are assembled into mixed aged groups that respect the Ministry's rules for mixed age groups.

## Hours of operation

Normally, our early learning centres and our Summer Camps operate from 7 a.m. to 6 p.m. from Monday to Friday, excluding holidays.

Our Tremplin centres 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 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 24<sup>th</sup> until January 2<sup>nd</sup> inclusively, in response to demand for services. You will not be billed for these days.

## Things to bring to your early learning centre and to the Summer Camps

Good little adventurers come prepared. Attached, you will find a check list of important things to provide to your child and bring to the centre. This list aims to ensure that your child is happy and comfortable at the early learning centre.

In particular, please note that you must leave a supply of three sets of clothes (tops, pants, socks and underwear) to be kept at the centre. These articles will be stored in the child's locker and kept in a backpack and not a plastic bag, which can be a safety hazard. It's also a good idea to provide a second pair of shoes; sneakers with Velcro straps are strongly recommended.

Please label your child's belongings with his or her name to make them easier to track down. We cannot assume responsibility for loss, theft or damage to personal belongings left in our ELCs, Tremplin centres and Summer Camps, but we will gladly do our best to help you look for them.

## Toys from home

This rule is no fun, but it's important: **your child may not bring toys from home** to the ELC or to the Summer Camps. Our centres will have all the material needed to support your child's learning.

## 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 progress. So from time to time, please expect that your ELC, Tremplin centre or your Summer Camps request to meet you in person. And always feel free to request a personal meeting if you feel it would be appropriate.

## Assessing your child's development

Your child's well-being and development are our priority. The early years of life are of critical importance for the development of the brain and body. Cognitive, language, social, emotional and motor skills are important aspects of your child's development. Our staff will assess your child's development twice per year and share the results with you.

## Outdoor play

Having a good day means time for outdoor play. It's also vital to a child's global development. Children who attend an early learning centre for six or more hours per day must play outdoors for at least two hours, weather permitting. School aged children attending the Tremplin before and after school centres must play outside at least half an hour 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. See our Weather Policy for further details.

## 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.

## Conflict resolution

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!

We ask the child questions to find out what the source of the problem or the frustration is. We take the time to discuss things with children to better understand and support them. We encourage children to resolve their conflicts or overcome their challenges by acting as mediators. We explain the reasons behind our decisions to the children and we invite them to think with us about solutions to problems.

When faced with a more unpleasant problem or situation, staff will discuss the matter with the parent. You can help us find ways to eliminate or avoid the problem. Our staff has access to many community partners who can help them find solutions and learn new skills.

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, there are limits to discipline. As set out in article 48 of the Day Nurseries Act, no one can legally permit:

- a) corporal punishment of the child by a staff member, another child or a group of children;
- 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;
- c) harsh or degrading measures that could humiliate, shame or frighten the child or undermine his or her dignity;
- d) depriving the child of basic needs including food, drink, shelter, clothing or bedding;
- e) locking a door to confine a child;
- f) inflicting bodily harm on children, including making children eat or drink against their will.

## Aggressive behaviour

### *Children*

Aggressive behaviour will not be tolerated. If your child repeatedly has unacceptable physical or verbal behaviour towards other children, you will be invited to a meeting with your child's educator to discuss this behaviour and find a solution that takes into account the needs of your child and the other children.

Carrefour francophone reserves the right to suspend a child for a maximum of three days if deemed necessary. You will not be billed for suspension days. If the unacceptable behaviour persists after a personal plan is developed in collaboration with the parent and the agreed-upon solutions to improve the situation have been attempted, the child may be expelled for an indefinite period.

### *Parents and responsible adults*

Our early learning centres and our Summer Camps are places where respect for others is valued. To ensure a harmonious and healthy environment for all, we ensure that our staff's practices uphold our values and we expect families to do the same. For further details on our policy regarding parents and responsible adults, please contact your centre's supervisor.

## 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 report form you will receive. After you have signed this form, it will be inserted in your child's file. The report will indicate the measures taken by staff to avoid similar incidents in the future.

## Lunch

How many meals do we prepare? That's easy: one for every child present. At 9:00 a.m., we count 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 ELC and in our Summer Camps. A copy can be provided upon request.

## Snacks

We provide snacks and a nutritious lunch to the children in our ELCs and in our Summer Camps. For children in our Tremplin centres, we provide a before-school and an after-school snack that reflect the recommendations of Canada's Food Guide.

A monthly menu is posted in our early learning centres as required by provincial regulations. You'll see it displayed near the entrance to our facilities. We will provide you with a copy of the menu when registering your child.

If your child has allergies or follows a special diet, please discuss his or her needs with your ELC's supervisor. Food brought from home is not allowed in our centres.

Our ELCs, Tremplin centres and 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. 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 staff is aware of your child's arrival or departure.

Because arrival time, especially, can be difficult for you and your child, the centre's supervisor and your child's educator can help to find solutions to make that transition time as easy as possible.

Arrival time is also a good opportunity to discuss your child's experience with his or her educator. Tell us how the child's evening and early morning went. Did your child sleep well? Is there a memorable moment your child would like to share? We also encourage you to take a few minutes to discuss with us any important things happening in the child's life so that we can answer the child's questions during the day.

# Security practices

## 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 IN THE EARLY LEARNING CENTRE (or in the Summer Camps)**, 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.

