



AGENCE HORIZON
TRIPARTITE SERVICE AGREEMENT
PARENT/PROVIDER/AGENCY



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INTRODUCTION

This document has been created to provide important information about the various services we offer. We hope it will be able to answer all your questions and we encourage you to contact us if need be.

This document also acts as a contract between the dayhome provider, the agency and the family. Failure to comply with these regulations may result in termination of the contract by the dayhome provider or the agency, and the family may be withdrawn from the service with or without notice.

PARENTS' RESPONSIBILITIES

Each parent is responsible for reading:

- o The service contract;
- o Compulsory paperwork to be filled in to complete the file;
- o The annual schedule of service closures;
- o Use of the parental communication application;
- o All communications sent by the agency or by the provider, and to respond when expected;
- o Policies and procedures of the dayhome and contagious disease policies.

Each parent is responsible for informing the dayhome provider when:

- o Their child is absent;
- o Someone other than the contacts registered to the child's file come to pick them up;
- o There are changes relative to the health of their child;
- o There are changes concerning their child's file (address, allergies, phone number, emergency contact...);
- o They will be late picking up their child after opening hours (late fees will be charged);
- o Change in the child's schedule or absence due to vacation.

The agency and the dayhome provider expect that any person frequenting its installations behave with respect, courtesy, and politeness. No aggressive, obscene, or uncalled-for behavior nor any verbal violence will be tolerated, whether it occurs in person or via email. Sanctions all the way up to expulsion may be applied.

MISSION AND VISION

All of the services are supported by the “agence de milieu éducatif familial francophone de l'Alberta”, operated by the FPFA in collaboration with the dayhome provider. The main objective is to allow each child to evolve as a distinct person and to blossom in a francophone environment.

Learning happens through play, based on the needs and interests of the children. Our vision of early childhood pedagogy is based on “*the image of the child as a powerful learner and citizen*”. The provider offers group activities, workshops, free play and collaboration with other partners to encourage creativity and exploration.

The service is inclusive and responds to the needs of all of the children, including those with special needs. The child must feel accepted, comfortable, and respected. We hope that each child develops their self-confidence, acquires the autonomy they need and find within themselves the answers to the difficulties they encounter.

The dayhome believes:

- o That children can learn to communicate in the French language and be supported in their emotional, social, creative, cognitive and physical growth and development in an environment that fosters active learning, autonomy, freedom and a sense of responsibility and order.
- o That children's development takes place in close collaboration with parents and educators. The family dayhome fosters children's overall learning and development in an inclusive, multicultural environment.
- o That parents are the primary educators of their child. They have the responsibility of working in collaboration with the family dayhome staff for the well-being of their child.

As part of the agency, the program aims to offer quality service to francophone families in Alberta.

PEDAGOGICAL FRAMEWORK

The educational program followed in our dayhome is that of Alberta, “*FLIGHT: Alberta’s Early Learning and Care Framework*”.

An appropriate environment is essential to a child's well-being. It fosters autonomy and a sense of initiative, while significantly reducing the need for intervention. It must be welcoming, clean, safe, well-ventilated, comfortable in temperature, quiet (moderate noise), well-lit (natural light contributes to the development of the child's biological clock) and uncluttered. In addition, the premises must be functional and adapted to the age of each child, organized to create a family atmosphere that is friendly, stimulating and warm, facilitating routines and transitions.

To promote these elements, the day home relies on the structure of the premises, the structuring of activities and a democratic approach, all based on the 5 basic principles of early childhood.

THE NATURAL ENVIRONMENT

Nature is considered as the primary area of discovery and primary learning tool. We offer a natural, familial, efficient environment by using plants, flowers, by maximizing natural light and by offering various sources of light to create a welcoming and peaceful ambiance.

The indoor environment is a continuation of the outdoor environment, designed to be engaging and responsive, where exploration and play are encouraged and thoughtfully planned with educational intent (holistic goals, dispositions for learning). It is intentionally built to provide opportunities for playful interaction with peers, as it features a variety of natural, free-form and versatile materials to make children feel at home.

PLANNING ACTIVITIES

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

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

We offer activities in a variety of formats to optimize learning, in a multi-age environment, collaboration with other peers, workshops and free play. We recognize the importance of offering long periods of uninterrupted activity to foster their creativity and intellectual curiosity, and enable them to surpass their own limits.

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

PHYSICAL AND OUTDOOR ACTIVITIES

Physical activity is an integral part of a child's needs. That's why we offer outdoor playtime every day, weather permitting. In milder seasons, we prioritize outdoor activities wherever possible.

