

Parent-Friendly Handbook

*Everything you need to know about
our Summer camps*



Our mission

Carrefour francophone ensures the vitality of the French language and brings our cultures together.

Our vision

We are leaders in the field of learning.
Our programming inspires and enriches minds.
We touch the lives of families from generation to generation.

Our values

Collaboration
Courage
Professionalism
Caring
Vitality and *joie de vivre*

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List of our Summer camps

Découverte des tout-petits

Outdoor licensed summer camp

Groups : junior (age 4-5) et senior (age 6-12)

1450 Main st, Val Caron

705-897-0217 – dpettigrew@carrefour.ca

Danielle Pettigrew ECE, supervisor

Pavillon des tout-petits

Outdoor licensed summer camp

Groups : junior (age 4-5) et senior (age 6-12)

370 Cote Av, Chelmsford

705-855-1362 – llafantaisie@carrefour.ca

Lisa Lafantaisie ECE, supervisor

Coeur des tout-petits

Outdoor licensed summer camp

Groups : junior (age 4-5) et senior (age 6-12)

300 Van Horne st, Sudbury

705-673-2823 – couellette@carrefour.ca

Cara Ouellette, supervisor

Boréal des tout-petits

Outdoor licensed summer camp

Groups : junior (age 4-5) et senior (age 6-12)

21 Lasalle blvd, Sudbury

705-560-6673 ext 3281 – gellis@carrefour.ca

Gloria Ellis, supervisor

Place des Arts - *Specialized camps*

Groups : senior (age 6-12)

27 Larch st, Sudbury

705-675-6493 ext 208 – dmorin@carrefour.ca

Danielle Morin ECE, supervisor

Welcome to the family of Carrefour francophone Children's Services

Welcome to our big family, which is now your big family! We are well aware that bringing your child to an early learning centre is a big step in life for you and your child. That is why, from your first visit and throughout the year, our team will welcome you warmly and 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 care for your child with professionalism and warmth.

This guide presents our educational approach, our programming guidance and our administrative practices. It also provides a lot of practical advice that will help you fully benefit from our services and 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, discovery, 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 play, learn and explore in their natural environment. (*Tremplin* is the French word for springboard.)

We want our early learning centres, Tremplin centres and Summer camps to feel like your home away from home. And now, let the adventures begin!

An Early Childhood Manifesto

At Carrefour francophone, we want every day to be a great adventure for every child. To guide our daily efforts, we seek our inspiration in a set of attitudes that guide us like the North Star. Over the years, the spirit of our work found an expression in our Early Childhood Manifesto.

Every day is a great adventure

Your life has just begun and already you're off to a great adventure.
Nothing means more to me than you.

I know that you need me.
To feed you, to care for you
To shower you with smiles, kind words and affection.
For you to feel safe, you need me.

You have so many things to learn.
You have so many ways to learn them.
I look forward to discovering them with you.
I expect the unexpected.

I look into your eyes. You look up to me.
I like to listen to you, answer you, take you in my arms.
Every day, I think about your future.
Every day, I'm with you in the here and now.

You are learning. Every step forward is important.
You stumble and fall, but you get up again.
You are climbing and you want to go higher.
I know I must be with you, at your level.
Every flash of discovery amazes us both.

We play together
In the rain, the mud, the snow, the wind.
What interests you interests me.
We discover the world, its sounds, its creatures.
Together we play, because playing is learning.

You have so many questions.
We answer them with connections, drawings
Our five fingers on each hand
And many more questions

Every day, I tell you stories.
Stories give us words to know the world, its people and their mysteries.
We are learning the freedom of childhood.
We are learning to understand our emotions.

I know it's always better to be gentle than strict.
But I know I must teach no means no and why it is so.
Because in life, there are boundaries and restrictions.
Because you are learning to be considerate.
Because you are earning the rewards of growing up.

All this, I do in a language I embrace.
I embrace its spirit of clarity and imagery.
Our language brings us laughter, rhyme and reason.

We sing to give voice to the joys of our lives
To mark moments in our day.
Together we sing and dance
To sense the beauty in our bodies
And the magic in our voices.

I want you to feel good about yourself
To be happy and infinitely curious
And ever more independent
But always at your own pace.

I am an early childhood educator
You have a fundamental right to be loved and appreciated.

Nothing means more to me than you
So that tomorrow
Your whole being will remember the feeling of being loved
So that tomorrow
You will embrace life unafraid
So that tomorrow
You will have the courage to be free
So that tomorrow
We will all be better human beings.

I am an early childhood educator.
I believe in your right to be purely and simply a child.
Take my hand. Each new day is a great adventure.

Our Program Statement

The Carrefour francophone Children's Services Program Statement presents the philosophy of our work with children, our relationships with parents, and our relationships with our service providers.

