Guide aux familles

ENGLISH VERSION

2021-2022



www.tartineetchocolat.ca

TARTINE ET CHOCOLAT PRESCHOOL

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# WELCOME

Dear Families,

Welcome to *Tartine et Chocolat.* We look forward to welcoming your children and offering them a quality program that is both nurturing and safe.

According to the contract, that you must also read and sign, parents are required to read the Guide aux Families. This document provides you with important information regarding the daycare’s policies and programs.

While our program operates in French, this Guide has been translated in English to accommodate multi-lingual families (where one parent does not speak French) to ensure that everyone understands the practices and expectations of *Tartine et Chocolat*.

If you have any questions, concerns or suggestions, please do not hesitate to contact any of our staff, or member of the Board of Directors.

|  |
| --- |
| How to contact *Tartine et Chocolat:*  -Telephone number at the daycare: 778-955-6440  - Director of the Centre: [tartine.chocolat.bc@gmail.com](mailto:tartine.chocolat.bc@gmail.com)  - President of the Board of Directors: [president.tartinechocolat@gmail.com](mailto:president.tartinechocolat@gmail.com) |

# ADMINISTRATION

## Administrative Functions – Board of Directors and Annual General Meeting (AGM)

*Tartine et Chocolat* is a non-profit society incorporated under the British Columbia Society’s Act. It is managed by a Board of Directors who is elected by parents every September at the Annual General Meeting (AGM). As a daycare/preschool, *Tartine et Chocolat* is subject to provincial laws and accreditations.

The Board of Directors (in French referred to as “le Conseil d’Administration (CA)”) consists of parent volunteers (president, vice-president, secretary, treasurer, and center support coordinator) charged with the management of the Centre and works closely with the director of the daycare.

One representative of each family must be present at the AGM in order to help select the Board of Directors and take part in other important decisions that affect the Centre. Members of the families that cannot attend the AGM must review the meeting minutes that will be circulated following the AGM.

New families must also attend the welcome meeting to new parents which is generally held in the spring prior to the new fall school year.

The Board of Directors meets each month. Parents can contact the Board at any point via email at: [president.tartinechocolat@gmail.com](mailto:president.tartinechocolat@gmail.com)

## Parent Participation

Parent participation in the management and operation is vital and mandatory. Not only does it build a sense of community amongst families, but is also essential in maintaining a financially accessible program. Each family is responsible to participate and to ensure they are available to help the Centre. Parent participation is essential to all non-profit organizations and is essential to keep the daycare fees as low as possible.

Each family must commit, without exception, to a minimum of 30 hours of volunteer work per school year, per child enrolled. This time commitment may be spread out throughout the year- it is based on the needs of the daycare and parent availability. *Tartine et Chocolat* depends on parent participation to support all aspects of the daycare.

**Families who do not contribute to the running of the daycare/preschool may, after notification, forfeit their deposit** in order to help pay for services that would have otherwise been fulfilled by volunteers. As explained in the contract, *Tartine et Chocolat* reserves the right to retain some or all of the $200 parent participation deposit in cases where families do not participate according to the minimum criteria.

### Opportunities for Parent Participation

Parents will be presented with numerous opportunities to get involved, but ultimately it is the responsibility of each family to ensure they participate. Parents are invited to suggest specific tasks and answer calls for assistance, which will be distributed periodically and when needed. Parents can fulfill their hours by becoming members of the Board of Directors (of at least 5 parent volunteers). Parents can also fulfill hours related to other tasks including cleaning needs of the centre (i.e. washing and repairing costumes, washing toys, cleaning carpets), supporting the shopping needs (i.e. shopping for the daily snacks, buying new toys or new materials), supporting the maintenance of the centre (i.e. installing shelving). Parents are also asked to help with special projects, special events, and field trips.

## Employees

### Staff

All staff at *Tartine et Chocolat* have been trained in Early Childhood Education and in Special Needs Early Childhood Education. The educators hold valid Early Childhood Education and First Aid certificates, or are in the process of achieving said qualifications, and are in compliance with provincial requirements for their position.

When a staff member is absent for any reason (i.e. due to illness, vacation, professional development), a qualified educator will replace that person. Whenever possible, the replacement will be Francophone. The ratio of one educator for 8 children will be respected as required by Child Care Licensing authorities.

### Volunteers and Practicum Students

Occasionally, volunteers or trained practicum students may participate in activities at *Tartine et Chocolat*. Their role, which is determined by the director of the daycare, will be based on the needs of the centre as well as the experience and qualifications of the person.

### Criminal Record Checks

In compliance with the provincial rules for the licensing of daycares, staff, volunteers (except for parents of enrolled children), and practicum students will be subjected to a criminal record check before beginning their work at *Tartine et Chocolat*.

# INTRODUCTION TO THE DAYCARE

## Philosophy

*Tartine et Chocolat* commits to offer families a quality early childhood education program where a child is viewed as a distinct person with their own personality and with a familial and cultural context that is unique to each child. These individual aspects of your child are respected, valued, and considered to enrich everyone’s experiences at *Tartine et Chocolat*.

The staff has designed a stimulating program that encourages children to develop, at their own pace, their social, emotional, cognitive, and physical skills in order for every child to reach their full potential.

*Tartine et Chocolat* values its role in the Francophone education community. Part of this role is to prepare children to belong to this community by sharing with them the French culture, the French language, and the core values of the Francophone community.

We therefore believe that:

**Children** are entitled to an environment that promotes a positive global development that values inclusion, multiculturalism, interdependence, and dignity.

**Families** must actively participate in the educational experience of the child. They have the right to expect a quality program and an excellent climate of communication.

**Staff** must work in an environment in which their training, skills, and commitment to the child’s development are recognized and respected.

**The daycare** offers support and services that contribute to improving the quality of life of children, their families, and their communities.

