

# Le Petit guide des parents

## *Parent-Friendly Handbook*

*Updated October 21, 2024*

*Everything you need to know about  
our Early Learning Centres and  
our Tremplin before-and-after school centres*



## 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 Early Learning Centres and Tremplin Centres

**Boussole des tout-petits**

**Groups: Toddler, Preschool, School Age, Summer Camp**

178, Junction Ave., Sudbury  
705-983-4540 – lpaquette@carrefour.ca  
Lise Paquette RECE, Supervisor

**Carrefour des tout-petits**

**Groups: Toddler, Preschool**

2190 Lasalle Blvd., Sudbury  
705-560-2576 – pkarcz@carrefour.ca  
Pauline Karcz RECE, supervisor

**Cœur des tout-petits**

**Groups: Toddler, Preschool**

300 Van Horne St, Sudbury  
705-983-4540 – couellette@carrefour.ca  
Cara Ouellette, supervisor

**Découverte des tout-petits**

**Groups: Toddler, Preschool, School Age (summer camp)**

1450 Main St., Val Caron  
705-897-0217 – jstjean@carrefour.ca  
Julie St-Jean RECE, supervisor

**Foyer des tout-petits**

**Groups: Toddler, Preschool**

4752 Notre-Dame St., Hanmer  
705-969-6012 – jdutrisac@carrefour.ca  
Janelle Dutrisac RECE, supervisor

**Pavillon des tout-petits**

**Groups: Infant, Toddler, Preschool**

370 Côté Ave., Chelmsford  
705-855-1362 – llafantaisie@carrefour.ca  
Lisa Lafantaisie RECE, supervisor

**Scène des tout-petits**

**Groups: Infant, Toddler, Preschool**

141, Stephen St., Sudbury  
705-523-9387 – ecastilloux@carrefour.ca.ca  
Émilie Castilloux RECE, supervisor

**Centre d'apprentissage artistique  
de la petite enfance**

**Groups: Family Age Group, School Age**

27 Larch Street, Sudbury  
705 675-6493 ext. 1120 – couellette@carrefour.ca  
Cara Ouellette, supervisor

**Boréal des tout-petits**

**Groups: Toddler, Preschool, School Age**

21 Lasalle Blvd., Sudbury  
705-560-6673 ext. 3281 – cturpin@carrefour.ca  
Caroline Turpin RECE, supervisor

**Trésor des tout-petits**

**Groups: Family Age Group, School Age**

20 St. Antoine St, Noëville  
705-898-1058 – sjlaforest@carrefour.ca  
Samantha-Joe Laforest RECE, supervisor

**Village des tout-petits**

**Groups: Family Age Group, School Age**

22 Ste. Anne St, Saint-Charles  
705-867-1499 – cgiguerewaters@carrefour.ca  
Chantale Giguère Waters RECE, supervisor

**Tremplin St-Thomas**

**Group: School Age**

P.O. Box 190, 14 Warren Ave., Warren  
705-867-1499 – sjlaforest@carrefour.ca  
Samantha-Joe Laforest RECE, supervisor

**OUR EDUCATIONAL CONSULTANTS**

Caroline Turpin RECE – Greater Sudbury Region  
cturpin@carrefour.ca

Natalie Singer – Sudbury East Region  
nsinger@carrefour.ca

Mathieu Lambert – Forest and Outdoor Programs  
mlambert@carrefour.ca

# 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 and Tremplin centres 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

Co-op Boréal is our lunch supplier. Our lunches apply the **principles of healthy eating**, and we take allergies into account. We provide **two healthy snacks per day**, and we follow the recommendations of Canada's Food Guide.

### Security

All our ELCs have **controlled entry systems**. At our Tremplin centres, 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 **Slogue 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 believes 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. 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 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](https://carrefour.ca).

## Our General Practices

### Qualified and dedicated staff

Your children are always well supervised in our centres. Our ELCs and Tremplin centres all have an on-site supervisor who is responsible for all aspects of your child's well-being and the schedule of your child's day. A designated educator takes on these responsibilities when the supervisor is away from the centre.

