



📍 32, RUE MOUNTJOY NORD, TIMMINS, ONTARIO, P4N 4V6 ✉ PCARRIER@LARONDETIMMINS.CA

☎ TÉL : (705) 267-8401, POSTE 104

PARENT GUIDE

2026-2027

A before and after-school cultural enrichment
program

École catholique Don-Bosco

École catholique St-Dominique

École catholique Jacques Cartier

École catholique St-Gérard

École catholique St-Jude

What is Le Relais ?

Le Relais is a licensed cultural enrichment and extracurricular activity program that will entertain and engage children. This before- and after-school service is offered to students aged 4 to 12 years old.

Schedule Policy

We accept children on both a full-time and part-time basis. By registering your child with Le Relais, it is your responsibility to provide us with your child's attendance schedule for the entire month, at least two week in advance. Childcare fees must be paid before services are provided at least one week in advance, bi-weekly. Once the schedule has been submitted, no changes will be accepted, unless you need to add additional days.

Fees

- There is a **\$45.00 fee** for any cheque returned due to insufficient funds.
- We have different fees for **members of Centre culturel La Ronde Inc.** and **non-members**. If you would like to become a member of the centre, the family membership fee is **\$60.00** annually. The membership card is valid from **August 1st to July 31st** of the following year.
- Centre culturel La Ronde is registered with the **CWELCC program** with the government for children under 6 years old. For this reason, the member price does not include children who are 6 years old or younger. Your cost will be:

AM/PM	PM	AM
\$12.76 / day	\$12 / day	\$11 / day

Per day – For children over 6 years old

Member	AM/PM	PM	AM
1st child	\$21 /day	\$13 /day	\$10 /day
2 nd child	\$19 /day	\$12 /day	\$9 /day
3rd child and more	\$17 /day	\$11 /day	\$8 /day

Non member	AM/PM	PM	AM
1st child	\$29 /day	\$18 /day	\$13 /day
2 nd child	\$26 /day	\$16 /day	\$12 /day
3rd child and more	\$24 /day	\$15 /day	\$11 /day

Ages

- At Le Relais, we accept children between the ages of 4 and 12 years old.

Hours of Operation

- Our hours of operation are Monday to Friday from 6:30 a.m. to 8:30 a.m., and then from 3:00 p.m. to 6:00 p.m.
- We are open for PD days and March Break from 6:30 a.m. to 6:00 p.m.
- After 6:00 p.m., a fee of \$1 per minute per child will apply. This fee must be paid to the educator the same evening, with no exceptions.

Scheduled Holidays and Closures

- We follow the school calendar of the Conseil scolaire catholique des Grandes Rivières.
- We are closed on all statutory holidays.
- We are closed during the summer months. (We offer the Été Soleil summer camp.)
- The only difference between our schedule and that of the Conseil scolaire catholique des Grandes Rivières is that we are open during March Break and PD days.

Admission and Withdrawal Policies

- A registration form must be completed and submitted to **Centre culturel La Ronde Inc.**
- We have a waiting list policy.
- We accept daily, weekly, or occasional registrations.
- We reserve the right to ask a family to withdraw their child(ren) for reasons including, but not limited to: unresolved behavioural issues, non-payment, and frequent late pick-ups at the end of the day.
- We require **two weeks' notice** when withdrawing your child from Le Relais.

Emergency Situation Management Policies and Procedures

- **Centre culturel La Ronde Inc.** has emergency management policies and procedures in place. Parents will be notified/contacted immediately when an emergency occurs.

Philosophy

- Our mission is to provide the best possible care for your child before and after school hours.
- We want to provide a comfortable and safe environment where children can learn and grow physically, emotionally, and intellectually.

Program Development

- Our main objectives are to promote enjoyment, improve social skills, and encourage your children's creative expression.
- We will use a variety of activities to achieve these goals. (Free play, reading, crafts, and puzzles are some examples of activities that will be offered.)

Health Care and Staff (Including Nutrition)

- We do our best to maintain strict cleanliness and hygiene standards.
- Educators wash their hands before and after serving snacks.
- Tables are wiped down daily with disinfectant.
- All healthy snacks will be provided at no additional cost.
- If your child has allergies, you must inform us in writing (section included in the registration package). An appropriate substitution will be made, if possible.
- The Centre culturel is responsible for providing a nutritious and healthy snack for children participating in the **Le Relais after-school program only**.
- Food must be served using utensils.
- Each child must receive an individual portion.
- No items may be shared (serving spoons, salt shakers, etc.).

Parents must follow the anaphylaxis plan and policy. It is the responsibility of parents or guardians to inform Le Relais if their child has dietary restrictions and if they must provide their own food. Le Relais is required to share information regarding allergies affecting other children and to develop an individual plan for each child.

