



# PARENT / CENTRE

## SERVICE CONTRACT

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## INTRODUCTION

This document was created with the goal of providing important information concerning the different programs offered. We hope it will be able to answer all of your questions and we encourage you to contact us if needed.

This document also acts as a contract between the centre and the family. In the case where the rules contained within are not respected, this contract may be broken.

## PARENTS' RESPONSIBILITIES

Each parent is responsible for reading:

- The service contract;
- Mandatory forms to fill out to complete the file;
- The centre's annual calendar which indicates closures;
- The use of the parental communication application where all documents relating to the child and the internal rules are available;
- All communications sent by the FPFA or by the coordinator of the centre your child frequents and to answer them when expected.

\*The parent filling out the forms is expected to share the information and rules with the child's other parent.

Every parent is responsible for informing the centre when:

- Their child is absent;
- Someone other than the contacts on file picks up the child;
- There are changes relating to their child's health;
- There are changes concerning their child's file (address, allergies, phone number, emergency contact, etc)
- They will be late picking up their child after opening hours (late fees will be charged)

The FPFA and the learning environment expect that all persons who frequent their installations – including parents, tutors, and visitors – behave themselves with respect, courtesy, and politeness.

All inappropriate behaviour is strictly forbidden, notably:

- Aggressive or intimidating gestures;
- Inappropriate tones of voice such as yelling, speaking with an accusatory or condescending tone;
- Aggressive, menacing, obscene or disrespectful communications, whether in person, on the phone or in writing (email, text, etc.)

The safety, dignity, and well-being of the children, the staff, and the families are an absolute priority. All infractions to this rule will entail immediate measures to be taken, up to a definitive expulsion from the learning environment.

Further, you must be aware that as a parent, you do not have the authority to perform interventions with the children of the centre that are not your own. If your child has a problem with another child, you must speak with the centre staff to resolve the situation. Depending on the situation, sanctions going up to expulsion could be applied.

## MISSION AND VISION

All services are managed by the Fédération des parents francophones de l'Alberta (FPFA) in collaboration with the centre's parents' society. The main objective is to allow each child to evolve as a distinct person and to develop in a francophone environment.

Learning happens through play, based on the needs and interests of the children. Our vision of the child's pedagogy is based on: "the image of the child: a powerful learner and a citizen". The centre proposes group activities, workshops, free play, and collaborations with other partners to favour creativity and exploration.

The program is inclusive and responds to the needs of all the children, including those with special needs. The child must feel accepted, at ease and respected. It is our wish that each child may develop their self-confidence, acquire the autonomy they need and find within themselves the answers to the difficulties they encounter.

The centre believes:

- That the children can learn to communicate in the French language and be supported in their growth and the emotional, social, creative, cognitive and physical growth in an environment that favours active learning, autonomy, freedom, and the senses of responsibility and order.
- That the children's development happens in tight collaboration with parents and educational personnel. The centre favours learning and the global development of children in a multicultural and inclusive environment.
- That parents are the primary educators of their child. They have the responsibility of working in collaboration with the learning environment's staff for the well-being of their child.

By being part of the FPFA management support service, the program aims to offer a quality service to francophone families in Alberta.

## PEDAGOGICAL FRAMEWORK

The educational program followed in our centre is that of Alberta “*Flight: Alberta’s early learning and care framework*”

An adequate environment consists of an essential element for the well-being of the child. This favours autonomy and the sense of initiative all while significantly diminishing interventions. It must be welcoming, clean, safe, well ventilated, at a comfortable temperature, calm (modest amount of noise), well lit (natural light contributing to the development of the child’s biological clock) and clear. Further, the location must be functional and adapted to the age of each child, organised in a way to create a familial, convivial, stimulating and welcoming atmosphere which facilitates routines and transitions.

### THE NATURAL ENVIRONMENT

Nature is considered a primary area of discovery and primary learning tool. We offer a natural environment that includes plants and flowers while maximising natural luminosity and offering different sources of light in order to create a welcoming and peaceful ambiance.

The interior environment is a continuity of the exterior environment which seeks to be engaging and reactive and where exploration and play are encouraged and planned in a well thought-out manner according to an educational intention (holistic objects, dispositions for learning). It is constructed intentionally in order to offer fun play opportunities since we may find diverse natural, free, and polyvalent materials so that children may feel at home.

### PROCESS OF PLANNING ACTIVITIES

In terms of pedagogy, we encourage the children’s learning experiences by ensuring flexible routines while offering open, engaging and reactive environments where exploration and play are encouraged through proposed activities that are based on a predetermined educational intention.