One or several staff members are present at all times in all playrooms. They are either qualified early childhood educators with a diploma in early childhood education (ECE), monitors who are studying to obtain an ECE diploma, educational assistants with a diploma in a related field, interns from a community college or volunteers.

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

### Staff numbers vary

Appearances might be deceiving if you come to our centres 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 centres require less personnel. Not all of our educators are on site at those times.

## Age groups

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

## Staff-to-children ratio

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

### **Infants, toddlers, preschoolers:**

- For children aged 0 to 18 months inclusively, the ratio is 1 adult per 3 children.
- For children aged 18 to 30 months inclusively, the ratio is 1 adult per 5 children.
- For children aged 30 months to 5 years inclusively, the ratio is 1 adult per 8 children.

### **Family Age Group** (different ages together):

Family Age Groups can accommodate a maximum of 15 children, including a maximum of 6 children under the age of 3 years and a maximum of 3 children under the age of 12 months.

- For children aged 0 to 12 months inclusively, the ratio is 1 adult per 3 children.
- For children aged 12 to 24 months inclusively, the ratio is 1 adult per 4 children.
- For children aged 24 months to 12 years inclusively, the ratio is 1 adult per 8 children.

### **Tremplin** (before and after school hours):

- 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 early learning centres operate from 7 a.m. to 6 p.m. from Monday to Friday, excluding holidays.

Our Tremplin centres 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 during March break. Our summer camps generally start on the first Monday after the end of the school year and end on the second-last Friday of August.

## Holidays

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

- New Year's Day (January)
- Family Day (February)
- Good Friday (March/April)
- Victoria Day (May)
- Canada Day (July)
- Provincial Civic Holiday (August)
- Labour Day (September)
- Thanksgiving Day (October)
- Christmas (December)
- Boxing Day (December)

Management reserves the right to close over the Christmas holiday period, from December 24<sup>th</sup> until January 2<sup>nd</sup> inclusively, in response to demand for services. You will not be billed for the days we close that are not statutory holidays.

## Our staff's ongoing professional development

Learning never ends. We strongly believe in the importance of enabling our professionals by offering them professional development opportunities, so that they can in turn offer quality programs to your child.

We provide ongoing support to our staff through professional development and continuous training opportunities (apprenticeship in child development, ECAD program), individual workshops and annual performance reviews. We accompany and support our employees' development as much as possible.

In addition to after-hours workshops, all our staff participate in one full day of professional development annually. These opportunities are planned with our quality objectives in mind and are designed to enrich your child's experience.

Our professional development days will be announced in advance. Our ELCs and Tremplins will be closed and you will not be billed.

## Things to bring to your Early Learning Centre

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

Please note that you must leave three sets of clothes (tops, pants, socks, underwear, sunscreen lotion) to be kept at the centre. You may also provide insect repellent if desired. These articles will be stored in the child's locker and kept in a backpack (not a plastic bag, which can be a safety hazard). It's also a good idea to provide a second pair of shoes; sneakers with Velcro straps are highly recommended.

Please label your child's belongings with his or her name to make them easier to track down. We cannot assume responsibility for loss, theft or damage to personal belongings left in our ELCs and Tremplin centres. If it's a misplaced article, we'll do our best to look for it.

## Toys from home

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

## In-person meetings

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

You will also be invited to an annual meeting with our educators. This meeting is to discuss your child's overall development and to inform you of our educational approach.

## 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 development. Children who attend an early learning centre for six or more hours per day must play outdoors for at least two hours, weather permitting.

School-aged children attending the Tremplin before and after school centres must play outside at least half-an-hour per day, weather permitting. Please ensure that the child has appropriate clothing.

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

## Forest daycare

Several of our ELCs 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 to their community. Playing in nature promotes their overall development and fosters better interactions with educators. 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 higher 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 ELC, because prescribed child-educator ratios must be maintained.

## Conflict resolution

A child needs freedom, but needs limits as well. When it's time to remind a child about limits, our educators are experienced in the art of gentle firmness. Sometimes showing affection is a very effective intervention!