## Objectives

*Tartine et Chocolat* is a preschool and daycare that offers an important service to the Francophone community of the Lower Mainland. Its main objective is to prepare children ages 3 to 5 for the next stage in their French education, notably the program offered by the ***Conseil Scolaire Francophone*** (CSF) of British Columbia. *Tartine et Chocolat* offers a safe learning environment where children can expand their minds. By using games, varied hands-on experiences, and guided discussions, children are able to grow and develop while cultivating their French language skills.

We are committed to:

• Delivering a quality program for every child;

• Presenting and promoting an inclusive framework for each child and family;

• Offering opportunities to improve families’ knowledge of their children’s health and development issues;

• Working with and maintaining close contact between community agencies, people, and organizations whose intervention is essential to the well-being of children and their families;

• Sharing information on community resources and encouraging their use as needed;

• Working to include each child, whatever their needs may be, and working closely with families and the community while taking into consideration the needs of other children and the availability of resources necessary to assist the child.

## Support and Behaviour Management

At *Tartine et Chocolat*, we respect and value the individuality of every child. We use various techniques of behaviour management to ensure the safety of all children, to help children develop self-esteem and self-confidence, to help them learn how to self-regulate and self-control, and to help them develop empathy.

As required by the BC Child Care Licensing Regulations, Tartine et Chocolat ensures that children are supervised at all times by teams of qualified educators (ECE, ECEA or responsible adult) and in sufficient numbers to meet our ratio of 8 children to 1 educator.

Our behaviour management strategies include the following:

* Educators model respectful and positive behaviours at all times;
* Educators establish and enforce simple rules. The children learn these rules through:
  + Discussions as to why these rules exist
  + Visual aids in the classroom
  + Clear, consistent language and interventions amongst all the educators
* Educators take into consideration the age and level of development of each child when dealing with behavioural issues;
* Educators teach the children how to solve a problem or resolve a conflict in a positive, safe and respectful way;
* Educators encourage children to express their feelings in an appropriate way;
* Educators listen and take into account the feelings expressed by the children.

If there are repetitive worrisome or dangerous behaviours (towards self, the other children, or the staff), the director of the daycare will schedule a meeting with the parents to discuss the educators’ concerns. In collaboration with the families, the director will establish a behavioural plan and, if necessary, involve outside professional help.

We are committed to sharing current educational practices related to the growth and development of the child by working closely with families. We encourage parents/guardians to learn and implement their own behaviour management systems and to understand the consequences imposed in class when the child’s behaviour is unacceptable. The details of the misconduct and subsequent consequences can be discussed at a scheduled meeting with the educator, parents, and child.

In the extreme case when a very difficult behavioural situation is not resolved, despite established strategies, interventions, and support, the situation will be brought before the Board of Directors who will then decide if the family can continue with the daycare. Such an extreme step would only occur following documentation of the conflict, documentation of all the resolution strategies, and following the procedure outlined by the Board of Directors. It may be decided that the child must withdraw from the program.

Educators commit to never, in any situation:

* Use inappropriate or abusive language towards a child;
* Use corporal punishment;
* Isolate a child and/or leave him/her unsupervised
* Humiliate a child by making fun of him/her or denigrating his/her behaviour

# The Program

*Tartine et Chocolat* offers a program developed to provide each child with rich and diverse activities. This includes free-play and structured, educational activities. Within this environment, children are encouraged to learn at their own pace and to develop all their different facets. *Tartine et Chocolat* provides an educational experience that is fun, stimulating, and a stepping-stone to further learning.

In addition to game-based activities designed to initiate reading, writing and math skills, children will develop social skills through the many opportunities to interact with others. Children will enrich their personal growth and development with music, arts and crafts, and drama or theatre. This program will be conducted within a Francophone cultural context where French will be the only language spoken.

Daily routines are used as learning tools to promote independence, personal hygiene, self-regulation, and peaceful conflict resolution. Children will be presented with positive social values that emphasize respect for self and others, equal rights and opportunities for each group member, and acceptance of people’s differences. Children will have opportunities to play on the playground, play inside the gym, and explore the neighbourhood during discovery walks.

## Days and Hours of Operation

The daycare is open Monday to Friday, 8am to 5:30pm.

The daycare will close at 4:30pm on the first Wednesday of every month to accommodate monthly staff meetings. The daycare will be closed on statutory holidays and any days identified by the Board of Directors. All early closures and full-day closures are indicated in the calendar of important dates provided by *Tartine et Chocolat*.

Any changes to the schedule because of, or affiliated with, l’École Anne-Hébert, or other reasons tied to the operations of the daycare, will be communicated with as much advance notice as possible.

## If Your Child Will Be Late or Absent

As a courtesy, please advise *Tartine et Chocolat* if your child will be late or absent. Advance notice is appreciated for planned absences, and day-of notifications are welcome for unplanned absences or late arrivals. You can reach *Tartine et Chocolat* at 778-955-6440.

# OVERVIEW OF A TYPICAL DAY AT *TARTINE ET CHOCOLAT*

Daily activities in a daycare/preschool for 3 to 5 year-olds follow a routine with predictable sequences. This helps kids adapt, feel secure, become autonomous, and develop a sense of control over their environment. Within this structure, routines have flexibility in the time spent on an activity, and activities are modified to accommodate children’s interests and developmental stages.