The environment is composed of different learning zones with a goal of provoking and eliciting the interest of children in order to respond to their needs. It is adapted throughout the course of the children’s evolution and reflects the different cultures and family heritage of our francophone community, the languages and histories of the group.

We propose activities in different formats to optimise learning such as activities in small or large groups, collaboration with other peers or workshops and free play. We recognize the importance of offering long periods of uninterrupted activity to favour creativity, intellectual curiosity and to allow the children to surpass their own limits.

Our activity planning process is based on our observations of the needs and interests of the children.

The use of electronic screens or any other screen is not authorised, unless it is planned as part of an educational activity.

## PHYSICAL AND OUTDOOR ACTIVITIES

Physical activity is an integral part of the child's needs. In this sense, we offer play periods outside each day, as weather permits.

*(Please refer to the exterior temperature policy below)*

During gentler seasons, we prioritise outdoor activities as much as possible.

The outside environment is a continuance of the program, therefore, proposed activities such as free play periods are offered and are appropriate for the age group. The programming sheet encourages staff to plan significant physical activities.

We value outdoor activities such as spending time outside, making a garden and inventing imaginary worlds in nature through play. In Alberta, we may seize opportunities to discover the unique traits of each season and the changes in temperature and the light of day at different times. Valuing environmental durability is acquired through the transmission of a respect for nature and living beings, based on learning, observation, intervention and environmental concern, on land, in water, and in the air.

## CHILD DEVELOPMENT SCREENING TOOL

Twice per year, the centre educators use a developmental observation grid in order to identify the strengths and challenges of the child. These grids are based on the age of the children and essentially aim to provide a structured observation tool to give early childhood educators guidance to better orient intervention strategies that favour the development of the child. During planning, educators take into consideration the challenges of each child to put in place workshops that are adapted to their needs.

Furthermore, twice per year, families are encouraged to participate in the ASQ fair (Ages and Stages Questionnaire) offered by the Institut Guy-Lacombe de la famille (IGLF). The IGLF will share the results with the parents in order to support the child in fully developing their abilities.

Children in the preschool program will also participate in the EPE questionnaire offered by the Conseil scolaire Centre-Nord.

This allows the CSCN and families:

- Better preparation for children who will soon be going to school;
- A better follow-up on the transition from home to school.

For more information, please consult the resources of the [CSCN](#).

## PARENTAL ENGAGEMENT

Since the parent is the primary educator of their child, their engagement and involvement form an integral part of our values and educational vision.

Parents who desire it are always welcome in class to accompany or lead activities. Certain activities that require parental participation are organised through the year. (Ex. Outings, special activities, celebrations, performances, featured parent, culinary activity, etc.)

We also believe that parental engagement goes beyond participation in class and our mission is to ensure that our families always feel included in our programming.

In order to offer parents opportunities to deepen their knowledge, information workshops are offered several times per year. The various workshops will be shared throughout the year on the [FPFA](#) website.

Opportunities for parental engagement will be offered by the centre throughout the year (such as joining the board of directors)

## COMMUNICATIONS TO FAMILIES

The FPFA's Horizon department sends several times a year an informative newsletter to families. We invite you to review it, as it is full of advisories and important information, pedagogical resources and others. To know who is on the FPFA team and their contact information, [please click here](#).

If you are currently registered to the centre but are not receiving the newsletter, you can register for it here: <https://fpfa.ab.ca/infolettre/>

## POLICE INFORMATION CHECK

Parents participating in outings or with direct volunteer responsibilities with the group of children must provide a "volunteer" type police information check with vulnerable sector verification.

This document may be obtained from a municipal police service or from the RCMP.

Fees related to the request are the responsibility of the family. The FPFA may provide a letter confirming your volunteer role in order to reduce incurred fees. The law stipulates that the police information check must be renewed every three years.

## GENERAL RULES

### ADMISSIBILITY

Any child with at least one parent whose first language is French is admissible.

Any child is admissible provided at least one of the following criteria applies:

- The first language learned and still understood by the parent is French and/or;
- The parent received their elementary level instruction in French and/or;
- A brother or sister attends a francophone school;

- For out-of-school programs: The child must be registered in the program at the school they attend. (We will not accept children coming from another school)

## THE FRENCH LANGUAGE

The transmission of francophone culture from one generation to another is an important process for the maintenance and growth of the Albertan francophone community.

The francophone parent, just as the anglophone parent, is a model for the child.

Language is an indispensable tool for ensuring the transmission of francophone culture and heritage.

We wish to help the children to acquire and improve their French language competency in order to fully integrate the francophone school, their community, and society. From this fact, at the centre, exchanges and interactions occur strictly in French.