We ask the child questions to find out what the source of the problem or the frustration is. We take the time to discuss things with children to better understand and support them.

We encourage children to resolve their conflicts or overcome their challenges by acting as mediators. We explain the reasons behind our decisions to the children and we invite them to think with us about solutions to problems.

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

In cases where inappropriate behaviours require a firmer approach, our educators take into account the needs of the individual child along with those of the group. Should particularly worrisome incidents or recurring problems arise, our personnel may request a personal meeting so we can all work together to find a solution to the problem.

At home as in our ELCs, 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 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.

## Code of conduct

Respect is the magic ingredient of a harmonious living environment. In our early learning centres, 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 educator and supervisor to discuss this behaviour and to find a solution that takes into account the needs of all parties involved.

Carrefour francophone reserves the right to suspend services to a child for a maximum of three days due to unacceptable behaviour if deemed necessary. You will not be billed for suspension days.



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, national 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 put 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 with our ELCs, 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 persons 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. Suspension 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 educator will report the details of the incident on a form that you will receive. Once you have signed it, it will be inserted in your child's file. The report will indicate the measures taken by staff to avoid similar incidents in the future.

## Lunch

How many meals do we prepare? One for every child present, of course!

The menu is posted in each ELC and in the DIGIBOT app. A copy can be provided upon request.

## Snacks

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

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

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

Our ELCs and Tremplin centres are nut-free and peanut-free environments.

## Naps

Nap time is part of a child's busy day. Nap time of at least 30 minutes and up to 120 minutes is included in every daily agenda. If required, the schedule can be adapted to avoid disturbing your child's normal sleep cycle at home.

Please feel free to discuss what would be best for your child. However, please note that if our educators determine that a child needs a nap or a rest, then the child will be given that opportunity, because the educator's responsibility is to tend to the child's needs while in our care.

## Arrival and departure

As a parent, you know that dressing and undressing a child are feats that don't always happen in the blink of an eye. Also, keep in mind that our educators 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 her room 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 centre's supervisor and your child's educator can help to find solutions to make that transition time as easy as possible.

Arrival time is also a good opportunity to 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.

### **The following is the statement of policy and procedures for Safe Arrival and Dismissal in early childhood centres in Sudbury:**

#### Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

## Policy

### General

- The Carrefour francophone de Sudbury will ensure that any child cared for at the ELC is entrusted only to the child's parent/guardian or to a person to whom the parent/guardian has given written authorization in their Digibot accounts.
- The Carrefour francophone de Sudbury will only return children in care to their parent/guardian or other authorized person in the Digibot system. No child in care will be returned unsupervised.
- When a child does not arrive at the daycare centre as scheduled or is not picked up at the end of the day as planned, staff members must follow the procedures for safe arrival and departure described below.

### Procedures

#### Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- Greet the parent/guardian and child.
- Ask the parent/guardian how the child's evening/morning went, and if there have been any changes in the procedure for picking up the child (i.e., if someone other than the parent/guardian is to pick up the child). If the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up the child, staff members should confirm that the person is indeed on the emergency contact list in the parent's Digibot account or, if the person is not on the list, they should ask the parent/guardian to provide verbal authorization when the parent drops off the child or via chat in their Digibot account to pick up the child.
- Document all changes in the communication log.
- Confirm child's arrival on DigibotGo

#### Where a child has not arrived in care as expected

Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- Checks the communication book for any messages related to the day's absences.
- Informs the site supervisor or designate.
- The site supervisor or designate contacts the child's parent/guardian at 9:30 a.m. by telephone.
- The site supervisor or designate must call at least once and leave a message with the parent(s)/guardian(s) to confirm the child's absence.

- Once the child's absence has been confirmed, the site supervisor or designate must document it in the Digibot system and note any additional information about the child's absence in the communication book.

When a child does not arrive at daycare and the parent/guardian has not reported the absence in advance via the parent portal, the educator will receive a notification on the DigibotGO application requesting confirmation that the child has not arrived. This notification will be triggered as follows:

- For school-age programs in the morning: 15 minutes before transition to school
- For afternoon school-age programs: 15 minutes after transition from school to daycare.
- For daycare programs (infants, toddlers and preschoolers): 150 minutes (2.5 hours) after the centre opens (9:30 a.m.).