INTRODUCTION

Carrefour francophone's early learning centres strive to support your child in an effective and thoughtful manner 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 that 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 **an authentic cultural environment** can provide. Carrefour francophone, as the name says, is a francophone cultural centre. French is the language of communication in our early learning centres and Tremplin centres.

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

We ask parents to provide lunch and two snacks taking into account the recommendations of Canada's Food Guide. One dinner and two snacks should be healthy and free of nuts and peanuts.

We want to ensure that their adventure with us is as wonderful as possible. Therefore personalized meals will meet their needs.

Security

All our ELCs have **controlled entry systems**. At our Tremplin centres, parents must sign a register when entering or leaving with a child.

You must inform us in advance if a new person will come to pick up your child and we will ask to see that person's ID.

Our centres maintain the **educator-to-child ratios** established by the Ministry of Education's 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 an **ongoing dialogue** with parents about their children and our program. We note these discussions in the child's communication booklet or by email and we are available for meetings.

The educators will communicate in person, by email or by private Facebook group. They will post photographs and communications of special events to create a dialogue with parents. We encourage parents to read these communications and to write their own observations and comments.

The ELC or Tremplin centre will sometimes ask parents to take part in **in-person meetings**. We also encourage parents to request such meetings as required.

We foster the child's **self-esteem** by telling parents all about their child's accomplishments. Our classrooms and our program bulletin boards display the children's learning experiences, along with testimonial comments, photos and the ELC's activity portfolio.

Our relationship with our service providers

We foster **networking and cooperation among our suppliers** of childcare services provided in our ELCs. We take part in the monthly meetings of several childcare services committees (quality control meetings with the Children's Services department of the City of Greater Sudbury, Public Health Sudbury and Districts, the Ministry of Education, and Child and Community Resources).

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 works to support and reinforce.

Our relationship with our early childhood educators

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

Our **educational consultants** allow our educators to contribute to the development of cultural activities and teaching practices that apply the principles of the '**emergent curriculum**.' They 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 gently intervenes to help children acquire **fundamental values**, such as respect, sharing, communication (in French) and mutual assistance.

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

Every child deserves **personalized attention** and has a right to respect for their personality. Children 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 nourishes our work. In this spirit, we adapt our activities to the children, not the other way around.

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 invitations and provocations throughout the centre to encourage children to enjoy learning through play. These are activities that 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 children and become part of their 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 multiple learning opportunities based on a variety of **learning paths** (kinesthetic, visual, auditory, etc.). We use a wide range of media and different environments to maximize the child's learning experience.

In accordance with the Ministry of Education's policy statement, Carrefour francophone's 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 of our early learning centres.

As an arts and culture organization, Carrefour francophone supports its ELCs in their educational mission with **stimulating and interactive 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 the Francophone community. In this spirit, we also invite the wider community to join us and enjoy these presentations.

APPROACH 6 : Include 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. Outdoors or indoors, a variety of objects and materials are made available to children to stimulate their creativity, imagination, and physical activity.

Following the Ministry of Education guidelines, our ELC and Tremplin centres divide their programming into time blocks: a minimum of two hours of outdoor play per day for early learning centres, and a minimum of 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 supplies, materials and programs are all 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 happy to have them come out for lunches, take part in a communal breakfast, give a presentation, etc. We want the child to feel that the centre is an **extension of the family environment**.

The well-being of parents matters as much to us as the well-being of children. Though 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 first language.

Our **supervisors and/or lead educators are present during high traffic hours** 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 through **emails** and **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 or Nicholas Dupuis provide our staff with quality training for play-based learning. La Slogue jeunesse (Carrefour francophone's event promotion arm) provides numerous presentations by local artists in our ELCs. The Centre Louis Riel at Collège Boréal offers opportunities for discovery and openness to Indigenous and Métis culture.

Also, la **Slague jeunesse** (Carrefour francophone's event programming department) provides our ELCs with performances and workshops by local artists and visits by our artists-in-residence to foster musical and acoustic awareness. 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 who extend the adventure with the children after these special visits.

We also have links with many **local partners** that share our values: Desjardins, Collège Boréal, Centre Louis-Riel, 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. We are always open to new partnerships that could help us to enrich our programming.

APPROACH 9 : Ensure ongoing professional development for our staff and other contributors to our ELCs.

Carrefour francophone believe in the value of **continuing education** for our staff. We provide them with many opportunities to upgrade their skills, particularly in supporting the high-quality francophone cultural programming 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 training 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. The City's quality consultant visits our centres regularly.

Our team of educational consultants works in tandem with our own quality consultant. They visit our ELCs to help our staff continue their professional development and achieve their individual goals.

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

Our staff **takes daily notes on the impact of our programming** and **works as a team** to achieve educational goals.