## Daily schedule

The following overview describes a typical day at *Tartine et Chocolat*. Changes are made as necessary depending on the needs of the group.

|  |  |
| --- | --- |
| 8:00 – 9:30 | Gradual arrival of children  Free play and table activities  (Art, science, sensory activities, discovery bins) |
| 9:30 – 9:40 | Clean up time |
| 9:40 –10:00 | Circle time  (Learning through stories, songs, movements, etc.) |
| 10:00 – 10:30 | Transition — Hand washing – Snack time |
| 10:30 –11:00 | Age-appropriate small group activity |
| 11:00 –12:00 | Outdoor games (alternatively: bicycles, school playground, activities in the park, sandbox, free play, or structured gross motor skills activities) |
| 12:00 –12:45 | Lunch time |
| 12:45 –13:00 | Francization Circle - a relaxing story before naptime |
| 13:00 –13:15 | Bathroom – transition before naptime |
| 13:15 –14:30 | Nap in Franc Départ classroom   * 45 min of mandatory rest, without stimulation * For the children that don’t fall asleep, they will return to our classroom and do quiet activities starting at 14:00 * The children who are sleeping will be woken up at 14:30 |
| 14:30 – 15:00 | Children's awakening - Hygiene - some children leave and others have a moment of free play (classroom toys, colouring, looking at a book, etc.) |
| 15:15 – 15:30 | Clean up time |
| 15:30 –15:45 | Hand washing – Snack time |
| 15:45 – 16:00 | Afternoon Circle time (stories, songs, movements, etc.) |
| 16:00 – 17:30 | Outdoor/indoor activities according to the temperature.  Closing of the centre at 17:30 |

## Naptime

The children must rest during naptime. Research shows that rest is beneficial, even essential, for children under 5 years old. Even though some parents do not have their child nap at home, it is important that they support the daycare’s naptime routine. Since children are more irritable and more emotional when they are tired, and each day of care is full of engagement and stimulation, each child is expected to sleep or rest quietly during naptime.

## Children’s Arrival

*Tartine et Chocolat* opens at 8:00 am. Children are not authorized to enter the classroom before that time. **Your child must arrive before 9:30 am to ensure they benefit fully from the preschool/daycare’s morning program.**

Children must be accompanied by a parent or authorized adult into the daycare centre. The person who brings the child must sign the sign-in sheet with their name and arrival time and be sure that the educator is aware of your child’s arrival.

Please advise staff of any reason for a change in the child’s normal behaviour (i.e. due to lack of sleep, due to changes in your family, etc.).

Please phone *Tartine et Chocolat* if your child will be late or absent.

*TARTINE ET CHOCOLAT* IS NOT LICENSED TO CARE FOR SCHOOL-AGED CHILDREN BEFORE SCHOOL. BIG BROTHERS AND SISTERS MAY NOT STAY IN THE PRESCHOOL WHILE WAITING FOR ÉCOLE ANNE-HÉBERT TO OPEN.

## Children’s Departures

The daycare closes at 5:30 PM.

The person authorized to pick up the child must sign the sign-out sheet with their name and departure time. The person must ensure that the educator is aware that the child is leaving the premises.

Parents must advise the daycare as soon as possible if they will be late picking up the child. If no one has arrived or phoned by 5:45pm, the educator will call the people authorized for pick-ups to come and collect the child. If, by 6pm, neither parents nor the authorized people have been in communication with the daycare, the educator will contact the emergency line of the Ministry of Children and Family Development at 1 800 663-9122 in accordance with licensing requirements.

If parents are late, they will need to sign a special sign-out sheet that indicates the time of departure. This sheet also serves as a formal warning. If the parents are late again after this first formal warning, the educator on site will follow the daycare policy: they will give the parent an official letter requiring payment of $1 for every minute they are late.

If parents are late again, the Board of Directors will be notified. They will contact the family and determine if the child will need to withdraw from the program.

Parents must note that a late pick-up affects both the child and the educator. The child will be the last one at the daycare after a very long and full day. It is unacceptable for the educator to stay beyond their paid, working hours to wait with a child for the parent to arrive. Parents are asked to respect and value the educator’s work and thus pick up their child on time.

# FIELD TRIPS

To enrich the preschool/daycare’s program, educators will plan occasional field trips off-site. Parents and children will be informed of these special events well in advance. It is our hope that a parent or another authorized person will be available to accompany the group on the excursion.

A consent form will need to be filled out prior to the field trip, without which the child may not participate. Be advised that parents may be asked to pay a small amount as the cost of the excursion may exceed the funds available. Should there be a scheduling conflict, arrangements will be made wherever possible in an attempt to meet the needs of the family.

# CLOSURE OF THE DAYCARE

The daycare may need to close if there is an emergency such as a fire, a prolonged power outage (which would also suspend the heating), an extreme weather condition, or a safety concern. If this happens, the staff will stay with the children until a parent or authorized person arrives to pick up the child. The evacuation procedures that are posted near the daycare exits will be followed.

In case of heavy snow, the daycare will follow Anne-Hébert’s decision to stay open or to close. In this instance, parents are asked to listen to the radio in the morning (i.e. Radio-Canada, 97.7 FM) for information on school closures in the Lower Mainland.

Please also visit the Anne-Hébert School website: <https://annehebert.csf.bc.ca>

And the Conseil Scolaire Francophone website: <https://www.csf.bc.ca/en/>

# GETTING STARTED AT OUR DAYCARE

## Initial Meeting with Daycare Director

Before each child begins at our centre, parents must meet with the daycare director. At this meeting, parents must submit the completed forms and official documents for their child’s file as well as post-dated cheques to cover the monthly fees for the entire school year.

This meeting is an opportunity to learn more about the daycare and to share with the director information about the child’s personality and habits. It is important to communicate to the director if your child will need special attention (for medical reasons or any other reason).

## Gradual Entry

**Gradual entry is required for every child when they begin *Tartine et Chocolat*.** This helps the child adapt to their new environment while feeling secure. When there is space available, families are encouraged to start the gradual entry process during the month of July and August.

Parents and the daycare director will determine, during the initial meeting, a gradual entry schedule that works for the family so that the child becomes comfortable in their new environment with as little stress as possible.