### **Releasing a child from care**

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent or to an authorized contact person listed on the child's Digibot contacts list, which is available in the DigibotGo app and in the child's printed emergency sheet. During the first three (3) interactions between a staff member and parent or emergency contact person when taking charge of a child, the DigibotGo app will require the staff member to determine the person's identity, by:

- confirming it with another staff member or
- examining a photo ID card.

If the person arriving is not on the list of people authorized to pick up the child, the educator must obtain authorization in person or verbally (by telephone, walkie-talkie, intercom, etc.) from the site supervisor or site designate to hand over the child to this person. In this case, an automated e-mail will be sent to the parents to document the interaction and remind them to add the contact via the portal if necessary.

### **Where a child has not been picked up as expected (before centre closes)**

When the parent/guardian has previously communicated with staff members the exact time when the authorized person will pick up the child at the daycare centre, as well as a 30-minute delay, and the child has not been picked up, the site supervisor or designated person must contact the parent/guardian by telephone and advise him/her that the child is still at the daycare centre and that no one has picked him/her up.

- When staff members are unable to reach the parent/guardian, they should call back and leave a message for the parent/guardian. When the person who is to pick up the child is an authorized person, and when their contact information is available, staff members should contact them to confirm that they will pick up the child in accordance with the parent/guardian's instructions, or they should leave a voice message to contact the centre.

- When staff members have not received a response from the parent/guardian or authorized person who is to pick up the child, they should wait until the end of the program, then refer to the "If the child has not been picked up and the centre is closed" procedures.

### **Where a child has not been picked up and the centre is closed**

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6 p.m., staff shall ensure that the child is given a snack and activity, while they await their pick-up.
- Staff shall stay with the child and proceed with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first, then contact the authorized person who is to pick up the child, if they are unable to reach the parent/guardian.
- The member of staff will notify the site supervisor or designate.
- If the staff member is unable to reach the parent/guardian or authorized person responsible for picking up the child, he/she should contact the authorized persons listed in the child's Digibot file.
- When the staff member is unable to reach the parent/guardian and each authorized contact on the child's file by 7:00 p.m., the staff member shall contact the Children's Aid Society of Sudbury (CAS) at 705-566-3113. The staff member will follow and document the CAS's direction regarding next steps.
- If a child has not been picked up 15 minutes before the centre's closing time, the on-site educator will receive a DigibotGO notification to confirm that the child is still present. If the educator does not confirm the child's departure within 10 minutes and/or if his or her DigibotGO device is offline, the site supervisor will be asked to confirm the child's presence. Once it has been confirmed that the child is still on site:

**Level 1** - Authorized parents/guardians will receive a notification asking them to confirm that they are on their way.

**Level 2** - If parents/guardians do not respond to the notification within 20 minutes, the site supervisor will personally attempt to contact each person listed on the emergency card, in the sequence identified in the child's file. If the supervisor is not available, the incident will be assigned to a designated SADP manager.

**Level 3** - If no parent or emergency contact can be reached, the site supervisor will contact an agency-designated SADP manager to confirm next steps. The SADP manager will determine the next steps to be taken, depending on the situation. In some cases, these next steps may include contacting one or more external agencies for advice.

## Glossary

Parent/Guardian: A person who has lawful custody of a child, or who has demonstrated a settled intention to treat the child as if he or she were a relative.

Authorized pick-up person/authorized person: Person indicated in the written notice to staff members to whom the parent/guardian has given permission to pick up his/her child at the daycare centre.

Licensee: The person or company named on the license issued by the Ministry of Education that is responsible for the operation and management of the daycare centre and home childcare agency.

ELC: Early Learning Centre

SADP: Safe Arrival and Dismissal Policy.

## Your monthly schedule of requested services

Not all families have the same professional or personal 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 in the coming month. Your ELC's staffing schedule is set according to all of the parents' monthly schedule. So, be sure to submit yours by the **20<sup>th</sup> day of the month** at the latest.