Finally, the engagement and perseverance of all demonstrate our pride and sense of belonging to the francophone community.

## SCHEDULE AND CLOSURE

To know the schedule for each of the services (opening hours, operational months, summer service), please refer to the information on the website :

Our daycares : <https://cepp.info/en/our-services/daycares/>

Our out-of-school programs : <https://cepp.info/en/our-services/out-of-school/>

Our service contract is renewed automatically on an annual basis, except when a written notice is provided by the family indicating their intention to end the service (see the stipulations below).

As such, whether your child is registered in a preschool, daycare, or out-of-school program, it is your responsibility to inform us in writing if you wish to terminate your contract.

Please also note that for our out-of-school service, we do not accept families from a school other than the school where the service is offered.

**Example:** If your child is registered in the school's out-of-school program and you are moving in July, which will remove the need for the service in September, it is necessary to inform the FPFA in writing, by email, in order to terminate the contract. If this is not done, the contract will be renewed automatically as of September.

### Please note that:

- The out-of-school program offers its services during PD days in accordance with the centre's calendar;
- One Friday per month, daycares close at 4pm so that the staff may hold their monthly meeting;
- The centre reserves the right to close its services for professional development days;



- Parents may refer to the annual calendar to know the details of days where the centre is closed. *\*Please refer to the section on fees for invoicing*
- The calendar is always available on the centre website:  
Our daycares : <https://cepp.info/en/our-services/daycares/>  
Our out-of-school programs : <https://cepp.info/en/our-services/out-of-school/>

## TRANSPORTATION AND ACCESS TO SERVICES

Parents are responsible for the transportation of their children.

Parents are held responsible for bringing their child to the classroom. For security reasons, persons with permission to bring or pick up a child must register their arrival and departure hours in the digital system.

The educator never lets a child leave the centre with a person who is not in their file's emergency contacts, no exceptions.

The parent must advise the educator in writing each time that a new person comes to pick up their child. This information is noted in the registration file. (The person's full name must be provided.) Authorised persons must provide proof of identification if the educator asks for it.

*\*Authorized persons or emergency contacts must mandatorily be adults, and therefore must be 18 or more years of age.*

### Procedure in case of emergency for child pick-up

In an emergency situation necessitating the immediate retrieval of the child (ex.: medical emergency, unexpected centre closure, dangerous situation, forgetting to pick up a child for more than 30 minutes after the centre's closure without notice, etc.), the centre will first contact the parents or legal guardians on file. If these cannot be reached within a reasonable amount of time, the emergency contacts on file will be called.

In the eventuality when neither parent nor emergency contact is available or responds to calls, the centre will be obligated to communicate with police services. These will send a police officer and a representative of Children's Services to come pick up the child and ensure their safety. This measure will only be taken as a last resort to protect the child.

## GUARDIANSHIP

The centre does not have the right to refuse to release a child with one of their parents, unless a legal document emitted by the Court is provided to the FPFA. This document will be added to the child's file and the centre's staff will immediately be advised.

In the case where a parent who does not have guardianship attempts to take the child, appropriate measures will be taken to ensure their security and that of all present. The child will not be released with the parent and police services will be contacted.

## PERSONAL ITEMS TO PROVIDE

### **Each preschool child must have the following items:**

- A bag containing a change of clothes identified with their name;
- A pair of indoor shoes (non-marking and appropriate for use in the gymnasium);
- A clearly identified water bottle that may remain at the centre all year long;
- A sheet and a blanket for the afternoon rest;
- A clearly identified lunchbox containing the necessary meals according to the child's program.

### **Each child in the after-school program must have the following items:**

- A bag containing a change of clothes identified with the child's name;
- A pair of indoor shoes (non-marking and also suitable for the gym);
- An identified water bottle that can be left at the center all year round;
- An identified lunch box containing the meals required for the child's program.

## DRESS CODE

### **For all children, it is important to ensure that they wear:**

- Shoes that are safe and closed (slippers are not permitted);
- Sandals that are safe to use, in which the feet are stable and in which the child can run;
- Clothing without messages or representations of messages with disrespectful intent (racist, sexist, violent, vulgar, or encouraging consumption).
- Scarves are not permitted outside for security reasons (neck tubes are recommended)

Flip flops will not be accepted.

It is important to dress your child well according to the season and the temperature.  
We go outside every day, even during inclement weather (rain, snow, wind...)