## Hygiene education: Potty Training

**Each child must be potty trained, by the time they start *Tartine et Chocolat,*** for logistical, hygienic, and safety reasons. This is very important for the staff, but educators recognize the importance of respecting each child’s natural rhythm and development so that potty training remains an exciting, encouraging, and stress-free developmental milestone. Parents are requested to communicate with the daycare director if there are any issues surrounding your child’s potty training or if you have any questions about our policies.

## Trial period

**The first 6 weeks of a child participating in *Tartine et Chocolat* is considered a trial period.** This is to determine if the preschool/daycare is a good fit for your family and if your family is a good fit for the preschool/daycare. During this time, parents and educators will assess how the child is adapting and whether the philosophy, objectives, and the structure of the centre are a good match for your family’s values and needs.

If *Tartine et Chocolat* turns out **not** to be a good fit for your family, or if your child is not adapting to its structure, you may, **without notice**, withdraw your child from the program. Similarly, if, after trying all available interventions, *Tartine et Chocolat* staff determine that they are not able to meet the needs of your child, *Tartine et Chocolat* may end the family’s contract **without notice**. If deemed appropriate, the daycare director and the Board of Directors can choose to extend the trial period by 2 weeks. If the contract is ended during the trial period, your $450 deposit would be forfeited, but your $200 volunteer deposit would be returned to you.

Once the six-week trial period has passed, families are required to provide **at least two months’ notice** (in writing) to end your contract with the daycare.

# IMPORTANT INFORMATION: HEALTH

## Health and Safety

The daycare has been carefully designed to create a comfortable and safe environment that can respond to the children’s needs.

As the daycare’s objective is to promote safety, good health, and healthful eating habits, *Tartine et Chocolat* strives to create and maintain a clean and organized learning/working space that reflects these values.

* Children will develop skills to become independent and will learn to be responsible for their own personal hygiene;
* Children will learn to participate appropriately in both active and calm activities, both inside and outside the classroom;
* The daycare will follow recommended steps prescribed by the Vancouver Health Authority to avoid the transmission of viruses and communicable diseases in an effort to safeguard the health of children and staff.

## Clothing and Personal Belongings

Your child will participate every day in a variety of inside and outside activities; so, clothing should be comfortable, washable, and appropriate for current weather conditions.

* **For inside**: a pair of inside shoes with supple, non-slip soles with a Velcro attachment;
* **For rainy days**: a pair of waterproof rain boots, raincoat, and rain pants are mandatory (muddy-buddies are recommended). ***\* We let the children play in the mud and puddles\*.***
* **For cold, Winter days**: a warm coat, pair of mittens (preferably waterproof), warm hat, and any other warm clothing suitable for outside play. Scarves are not allowed; please use neck warmers instead.
* **For Spring and Fall days**: a sun hat, warm vest, rain boots, and raincoat.
* **For hot, Summer days**: light clothing, sun hat, sunscreen, swimsuit, and towel.

For safety, footwear should provide support for running and climbing. Therefore, children cannot wear open toe shoes or flip-flops at any time, inside or outside.

**IMPORTANT: you must put your child’s name on all clothing and any other items that come to daycare.**

We recommend that each child have a **change of clothes** permanently on-site at the daycare (underwear, pants, shirt, and socks). Please check, throughout the year, that these items (located in each child`s personal bin) still fit your child.

## Nutrition and Allergies

A nutritious diet is an important part of children’s development. A good diet provides the energy intake that children need to have an enjoyable day.

A snack is offered by the daycare in the morning and afternoon. The snacks are made up mainly of fruits and vegetables. On a rotating basis, a cereal or dairy product is added to the snack.

In order to ensure that your child can hydrate in an independent manner throughout the day, we ask that families provide a water bottle that is clearly identified with the child's name.

Parents are responsible for providing a lunch. We suggest that parents prepare nutritious lunches to meet their child's specific needs. In this lunch, the daycare staff should not see: candy, chocolate bars (ex.: KitKat, Mars, etc.), chips, soft drinks or gum. If these items are found in the lunch box, the staff will remove them and give them to the parents at the end of the day. We suggest that parents minimize high sugar products (e.g. chocolate covered cookies, cupcakes, etc.). Exceptions can be made for birthdays or other special celebrations.

**Nuts, foods containing nuts or with traces of nuts are prohibited.**

Parents must advise the daycare staff of a child’s **food restrictions or allergies**. Measures will be taken, with all families’ cooperation, to prevent allergic reactions.

## Immunization

Because immunization is the most effective way to prevent the transmission of contagious diseases, we recommend that families ensure that their child’s vaccinations are all up-to-date before attending *Tartine et Chocolat*. Once your child is accepted in the program, each family must complete an immunization form from the *Vancouver Coastal Health Authority*. Any family that does not immunize their child will be required to sign a waiver.

## Lice

If you suspect that your child has lice, or if your child has been in contact with children who had lice, please tell the educators as soon as possible. Lice is a common childhood ailment; so, there is no reason to feel embarrassed when in this predicament. The sooner that *Tartine et Chocolat* is aware of the situation, the better the chance of limiting or avoiding the spread of lice to other children.

*Tartine et Chocolat* will inform all families immediately when they learn of a case of lice in the daycare. Staff will clean the space in an effort to limit its contamination. The staff can provide pamphlets that teach families how to get rid of lice. **If your child has lice, please keep him/her at home.**

## Illnesses

The following illnesses are some of the most common in preschool/daycare settings: lice, chickenpox, pink eye, fever, gastroenteritis (stomach flu), sore throat, and strep throat.

YOUR CHILD MUST STAY HOME IF HE/SHE IS SICK OR IS CONTAGIOUS.

The following are some criteria and examples to help you determine whether or not your child should stay home from daycare:

* Vomiting and diarrhea: if your child vomited and/or had diarrhea during the night, do **not** bring your child to daycare. Only once the child has gone 24 hours without any symptoms may he/she returns to daycare.
* If your child has contracted an infectious illness (such as chicken pox, scarlet fever, pink eye), your child may **not** come to daycare until the contagious period has passed. **YOU MUST ADVISE THE PRESCHOOL OF ANY CONTAGIOUS ILLNESS YOUR CHILD HAS CONTRACTED** to ensure that measures are taken to avoid its transmission (such as cleaning and disinfecting the daycare and notifying the other families).
* If your child has opaque, green/yellow nasal discharge, please see a doctor to ensure it is not contagious.
* If your child has a persistent, dry cough that lasts several days, please see a doctor to determine if your child should attend daycare.
* If your child has a fever, your child cannot attend the daycare. **You must wait until your child has gone 24 hours without a fever before returning to daycare.**
* THE EDUCATORS HAVE THE RIGHT TO DENY A CHILD ENTRY OR TO SEND A CHILD HOME IF THEY BELIEVE THAT THE CHILD IS SICK AND/OR CONTAGIOUS. A NOTE FROM THE DOCTOR MAY BE REQUIRED TO CONFIRM THAT THE CHILD IS WELL ENOUGH TO RETURN TO PRESCHOOL.

WE REQUEST YOUR COOPERATION IN FOLLOWING THESE RULES TO PROTECT THE HEALTH OF ALL PEOPLE WHO COME TO *TARTINE ET CHOCOLAT*.

The staff understands that sick children can be stressful for a family and would like to help. However, *Tartine et Chocolat* is NOT licensed to care for children who are sick.

## Administering Medication

If you would like staff to administer prescription or over-the-counter medication to your child, daycare-licensing regulations require the following: a completed and signed consent form, and medication in its original packaging with written administration instructions. It may be required to have a doctor’s note for the staff to administer over-the-counter medicines (such as Tylenol).

All medication brought to the daycare, whether over-the-counter or prescription drugs, must be given directly to the staff to ensure safe storage.

## Medical Emergencies

If your child is hurt or becomes sick while at *Tartine et Chocolat*, staff will quickly evaluate the situation and make decisions as to which intervention(s) is/are required. There is a protocol to follow to ensure appropriate intervention(s) and all staff are trained in First Aid.

For the following three scenarios, there is a specific procedure to follow:

* If First Aid is required
* If medical attention is required
* If emergency medical attention is required

By following established procedures, staff will do their utmost to address the child’s medical needs, to reassure the child, to communicate the incident with the parents (along with the treatment thus far), and to complete all necessary forms and documents.

Staff will also do their best to reassure the other children and to move those children, when necessary, to a safe environment.

If there is a medical emergency, staff will immediately inform the parents (or authorized people) so that they can join the child as quickly as possible. If the child must be transported to the hospital before the parent arrives, an educator will accompany him/her for emotional support and to inform the medical personnel of the incident and interventions thus far.

## Fire and Earthquake Drills/ Evacuation Plans

Safety and security are integral to *Tartine et Chocolat*. Information about fire drills and evacuation plans (as approved by the Fire Commissioner) are posted in the classroom. Fire and earthquake drills will be conducted at the same time as École Anne-Hébert. The emergency supply kits are stored with those from École Anne-Hébert.

Children will visit the fire station once a year to familiarize themselves with fire equipment in an attempt to lessen children’s fear should an emergency occur.

## Smoking

As per licensing rules and requirements, smoking is prohibited on the daycare’s premises. Smoking is only permitted off École Anne-Hébert’s school grounds.

## Screen use policy

At *Tartine and Chocolat*, we care about the well-being and health of your children. This is why we follow the Vancouver Coastal Health recommendations on screen time:

All licensed childcare programs must limit screen time to 30 minutes or less a day for children that are over 2 years of age.

In this statement, screen time includes the use of television, computer, and electronic games.

We understand that television and other types of screen time can get in the way of physical activity, free play, and interacting with others in the classroom, which all contributes to learning and having a healthy social /physical development.

Therefore, we will restrict screen time by adhering to the following guidelines:

* We allow a maximum of 1 hour of educational and age appropriate screen time per week.
* We do not have movies or television playing during snack times and lunch.
* We do not allow movies or television to be left on as background noise.

## Active Play Policy

At *Tartine et Chocolat* we recognize the importance of physical activity for children starting at a young age. Implementation of age-appropriate physical activities targeted to each child’s stage of development will support their health and establish positive lifestyle habits. It will also help improve their mood and self-esteem.

In order to promote physical activity and provide all children with multiple opportunities for physical activity throughout the day, the educators at *Tartine et Chocolat* will:

* Provide the children in care at least 60 to 120 minutes of outdoor play every day. If the weather does not allow our group to play outside, the educators will provide gross motor skills activities inside (ex: a movement path with obstacles etc.)
* Encourage children to be physically active indoors and outdoors at appropriate times.
* Promote movement through structured activities or games during the day. (Ex: circle time: music, interactive stories, yoga sessions etc.)
* Provide time for facilitated and un-facilitated games and activities.
* Provide a variety of play materials, both indoors and outdoors, that promote physical activity.
* Provide a variety of play areas. (*Tartine et Chocolat’s* backyard, Anne-Hébert’s school playground and grass/concrete area, neighbourhood parks, forest, etc.)
* Make available covered areas for shade and shelter outside.
* Make sure that drinking water is freely available for children.
* Follow the policy for screen time use.

**Appropriate clothing for physical activity**

Every day, children will participate in both indoor and outdoor play. Therefore, the children need appropriate clothing that will allow them to move freely, participate fully, play safely, and that can also allow them to get dirty. We expect parents to provide appropriate seasonal clothing at all times as indicated in Section 9.2 of this document.