At the end of the month, we will send you your ELC's schedule for the next month. It will indicate the time at which you may come to drop off or pick up your child.

Submitting your monthly schedule is important! If you don't submit it in time, your centre's next monthly schedule may not take your schedule into account and obviously, that could complicate things for you.

Government standards determine the number of educators that are needed according to the number of children present throughout the day and particularly at arrival and departure times. These are mandatory standards we must follow. Therefore, if you don't submit your monthly schedule, what might happen at the start of the new month is that we won't be able to let your child come in when you arrive in the morning. In that case, you will have to leave with your child and will advise you later when we are able to take the child in.

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

Your monthly schedule also serves to determine your monthly bill. For example, if you need service from 8:00 a.m. to 5:00 p.m., that's a regular day of nine billable hours, but if you need service from

7:00 a.m. to 6:00 p.m., that's nine and a half (9.5) hours plus a \$5.00 daily surcharge. Therefore, you should only ask for hours of service that you really expect to use.

You must inform the supervisor of your ELC if your child will be absent on a day indicated in your monthly calendar. If applicable, you may use one of your vacation days to cover the day's fees. See the "Absences" section below.

## 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 IN THE EARLY LEARNING CENTRE**, 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 the 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 annually to ensure that it is up to date. Furthermore, we request that you update your Digibot account twice annually and as required.

### 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.

### 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 ELC.

### Entrance security

The ELC's doors are always locked. To ensure the children's security at all times, parents must use the doorbell to signal their presence to the staff in the playroom. After having confirmed the parent's identity, the educator unlocks the door by remote control.



Please be patient. If we are busy with a child or if a situation requires attention, we might not be able to answer the door right away. Also, please be sure you do not allow other persons to enter the building at the same time as you do.

## 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 arrive in the morning no later than 9:30 a.m., in order to fully benefit from our programming and to avoid disruptions our daily routines. We understand it might happen that your child cannot arrive before 9 a.m. If so, please inform the centre's supervisor at least 24 hours in advance. In the best interests of the children, the educators and the centre, if no advance notice of late arrival was given, service for that day might be refused and the daily charge would apply.

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.

If our staff has not received your instructions fifteen minutes after closing time, the persons three authorized to pick up the child will be contacted in order. These are the persons you indicated when registering your child.

If these three people cannot be reached within one hour after the ELC 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 must apply this rule strictly, so no grace periods are allowed.

## Health Measures

### Sick children

If your child shows symptoms of any disease, an educator will immediately contact you to let you know. If your child can no longer follow the routine, we must withdraw the child from the ELC and follow the instructions for [Managing Cases of Contacts Relating to COVID-19 in Ontario](#), which can be found on our website at [carrefour.ca](http://carrefour.ca). It then becomes your responsibility to make alternate care arrangements until your child is well enough to return to the ELC. You will still be billed for your regular service hours, because your spot is reserved until your child returns.

### Vaccinations

Children in early learning centres must be immunized as recommended by the local Health Unit.

Parents of children who are not immunized must obtain and sign one of the following Ministry-approved forms:

1. Statement of Conscious or Religious Belief;
2. Statement of Medical Exemption.

## Communicable diseases

As parents surely know, young children who share playtime share microbes as well. Our ELCs 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 of the following diseases will not be allowed to attend the ELC:

- 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 ELC;
- 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 centre. We reserve the right to request that you provide a health care service's confirmation of cure.
- Diarrhea and vomiting. In such cases, the child is removed from the centre and can return only 48 hours after the symptoms have disappeared.

If a fever is present (101 degrees Fahrenheit 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 centre's 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
- Diaper rash 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.

To prevent allergic reactions in children, **food brought in from home is not allowed in our centres.**

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 ELC at all times. If you forget to provide medication, such as an EpiPen or a puffer, your child will not be admitted in the ELC until we receive the medication.

A list of the children's known allergies is posted in the kitchen and in all playrooms.

There is no trace of peanuts or tree nuts in the food we serve in our centres.