We're always listening to our families and every two years, we use a more formal process when we invite parents to fill out our **parents' 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 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 they 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 a lot of fun!

Our Purpose

Our mission in Children's Services

At Carrefour francophone, we have a key principle: we do our very best to support your child in all aspects of childhood development. Our practices stem from this principle. We promise that our programs will offer a wide variety of high-quality activities.

In our centres, 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 children's interests and needs. This approach keeps children involved and interested and helps encourage independence through learning experiences.

The history of Carrefour francophone

Founded in 1950 under the name "Centre des jeunes de Sudbury," Carrefour francophone is the oldest cultural centre in all of 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 ("springboard") program, we fill a major need for French-language children's services in the City of 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 11 early learning centres, many arts-themed and outdoor summer camps, services in Sudbury East (2 early learning centres, 3 Tremplin

centres, 2 summer camps) and the remarkable resurgence of La Slague, Greater Sudbury's francophone event promoter and festival organizer (including events such as La Nuit émergente and French Fest).

Over the course of 17 seasons with over 300 concerts and performances, La Slague has won many awards and is considered by its peers as one of the best 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 the first edition of Festival Petits Bonheurs Nouvel-Ontario in 2019.

Our positive momentum continues with our strategic development plan for 2020-2025. In addition to being an anchor organization for the Place des Arts project and expanding our network of children's services, our aim is to continue to be a welcoming and community-unifying organization for all of Greater Sudbury.

Our approach to learning

Nothing is more precious than a child. If such is your belief, you believe that personalized attention, adapted to the child's personality, is what every child deserves. We are always motivated by the enthusiasm and "joie de vivre" that is so characteristic of children. However, their energy might simply be wasted if it is not channelled.

Children clearly let us know if we have succeeded in reaching out and helping them to pursue their explorations. In other words, we know we must adapt our activities to the children, not the other way around. We go exploring together! Our early childhood educators are co-learners with the children. Their observations and notes on the children's activities guide them in their educational planning.

In conformity with the Ministry of Education's declaration of principles, Carrefour francophone applies the guidelines and principles set out in "[How Does Learning Happen?](#)" *Ontario's Pedagogy for the Early Years*. This tool guides Carrefour francophone and its educators as they develop our children's programming and services.

Our philosophy

Preschool years are all about play and exploration. We believe that the child is competent, capable, curious and full of possibilities. Play is how children acquire new concepts and develop confidence in their abilities.

Because our aim is overall development, we don't compartmentalize physical, intellectual, and emotional development, since each of these aspects influences the others.

When we plan a sequence of activities, we make sure that they include a variety of opportunities for development. We avoid narrow goals and rigid frameworks.

We favour the health, safety, and well-being of the child by promoting healthy meal choices and incorporating active play indoors and outdoors, rest periods and quiet time. Meanwhile, we are also sensitive to a child's individual needs.

We maintain regular interactions between the child, parents and educators. We encourage the child to interact with others and to practise positive communication and self-regulation.

Our francophone environment

The language of our early learning centres and Tremplin centres is French.

Parents bring us their children because they want them to experience a francophone environment. We recognize, and you the parents recognize as well, that you have chosen a Carrefour francophone's daycare centre because you value the French language and you intend to support your child's development through the French language.

Carrefour francophone is the only French-language daycare service provider focused on arts and culture in Greater Sudbury and Sudbury East. That means we have a special responsibility to maintain the Francophone character of our children's services. In that spirit, we make these commitments:

- We will ensure that French is the only language used to communicate with children and carry out activities in our early learning centres.
- We will help families access the tools and resources they need to make their home environment supportive for a child who is learning French.
- We will offer high calibre cultural programming in our centres and provide a wide variety of cultural family outings.

Of course, parents may communicate with our educators in the official language of their choice (French or English) and some of our documents (like this one) are available in a bilingual format. We respect our families' linguistic diversity while working to make them fully be part of the Francophone environment that is our network of children's services and our organization.

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 the attitudes towards language that the child experiences at home should be compatible with our daycare experience.

Our daily activities program

Every day, our centres offer experiences that are initiated by children and supported by adults. We set up various environments and learning opportunities that stimulate the development of many different skills. The directions we take in our educational programming stem from the needs and interests of each individual child and the group as a whole.

Our educational programming is documented and we display the children's recent learning experiences on bulletin boards in all of our playrooms. We regularly share these stories across our various centres, on the Carrefour francophone Facebook page or in our newsletter, "Le porte panier".

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 help to develop a project, an idea, or a field of interest. For example, it could mean extending an activity because of a child's question.

Invitations are a more direct encouragement 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.

Our educators develop 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 from us, but we can also learn from them!

Our cultural program

We believe that culture is one of the solid 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 and early learning centres regularly welcome visiting artists and specialists in many areas of expertise: music, visual arts, sciences, crafts, yoga, dance, theatre, literary arts, health, sports and cooking. In addition, our partner organizations help us to enrich our programming with cultural activities that are 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 our centres.