The names of the persons who are authorized to come and pick up the child are noted in your child's emergency information sheet, which is kept in your child's records folder and accessible to staff at all times. We request that you review this information annually to ensure that it is up to date.

## 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 centres for every child. The parent or guardian must sign it 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 ELC.

## Entrance security

The ELC's and Summer Camps' 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 please let us know when you're running late. 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 staff has 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.

If these three people 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.

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 the ELC or the Summer 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 will be reserved until he or she returns.

## Vaccinations

Children in early learning 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

Regarding communicable diseases, our centres follow Sudbury and District Health Unit regulations. For further information, please review the guide "An ounce of prevention", a resource used by the Health Unit and licensed early learning centres. Ask your ELC's supervisor to provide you with this guide.

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

- A contagious disease such as measles, mumps, rubella, rosella, chickenpox, impetigo, pneumonia, influenza, etc. A doctor's note confirming that the child is cured is required before readmission to the ELC;
- 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. We reserve the right to request that you provide a health care service's confirmation of cure.
- Diarrhea and vomiting. In such cases, the child is removed from the 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.

We will contact you if your child's health status makes participation in regular activities impossible.

## 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 or expired medication.

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. Note that we will not administer medication to be taken "when needed", so it is important that your doctor provide specific instructions.

Only a few types of medication can be administered without a doctor's prescribed dosage. These are:

- Eczema cream
- Diaper rash cream

- Insect bite cream
- Benedryl for children with allergies
- Lip balm
- Sunscreen

All medication, prescribed or listed above, must be noted in the medication administration form signed by the parent and must be provided by the child who will be taking the medication. The authorization to administer medication 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 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 must 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 will be organized by the site supervisor of the child's centre. The personalized health care plan must 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 staff is 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 staff 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 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 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 relayed to you by phone. In the event of a storm, our ELCs close 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.

## 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 an early learning 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 ELC.

## 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 or Camp counsellor;
2. Your early learning centre's/Summer Camps supervisor;
3. The Summer Camps Coordinator, Marie-Claude Savoie (705-675-6493, ext.201)
4. The Coordinator of Children Services, Julie Joncas (705-675-6493, ext. 200)
5. The Director of Children Services, Sara Fudge (705-675-6493, ext. 204);
6. Le Carrefour francophone's Executive 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:

- 1.1 Ensure that all staff is aware of the Complaints Management Policy Statement and procedures.
- 1.2 Ensure that all parents are aware of the Complaints Management Policy Statement and procedures.
- 1.3 Assist anyone who wishes to submit a complaint.
- 1.4 Acknowledge receipt of the complaint within the next three business days.
- 1.5 Deal with the issue and manage the file until it is brought to a close. The settlement of the complaint will be communicated 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.

### *Policy on limitation of executive powers*

Regarding interactions with clients or persons who are asking to become clients, management must not allow a practice, activity, decision or circumstances that are deemed dangerous, disgraceful, overly intrusive, or that do not ensure appropriate confidentiality. Therefore, management shall not:

1. Make use of spaces that do not provide appropriate physical accessibility and appropriate confidentiality;
2. Collect, use or communicate personal information without good reason, according to applicable laws;
3. Use methods to collect, review or store personal information that do not adequately protect against access to information by an unauthorized party;
4. Neglect to clearly communicate to clients the nature of the services involved;
5. Neglect to inform clients that this policy is in place and that an appeals process is available to persons who believe that their rights have been infringed by the policy.

Your rights as a client are very important to us. If you believe that any of the situations listed above have occurred, we encourage you to contact these persons in descending order:

1. The Coordinator of Children Services, Julie Joncas (705-675-6493, ext. 200)
2. The Director of Children Services, Sara Fudge (705-675-6493, ext. 204);
3. Le Carrefour francophone's Executive and Cultural Director, Stéphane Gauthier (705-675-6493, ext. 205).

## Admission process

We want your child to be happy in our centres and we want to provide the personalized quality attention he or she deserves. To be ready to provide that 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 Summer Camps Coordinator. 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.

## Payments

Accounts in good standing ensure good relationships. Your fees are to be paid in full prior to the beginning of the Summer Camp. 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 direct deposit (debit). If you are paying by mail, please enclose your bill with your check and mail it to Carrefour francophone's postal address: 14 Beech Street, Sudbury ON P3C 1Z2.

You may also make your payments online if you are currently dealing with any of the following financial institutes: Caisse populaire 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 the centre, please provide cheque in a sealed envelope. Insert your cheque in the payment lock box at your centre. Our staff will not accept cash payment.

An official receipt for tax purposes will be mailed to your home address or be made available for pick-up at the centre 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, our services will be terminated. 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 ELC, 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. Note that even though your child is absent, his or her space in our centre is reserved on an ongoing basis, so you will still be billed for the day your child is away.

## Financial assistance

The City of Greater Sudbury may help you pay for some or all of the costs associated with quality authorized child 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 ELC and Tremplin centres.

## Waiting list ranking

Carrefour francophone generally assigns an available spot in a 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 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 our early learning centres:

- 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 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 using our services).

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 waiting lists. This policy ensures the confidentiality of the information about the children registered on waiting lists.

Access to a 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 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 early learning centres.

The Waiting List Policy is reviewed annually by Carrefour francophone Children's Services and their employees, volunteers and student trainees.

Name of the Summer Camp: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

Camp Counsellor's Name: \_\_\_\_\_

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

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

**Additional notes:**

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