Parent Participation

- **Parents must sign the attendance register in the morning and evening.**
- We encourage parents and guardians to be actively involved in our program.
- If parents have suggestions or ideas, please do not hesitate to communicate with the coordinator.
- We also encourage open communication with the educators. In the event of a concern, we strongly recommend bringing it to the attention of the coordinator.

Supervision of Student Placements and Volunteers

- A student or volunteer will never be left alone with a child.
- Students and volunteers are not included in the required staff-to-child ratios.
- No child will be supervised by a person under the age of 18.

- Students and volunteers are required to follow the policies and practices established by **Centre culturel La Ronde Inc.**
- Individual plans for children with allergies will be developed and reviewed with volunteers and students before they begin their placement.

Notification of Serious Incidents

- Written policies and procedures are in place regarding serious incidents.
- A program advisor will be notified of any serious incident within 24 hours of its occurrence.
- Parents will be informed of all serious incidents and will be required to sign the Serious Incident Report.

Specialized Services

- Le Relais is committed to providing a welcoming, supportive, and safe environment for all children and their families. It is our practice to work closely with each child's parents or guardians to ensure a safe and secure environment.
- We also work with other families and children in the program to increase their awareness and understanding of the unique circumstances that may affect another child. For example, when a child has a severe allergy, a protocol is developed with each family. This protocol is communicated and posted so that all educators, students, volunteers, and support staff are aware of the child's situation and are able to respond appropriately if necessary. If a child has a life-threatening allergy, we will request a photograph of the child to accompany the protocol. Severe food allergies may require restrictions on the food served within the program to ensure the child's safety.
- All educators and other staff members who work with the child will receive specific training on the child's protocol and individualized action plan.

Off-Site Activities

- Educators will carry parents' emergency contact information whenever children participate in an off-site activity.

- Parents must sign a permission form authorizing their child to travel by bus for the excursion.
- The permission form will be distributed before the outing and must be signed and returned to the educator before the scheduled event date.

List of Prohibited Practices (Ontario Regulation 135/15)

No licensee shall permit, with respect to a child attending **Le Relais**:

- a) Corporal punishment of the child.
 - b) Deliberately using harsh or degrading measures that would humiliate the child or undermine their self-respect.
 - c) Depriving the child of basic needs, including food, shelter, clothing, or bedding.
 - d) Locking or blocking the exits of the childcare premises for the purpose of confining the child.
 - e) Using a locked or lockable room or structure to confine a child who has been separated from the other children.
 - f) Physically restraining a child, including confining them to a chair or other device for disciplinary purposes or as a substitute for supervision, unless the physical restraint is necessary to prevent the child from harming themselves or another person. Physical restraint may only be used as a last resort and only until the immediate risk of injury has passed.
 - g) Inflicting bodily harm on a child, including forcing the child to eat or drink against their will.
- The **Parent Guide** will be reviewed annually by the educators and provided to every parent who registers their child(ren) in one of our programs.

Revised July 2026



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Policy and Procedures for Parent Questions and Concerns

Child Care Centre Name: Centre culturel La Ronde Inc. – Le Relais

Policy and Procedures Established: September 26, 2017

Policy and Procedures Updated: July 14, 2026

Purpose

- The purpose of this policy is to provide a transparent process that the licensee and staff can follow when responding to questions and concerns raised by parents and guardians.

Definitions

- **Staff Member:** An individual employed by the licensee (e.g., program staff working directly with the children).

- **Licensee:** The individual or organization licensed by the **Ministry of Education** that is responsible for the operation and management of the child care centre(s) it operates.

General Policy

We encourage parents and guardians to play an active role in the child care program and to regularly discuss their child's experiences within the program. As outlined in our **Program Statement**, we support positive and responsive interactions among children, parents and guardians, child care providers, and staff. We also encourage parent engagement and ongoing communication about the program and their children. Our staff are always available to speak with parents and guardians and to foster positive communication.

All questions and concerns raised by parents and guardians are taken seriously by **Centre culturel La Ronde Inc.** Every effort will be made to address them promptly and to the satisfaction of all parties involved.

Questions and concerns may be submitted either verbally or in writing. Responses will be provided verbally, or in writing upon request. The level of detail included in any response will respect the confidentiality of all individuals involved.

Parents and guardians will receive an initial response within **one business day**. The person who raised the question or concern will be kept informed throughout the resolution process.

All questions and concerns will be reviewed in a fair, impartial, and respectful manner for all parties involved.

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Le Relais Waiting List Policy and Procedures

- Centre culturel La Ronde provides childcare services for children aged 4 to 12 years old in various schools within the Conseil scolaire catholique des Grandes Rivières (CSCDGR). When the maximum child-to-staff ratio has been reached, parents may register their child(ren) on a waiting list at no registration cost.

Registration Procedure :

A registration form will be provided to parents wishing to enroll their child(ren) in our **Le Relais** childcare service. Registration may be completed in person or by email. A paper or electronic registration form will be provided to parents. Completed registration forms must be brought to the **Centre culturel La Ronde** office at 35 Mountjoy Street North or sent by email to:

PCARRIER@larondetimmins.ca

Waiting List Procedure :

Once a child has been registered, they will be placed on a waiting list if the number of registrations exceeds the available child-to-staff ratio.

