



A parent-Friendly Handbook

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



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 2023 Summer Camp

Our Francophone camps.

École publique Pavillon de l'avenir

**Groups: Camp plein air JUNIOR (4- & 5-year-olds) /
Camps plein air (6–12-year-olds)**

370 Cote Ave Chelmsford, ON

705-855-1362

Lisa Lafantaisie EPEI, supervisor

École secondaire Macdonald Cartier

**Groups: Recreational Camps plein air JUNIOR (4- &
5-year-olds) / Recreational Camps plein air (6-12 year
olds)**

37 Lasalle Blvd, Sudbury, ON

705-675-6493 ext.1119

Janelle Dutrisac

Place de Arts du Grand Sudbury

Groups: Specialized camps (6-12 year olds)

27 Larch St, Sudbury, ON

705-675-6493 x 1608

Marie Lefloch EJE, supervisor

Collège Boréal

Groups: Specialized camps (6-12 year olds)

21 Boulevard Lasalle, Sudbury, ON

705-560-6673 x 3281

Gloria Ellis, 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 summer camps.

In our summer programs 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.

Please feel at home in our different programs. 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 ask that parents provide **two healthy snacks per day** while following 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 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) to provide quality services that reflect the guidelines of Ontario's curriculum. For example, Pierre Harrison, from Play Learn Think, 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 always listen to our families, 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 summer programs will offer a wide variety of high-quality activities with emphasis on art, culture and the outdoors all while learning through play. 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 under the name Centre des jeunes de Sudbury, Carrefour francophone is the oldest cultural center in French Ontario.

For decades, Centre des jeunes was a wellspring of cultural and social activities in Sudbury, in particular for Francophone youth. It served as a hub for a wide array of cultural, educational, sporting, and social activities that attracted large numbers of active members.

In the 1990s, Carrefour francophone became a provider of family-oriented services. Through its Tremplin program ("tremplin" is the French word for springboard), it fills a major need for French-language children's services in Greater Sudbury.

Since 2005, a wave of renewal has again brought Carrefour francophone to the forefront of Greater Sudbury's cultural and social scene, particularly with the creation of 9 early learning centers, 26 arts-themed summer camps (for both Francophone and immersion students), services in Sudbury East (2 early learning centers, 3 Tremplins, 2 summer camps) and the remarkable resurgence of La Slague, Greater Sudbury's Francophone event promoter and festival organizer (La Nuit émergente, French Fest).

Over the course of 13 seasons with over 200 concerts and performances, La Slague has won many awards and is considered by its peers as one of the foremost event organizers in French Ontario.

Since 2013, Carrefour francophone's La Slague jeunesse has developed modern and dynamic cultural programming tailored to the needs of young children, mixed-language families, and early learning based on play and discovery. In 2018, Carrefour francophone became the first organization outside of Quebec to join the Petits Bonheurs network and organized in 2019 the first edition of Festival Petits Bonheurs Nouvel-Ontario.

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 Summer Camps is French. Parents choose our centers 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 on our website, 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, but they can also 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 centers, 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 center filled with exciting educational material for the children and their educators, which circulates throughout all our centers.

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.

Principles and practices of our early learning centers and of our Summer Camps

Qualified, dedicated staff

In our centers, your children are well supervised. Our ELCs, Tremplin centers, 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 center.

In the playrooms, 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, or summer employees who have taken our specific summer camp training as well as other related workshops (High Five, Anaphylaxis, Play Learn Think).

All adults who work with 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 centers 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 centers 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 summer camp? That depends on the number and age of the 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.

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.

To fully benefit from the programming and avoid disrupting the child's daily routine, we suggest your child arrive at summer camp by 9 am at the latest.

Students and Volunteers

Students and volunteers play an important role in helping staff with daily activities and routines. However, students and volunteers are always supervised by a staff member and no student or volunteer is authorized to be alone with a child in our summer camps.

Age groups

In our Summer Camps, your child will be grouped with other children of the same age. We also take into account the similarity of interests, aptitudes, and attentiveness when designing programs, premises and materials, especially in our Mini Camps (4–5-year-old).

Hours of operation

Normally, our Summer Camps operate from 8 a.m. to 5 p.m. from Monday to Friday, excluding holidays.

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

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

Holidays

Our Summer camps are closed on statutory holidays in the summer which falls on July 3rd 2023 and August 7th 2023.

Things to bring to the Summer Camps

Good little adventurers come prepared.

For their everyday adventure in our summer camps, your child must bring liquid sunscreen, a bathing suit, a change of clothes, a beach towel, a hat and running shoes as well as a water bottle. **Since our summer camps are taking place outside, we ask you to bring all the necessary clothing for your child to be comfortable according to the weather.**

Your child must also bring their daily healthy snacks, void of any nuts or peanuts.

Toys from home

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

Clothing

Shorts must be the length of your child's arm. Running shoes or sandals that attach at the heel are acceptable (no flip flops please). For sleeveless shirts or dresses, we ask that the strap is as wide as three adult fingers.

Change of clothes

To have fun, it's normal to get your clothes dirty! Children love to explore and may have the opportunity to play with water. Some activities include painting as well. It is also possible, in some cases, for a child to have an accident.

For those reasons, we ask that you bring a change of clothes in your child's bag (shirt, pants, underwear, and socks). These may be left in your child's bag. It is also a good idea to bring another pair of shoes, just in case. Shoes with Velcro are recommended.

This policy was put in place to ensure your child's comfort throughout the day, regardless of messes. We may need to contact you if your child does not have the essential change of clothes.

