

User Guide for CHILDCARE SERVICES



THE VALCARTIER FAMILY CENTRE

The Valcartier Family Centre (VFC), founded in 1991, is a specialized non-profit organization dedicated to improving the quality of life of military families in Eastern Quebec. At the Centre, one can find expertise and programs related to the reality of military life. Our services are first and foremost for the military community, but are also available for civilian clientele.

The VFC is directed by a board of directors that is made up of elected members of the military family community.

The VFC has two points of service: one in Sainte-Foy and one in Valcartier. The VFC also has many collaborators in the immediate area as well as in the Mauricie and the lower St. Lawrence regions.

The VFC is part of a network of 43 centres across Canada, the United States and Europe. Each centre offers the same basic services as well as specific local services, which are often dictated by the operational nature of the base, or the element it supports: land, sea or air.



MISSION

The VFC is a non-profit organization, governed by military families, that welcomes and accompanies individuals and their families, while recognizing their unique experience, from the moment they join the military community and during various transitions in their lives.

VISION

The VFC is an organization recognized by the military and civilian communities for its warm welcome, its expertise, and its innovative services focused on the needs of military families. The VFC contributes to the well-being of the military community thanks to a caring, passionate team, as well as a network of active and involved partners.

OUR CHILDHOOD SERVICES GOALS

The VFC believes in the importance of giving kids from families in the military community the chance to socialize and to learn while participating in activities that are adapted to their age and development. With that goal in mind, we offer kids and parents a program that contains a selection of activities relevant to their needs and interests.

We encourage them to discover and take advantage of the different services that we offer so they can spend time with other children and learn by playing, take advantage of the stimulating and enriching environment. Our services have the following goals:

- Encourage the child's social integration.
- Allow the child to learn and grow in a safe environment.
- Develop the child's creativity and imagination.
- Offer activities adapted to different age groups.
- Foster the child's cognitive and social development.
- Build self-esteem.
- Offer parents support.
- Encourage empowerment.
- Support families through the different stages of their lives.
- Offer an opportunity to interact with the community.
- Offer occasional and emergency childcare.
- Offer parents a chance to relax.



SERVICES AVAILABLE

CHILDCARE SERVICES

Occasional

Emergency

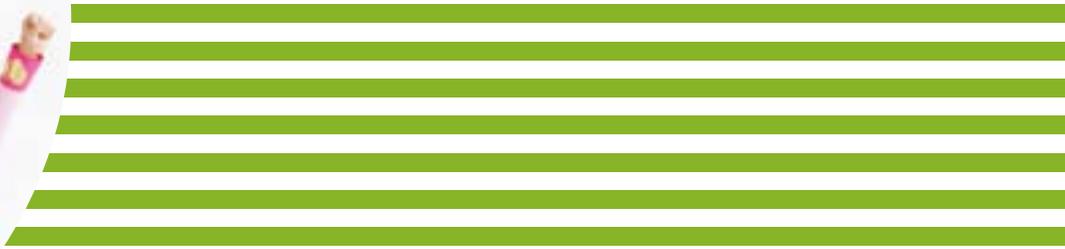
Respite

ENCOURAGE EMPOWERMENT

- Educational activities allowing children to socialize (Jardin des petits)
- Second language workshops
- Prenatal courses
- Baby massage courses
- Parent-child play and social group
- Playroom adapted for parents and children
- List of available childcare resources
- Activities for grandparents
- Welcome Home Baby program (at home visit for parents-to-be)
- Library for parents (Documentation centre)
- Information and guidance for parents

For more information about these activities, contact the VFC at 418 844-6060.





OCCASIONAL CHILDCARE SERVICES

DAY NURSERY

(0 TO 24 MONTHS)

The “Pouponnerie” is an occasional and emergency daycare that is offered in priority to families in the military community. It welcomes children from 0 to 2 years old and is located at “Maison Sésame”. Groups hold a maximum of 5 children each. This service is also offered to the civilian community.

DROP-IN DAYCARE

(2 TO 5 YEARS OLD)

The drop-in daycare, which is located at the “Maison Sésame”, is an occasional daycare offered in priority to families in the military community. Aware of the fact that finding a daycare can be difficult, and the circumstances surrounding the reality of military life, the VFC put this service in place to answer to the temporary needs of families. The drop-in daycare welcomes children between the ages of 2 and 5. The children grow and learn in groups made up of kids of different ages. These groups hold a maximum of 8 children. This service is also offered to the civilian community.



To reserve, you can call 418-844-5000 ext. 3581 or email maisonsesame@crfmv.com.

EMERGENCY CHILDCARE

The emergency childcare service was created to help families receive childcare in case of an unforeseen event caused by military duty. This service is provided by the VFC to the whole military community. Since childcare is primarily a parental responsibility, the preventive component of this service encourages Canadian Forces (CF) members to have an Emergency Childcare Plan (ECP). This plan is kept at the unit in case it needs to be used. If this plan fails or if there are delays in its application, the emergency childcare services can be accessed. We can also help families put their ECP in place. This service should be considered as a last resort and regarded as a safety net. This service is available 24 hours a day, 7 days a week for children between the ages of 0 and 17.

**Evening and weekend emergencies :
418 844-5224**



RESPITE CHILDCARE SERVICE

The VFC is authorized to finance respite childcare to ensure the health and well-being of the family when one of its members is away for operational reasons. Respite childcare may also be offered to support families with an injured or seriously ill member or to help families in a state of bereavement. These periods may be used continually or laid out over a several weeks depending on the need (day, evening, night, weekend). A minimum of three hours of service must be respected. Certain criteria are required for this service. To apply for respite childcare services, an appointment must be made with a counsellor from the VFC in order to evaluate the situation and needs. This service is available for kids between the ages of 0 and 17.



HOW WE OPERATE

RULES AND REGULATIONS

Keeping in mind the Family Centre's primary mission and the educational goals of the Early Childhood Service, it is important for you know that we welcome all children with their strengths and limitations. The educators have chosen to work with kids and do not expect your child to always be on his or her best behavior-- if so, they would have chosen another kind of client!

In this context, we will keep you in the know when it comes to your elements specific to your child (difficulties and progress) to give you a significant portrait of his or her growth. We will not spend too much time discussing all the little conflicts between your child and his peers since these relationships are part of everyday life for a growing child who is learning to live in contact with other people. The behavior management techniques that we use are aimed to encourage good behaviours instead of punishing the bad ones.

However, we do have certain guidelines that help us intervene regularly, such as: respect, a zero tolerance policy for any aggressive behaviour, respect of general hygiene rules participation in group activities and parent-educator communication.

The daycare educators, as part of their role, must see that these rules are respected. Therefore, to ensure the proper functioning of the group, they sometimes need to appropriately intervene in different ways depending the child's age. To ensure transparency, the parents will always be informed of any intervention on the part of an educator concerning their child.

With the parents' help, we can also establish an appropriate intervention plan for the child if it becomes necessary.

If the behaviour problems persist even after an intervention plan has been established, the VFC reserves the right to remove a child from its daycare services to ensure the safety and well-being of all the children of the group.

NUTRITION

Within the framework of our services, we promote healthy eating. With this in mind, we encourage parents to bring healthy meals and snacks. For infants, parents are asked to provide us with formula and baby food. Also, the parents must inform us of any particular attention that should be given to their child, such as of allergies or any other special consideration. Since some children might be allergic to nuts, we are particularly vigilant on this point. **It is strictly forbidden to bring nuts, granola bars, peanut butter sandwiches or any other food that may contain nuts, including homemade products if we are unaware of their contents** The educator has the authority to confiscate any such food item. Also, the following foods are not permitted: chocolates, candies, chips and soda.



HEALTH

If your child has symptoms such as fever, vomiting, diarrhea, greenish yellow secretions or persistent cough and their state of health is such that he or she cannot fully participate in activities, we ask you to keep him or her at home. The daycare staff is not authorized to administer medication, unless under exceptional circumstances, for example, administration of the EpiPen injection in case of an allergic reaction and the use of inhalers in the case of asthma. If your child needs one of these treatments, you must inform the educators. They can also administer a medication that is prescribed with a written authorisation by a parent and a proof of a medical prescription.

If your child gets sick while he or she is participating in our activities and presents symptoms like

fever, repeated vomiting, or diarrhea, the educator will communicate with one of the parents to ask them to come and get the child. Also, to prevent the virus from spreading, **we ask that you keep your child at home 48 hours after vomiting or having diarrhea**. If your child is on antibiotics, **we ask you to keep him at home for a period of 24 hours after the first dose was administrated**. This will help us ensure that your child is sufficiently recovered, at which time he or she is able to return to our services.

CLOTHING AND ACCESSORIES

We ask parents of babies and toddlers to **provide diapers, wipes, diaper rash cream** and other items they currently use for their child. They must also pack **spare clothes (pants, underwear, shirt, socks, etc.)**. It is essential that children wear seasonally appropriate clothes (**hat, snow pants, mittens, boots, etc.**) in order to participate fully in the activities offered both inside and outside. It is also important to clearly label all of your child's personal belongings as we are not responsible for loss or theft.

Children must wear shoes with a rigid sole at all times in case we need to evacuate the building. It is also recommended to apply sun block to your child before they get to daycare. In addition, we recommend that you bring a water bottle for really hot days. Parents of children with severe allergies who have an EpiPen, must bring it to daycare every time their child attends. Parents may also bring a small blanket and or a small stuffed animal for naptime to reassure children who are more anxious.

To prevent any conflict or loss, we ask parents to **not let children bring toys or games from home to daycare or to groups**. These might not be suitable for all kids, or might create conflict when it comes to sharing with the other children. We offer a wide range of toys that are available to them.