It is our expectation that children will go outside EVERY DAY! If you feel that your child is too sick to go outside then he/she is too sick to be at the daycare. We request that you keep him/her at home until they are well enough to go outside.

## Supporting risky but healthy outdoor play

At Tartine et Chocolat Daycare, we help children grow into confident and capable individuals who have a good sense of their abilities and interests.

In order to do this, our programming includes unstructured outdoor play and learning time in nature. Without these moments, it makes it more difficult for children to learn safe behaviors for the future and makes learning less interesting. In addition, educators, public health professionals, and child development experts are concerned that today's children are spending less time playing and learning outdoors, which has negative consequences for them. That's why we think it's important to be outside every day, regardless of the weather.

Outdoor play and healthy risk taking is necessary for:

* Overall development of the child (social-emotional, cognitive, physical, language)
* Development of motor skills
* Self-confidence
* Autonomy
* Overcoming fears
* Development of problem-solving skills
* Learning safe behavior
* Strengthening the immune system (physical activity, vitamin D)

Here are some examples of healthy risk-taking activities:

* Playing at high speeds (e.g., riding a tricycle, running)
* Exploring heights (e.g., climbing on a play structure in a community park or at Anne-Hébert School indicating ages 5 to 12, walking on a wooden beam, climbing on a bench or in a tree)
* Playing near a natural element (e.g., playing near a small shallow stream)

Here, risk-taking is a synonym for challenge, not danger. Risk is the challenge that the child perceives, that he chooses to face or not, and that allows him to learn. (Example: climbing, sliding, using new and different materials). A danger would be something that the child does not see, that may cause harm and that does not allow for learning (example: playing near a cliff, playing outside during a storm). The Garderie Tartine et Chocolat staff would never put a child in a dangerous situation.

Garderie Tartine et Chocolat staff take reasonable measures to manage and balance risk, while allowing children to play freely. The staff uses several approaches such as, but not limited to:

* Always maintaining a ratio of 8 children to 1 educator
* Keeping a close eye on the children and having eye contact with all of them at all times.
* Ensure that the child is focused on his challenge.
* Provide verbal guidance and ask questions to accompany the child in his or her challenge.
* Intervene immediately if the child puts him/herself at risk of a severe consequence.
* Always carry a first aid kit.
* Each staff member must have a current first aid certificate.
* Be familiar with the play area and check for hazards or changes.

While minor injuries such as bruises, bumps and scrapes are not uncommon, serious injuries are rare and unlikely in the program.

However, as with almost any activity, indoors or outdoors, there is no guarantee that they will not occur.

By signing the contract and release form you agree that your child may participate in outdoor activities with a healthy risk.

# IMPORTANT INFORMATION: SECURITY

## Persons Authorized to Pick-up Your Child

Anyone who is not the parent or legal guardian of your child will require written authorization from the parent (with parent’s signature) or be registered (with parent’s signature) on the list of authorized people to pick up your child.

Proof of identity may be required if the educator does not know the person.

In case of an emergency, a parent or guardian may, by telephone, notify the educators that an unauthorized person will pick up their child. In this situation, the parent/guardian and educator will choose a password; the adult collecting the child will need to provide the password as well as proof of identity.

The educators are not permitted to let a child leave with an unauthorized person.

In the event that an unauthorized person threatens an educator’s safety, the educator will release the child to the adult but will immediately call the police (911) and the parent.

\*\* It is the legal responsibility of the staff, whenever possible, to not leave a child with an authorized person who is not able to properly care for the child (i.e., intoxicated, in a state of crisis, whose behavior could be dangerous to the child, etc.) in order to ensure the child's safety and well-being.

If a staff member believes that a child will be in danger, the staff member in charge shall:

* Express concern for the child's safety.
* Suggest alternatives such as calling a relative or friend, calling a cab, etc.
* If the parent (legal guardian or authorized person) insists on taking the child, the educator will advise the parent or guardian that they will notify the police of the situation.

The Ministry of Children and Family Development will be called if it is felt that the child needs protection.

## Photos

Providing photo consent, in the contract with the daycare, allows staff or parents to take pictures of the group and/or your child in particular. These photos may be posted in the class for everyone’s enjoyment or added to the monthly newsletter (sent only to families of the daycare). We would obtain written permission before using photos of your child for any other purpose (i.e. for promotional purposes, in *Parenthèse* magazine, etc.).

## Visitors

To ensure the children’s safety, all visitors must obtain permission from staff before visiting the daycare. Specialist staff, parents, and family members are welcome if arrangements are made in advance with the staff of *Tartine et Chocolat*.

Visitors who have not made such arrangements will be asked to leave the premises.

## Visitors and Pick-up Authorization

If a person comes to the daycare to pick up a child without proper authorization, the child will remain under the daycare staff supervision. The staff will explain to the visitor that, according to established policy, a written authorization signed by the parent/guardian is necessary for the child to be allowed to leave the premises. If any problems arise, the staff will endeavour to maintain the child’s safety, as well as the safety of the other children in care, and the staff. As needed and in extreme cases, this may require police involvement.

## Suspicions of Child Abuse

According to the *Child, Family and Community Service Act* section 2 a), all children in British Columbia must be protected from abuse, neglect, violence, or threat of violence. Section 14 of the same act also clarifies that anyone who believes that a child requires protection is obligated to inform the *Ministry of Children and Family Development* at the earliest opportunity. If you have any questions or if you would like more information about this topic, please speak to an educator.