The Carrefour francophone's cultural programming for early childhood education 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 at carrefour.ca.

Our General Practices

Qualified and dedicated staff

In our Summer Camps, your children are well supervised. The Carrefour francophone Summer camp 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.

In addition, in each area, there is always one or more members of staff at all times. These people are facilitators who have completed specific training to our camps, as well as related training (High Five, Anaphylaxis, Play Learn Think, etc.).

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

We promote constant support for our staff as well as professional development, through ongoing training (modeling, mentoring, and support). We support and accommodate our employees as much as possible.

Staff numbers vary

Appearances might be deceiving if you come to our Summer Camps only at the start or at the end of the day. During the first 90 minutes of the morning and the last 60 minutes of the afternoon, our camps require less personnel. Not all of our animators are on site at those times.

Staff-to-children ratio

How many animators will be present at your child's summer camp? That depends on the number and age of the children in your centre.

Combien d'animateur et d'animatrice seront présents dans le camp d'été de votre enfant? It all depends on the number and age of children in the camps:

- For kindergarten age, 3 years and 7 months to 6 years, the ratio is 1 adult per 13 children.
- For elementary and intermediate age, 5 years and 7 months to 12 years, the ratio is 1 adult per 15 children.
- For intermediate age, 9 to 12 years, the ratio is 1 adult per 20 children.

During hours of arrival and departure (between 7 a.m. and 8:30 a.m. and between 5 p.m. and 6 p.m.), a lower ratio is allowed. 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.

Students and volunteers

Students and volunteers play an important role in helping staff with daily activities and routines. 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.

Hours of operation

Normally, our summer camp is open from 7:30 am to 5:30 pm from Monday to Friday, excluding holidays.

Holidays

Our Summer camps are closed on the following statutory holidays. Please note that statutory holidays are billable.

- Canada day (July)
- Provincial Civic Holiday (August)

Things to bring to our Summer camps - *Outdoor*

Good little adventurers come prepared. For daily adventure at Summer camps, our child needs to bring:

- Bottle of sunscreen;
- Swimsuit;
- Change of clothes;
- Beach towel;
- A hat;
- A pair of running shoes;
- 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 conditions.

It is clearly easier to find items that have been labeled 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.

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

Things to bring to our Summer camps - *Specialized*

Good little adventurers come prepared. For daily adventure at Summer camps, our child needs to bring:

- Bottle of sunscreen;
- Change of clothes;
- A hat;
- A pair of running shoes;
- A water bottle.

Since our specialized camps require movement, we ask you to please bring what your child will need to be comfortable during the workshops. The children will also have outside time so we ask you to bring all the necessary clothing for your child to be comfortable according to the weather conditions.

It is clearly easier to find items that have been labeled 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.

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

Dress code

Shorts must be the length of your child's arm. For shirt and dress sleeves, we ask that the strap is as wide as three adult fingers. Running shoes or sandals that attach at heel are acceptable.

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, 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.

Toys from home

This rule is disappointing, but it's important: **bringing toys from home is strictly forbidden.** Our summer camps will have all the material needed to support your child's learning.

In-person meetings.

There are times when a personnel discussion is what is needed to inform you about your child's progress. So, please expect that from time to time, your Summer camp will request to meet you in person. And always feel free to request a personal meeting if you feel it would be beneficial.

Outdoor play

Having a good day means time for outdoor play. It's also vital to a child's development. Children who attend an outdoor camp 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 is appropriately dressed.

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

Forest exploration : a pilot project

Several of our Summer camps enjoy extended periods of play time in nature as part of a major research project on the impact of the outdoors on the health of children and staff conducted in our pilot project centres.

A forest offers much more than a second classroom for children; it is a real-life environment, an ecosystem shared with families, where children learn to be aware of nature and open their community. Playing in nature promotes their overall development and fosters better interactions with animators. Openness to oneself and to the world around us begins with learning through play in a living environment.

Discovering the environment involves managing a certain level of risk. This exploration of risk contributes to the development of self-awareness and awareness of the consequences of one's actions on the environment or on other individuals. Children who have the opportunity to push their own limits gain high self-esteem and self-awareness. Our approach aims to provide a safe, yet flexible framework for children to discover themselves through self-respect, respect for others and for their environment.

Outings

From time to time, our educational 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 at the summer camps because prescribed child-animators 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 animators 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 our Summer camps, there are limits to discipline. As set out in article 48 of the Day Nurseries Act, we cannot legally allow the following:

- 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 purpose 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.

Code of conduct

Respect is the magic ingredient of a harmonious living environment. In our summer camps, we expect everyone to respect others. We expect our staff be respectful in their professional duties. We expect children to be respectful in their interactions with their peers. We expect parents and adults to be respectful in their interactions with us.

Aggressive or disrespectful behaviour by children

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

Afterwards, we will develop a personal plan in collaboration with the parent and implement the agreed-upon measures to improve the situation.

Aggressive or disrespectful behaviour by a parent, an adult or a child

The following behaviours are unacceptable on the part of children, parents and other people involved with our services.

- All forms of bullying (physical, verbal, emotional, social, written or oral, in person or through social media or other means of communication);
- Harassment, including any humiliating, embarrassing, annoying or irritating behaviour;
- All forms of abuse (sexual, physical or psychological), including abuse inflicted verbally, in writing or in any other way;
- Discrimination against any person or group of persons based on race, colour, ancestry, nationality, nation or ethnic origin, religion, age, gender, characteristics based on gender or sexual orientation, marital or family status, source of income, political beliefs and physical or mental disability;
- Behaviour that puts another person in danger, including acts of physical violence (with or without a weapon) and threats made against someone.

CONSEQUENCES OF INAPPROPRIATE BEHAVIOUR

When faced with inappropriate behaviour by a child, a parent, a staff member or an adult in relation to our Summer camps, we apply a three-step intervention process.

Carrefour francophone reserves the right to apply Step 3 measures immediately in extreme cases.

Note: Once Step 3 has been reached, the decision is final and cannot be appealed.

FIRST INTERVENTION

To deal with inappropriate or unacceptable behaviour, we first apply the following measures:

1. Remind the person involved about established expectations and limits;
2. Explain why a behaviour is inappropriate and what we expect as respectful behaviour;
3. Discuss the behaviour only, without judging persons;
4. Respond in a caring way and be sensitive to the person's feelings;
5. Determine appropriate consequences for the problem behaviour;
6. Email a written summary of the discussion to everyone involved.

SECOND INTERVENTION:

Depending on the severity and frequency of the behaviour, we take these further actions:

1. Give a written warning of specific concerns and expected consequences if the behaviour persists;
2. Analyze the behaviour to identify possible causes and ways to diminish or end the behaviour in question.

THIRD INTERVENTION:

If required due to the severity and frequency of the behaviour, we move to Step 3 of the process:

1. Suspension or dismissal, in the case of a person with work duties;
2. Suspensions or termination of childcare services, in the case of a child or a parent;
3. Barring the person from the centre, in case of a visitor
4. Contact the police and/or Child and Family Services in case of unlawful behaviour, including abuse, assault or threats.

The decision and the measures taken in Step 3 are final and irrevocable

Note: During the intervention process, external resources may be called upon, including:

- Child and Community Resources, or other professionals, to help the person understand and reduce the inappropriate behaviour;
- Child and Family Services, to access parenting support services;
- The police, in case of threatening behaviour.

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 animator will report the details of the incident on a form that 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.

Life's big injuries

We do our best possible to assure the health and safety of the children but unfortunately, big injuries can happen during our summer camps.

In these cases, the staff has the right to call the parent to come pick up the child and give the recommendation to consult a doctor. An animator will report the details of the incident on a form that 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 and snacks

We ask that parents provide lunch and some snacks that reflect the recommendations of Canada's Food Guide. The lunch and the snacks need to be healthy and do not contain nuts or peanuts.

We will provide additional snacks for all the children. An animator in each group will be responsible for counting each child that is present for the snacks. If your child hasn't arrived by 9 am, it is your responsibility to contact the supervisor and/or the summer camp coordinator before 9 am to confirm the absence or attendance of your child.

If your child has allergies or follows a special diet, please discuss his or her needs with your summer camp supervisor.

Arrival and departure

As a parent, you know that dressing and undressing a child are feats that don't always happen in the blind of an eye. Also, keep in mind that our animators have many kids to take care of.

We expect that you will help your child get dressed and undressed, that you will accompany the child to his or to her summer camp and that you will ensure that our staff is aware of your child's arrival or departure.

Arrival time, especially, can be difficult for you and your child. The summer camp supervisor and your child's animator can help to find solutions to make that transition time as easy as possible.

Arrival time is also a good opportunity to tell the educator how your child is doing. 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 events happening in the child's life so that we can answer the child's needs during the day.

Your requested services

Not all families have the same professional or personnel schedule and sometimes, schedules change. Fortunately, our services can adapt to your needs on a monthly basis. But for that to happen, you have to submit your monthly schedule!

In your monthly schedule, you indicate the hours of service you will be needing for the summer camp week. Your summer camp staffing schedule is set according to all the parents' schedules. So, be sure to submit yours **two weeks before the summer camp date** at the latest.

As we approach, we will send you your camp schedule for the week. It will indicate the time at which you may come to drop off and pick up your child. If you wish to pick up your child earlier, it is still possible.

Submitting your monthly schedule is important! If you don't submit it in time, the new schedule may not accommodate your schedule and obviously, that could complicate things for you.

Government standards determine the number of animators that are needed according to the number of children present throughout the day and particularly at arrival and departure times. These mandatory standards we must follow. Therefore, if you don't submit your schedule, what might happen at the start of the summer camp week is that we won't be able to let your child come in when you arrive in the morning. In that case, you will be asked to wait with your child until another staff arrives or you will have to leave with your child and will advise you later when we are able to take the child in. If you chose to leave with your child and to not come back to the summer camps, no refund will be permitted because that place is reserved for them.

So, please, help us in helping you: let us know when you'll be needing us!

You must inform your summer camp supervisor if your child will be absent on a day indicated in your monthly calendar.

Security Measures

Persons authorized to leave with the child

Routines and security go hand in hand. To ensure your child's security and to 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 notification, **THE CHILD REMAINS AT 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 people who are authorized to come and pick up your child are noted in your child's **emergency information sheet**, which is kept in your child's record folder and always accessible to staff. We request that you review this information to ensure that it is up to date. Furthermore, we request that you update your Digibot account if needed.

Attendance register

Who is with us today? Our animators 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.

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 confirming this right. This document will be kept in the child's record folder. All changes must be reported to your summer camp.

Late arrivals

We understand that some days are more hectic than others, but please let us know if you're running late.

We ask that your child be present by 9 am the latest to fully benefit from the programming and to avoid disruptions to the daily routine. We understand that sometimes your child will arrive after 9 am. In this case, we ask that you notify the summer camp coordinator and/or the supervisor at least 24 hours in advance.

If you expect to be delayed when coming to pick up your child at the end of the day, please let us know, so that your child won't 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 people are those you named when you registered your child.

If these people cannot be reached within one hour after the summer camp is closed, the child is deemed abandoned. In such cases, we have a legal obligation to contact the Children's Aid Society.

Late fees

Late pick up fees will be added to your bill at the rate of fifteen dollars (\$15) per 15 minute block. We must enforce this policy strictly, so no grace period will be granted to you.

Health Measures

Sick children

If your child shows symptoms of any disease, our staff will immediately contact you to let you know. If your child can no longer follow the routine, we must withdraw the child from the summer camp and

follow the instructions for [Managing Cases of Contacts Relating to COVID-19 in Ontario](#), which can be found on your website at carrefour.ca. It then becomes your responsibility to make alternate care arrangements until your child is well enough to return. No refund is eligible because their place in the summer camp is always reserved to them.

Communicable diseases

As parents surely know, young children who share playtime share germs as well. Our Summer camps follow Public Health Sudbury and District regulations concerning communicable diseases. For further information, please review the infection control guide [An Ounce of Prevention](#) used by public health practitioners and licensed early learning centres. We highly encourage parents to read it.

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

- A contagious disease such as measles, mumps, rubella, roseola, chickenpox, impetigo, pneumonia, influenza, etc. A doctor's note confirming that the child is cured is required before readmission to the summer camp;
- A skin rash, if not identified or diagnosed by a doctor;
- Lice. The nits must be completely eliminated before the child can return to the summer camp. 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 summer camp and can return only 48 hours after the symptoms have disappeared.

If a fever is present (101 degrees Fahrenheit or 38.3 degrees Celsius), the parent will be contacted and must come and pick up the child within a maximum of one hour to ensure the health of the children and the staff.

If a disease outbreak is underway, we must prevent propagation. For this reason, we will ask parents to come and pick up a child who shows one or more symptoms according to the restrictions in effect. Children will only be allowed to return to the centre **24 hours after the symptoms have disappeared**. If the outbreak lasts longer than 2 weeks, the required time away will increase to 48 hours after the symptoms have disappeared.

We will contact you if your child is unable to take part in the summer camps regular activities due to poor health.

In case of a pandemic, Carrefour francophone will follow its Pandemic Flu Plan, as well as the screening procedure and recommendations set out by Public Health authorities. We can inform you about this plan on request.

Administering medication

If your child needs to take medication, our staff can provide assistance. Our staff administers only prescribed medication and only when an authorization form has been completed and signed. However, **our staff will not administer non-prescription medication or expired medication.**

Medication must be provided in its original packaging. The child's name, the name of the medication, the dosage and storage instructions must appear clearly on the packaging. Many pharmacies provide information sheets about medication; if possible, please supply these as well. Note that we will not administer medication to be taken 'as 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
- Insect bite cream
- Benadryl for children with allergies
- Lip balm
- Sunscreen

All medication, whether prescribed or listed above, must be noted in the medication administration form signed by the parent and must be provided by the parents of the child who will be taking the medication. The authorization to administer medication must be renewed annually.