STAFF

Our primary objective is to provide care and quality services to all children entrusted to us as part of our childcare services. As a member of the «Association des haltes-garderies communautaires du Québec» and in order to offer a safe environment for your child, all educators have completed the «Je grandis en halte-garderie» training and are subject to a criminal record check. In addition, we ensure that staff members have up-to-date training in first aid and are regularly invited to participate in workshops or training to improve their knowledge of current trends and practices in the field of early childhood. Childcare services are exclusively offered by regular and paid VFC staff by the VFC. Even though our services are not subject to the rules of accredited daycares, we still respect the children-educator ratio as established by the Ministry of Education to ensure quality services :

- 1 educator per 5 infants (0-24 months old)
- 1 educator per 8 children (2-5 years old)

REGISTRATION

When registering for childcare, parents are invited to fill out an information form about their families. Afterward, they must keep it updated by informing the staff of all changes. These documents give us precise information about the children that are entrusted to us and also for statistics purposes.

PEOPLE AUTHORIZED TO PICK UP YOUR CHILD

Upon registration or reservation of child care services, you must inform the people in charge who has the right to pick up your child. In the event that a person other than those already identified during registration must pick up your child, you or your spouse must notify the educator or the coordinator in writing or by telephone. The person will have to present a proof of identification and sign a register to that effect.



SECURITY AND CONFIDENTIALITY

The VFC cares deeply about the security and well-being of the children entrusted to our care. In addition, we care about protecting the privacy of families who attend emergency childcare or respite childcare. This is why the doors lock as soon as the children are inside. That is also why you and your partner must remain outside the daycare area and wait for a staff member to come and greet your child before leaving him or her on the premises.

PAYMENT

The VFC does its very best to offer the families of its community quality services at affordable prices. Occasional childcare services are not included in the funding from the Military Family Services Program, therefore the CFV doesn't receive funding for these services. All your fees are used to cover the staff's salaries, educational materials and toys.

On the other hand, some of our activities are financed, which is why they are free. In this category we have: daycare for volunteers while they are giving their time to the Centre, emergency and respite childcare including for those who are helping the families of injured, seriously ill or deceased members of the Canadian Forces.

Because the drop-in daycare is not able to make charge accounts, we ask you to make the payment at the end of the day when you come and get your child. Only children who attend more than threetimes a week will be charged at the end of the week. In this case, parents must pay the fees on the last day of attendance of their child for the current week.

Example :

- If your child attends daycare Monday through Thursday, fees must be paid on Thursday.

The payment may be paid in cash, by debit or by cheque payable to "Centre de la Famille Valcartier".

The VFC issues receipts for income tax purposes. A claim may be submitted to the government for an anticipated reimbursement for childcare expenses.

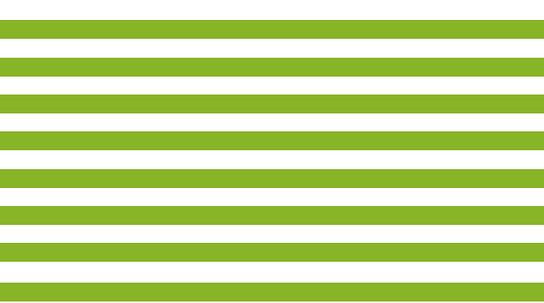
CANCELLATION

If your child cannot attend daycare, we ask that you inform us as quickly as possible. Since we often have a waiting list, this would allow us to offer childcare services to other families who need them. To make a service cancellation, we invite you to contact us at this number: 418 844-5000 ext. 3581 or by email at maisonsesame@crfmv.com and leave us a voicemail. If you do not notify us, fees will be charged according to the impact of the child's absence.

PROCEDURE IN CASE OF BAD WEATHER

In case of a winter storm, the Centre's activities are normally cancelled, but we ask that you call the VFC at 418 844-6060 to be sure. Also, closure information will be announced on local radio stations.





BUSINESS HOURS AND COST FOR OCCASIONAL CHILDCARE SERVICES

NURSERY

An occasional and emergency daycare that welcomes children from 0 to 24 months old.

Monday to Friday
8 am to 12 pm and/or 12 pm to 4 pm
\$15 per period
Maximum \$30 / day

DROP-IN DAYCARE

An occasional childcare for families of the military and civilian community, which welcomes preschool-aged children (between 2 and 5 years old).

Monday to Friday
7 am to 5 pm
\$4,50 per hour
Maximum \$30 / day

EVENING CHILDCARE SERVICE

An occasional childcare for those members of the Sports Recreation Plan (SRP) and of the remaining members of the military community. Welcomes children aged between 0 and 5 years old

Tuesdays, Wednesdays and Thursdays.
6 pm to 9 pm
\$4 / hour (SRP)
\$4 / hour (non SRP)





USEFUL REFERENCES

The Family Ministry : www.mfa.gouv.qc.ca

When looking for a daycare : www.magarderie.com; www.laplace0-5.com

Anticipated reimbursement : www.revenuquebec.ca





VALCARTIER FAMILY CENTRE

FOR INFORMATION AND RESERVATION

- By email : maisonsesame@crfmv.com
- By phone from 8:30 am to 4:30 pm : 418 844-5000 ext. 3581 or toll free 1 877 844-6060
- Out of business hours (**Emergency only**) : 418 844-5224

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