Children on the waiting list will be offered a space according to registration priority, based on the **date and time the registration request was received**.

Parents will be informed of their child's position on the waiting list. This list will be made available to the **Le Relais** program supervisors and may be consulted by parents to see where their child is placed. However, families' personal contact information will be kept securely in our files at the Centre office in order to protect confidentiality.

When a space becomes available, the person responsible for the childcare program will contact parents by phone or email to offer the available space.

The waiting list is updated regularly as new registrations are received. Parents will have **24 hours** to contact the person responsible for **Le Relais** to confirm their acceptance of the available space. After this time, the space will be offered to the next child on the waiting list.

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Confidentiality

- Every question and concern will be handled confidentially, and every effort will be made to protect the privacy of parents and guardians, children, students, and volunteers, unless disclosure of information is required for legal reasons (e.g., to the Ministry of Education, the College of Early Childhood Educators, law enforcement authorities, or a children's aid society).

Conduct

- Our centre maintains high standards for positive interactions and communication with children and strives to model appropriate behaviour. Therefore, no form of harassment or discrimination will be tolerated from any party.
- If, at any time, a parent, guardian, service provider, or staff member feels intimidated, threatened, disrespected, or belittled, they may end the conversation immediately and report the concern to their supervisor or the licensee.
- Any behaviour involving physical or verbal violence from a child, parent, or staff member gives **Centre culturel La Ronde Inc.** the right to suspend **Le Relais** services or suspend an employee while an investigation is conducted. The centre may also suspend a child's participation indefinitely or

terminate an employee immediately if sufficient evidence is found to support such action

Suspected Child Abuse or Neglect

Any person, whether a member of the public or a professional who works with children, is required by law to report any suspicion of child abuse or neglect.

If parents or guardians suspect that a child is being abused or neglected, they must contact their local **Children's Aid Society (CAS)** directly.

Anyone who becomes aware of such concerns must also report them to the **Children's Aid Society**, in accordance with the "Duty to Report" requirements under the [Loi sur les services à l'enfance et à la famille](#).

For more information, visit:

<http://www.children.gov.on.ca/htdocs/French/Childrenciaid/reportingabuse/index.aspx>

Procedures

Subject of the Question or Concern	Steps to be Followed by Parents or Guardians	Steps to be Followed by Staff or the Licensee
Program Location Schedule, toilet training arrangements, indoor or outdoor	Address the question or concern: • Directly with Le Relais staff; Or • With the supervisor or licensee (le Centre culturel La Ronde inc.)	• Address the question or concern as soon as it is raised Or • Request to meet with the parent or guardian within 5 business days

activities, food-related arrangements, etc.		Document the question or concern in detail, including: • The date and time it was received • The name of the person who received it • The name of the person who raised the question or concern • The subject of the question or concern • If applicable, the actions taken to address it and the information provided to the parent or guardian regarding the next steps.
General Information, Centre, or Operations Childcare fees, hours of operation, staff recruitment, waiting lists, menus, etc.	Address the question or concern : • With the Supervisor or the licensee	
Staff, parent on duty, supervisor, or licensee	Address the question or concern : • Directly with the individual involved; Or • With the supervisor or the licensee If a parent or guardian has a question or concern regarding the conduct of a staff member, parent on duty, or any other individual that may put a child's health, safety, or well-being at risk, they must immediately report the concern to the supervisor.	Direct the parent or guardian to the appropriate person if the individual they contacted is unable to address their question or concern. Ensure that the appropriate person begins investigating the question or concern within 5 business days, or as soon as possible. If there is a delay, the reasons must be provided in writing. Communicate the outcome of the investigation to the parent

Student or volunteer	Address the question or concern : • With the staff member responsible for supervising the volunteer or student; Or • With the supervisor or the licensee. If a parent or guardian has a question or concern regarding the conduct of a student or volunteer that may put a child's health, safety, or well-being at risk, they must immediately report the concern to the supervisor.	or guardian who raised the question or concern.
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Escalation of Questions or Concerns

If parents or guardians are not satisfied with the response they have received, they may contact the **Ministry of Education** verbally or in writing.

All questions and concerns related to compliance with the requirements of the **Child Care and Early Years Act, 2014** or **Ontario Regulation 137/15** must be directed to the **Child Care Quality Assurance and Licensing Branch** of the **Ministry of Education**.

When applicable, questions and concerns may also be directed to the appropriate regulatory agencies (public health unit, police services, Ministry of the Environment and Climate Change, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, Ontario College of Social Workers and Social Service Workers, etc.).

Contact Information : « Centre culturel La Ronde, 32 Mountjoy Street North 705-267-8401 ext 104 »

Ministry of Education – Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca