



**SOCIÉTÉ DES PARENTS POUR L'ÉDUCATION
FRANCOPHONE DE CANMORE**

Parents' Handbook

**PRESCHOOL DAYCARE AND
BEFORE/AFTER SCHOOL "ENVOL" SERVICES**

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Welcome Message

Welcome to the Preschool Daycare and L'Envol After-School Program of SPEF Canmore. We are pleased to welcome you to our francophone community and look forward to meeting your child and working with you.

This handbook is intended to inform parents of the centre's various procedures, rules, and expectations. We ask that you take the time to familiarize yourself with its contents. To keep this handbook concise, additional details are available on our website at www.spefcanmore.com under **Policies**.

If you have any questions, please do not hesitate to contact the Director at 403-678-0082 or by email at adm@spefcanmore.com.

Centre Vision

The primary objective of the centre is to allow each child to exist as a unique individual within a francophone environment. Learning takes place through play and is based on the children's needs and interests.

Our educational vision is grounded in the concept of *“the image of the child as a mighty learner and citizen.”* The centre offers group activities, collaborative experiences, workshops, and free-play periods to encourage creativity.

The program is inclusive and designed to meet the needs of all children, including those with special needs.

Who Does What?

The Société des parents pour l'éducation francophone (SPEF) de Canmore is a non-profit organization that manages the Canmore Preschool and After-School Experience Centre (CEPPC).

The FrancoSud School Division is the school authority with which SPEF Canmore has chosen to partner for certain services.

SPEF Canmore is governed by a Board of Directors composed of volunteer parents.

The CEPPC refers to the physical centre.

The FrancoSud School Division supports francization-related services.

In this document, CEPPC and SPEF Canmore are used interchangeably to refer to the same entity: *the centre*.

ENVOL refers to our after-school program, while FLIGHT (L'Envol) refers to the Alberta government's pedagogical framework.

General Regulations

Schedule

Programs*	Days	Months	Hours
Preschool Daycare (Full-time)	Monday to Friday	September to June**	8:00 a.m. to 5:30 p.m.
ENVOL (After-School Care)	Monday to Thursday and Friday	—	3:15 p.m. to 5:30 p.m. and 2:00 p.m to 5:30 p.m.
Summer Daycare	The Board of Directors reviews and approves the summer program offering annually in March, following a consultation process with the community.	July–August	8:30 a.m. to 5:30 p.m.

The calendar indicating closure dates for the ENVOL program and the Preschool program is provided to parents in September and can be found on our website. The centre reserves the right to close when necessary for professional development days.

SPEF Canmore staff are responsible for preschool program children starting at 8:00 a.m. only.

Links to program calendars on the website

- Preschool: <https://spefcanmore.com/garderie/>
- ENVOL: <https://spefcanmore.com/lenvol/>

Occasional / Emergency Day

When the child-to-educator ratio allows, it may be possible to accept a child for an additional day. Any additional fees will be added to the following month's invoice.

Transportation

Transportation of the child is the sole responsibility of the parents. Parents must notify the educator or coordinator in writing each time a new person is authorized to pick up their child. Under no circumstances may an educator release a child to an unknown person without written permission.

Parents are required to accompany their child into the classroom and ensure they notify the educators upon arrival. If no staff member is present to welcome your child in the morning, please contact the Director at 403-678-0082 or find the emergency numbers on the main door of the Center.

Communication

A monthly calendar is sent to parents outlining upcoming activities, monthly themes, and important information. A weekly memo is also shared to remind parents of key notices.

Educators use a daily communication system via the ClassDojo mobile app to summarize each child's activities. Parents are encouraged to speak with educators during drop-off and pick-up times or to take an appointment for longer conversations or concerns.

For other communications, the Director can be reached at 403-678-0082 or adm@spefcanmore.com.

For questions related to billing or your child's file, please contact our Administrative Assistant at info@spefcanmore.com.

Required Materials

At the beginning of the school year, each child must have the following items labeled with their name and kept at the centre.