## Intervention from the Ministry of Children and Family Development

The *Child, Family and Community Service Act* determines if a child is in need of protection. As such, the *Ministry of Children and Family Development* has the authority to remove a child from parents’ custody at whatever time and location they choose. If a social worker from the Ministry removes a child from the daycare, the staff is obligated to comply. Before the child leaves the daycarel, staff will verify, with a Ministry supervisor, the social worker’s authorization. After this point, the Ministry will advise the family of the child’s removal.

## Legal Custody and Visitation Rights

*Tartine et Chocolat* will assume that all information regarding legal guardianship provided on the registration form is accurate in cases where parents are separated or divorced. This includes any information regarding custody issues. If parents are separated, *Tartine et Chocolat* will follow the custody directives that were provided by the parent who completed the registration form. Unless there is a copy of the official custody agreement or a directive from the courts that says otherwise, the daycare will not limit a parent’s access to their child. If one of the parents is not authorized to see their child, then the visitor policy regarding authorized visitors will be in effect.

If custody decisions have not yet been finalized and there is obvious and disruptive conflict between parents (or among family members), *Tartine et Chocolat* will be unable to include the child in its program. The child may only participate in the program once the parents have submitted a signed document that clearly states each parent’s rights (i.e. authorization to pick up the child, authorization to be updated on child’s progress, etc.).

Parents who are separated must submit a copy of their custody agreement or court order to *Tartine et Chocolat* for the child’s file.

# PAYMENTS (fees and deposits)

## Deposit for place confirmation

A deposit of $450 must be given by the due date indicated by the center to confirm the child's place in the daycare. This amount will be returned to the family at the end of the contract unless a family leaves without giving 2 months’ notice or if the family does not pay any outstanding fees. The daycare reserves the right to keep the $450 deposit to avoid financial loss.

## Deposit for volunteering engagement

Tartine et Chocolat is a non-profit organization, incorporated under BC's Society's Act, and is run by parent volunteers who form a Board of Directors elected at the Annual General Meeting in September. To ensure parent participation, a deposit of $200 is required prior to your child's first month of attendance. Families will be presented with several opportunities to get involved and it is the responsibility of each family to participate a minimum of 30 hours/year. The deposit will be returned to families which meet this minimum requirement at the end of the child’s time at Tartine et Chocolat.

## Daycare fees

The amounts and terms of payment of fees and deposits are stipulated in the document entitled "Agreement between the family and Tartine et Chocolat Daycare", also referred to as "the contract".

Daycare fees are due and payable on the 1st of each month. Parents will be required to provide twelve (12) post-dated cheques for the period of September to August. If a child starts before September, parents will be required to provide additional cheques.

In order to keep your place, fees must be paid in full, without exception, even if the child is absent due to illness, vacations and the closing of the center (one week in December).

If a portion of your child's service fee is paid through the Ministry of Children and Family Development Child Care Subsidy, parents are required to apply for the subsidy and keep it up to date, and understand that they are responsible for the full child care fee if the subsidy is not renewed. Failure to pay the full-service fee may result in the loss of your child care space and termination of your contract.

In cases of NSF cheques (“non-sufficient funds”), a warning will be given to the family. If a second NSF cheque occurs, the family will be required to pay an administrative fee of $30 for the charges incurred by *Tartine et Chocolat*. Furthermore, reasonable payment arrangements must be agreed upon by the family and *Tartine et Chocolat* to ensure this issue does not persist. If this situation continues to occur and a reasonable agreement is not reached, childcare services may cease for this family.

## Late pick-up fees

The daycare centre closes at 5:30 p.m. Monday through Friday and at 4:30 p.m. on the first Wednesday of each month.

As indicated in section *5.4 Children’s departure* of this family guide, in case of lateness the daycare staff will follow the following guidelines:

\* First late pick-up = a letter will be given to the parent/guardian and the parent/guardian will be required to sign a special attendance sheet which will serve as a warning.

\* Second late pick-up = A fee of $1.00 per minute of lateness will be charged and due before the child returns to the program.

\* Third late pick-up = A fee of $1.00 per minute lateness will be charged and due before the child returns to the program and the Board of Directors will be notified and will arrange to contact the family.

## Withdrawing from the Program Mid-Year

The year begins in September and ends at the end of August of the following year (12 months).

If a family wishes to withdraw their child from *Tartine et Chocolat*, they must notify the daycare **in writing at least two months before the date of withdrawal.** If this protocol is not followed, parents will be expected to pay two months’ worth of monthly fees.

If *Tartine et Chocolat* determines that a child or family is unable to integrate into the daycare’s structure and unable to follow the daycare’s rules, the daycare has the right to withdraw the child from the program.

The $450 deposit will be retained if the daycare does not receive 2 months’ notice. On the other hand, this amount will be returned to the family upon departure from the daycare if the family respects the document entitled "Agreement between the family and Tartine et Chocolat Daycare", also called "the contract".

## Government Grant Program

The provincial *Ministry of Children and Family Development* offers grant money to low-income families who qualify for *Tartine et Chocolat*. It is the family’s responsibility to determine its eligibility for a grant and to process the application. For more information or to apply for this grant, go to the ministry’s website at <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

or call the ministry at 1-888-338-6622.

# CONFLICTS AND COMMUNICATION

## End of service agreement

*Tartine et Chocolat* is committed to creating a welcoming and engaging environment for every family. That being said, staff will cease their services if:

* Fees are not paid and there no reasonable arrangement to do so has been made, or
* There is a conflict between staff and the family that cannot be resolved despite following established conflict resolution measures (as outlined below).

If, for any reason, *Tartine et Chocolat* decides to withdraw the family from its program, the daycare will provide at least one month’s notice, in writing. If the daycare does not honour this protocol, it will reimburse the tuition fee for the month.