Our meals are prepared by Coop Boréal with the necessary precautions against allergies. In addition, a specific menu is developed for children with allergies and dietary restrictions.

## 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 ELC. The personalized health care plan must be reviewed and signed annually, or when major changes are made.

# 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 Society (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 in the ELC's office. A serious incident notification form will be posted in the centre for 10 business days.

## Unexpected closures

Canadian winters can be beautiful, but sometimes they get ugly. In winter or any other season, our centres must shut down if essential services such as water, electricity, heat and public transit are interrupted and it becomes impossible to provide services safely. Should a closure be necessary, we will contact you by phone 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 ELCs 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 your child's playroom.

Tremplin clients: If an after-school program has closed, you will only be billed for the early morning charges.

ELC, Day Camp and Summer Camp clients: If service is provided for less than 6 hours, we will only bill you for a half-day. We have two half-day rates, with or without lunch.

## 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 on the door of the ELC.

## 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 educator;
2. Your early learning centre's supervisor;
3. The manager of Carrefour francophone Children's Services, Danielle Morin at 705-675-6493, or [dmorin@carrefour.ca](mailto:dmorin@carrefour.ca);
4. The director of Carrefour francophone Children's Services, Paulette Larocque at 705-675-6493, ext. 1105 or [plarocque@carrefour.ca](mailto:plarocque@carrefour.ca);
5. The executive and cultural director of Carrefour francophone, Stéphane Gauthier at 705-675-6493, ext. 1103 or [sgauthier@carrefour.ca](mailto: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 staff about the complaints policy and procedure.
- 1.2 Inform all 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, ext. 1104 or [arobidoux@carrefour.ca](mailto:arobidoux@carrefour.ca);
2. The director of Children’s Services, Paulette Larocque, at 705-675-6493, ext. 1105 or [plarocque@carrefour.ca](mailto:plarocque@carrefour.ca);
3. The executive and cultural director of Carrefour francophone, Stéphane Gauthier, at 705-675-6493, ext. 1103 or [sgauthier@carrefour.ca](mailto:sgauthier@carrefour.ca).

## Administrative Measures

### Admission process

We want children to be happy in our centres and we want to provide them with the personalized quality attention they deserve. To be well prepared for that, we need to learn as much as possible about your child before admission. That’s why we ask that you fill out our admission form provided in your Digibot account and provide it to the centre’s supervisor at least two weeks before your child is admitted. These few minutes of your time will allow our staff to prepare to include your child in the program.

As a parent, you can help your child make a smooth transition into the ELC environment.

1. Plan a visit to your early learning centre with your child before admission.
2. Spend time with your child in the playroom during the first few days, if possible.
3. Use the weekly communication forms to deliver your messages to the centre’s staff.
4. Get to know the people who will be taking care of your child.

### Payments

As the saying goes, “a debt paid is a friend kept.” As of September 2024, your child care fees are to be paid on a monthly basis and the payment may be dated on 10<sup>th</sup> or the 20<sup>th</sup> day of the month, as

you prefer. If your account is not in good standing at the end of the month, your child care services may be suspended.

Each month, you will receive an email notice that your bill is ready for viewing in the Digibot parents' portal (accessible via our [website](https://www.carrefour.ca), [carrefour.ca](https://www.carrefour.ca)). You may use the following payment methods:

- **Pre-authorized bank debit (PABD):** To direct you towards this new payment method, we invite you to fill out your PABD authorization form in the [parents' portal](#). We strongly recommend this method because no additional transaction fees apply.
- **Pre-authorized credit card payment (PACCP):** If you wish to continue to pay with a credit card, you may do so via the parents' portal and select the PACCP option. This will allow you to register your credit card to make payments using the DIGIBOT platform. Be sure to provide your exact banking information for secure and private registration in our accounts system. **Please note: Additional fees of 2.4% per transaction apply to credit card payments.**

Please note that you can view your billing and account information at all times in the parents' portal. You will also receive an email reminder a few days before each withdrawal.

Exceptionally, you may request to divide your monthly bill into two payments (dated the 10<sup>th</sup> and the 20<sup>th</sup> day of the month). If you need to make this arrangement, please contact our Finance department at [finances@carrefour.ca](mailto:finances@carrefour.ca).

Please note that our ELCs cannot accept cash payments.

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

If you wish to withdraw your child from the ELC, you need to settle your account the same day. If the fees aren't paid 60 days from the termination date, your account will be referred to the Credit Bureau and interest charges of 2% (monthly) will apply.

### Non-sufficient-funds payments

A charge of \$30.00 applies to non-sufficient-funds (NSF) payments. After a second occurrence of an NSF payment, only certified cheques or Visa/MasterCard/AMEX will be accepted.

It is imperative that monthly bill be paid in full before the end of the month. Clients with an outstanding balance must make full payment without delay.

If fees remain unpaid 30 days after the month's end, our services will be terminated. If the fees remain unpaid after 60 days, your account will be referred to the Credit Bureau and interest charges of 2% (monthly) will apply.



## Absences

Will your child be absent today? If so, please let us know before 9:30 a.m. in the case of unforeseen circumstances, or 24 hours in advance for a foreseeable absence. Please note that even though your child is absent, the spot has been reserved for the day, so you will still be billed for that day.

### Two weeks' notice to withdraw a child

Life can bring unexpected developments. For all sorts of valid reasons, you might someday decide to withdraw your child from our centre. However, please keep in mind that you must let us know by filling out a withdrawal form at least two weeks before the expected date of the withdrawal.

If we don't get two weeks' notice, we don't have the time we need to admit another child who needs our services. So, should you withdraw your child on shorter notice, you will still be billed for a two-week period even though your child is no longer attending our early learning centres or Tremplin programs.

### Free absence days

Parents or guardians of children who are registered full time at the regular rate (full fee) have the right to 10 no-charge absence days per year per child. Free absence days cannot be accumulated from one year to the next and cannot be transferred from one child to another. Parents or guardians may only use a maximum of 5 free absence days per calendar month.

The renewal date for the free absence day bank is the child's registration date. However, if a child is withdrawn from an Early Learning Centre and re-registered at a later date during the same year, it will not result in replenishment of the free absence day bank. The maximum is 10 days per year per child, with no exceptions.

Parents or guardians of children registered part-time (for specific days or by schedule) at the regular rate (full fee) do not have access to free absence days.

Parents or guardians of children who are registered full time or part time with financial assistance in whole or in part for childcare fees (from the City of Greater Sudbury or other partners) do not have access to Carrefour francophone's free absence days. These clients should communicate directly with their financial assistance program regarding its absence day policy. To reach the City of Greater Sudbury, call 705-674-4455 or 311.

Families with financial assistance can only access the free absence days provided by the City's program. Carrefour francophone's free absence days cannot be added to the City's days.

## Temporary part-time service

Sometimes, families want to change temporarily from full-time to part-time service (that is, less than five days a week for a period of time). For example, it's a frequent request in summer months.

If that's what you want, we will try to accommodate you. But keep in mind that it could complicate things later on. Why? Because a possible consequence is not having access to a full-time spot when fall arrives.

In summer, like all year, the applications we accept first are from parents who need full-time service. When you want to return to full-time service in the fall, your request will have priority status over other pending requests. But that won't change the fact that no spot is available, if such is the case. Children who already have a spot keep their spot.

Another thing to keep in mind is that it's not always possible to give you exactly the part-time schedule you're hoping for. Many factors complicate these arrangements.

Let's mention four of them here. 1) The part-time schedules have to add up in a way that equals full-time schedules. 2) The transition period for preschoolers has to be maintained in our daily schedule. 3) The days chosen can't change from week to week; they must stay the same. 4) The necessary staff must be available; in summer months, there are days off. Thanks for understanding!

Nonetheless, it's not impossible to obtain part-time service on a temporary basis. If you submit a request, we will coordinate it with other parents' requests, determine the possibilities and contact you with an answer.

To submit a request for temporary part-time service, please fill out [this form](#).

## Suspension of service

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

- Does not follow policies;
- Does not pay fees;
- Does not follow the Centre's opening hours policy;
- Shows aggressive behaviour (verbal or physical) towards the staff or any other person in the ELC
- 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.

## 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, and 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.

The rates are established according to the number of actual hours of care and the child's age group. Below is the table of fees for our various programs and the CWELCC discount.

<b>Age groups</b>	<b>Daily rate</b>	<b>CWELCC rebate of 52.75% (non-subsidized families)</b>	<b>Daily rates as of January 1, 2023 (minimum of \$12/day)</b>	<b>Rates as of February, 1 2024</b>
Infant full-time (5 days/week)	58,50 \$	<b>-30,86 \$</b>	27,64 \$	27,64 \$
Toddler full-time (5 days/week)	48,00 \$	<b>-25,32 \$</b>	22,68 \$	22,68 \$
Toddler part-time (1-4 days/week)	48,00 \$	<b>-25,32 \$</b>	22,68 \$	22,68 \$
Toddler on call (various days)	51,00 \$	<b>-26,90 \$</b>	24,10 \$	24,10 \$
Preschool full-time (5 days/week)	44,00 \$	<b>-23,21 \$</b>	20,79 \$	20,79 \$
Preschool part-time (1-4 days/week)	44,00 \$	<b>-23,21 \$</b>	20,79 \$	20,79 \$
Preschool on call (various days)	46,50 \$	<b>-24,53 \$</b>	21,97 \$	21,97 \$
Tremplin (5 days/week) before and after school) for children under 6 years of age	18,50 \$	<b>-6,50 \$</b>	12,00 \$	12,00 \$
Tremplin (5 days/week) before and after school) for children 6 to 12 years of age	18,00 \$		18,50 \$	19 \$
Day camp full day for children under 6 years of age	40,50 \$	<b>-21,36 \$</b>	19,14 \$	19,99 \$
Day camp full day for children 6-12 years of age	40,50 \$		40,50 \$	42,30 \$

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 and March break camps in a licensed daycare centre. The 6 to 12 age group is not eligible for the CWELCC discount.

**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.

Please note: If you use ELC services for more than nine and a half (9.5) hours in a day, a daily surcharge of \$5.00 per child applies.

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

## Financial assistance

The City of Greater Sudbury may be able to help you pay for some or all of the costs associated with quality authorized ELC services. To apply, call 705- 674-4455 or 311.

## Wait List Policy

### No wait list fee

Carrefour francophone never requires a deposit or a registration fee to enter the name of a child on wait lists for its ELC and Tremplin centres.

### Wait list ranking

Carrefour francophone generally assigns available spots in its ELCs according to the chronological order of registrations in the wait list.

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

Carrefour francophone also applies this ranking order when assigning available spots in our ELCs:

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

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

1. The child of a Carrefour francophone employee;

2. The child of a partner school board employee;
3. The child of a current client (sibling of a child already using our services);
4. The child of a current client transferring between ELCs.
5. The child of a French-speaking family on the City's childcare wait list.

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

Requests submitted by renters of Place des Arts facilities for access to Place des tout-petits childcare services have higher priority above any other current priority requests. Likewise, requests from Collège Boréal students for access to Boréal des tout-petits childcare services have higher priority above any other current priority requests.

### Wait list confidentiality

Carrefour francophone's privacy policy applies to interactions with clients and people who are asking to become clients. Carrefour francophone shall not allow measures, activities, decisions or circumstances that are unsafe, undignified, unnecessarily intrusive or that fail to provide appropriate confidentiality.

Carrefour francophone's privacy policy also applies to its wait lists. This policy ensures the right to privacy and the confidentiality of the information about the children registered in wait lists.

Access to a centre's waiting list information is reserved exclusively to ELC supervisors and Carrefour francophone's senior management. Access to the wait list is password-protected. Authorized personnel may use the wait list information solely for purposes related to registrations and assigning available spots.

The only wait list information that may be provided to parents or guardians, aside from their own personal information, is the rank of their request by date.

# 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.

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Name of employee/parent/guardian/volunteer/student

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Signature

---

Date

---

Supervisor's signature

---

Date

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

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