Preschool Program (ENVOL program items marked with asterisks ***):

- Non-marking indoor shoes with Velcro closures***
- A spill-proof water bottle***
- One package of wet wipes
- A comfort blanket and stuffed toy for nap time
- A photo of the child's family, grandparents, pets, etc.

Toys from home are not permitted, except on special designated days.

Physical Activity & Outdoor Play

Outdoor play is scheduled daily, weather permitting. Outdoor activities will be cancelled if temperatures fall below -20°C (including wind chill) or exceed 35°C (including humidex). Parents must provide clothing appropriate for the weather. Scarves are not permitted; neck warmers are allowed.

Nap and Rest – Preschool Program

Nap time is scheduled from 1:00 p.m. to 2:30 p.m. (The two-year-old group lies down around 12:30 p.m.)

Parents are required to provide a labeled blanket and stuffed toy. The centre provides a mattress for each child. Sheets, mattresses, blankets, and stuffed toys are cleaned weekly, and, if soiled, they will be washed the same day.

Children who cannot or should not sleep will have a 30-minute quiet rest period without toys, followed by access to calm activities on their mat. If a child falls asleep, staff will allow them to continue sleeping. If the child remains awake after one hour of relaxation time, educators will offer quiet games in the classroom or, if ratios allow, take the children outside.

CEPPC Policies

The complete list of policies and procedures is available on the SPEF Canmore website. Parents are responsible for reviewing and familiarizing themselves with these policies.

Financial Regulations

Security Deposit

A security deposit of \$300 (preschool child) and \$100 (school-age child) is required when SPEF Canmore offers a place for your child in writing. The security deposit will be automatically processed once the required documents are received.

This amount is refundable when the child leaves the centre, provided that:

- the parent respects the 30-day notice period, and
- the account has no outstanding balance.

In the event of non-payment, the file will be sent to a collection agency.

The deposit is required at the time of the child's initial enrollment and remains on file until the child permanently leaves the centre.

Preschool Fees

Item	Amount	Payment Method / Date	Refund
Registration fee (paid once at enrollment)	\$75	Paid at registration. Cheque payable to SPEF Canmore	Non-refundable
Parental involvement / volunteer deposit	\$300	Post-dated cheque for December 31	Partial or full refund based on participation
Fundraising activity deposit	\$600	Post-dated cheque for December 31	Partial or full refund based on funds raised

Note: These fees must be paid before the start of the school year.

Monthly Preschool Daycare Fees

To view current rates, please visit: <https://spefcanmore.com/garderie/>.

Note: No refunds are issued for occasional service days.

ENVOL Fees – After-School Program*

To view current rates, please visit: <https://spefcانmore.com/lenvol/>.

Monthly Billing

Monthly fees are withdrawn on the 1st day of each month. An annual adjustment will be made to each child's account on July 1 if additional debits or credits are required to close the account.

Weekly rates are based on the days reserved and established at the time of enrollment. Occasional or emergency days added during the year are billed at the daily rate.

When a space becomes available on the waiting list, the parents' monthly fee will be adjusted accordingly at the time of billing.

To cancel an occasional service day, families must notify the coordinator 48 hours in advance. If written notice is not received within this timeframe, the parent will be charged for the occasional service day.

Pedagogical Days – ENVOL Program

Each month, parents must contact the Centre Director by email to indicate whether or not they intend to use the upcoming pedagogical day.

For planning purposes:

- Parents must notify SPEF at least 14 days before the pedagogical day to include their child.
- Parents must notify SPEF at least 48 hours before the pedagogical day to withdraw their child.

Failure to meet these deadlines will result in the fees being charged to the account, without exception.

Pedagogical days are not included in the monthly childcare fees:

- \$35 per day for families using regular services
- \$65 per day for families using pedagogical days only

Refused Payments / Late Payments

In the event of a declined payment or late payment, a \$25 penalty will be added to the account and must be paid within 5 business days.

If payment is not received within the specified timeframe, access to childcare services will be suspended until payment is received.

SPEF Canmore reserves the right to terminate services if a non-sufficient funds payment is not resolved within 10 days following written notice. In the event of a second declined payment or consecutive late payment, the family will lose access to childcare services and must settle the outstanding balance.