- **For after-school care:**  
We follow the school's dress code.  
<https://et.centrenord.ab.ca/ecole/code-de-vie>

## NUTRITION AND REST

### MEALS AND SNACKS

Parents provide a lunch box with healthy food items, but children retain the opportunity to choose the items and the quantity they want to eat, among what is offered.

Parents are responsible for letting the educator know if their child has a special diet, an allergy, or a dietary restriction so that necessary measures may be taken.

According to the service attended, parents must provide one or more meals/snacks for the day. Please consult the website corresponding to the service attended to see what is provided by the centre and what must be provided by the family.

**Meal schedule:**

Morning snack: around 9am

Afternoon snack: around 3pm

Lunch: around 11:30am

In order to ensure safety during meals, the children must be seated and calm.

\*Dangerous foods such as : popcorn, sausages, raisins, chips, chewing gum, hard candy are not authorised for children 0 to 3 years.

The centre is a location without nuts or peanuts.

It is possible to bring birthday cakes and dishes prepared during special events, on condition that the list of ingredients is provided.

For meal/snack ideas, you may consult the following resource: [ABC de la boîte à diner](#)

**REST AND NAPS (preschool services only)**

A nap is part of the daily routine of children 0 to 5 years old. In order to respect the child's natural rhythm and their needs, if the child falls asleep during the rest period, the staff will let the child sleep.

This moment of rest allows the childrens' brains to transfer new information learned to the region of the brain responsible for long term memory. It is proven that children who take a nap after a new learning activity retain new knowledge more easily. The nap also has positive effects on the child's mood. It diminishes the frequency of tantrums, anxiety and hyperactivity. Finally, naps are beneficial for health in general by reducing infections. In fact, the growth hormone is secreted during certain phases of sleep. This increases immune system activity, among other things.

Children who do not fall asleep will have a rest period of at least 30 minutes. Following this rest period, the child will have access to various quiet games that respond to the child's interests until the end of the nap period.

**Nap schedule:**

The nap normally begins around 1pm and ends around 2:30pm, according to the sleep needs of the children.

The child will wake up at their own pace, progressively, and have access to various quiet games until the end of the nap period.

**Cleanup:**

The blanket and sheet will be returned home every Friday to be washed and must be brought back on Monday.

## REGISTRATION AND FINANCIAL RULES

### REGISTRATION

A child's registration is confirmed once the registration file is complete (fees, required documents filled out and provided).

### BILLING

Generally, families receive their invoice ten days before withdrawal. It is their responsibility to consult the invoice and contact the person responsible for registration if an error appears in order to correct it before the monthly withdrawal.

### FEES

For details on:

- The security deposit and others,
- Registration/file opening fees;
- The invoicing and payment process;

Consult the fees table for the program your child is registered in.

Our daycares : <https://cepp.info/en/our-services/daycares/>

Our out-of-school programs : <https://cepp.info/en/our-services/out-of-school/>

### Security Deposit

A security deposit (preschool and school) will be required as of the child's registration. This deposit will be payable by credit card (no transaction fee will be added by the centre).

The deposit is not reimbursable if you cancel before beginning to attend.

Once your child begins attending the centre, 30 days' written notice to the FPFA is required to withdraw your child in order to obtain reimbursement of the deposit.

If the account is not up to date as of the family's departure, the deposit is not reimbursed. The family must still pay the sum remaining on the account.

*\*This deposit is reimbursed either as an Interac transfer or deducted from the child's final invoice based on how the internal computer system is operated.*

### Method of payment

The accepted method for payment for monthly fees is automatic withdrawal.  
(Neither cheques nor cash will be accepted)

For all registrations, the submission of banking information to set up automatic withdrawals is mandatory. If you choose to pay your monthly fees by credit card, you may configure this option via our digital system.

Please note that transaction fees will be applied to payments made by credit card. Automatic withdrawal remains an option without additional fees.

For all questions or additional information concerning invoicing or payments, please contact the FPFA at 780-468-6934 or at [commis@fpfa.ab.ca](mailto:commis@fpfa.ab.ca).

## SUBSIDIES

Subsidies are offered by the Government of Alberta to families who fulfill admission requirements and whose children attend out-of-school programs.

Parents may verify their eligibility and submit a request by consulting the government's website: <https://www.alberta.ca/child-care-subsidy.aspx>

### How it works

Once you receive notification of registration for your child, you may submit the request to the government. You must indicate the program's full name and program number (consult the fees section on your centre's website to find this information).

Once you receive your subsidy approval, you must submit a copy to the person responsible for registrations at [commis@fpfa.ab.ca](mailto:commis@fpfa.ab.ca) so that they may apply the subsidy to your monthly fees.