Please note: medication must be delivered to the educator by the parent. **CHILDREN CANNOT SERVE AS INTERMEDIARIES TO DELIVER MEDICATION.**

All medications are always kept under lock and key.

Allergies

An allergic reaction can become very serious. Foresight and vigilance are needed to protect your child and other children.

Parents must inform staff about their child's allergies or food intolerance. We will determine the measures needed to deal with serious allergies on a case-by-case basis.

Parents are responsible for ensuring that the medication required for a child with severe allergies is available on site at the summer camps at all times. If you forgot to provide medication, such as an EpiPen or a puffer, your child will not be admitted to the summer camps until we receive the medication.

A list of the children's known allergies is posted in all areas of the camp.

There are no traces of peanuts or tree nuts in the foods we serve in our camps.

Special medical needs

Parents of children with special medical needs must prepare a personalized health care plan in collaboration with the staff involved, a representative of Child and Community Resources and any other agency involved. Meetings will be organized by the supervisor of the child's summer camp. The personalized health care plan must be reviewed and signed.

Special Measures

Abuse (observed or suspected)

Abuse is a matter where we have legal obligations. Our staff must immediately report any instance of abuse, either observed or suspected, to the Children's Aid (CAS). Staff will inform Carrefour francophone's director of Children's Services when abuse is reported to the CAS.

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 prepare a written report of the event. A serious occurrence report is prepared and sent to the Ministry of Education within 24 hours. To find out more about our policies, please ask to see our policy handbook. A serious incident notification form will be posted in the centre for 10 business days.

Unexpected closures

In any other season, the camp must close its door if essential services are interrupted (water, heating, electricity and public transportation) and it is impossible to provide safe service. We will notify you by telephone as soon as possible.

If 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 Summer camps close if the host school closes or public transit is interrupted. In such cases, we will notify you by phone and via radio stations. **You will not be billed for unexpected closure 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 the summer camps.

Emergency situations

Though they are rare, emergencies can occur and it's best to be prepared. All Carrefour francophone staff members are required to be familiar with the emergency policies and procedures as well as the emergency management plan, which are posted in every room. All staff is required to regularly review these documents, which include Carrefour francophone's directives and instructions in case of extreme events, such as a flood, a fire, or an evacuation. The staff will be happy to share and discuss these documents with you.

If an early learning centre must be evacuated, the staff and the children will go to their predetermined 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 will be posted in the summer camps.

Suggestions and concerns

When things aren't going as well as they should, we hope you will let us know. It's always best to talk about it first with the people who are directly concerned. If you feel there is a problem or a misunderstanding, please contact our staff in the following order:

1. Your child's animator;
2. Summer camp supervisor;
3. The summer camp coordinator of Carrefour francophone, Janelle Dutrisac at 705-675-6493, extension 1119 or at jdutrisac@carrefour.ca;
4. The director of Carrefour francophone Children's Services, Paulette Larocque at 705-675-6493, extension 1105 or at plarocque@carrefour.ca;
5. The executive and cultural director of Carrefour francophone, Stéphane Gauthier at 705-675-6493, extension 1105 or at sgauthier@carrefour.ca.

Complaints management policy

In order to continually improve our Children's Services, Carrefour francophone invites parents to submit suggestions and comments. Our staff is instructed to actively encourage parents to provide feedback.

Clients may also submit 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 department 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.

Responsibilities regarding complaints

1- Carrefour francophone's role:

- 1.1 Inform all the staff about the complaints policy and procedure.
- 1.2 Inform all the parents about the complaints policy and procedure.
- 1.3 Assist a person who wishes to submit a complaint.
- 1.4 Acknowledge reception within three days after receiving a complaint. .
- 1.5 Manage the complaint and bring the matter to a satisfactory conclusion within 30 days.

2- Client's role:

- 2.1 Communication effectively with Carrefour francophone to maintain good relations.
- 2.2 Clearly explain the problem in writing, over the phone or in person and collaborate in resolving the complaint.
- 2.3 Give the people concerned the time needed to correct a problem, where applicable.
- 2.4 The complainant's identity may remain confidential if desired.
- 2.5 Clients may submit suggestions or comments in a respectful manner at any time.

Confidentiality

In regards to any interactions with clients or persons who are asking to become clients, Carrefour francophone is committed to ensuring appropriate confidentiality.

Therefore, Carrefour francophone shall not:

1. Meet with parents or clients in spaces that do not provide appropriate physical accessibility and appropriate privacy;
2. Collect, use or communicate personal information without 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 appeal 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 the following order:

1. The assistant director of Children’s Services - Human Resources, Angèle Robidoux, at 705-675-6493, extension 1104 or at arobidoux@carrefour.ca;
2. The director of Children’s Services, Paulette Larocque, at 705-675-6493, extension 1105 or at plarocque@carrefour.ca;
3. The executive and cultural director of Carrefour francophone, Stéphane Gauthier, at 705-675-6493, extension 1103 or at sgauthier@carrefour.ca.