Tax Receipts

SPEF commits to issuing tax receipts by the end of February each year.

Absences

In the event of a child's absence, fees will not be reduced. Absence days cannot be substituted with additional childcare days.

If your child is ill, please keep them at home and notify the educator before the start of the day at 403-678-0082 or adm@spefcanmore.com.

Withdrawal of a Child

Parents wishing to terminate services must provide written notice to the CEPPC Director one month in advance.

If the notice period is not respected, monthly fees will be charged for the following month. The child's last day of attendance will be the last day of the month for which notice was provided.

Example: If notice is given on March 10, fees for March and April are payable in full. Participation and fundraising deposits will be retained based on service usage and the agreement signed by the parents.

Daycare Closure

In the event of staff absence, the Director is responsible for finding a replacement. If sufficient staff cannot be secured, the Centre reserves the right to cancel services or limit program capacity for that period. Parents will be notified immediately.

Late Pick-Up

A late fee of \$5 per minute is charged after the established closing time, up to a maximum of \$50 per 30-minute period. Parents arriving late will be required to sign a late pick-up form. Late fees are paid directly to the educator responsible for the child.

Parents are asked to allow sufficient time to dress their child and gather belongings. If you need to speak with your child's educator, please do so before 5:30 p.m. to allow staff to leave on time.

To be considered on time, both the child and parent must have exited the facility by 5:30 p.m. Late penalties are added to the following month's invoice.

Examples:

- 5 minutes = \$25
- 10 minutes = \$50
- 18 minutes = \$50
- 33 minutes = \$65 (30 minutes at \$50 + 3 minutes at \$5/min)

SPEF Canmore reserves the right to terminate services for families who do not comply with these conditions. A written notice of service termination, adopted by the Board of Directors and signed by the President, will be sent to the non-compliant parents.

Nutrition, Health, and Safety

Meals and Snacks

Lunch is served at 12:00 p.m. Each child must bring their lunch in a lunchbox. We recommend using an ice pack to keep food cool. The use of thermos containers is also recommended.

Snacks are generally served at 10:00 a.m. and 2:30 p.m.

Parents are responsible for providing all meals and snacks for the day.

Food Restrictions

The following items should not be brought to or served at the preschool daycare:

- Grapes and hotdogs (unless cut lengthwise),
- Candy, caramel/toffee, gum, toothpicks, chocolate.

Illness

Parents must provide the Immunization History information at the time of admission. A medical certificate is required for the child's readmission following an absence due to a contagious illness.

If a child becomes ill during the day, parents will be notified immediately and must pick up their child as soon as possible. In the event of an emergency, the centre may contact ambulance services without prior parental authorization. Ambulance costs are the responsibility of the parent.

Symptoms

The centre reserves the right to refuse a child who presents one or more of the following symptoms:

- Fever: temperature higher than 38°C (100°F). The child must remain at home for at least 48 hours after the fever has subsided.
- Skin conditions: rashes or infections.
- Respiratory illness: thick mucus or asthma symptoms.
- Vomiting and diarrhea.

- Contagious illness: parents must notify the daycare of any contagious condition.
- Pediculosis (head lice): parents must notify both the school and daycare if lice are discovered. The child must receive appropriate treatment before returning to daycare, and parents must ensure that all nits have been removed.

A chart outlining the most common daycare illnesses and required measures is included as an appendix.

Medication

No medication will be administered without a prescription. For prescribed medication, parents must complete an authorization form and provide the medication in its original container with the physician's prescription.

Parental Medical Responsibilities

Parents are responsible for:

- Informing educators and the Director if the child is taking medication at home;
- Informing the coordinator if the child requires specific medical treatments (e.g., diabetes);
- Providing all required medication to the centre (e.g., insulin for diabetes, EpiPen for allergies);
- Completing all required forms;
- Informing the centre of any changes to the child's healthcare plan (e.g., dosage changes);
- Ensuring healthcare products are replaced before their expiration date;
- Working collaboratively with staff to establish a health care plan when necessary.