It is clearly easier to find items that have been labelled with the children's name. Please ensure you label all of your child's items prior to the summer camp's start date. We cannot be held responsible for any lost, stolen or damaged articles during our summer camps.

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 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 summer camps will spend the day outside. Marquee tents are designated areas in case of rain or for shade on hot days. 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 always maintained. 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 arrangements for daycare. 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 behaviors require a firmer approach, our educators consider 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 highchair, car seat, stroller, or another 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 behavior will not be tolerated. If your child repeatedly has unacceptable physical or verbal behavior towards other children, you will be invited to a meeting with your child's educator to discuss this behavior and find a solution that considers 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 behavior 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 centers 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 center'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 into 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 lunchtime.

The menu is posted in each ELC and in our Summer Camps. A copy can be provided upon request.

Snacks

We ask that parents provide two healthy snacks that reflect the recommendations of Canada's Food Guide that do not contain nuts or peanuts.

A monthly menu is posted in our early learning centers 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.

Our Summer Camps are nut-free and peanut-free environments.

Arrival and departure

As a parent, you know that dressing and undressing a child are feats that don't always happen in the wink of an eye. 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 center'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 SUMMER CAMP**, 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 always kept in your child's records folder and accessible to staff. We request that you review this information annually to ensure that it is up to date.

Our staff will ask any new authorized adult to see identification; please advise the adults authorized to pick up your child beforehand to bring their valid proof of identification when they come to the summer camp.

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 centers 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 Summer camp staff.

Entrance security

The Summer Camps' doors are always locked. To always ensure the children's security, parents must use the doorbell to signal their presence to the personnel in the playroom. 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 the 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 the individual.

Communicable diseases

Regarding communicable diseases, our centers 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 centers. 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 center. 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 center 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 outbreaks of infectious diseases, we must try our best to break the chain of transmission. For this reason, we will ask for parents to come to pick up their child if the child manifests one or many of the symptoms stated above. Children will only be able to re-enter the center 24 hours after the symptoms have disappeared, If the outbreak lasts longer than 2 weeks, the length of time away will be augmented to 48 hours after the symptoms have disappeared unless advised otherwise by Sudbury and District Public Health.

In the event of a pandemic, the Carrefour francophone will follow its policy on this subject (for example, its policy on Compliance with regulations related to COVID-19). We will share this policy with you upon registration, where applicable.

Note that the rules relating to the length of your child's absence in the event of symptoms may change during a pandemic and the policy on this subject includes guidelines to follow; it takes precedence over the information in this parent's guide. 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
- Benadryl 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 always keep all medication under lock and key.

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. A list of known allergies is posted in the kitchens and playrooms. Also, there are no traces of nuts in any of the foods served in our centers.

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 center. 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 decided 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 center's office. A serious incident notification form will be posted in the center 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 centers 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 to 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 broadcast 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 playroom.

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 center 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 counselor.
2. Your early learning center's/Summer Camps supervisor.
3. The Summer Camps Coordinator, Janelle Dutrisac (705-675-6493, ext.1106)
4. The Director of Children Services, Paulette Laroque (705-675-6493, ext.1105);
5. Le Carrefour francophone's Executive and Cultural Director, Stéphane Gauthier (705-675-6493, ext.1103).

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 Director of Children Services, Paulette Larcoque (705-675-6493, ext. 1105);
2. Le Carrefour francophone's Executive and Cultural Director, Stéphane Gauthier (705-675-6493, ext. 1103).

Admission process

We want your child to be happy in our Summer camps 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 online and provide it to the Summer Camps Coordinator with all the necessary information. These few minutes of your time will allow our personnel to prepare to include your child in the program. Priority will be given to full-time registrations.

Waiting List Policy

The Carrefour francophone never requires a deposit or a registration fee to put a child's name on the waiting list for one of its childcare services.

The Carrefour francophone reserves the right to give priority to a daycare place for a request aimed at:

1. The child of a Carrefour francophone employee.
2. The child of an employee of a partner school board.
3. The child of an existing client (brother or sister of a child already admitted).

If two or more competing requests can be considered priorities the Directors of the Carrefour francophone will decide on the first priority.

If the camp you want to register your child for is full, don't worry, you can always add them to the waiting list and our team will contact you as soon as a spot becomes available. Know that you will have a maximum of 48 hours to accept or refuse the place offered before this place is offered to the next family.

Payments

Accounts in good standing ensure good relationships. Your fees are to be paid in full during the registration process. Parents have 3 days to pay, during which you will receive alerts as a reminder.

Unfortunately, your Summer camps registration will be archived if you do not pay your Summer camp fees within the 3 days following registration.

An official receipt for tax purposes will be sent at the beginning of the New Year.

If you wish to withdraw your child from the Summer camps. Should this be the case, our Cancellation policy is as follows:

Registration to a summer camp may be canceled prior to the camp start date by filling out a cancellation form. If a registration is canceled 10 workdays prior to the camp start date, 80% of the registration fee will be reimbursed. If a registration is canceled 5 workdays prior to the camp start date, 65% of the registration fee will be reimbursed. Cancellation less than two work days before the camp start date is not subject to refund.

Please note that summer camps are not eligible for the CWELCC funding program, which reduces rates for children under 6 in Ontario since they are not eligible under the program's conditions as non-instructional school days.

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

Should you have any questions regarding Summer camps/ registration, please contact Janelle Dutrisac at 705-675-6493 ext. 1119..

Financial assistance

The City of Greater Sudbury may help you pay for some, or all of the costs associated with quality authorized childcare services. To apply, call (705) 674-4455 or the City's main information line at 3-1-1.