Administrative Measures

Payments

Accounts in good standing ensure good relationships. You must make your payment at the time of registration. Your registration is only confirmed once payment has been processed.

Unfortunately, your Summer camps registration will be archived if you do not pay your fees.

You can pay your bill by STRIPE directly in the Parent portal on Digibot.

An official receipt for tax purposes will be mailed to your home address or emailed to you at the beginning of the new year.

Children aged 6 and under enrolled in summer camps at a site where we have approved childcare services will be eligible to receive the CWELCC subsidy, which will reduce fees by 52,75%.

Camp	Weekly rates	CWELCC rebate of 52.75 % (non-subsidized families)	Rates as of January 1st, 2023 (minimum of 12 \$/day)
Lego camp (age 6-12) *Full week	\$280.00		
Dance camp (age 6-12) *Holiday + 4 days of camp	\$224.00		
Theater camp (age 6-12) *2 weeks	\$560.00		
Camp plein air agréé (4-5 ans) *Full week	\$280.00	- \$147.70	\$132.30

Licensed outdoor camps (age 6-12) *Full week	\$280.00		
Licensed outdoor camps (age 4-5) *Holiday + 4 days of camp	\$224.00	- \$118.16	\$105.84
Licensed outdoor camps (age 6-12) *Holiday +4 days of camp	\$224.00		

Childcare fees reduced by the CWELCC

In March 2022, Ontario signed a historic agreement with the federal government to reduce licensed childcare fees to an average of \$ 10 a day by September 2025.

Carrefour francophone is registered with the Canadian Wide Early Learning and Child Care System (CWELCC), which oversees this agreement between the governments of Ontario and Canada.

Our participation in the CWELCC will help us continue to provide high-quality childcare services that are accessible, affordable, inclusive, and sustainable. Initially, families saw an average fee reduction of 25% retroactive to April 1, 2022, then 50% in December 2022.

The CWELCC reduces fees for children under the age of six and any child who turned six between January 1 and June 30, 2023.

Please note: The CWELCC discount is applied to children in junior and senior kindergarten who reach the age of 6 on or before June 30, 2023, and who attend Tremplin programs, day camps, December holiday camps, March break camps and summer camps in a licensed daycare centre. The 6 to 12 age

CWELCC discounts for subsidized families : Subsidized families receive a 50% discount on their monthly parental contribution, as calculated by the City of Greater Sudbury Children’s Services, and are not covered by the \$12/day minimum rate policy. This calculation came into effect on December 31, 2022.

Parents will be advised of any changes to fees 30 days before they take effect.

Notice to withdraw a child and reimbursement

Life can bring unexpected developments. For all sorts of valid reasons, you might someday decide to withdraw your child from our summer camps.

If you wish to withdraw your child from the summer camps, 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 working days prior to the camp start date, 80% of the registration fee will be reimbursed. If a registration is canceled 5 working days prior to the camp start

date, 65% of the registration fee will be reimbursed. Cancellation less than 2 working days prior to the camp start date is **not** subject to a refund.

Please note that the director reserves the right to withdraw a child from the summer camps with valid reasoning.

Absences

Will your child be absent today? If so, please let us know before 9:00 a.m. Please note that even though your child is absent, the spot has been reserved to them so a refund is not eligible.

Should you have any questions regarding Summer camps / registration, please contact Janelle Dutrisac at 705-675-6493, extension 1119 or at jdutrisac@carrefour.ca.

Suspension of service

A child may be suspended from our programs if the parent or guardian:

- Does not follow policies;
- Does not follow the Summer camp opening hours policy;
- Shows aggressive behavior (verbal or physical) towards the staff or any other person in the summer camps
- Does not cooperate with staff on requests to:
 - Allow written observations on a child's behaviour, or
 - Discuss the development of a support plan or an intervention plan.

After an intervention plan has been implemented and evaluated and following discussions with you, the parent or guardian, if our team finds that the program does not meet the needs of your child, the director of Children's Services will send you a notification that your child is suspended from our programs. A suspended child may be readmitted after two years following the date of suspension.

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.

Wait List Policy

No wait list fee

If the summer 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 place is available. Please note that you will have a maximum of 24 hours to accept or refuse the place offered before this place is offered to the next family.

Consent Form

I hereby confirm that I have read and understood the Parent-Friendly Handbook and the policies laid out in this document and I agree to follow these policies and procedures.

Name of employee/parent/guardian/volunteer/student

Signature

Date

Supervisor's signature

Date

27 Larch Street, Sudbury, Ontario, P3E 1B7
705-675-6493
carrefour.ca