Safety / Evacuation

Parents are asked to familiarize themselves with emergency and fire evacuation procedures. These procedures are posted in classrooms. Children participate in monthly fire evacuation drills throughout the school year.

Wildlife

CEPPC services are offered in an environment where interaction with wildlife is possible. For full details regarding the measures and procedures implemented by SPEF Canmore, please consult the Policies available at <https://spefcanmore.com/politiques/>.

Discipline Policy

Philosophy

We promote a democratic intervention approach in which the educator plays the role of co-learner, co-researcher, and co-creator of possibilities, in accordance with the **FLIGHT** pedagogical framework. This approach is characterized by a fair sharing of power between the educator and the child.

Educators provide an environment that responds to the child's needs and interests, allowing the child to make choices and explore freely, which helps limit unnecessary interventions. By adopting a democratic approach, educators build genuine, respectful relationships with children.

Communication

In accordance with Section 3 of Schedule 1 of the Child Care Regulation, the centre has established its intervention policy and communicates it to:

- Parents (procedures outlined in the Parent Handbook);
- Educators (policy reviewed and signed upon hiring);
- Children, when age-appropriate (positive guidelines displayed in classrooms).

All interventions with children must be reasonable and appropriate to the circumstances.

General Procedures

Practices Not Used by the Centre

In accordance with Section 3, Schedule 1, Subsections 2(a–c) of the Child Care Regulation, staff are prohibited from:

- Inflicting or causing any form of physical punishment;
- Verbally or physically degrading a child, or subjecting them to emotional deprivation;
- Threatening or denying a child's basic needs;
- Using or allowing the use of any form of physical restraint, confinement, or isolation.

Prevention

Our primary goal in managing behaviour is to minimize the possibility of conflict and prevent escalation. To do so, it is essential to:

- Know each child well;
- Redirect actions based on the child's interests;
- Adapt the environment and activities;
- Create visual tools to support the child;
- Work collaboratively with families to establish consistent, simple strategies across home and childcare environments.

Discussion

Following preventive strategies, the educator verbally communicates expected behaviour in a language appropriate to the child's age. The educator helps the child put words to their emotions and provides tools to identify appropriate solutions for the future, supporting self-regulation and independence in conflict resolution.

Intervention

When it is clear that a child cannot resolve a conflict independently, or when behaviour poses a risk to others, intervention becomes necessary. All interventions and consequences must be logical, age-appropriate, and support the child's self-esteem and confidence.

The following steps are applied:

- Redirecting the child to another activity;
- Offering choices;
- Guiding the child to a calm space in the classroom and offering calming materials aligned with their interests;
- Once calm, revisiting the situation with the child by helping them name their emotions and clearly expressing expectations in positive terms;
- Informing parents of any incident and explaining the tools implemented to support the child, while encouraging collaboration to develop additional strategies.

When behaviours are recurrent or raise concerns, educators must complete daily anecdotal records, in collaboration with colleagues and the Director. This documentation allows the team to establish clear, consistent practices tailored to the child's needs.

Procedure for Implementing and Monitoring a Support Plan

A support plan is always developed during a meeting involving the Director, the educator, and the parents. Any refusal by parents to participate in meetings to develop a support plan will be considered a lack of collaboration and may result in an initial suspension of the contract and, if necessary, permanent termination.

A support plan may be required in the following situations:

- When there is no improvement following strategies implemented by the team;
- When a child's behaviour jeopardizes their own safety, the safety of others, or that of educators;
- When a child presents ongoing behavioural challenges.

Follow-Up

If there is no improvement after the first support plan is implemented, a second meeting with parents and collaborators will be scheduled to propose new strategies. At that time, the parties will sign an agreement stating that if the plan proves insufficient, the centre reserves the right to reduce the child's hours of attendance.

If this measure remains ineffective, the centre reserves the right to terminate the service contract without prior notice. The parent society will be kept informed of the situation beginning with the second support plan.

In the event of contract termination, the centre will make every reasonable effort to assist parents in finding an alternative childcare centre.