## Conflict Resolution

We encourage families to discuss with staff any issues or concerns about any aspect of the program. We understand that both families and staff have the child’s best interest at heart but that their educational approach, values, or philosophies might be very different from each other. If there is a prolonged and unresolved problem or misunderstanding, a conflict resolution protocol will be followed. Our hope is to find solutions that are satisfactory to both parties in a calm and respectful manner. As such we will follow these steps:

**Step 1**

A meeting will take place with the parents/guardians and the staff of *Tartine et Chocolat* to identify the conflict, each party’s point of view, and the solutions already attempted. If needed, a member of the Board of Directors will attend to serve as discussion mediator and as a witness. Each person is to respect the confidentiality of the situation.

**Step 2**

Establish an action plan or a solution. A timeline for implementing the plan will also be established, as well as a future meeting date to re-evaluate the situation and the effectiveness of the action plan.

**Step 3**

All parties will meet a second time on the agreed-upon date. The solution/action plan will be assessed and it will be determined if the conflict has been resolved to everyone’s satisfaction.

If the conflict was a complaint about a staff member or the practices used in the daycare, and it was not resolved even after following the established conflict resolution steps, the Board of Directors will pass the matter to the Licensing Board and to the Vancouver Health Authority to determine if daycare codes and procedures were followed and if disciplinary action is appropriate. If the conflict escalates to this level, the family will be required to provide specific evidence to support their complaint. The Board of Directors, in collaboration with the daycare director, will conduct an investigation.

Any language or behaviour that is insulting, aggressive and/or violent toward staff will not be tolerated under any circumstances. If this occurs, the contract between the family and *Tartine et Chocolat* will be terminated immediately.

## Communicating with Staff

We believe that good communication between parents/guardians and *Tartine et Chocolat* is essential to ensure a positive experience for the child.

Families who wish to discuss the program or issues about their child can do so by meeting with the manager.

Educators are not available to meet with parents during daycare hours. Their attention is focused on the needs and safety of the children at all times. Rather than discussing at length with the educator (at the time of drop-off or pick-up, for example), notify them that you would like a meeting. The manger will then contact you to book an appointment.

## Communicating with Families

The communication pocket, the memos on the front door, the emails, the summary of the week as well as a verbal report from the staff on the progress of the child's day are some of the tools used to inform families on the program, the activities and the news of the Tartine et Chocolat daycare.

If you have any questions, comments or suggestions, please do not hesitate to speak to the staff, make an appointment with the manger or contact a member of the Board of Directors.

## Code of conduct

The Tartine et Chocolat daycare and the grounds on which Anne-Hébert School are located are considered "FRIENDLY ZONES". All families, staff and other community members (e.g. students, volunteers, specialist, etc.) collectively agree to communicate and act in a manner that emphasizes mutual respect.

We recognize that each individual may have different needs, concerns and opinions. All persons using the services of Tartine et Chocolat Daycare are expected to seek clear and reasonable ways to address concerns at appropriate times.

Tartine et Chocolat Daycare does not tolerate discrimination, prejudice, harassment, verbal, physical or gestural abuse towards any person.

By this we mean:

VERBAL AGGRESSION: inappropriate language and/or communication methods that make another person feel threatened or out of control.

PHYSICAL ABUSE: any act intended to deliberately inflict physical injury to another person or to oneself.

GESTURAL ABUSE: inappropriate gestures, body language, or invasion of another person's physical space, causing the other person to feel threatened or out of control

DISCRIMINATION: Unfair treatment of a person (or group of people) based on certain characteristics. These characteristics include: race, gender, age, language, physical ability, religion/values/beliefs, nationality, skills, education, etc.

HARASSMENT: a form of discrimination. Harassment is inappropriate behavior toward one or more persons that is deemed, or should be deemed within reason, to be unwelcome, humiliating, intimidating, and harmful to a person's body, feelings, self-esteem, or reputation. This includes gestures, actions or comments that harm a person's dignity or physical or psychological integrity.

Harassment can occur during work hours or outside of work hours, in the workplace or outside of the workplace.

Our employees and families deserve to feel that they belong, and that they are safe at their child care facility. Anything that compromises that is a problem. We want to create an environment where everyone feels not only safe, but welcomed, respected and included.

Harassment **does not require an intent to offend**. Inappropriate behavior, even if it was **a joke, a prank or even a compliment,** can lead to or promote harassment.

We prohibit all forms of harassment, whether directed toward our employees or our families, by parents or vendors, or by our employees toward anyone on our premises.

PROCEDURES: WAYS TO ADDRESS CONCERNS

1. Speak directly with the person(s) involved

2. Contact the Tartine et Chocolat Daycare Manager

3. Contact the Board of Directors of Tartine et Chocolat Daycare

IF SOMEONE DOES NOT FOLLOW THE CODE OF CONDUCT, the following procedure applies:

1. Concerns and inappropriate behaviour will be documented and presented to the daycare manager.

2. The manager will arrange an initial meeting (telephone or in person), if necessary, with the parties involved to gather more information and determine if the code of conduct has been followed.

3. The manager will provide this information in writing to the parties involved so that a decision can be made on how to address the issue.

4. The manager, in consultation with the Board of Directors, has the right to take any of the following actions

* Issue a warning
* Institute a period of probation
* Terminate the contract of a family. This means that in the case where the code of conduct is still not respected after having clarified the expectations with the parent(s) of the child and that it deteriorates the well-being of our employees and/or other families, the Board of Directors may have to terminate the contract without notice. The $450 deposit will then be retained by the daycare. The $200 volunteer deposit will be refunded on a pro-rata basis for the volunteer hours provided in the current year.

# Program Evaluation

Your comments about the program are very important. Families will have the opportunity to formally share their opinions and/or suggestions on the annual evaluation form.

The information collected will help develop policies and procedures that will continue to improve the program. This information will allow *Tartine et Chocolat* to offer a program that is better able to meet the needs of families in the Francophone community.

We look forward to working with you and engaging with your children.