## TAX RECEIPT

Each year, before the end of the month of February, the FPFA will ensure that the families' tax receipts are ready.

It is the responsibility of the family to **download the tax receipt via the parent application.**

## WITHDRAWAL REFUSED / LATE PAYMENT

### In the case of an unsuccessful withdrawal

The person responsible for invoicing will contact the parent to advise them. A 45\$ penalty will be added to the family's account and must be paid by the given deadline.

### In case of a late payment

The person responsible for invoicing will contact the parent to advise them. A 45\$ penalty will be added to the family's account and must be paid by the given deadline.

If the payment has not been received by the given deadline, access to the service will be refused until payment is received for the current month.

In the case of a second consecutive unsuccessful withdrawal or late payment, the family will be withdrawn from the centre and must balance the remainder of their account.

In case of refusal of payment, the file will be sent to a collections agency.

## LATE ARRIVAL OF THE PARENT PAST OPENING HOURS

When the parent is late to pick up their children after the centre's closing time, fees of 1\$ a minute per child will be charged. The centre coordinator will advise the FPFA.

The FPFA will add the late fees on the invoice for the following month.

## ON-DEMAND SERVICE FOR PD DAYS

Each month, families will receive an email from the centre coordinator asking them to confirm whether they are participating in the proposed PD days.

They must inform the centre coordinator of their expected attendance, so that they may make a plan for the day.

Additional fees for participation in PD days will be billed as they are used and must be paid on the following month's bill.

## CHILD ABSENCES AND CENTRE CLOSURES

During vacations, sick days or other absence of the child, no discount is offered. The parent must pay the totality of monthly fees.

Further, when the centre is closed, closure days are not credited, unless advised otherwise.

## TERMINATION OF THE SERVICE CONTRACT BY THE FAMILY

For all of our programs, our service contracts are renewed automatically on an annual basis, except in the case of receiving a written notice by the family indicating their intention to end service.

The parent must provide 30 days' **written notice to the FPFA** to withdraw their child from the centre. Without this notice, the centre reserves the right to deposit the fees for the month following the child's withdrawal, and the security deposit is not reimbursed.

It is important to note that the government disburses the subsidy based on the number of hours the child attends the centre each month. Therefore, if the child does not attend the program, the full fees without subsidy will be applied.

\*Verbal notice to the centre coordinator is not valid.

For example: A parent who announces in writing on May 12th that they are withdrawing their child at the end of the month will be billed for the months of May and June.

### Specifics for the out-of-school program:

Please note that our out-of-school programs are not associated with the schools. Therefore, if you inform the school of your child's withdrawal, it is equally necessary to inform us in

writing, as indicated previously, to withdraw your child from our services. The school will not transmit this information to the centre or to the FPFA.

**\*\*Please note that it is essential to inform us as early as possible if you wish to not register your child for the following school year, especially during the summer period. This allows us to offer the available places to families on the waiting list, well before back-to-school. Please do not wait until the last minute to communicate your decision to us.**

## **TERMINATION OF THE SERVICE CONTRACT BY THE CENTRE**

Several situations may cause the centre to be unable to fulfill the child's or the family's needs. In this case, the centre reserves the right to end the service contract between both parties.

Reasons that may lead to ending the service contract (including but not limited to the following):

- Childcare fees are unpaid in spite of a written warning;
- The centre's rules of operation are not respected in spite of several discussions;
- No collaboration with the application of the support plan established to respond to the child's particular needs;
- The centre's resources decidedly cannot fulfill the particular needs of the child (training, installations, support);
- The centre staff deem themselves unequipped to adequately respond to the needs of the child;
- Verbal, physical, or other types of abuse towards centre staff or a member of the FPFA.

In all situations, analysis of the file and the decision making process will be taken by the parents' society. In the case where the centre would terminate the agreement, a meeting with the parents will take place and a minimum of two weeks' notice will be remitted.

In the case where the centre deems that the health or safety of the children or the personnel are in danger, the centre may terminate the service agreement without notice.

## **POLICIES AND PROCEDURES**

The centre's various policies are available for consultation via the following link:

<https://horizonfpfa.ca/politiques/>

## **CONFIDENTIALITY**

The children and employees are protected by the Freedom of Information and Protection of Privacy Act. By consequence, divulging personal information outside the centre is forbidden.

All parents present in class or at the service's activities must abide by this law.

## **SOCIAL MEDIA**

Employees and parents may not use photos taken at the centre in which people other than their own child appear on social media.

## **ADHERING TO THE SERVICE CONTRACT**

Adhering to this contract will be done by completing and signing the documents to fill out in the digital system during your child's registration.