Parent Commitment

Volunteering

To ensure the smooth operation of the Centre, parent involvement is essential. The Society asks each enrolled family to honour their commitment to the volunteer program established by the Society.

At the Annual General Meeting (AGM) in September, each family must select a volunteer activity from the list provided.

Examples include participation on the Board of Directors, accompanying children on educational outings, assisting with publicity and social media, and more.

Fundraising Activity – Annual Raffle

Each year, SPEF organizes a raffle with numerous prizes generously donated by Centre partners. The list of prizes is available on the centre’s website.

Each child receives 30 raffle tickets to sell at \$20 per ticket. The \$600 raised per child helps the Centre maintain affordable fees for all families.

For this current school year the raffle has been canceled.

Please note that SPEF requires deposits for volunteer participation and fundraising activities (see Fees section of this handbook for details). These deposits are reimbursed at the end of the school year for families who meet volunteer and fundraising requirements. If these obligations are not fulfilled, the deposits will not be refunded.

The Board of Directors reserves the right to review cases of non-participation on an individual basis.

At the AGM, the Board of Directors presents its report for the previous fiscal year and sets objectives for the year ahead. Parents of children in the preschool and daycare programs are strongly encouraged to attend and to serve on the Board of Directors.

Children see their parents as role models. Your involvement and presence in their school life have a meaningful impact. Not only will you have the opportunity to contribute to and influence the programming offered to children, but you will also experience personal growth and learning. This is also a way to strengthen your sense of belonging within Canmore’s francophone community.

By accepting a childcare placement through SPEF programs, it is essential that each family understands the expectation to complete volunteer and fundraising commitments throughout the year. These activities are critical to the proper functioning of SPEF. No prior experience or specific skills are required to participate.

Acknowledgment

- I acknowledge that I have received a copy of this handbook and confirm that I have read it.
- I agree to comply with the terms and conditions outlined in the Parent Handbook.
- I understand that this handbook is subject to change and that the most current version is the one in effect. The most up-to-date version is available on the centre's website.
- For confidentiality reasons, I agree not to use, publish, or share on social media any photos taken by the Learning Centre in which children other than my own appear.

Child's Name:

Date: DD / MM / YY

Parent's Signature:

ANNEX A

Table of Common Illnesses

Starting at 38°C (100.4°F) (tympanic temperature), a child is considered to have a fever and cannot be admitted to the centre.

No medication will be administered without a prescription. A physician's prescription and the medication in its original container are required.

Parents must complete the Medication Administration Authorization Form provided by the educator. Medication cannot be administered if this form is not completed and signed.

Illness or Symptoms	Procedure	Conditions for Return to the Centre
Fever (100.4°F or higher)	Parents must pick up the child as soon as possible. If the centre cannot reach the parents within 30 minutes, an emergency contact will be required to pick up the child.	The child may return 48 hours after being fever-free.
Diarrhea	After three episodes of diarrhea in one day, parents must pick up the child.	The child may return once bowel movements have returned to normal (firm stools).
Diarrhea with Vomiting (Gastroenteritis)	Parents will be contacted IMMEDIATELY.	The child may return 48 hours AFTER the last episode of diarrhea and vomiting.
Vomiting	Parents will be contacted after TWO episodes of vomiting.	The child may return 48 hours AFTER vomiting has stopped.
Conjunctivitis (Pink Eye)	Parents will be notified when white discharge appears. If there is active discharge, the child is not permitted to attend the centre.	The child may return 24 hours AFTER starting antibiotics, provided the child is functional.

Head Lice	If lice and/or nits are detected, the child is not permitted to attend the centre.	The child may return 24 hours AFTER the first treatment.
Hand, Foot, and Mouth Disease	The child is contagious before sores appear, typically when fever is present. White blisters may appear on the hands, feet, and in or around the mouth. The child is not permitted to attend the centre while blisters are white. (Common in summer and fall.)	The child may return with a doctor's note once blisters are dry and red.
All Other Contagious Illnesses	The child is not permitted to attend the centre and must consult a physician.	A medical certificate confirming clearance to return is required.

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