The outdoor environment is a continuum of the program, so activities and free-play periods are offered as appropriate to the age group. The programming sheet encourages the provider to plan meaningful physical activities.

We value outdoor activities such as spending time outdoors, gardening and inventing imaginary worlds in nature through play. In Alberta, we can seize opportunities to discover the unique features of each season, the changes in temperature and daylight at different times. Promoting environmental sustainability means transmitting respect for nature and living beings through learning, observation, action and concern for the environment, on land, in water and in the air.

CHILD DEVELOPMENT SCREENING TOOL

Twice a year, the provider will use a developmental observation grid to identify the child's strengths and challenges. These grids are based on the child's age, and are essentially intended to provide a structured observation tool to give early childhood educators guidelines for better orienting intervention strategies to promote the child's development. When planning, the provider takes into account the challenges of each child to set up workshops adapted to their needs.

REMOTE PEDAGOGICAL SUPPORT OBSERVATION

The parent understands that Horizon agents conduct scheduled observations via videoconference. To support providers in their educational practices, the family day home consultant may conduct remote observations at the provider's request. No remote observation is recorded, retained, or used outside of this context. This method is used solely to provide optimal support from a distance. It allows our consultants to observe a specific situation when an in-person visit is not possible.

COMMUNICATIONS TO FAMILIES

Every month, the dayhome provider communicates relevant information to families either electronically or in writing. We invite you to consult them, as they are filled with important notices and information, educational resources, upcoming special activities...

PARENTAL ENGAGEMENT

Since parents are their children's first educators, their commitment and involvement are an integral part of our values and educational vision.

Parents are always welcome to accompany or lead activities. Certain activities requiring parent participation are organized throughout the year (e.g. outings, special activities, celebrations, shows, star parents, culinary activities, etc.).

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

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

CRIMINAL RECORD CHECK

Parents participating in excursions or with direct volunteer responsibilities with the children must provide a volunteer-type criminal record check with vulnerable sector check.

This document may be obtained from a municipal police service or from the RCMP. Fees related to the request are the family's responsibility. The agency may provide a letter confirming your volunteer role in order to reduce fees. The law stipulates that the criminal record check must be renewed every three years.

GENERAL RULES

ADMISSIBILITY

Any child with at least one parent whose mother tongue is French is eligible and has priority for integration into the dayhome.

Non-French-speaking families interested in having their child learn French must understand that the agency provides its services and communicates with parents exclusively in French. With this in mind, they are welcome to enroll their child:

[See the agency's admission, placement and registration procedure.](#) (lien a mettre)

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. Francophone parents,

just like Anglophone parents, are models for their children. The language is an indispensable tool to ensure 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 into the francophone school, in their community, and in society. Therefore, in the family dayhome, exchanges and interactions are done solely in French.

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

SCHEDULE AND CLOSURE

Schedule:

To find out about the service hours of your family dayhome (opening hours, operating months, summer service), please refer to the information on the website of the family dayhome your child attends: <https://horizonfpfa.ca/en/petitnid/>

Our service contracts are automatically renewed on an annual basis, unless the family gives us written notice of its intention to terminate the service.

So, whether your child is enrolled in a preschool, daycare or before- and after-school program, it is your responsibility to inform us in writing if you wish to terminate your contract.

Closure:

- o Each year, the dayhome provider will close the family dayhome for professional development days (3x/year);
- o Parents can refer to the service's annual calendar for details of closing days.
Refer to the fees section for billing information.
- o The calendar is always available on the family dayhome's website.
<https://horizonfpfa.ca/en/petitnid/>

Exceptional Closure:

If, for unforeseen reasons (illness in the family, water damage, etc.), the dayhome provider is unable to open his or her environment, the children will not be able to attend the program. Please note that in such cases, no discount will be offered unless otherwise specified by the provider.

TRANSPORTATION AND ACCESS TO SERVICES

Parents are responsible for ensuring transportation of their child between their home and the family dayhome and for accompanying the child inside the home to entrust them to the family dayhome provider.

The provider will never allow a child to leave the program with a person who is not listed as an emergency contact or as an authorized pickup person in the child's file, without exception.

The parent must advise the dayhome provider in writing each time a new person comes to pick up their child. This information must be noted in the registration file. (The person's full name must be provided). Authorized persons must provide a proof of identification if the provider requests it.

GUARDIANSHIP ORDER

The provider does not have the right to refuse to release a child to one of the child's parents, unless a legal document issued by the Court is provided to the agency. This document will be added to the child's file and the provider will be immediately notified.

In the event that a parent who does not have custody attempts to pick up the child, appropriate measures will be taken to ensure the child's safety and that of the persons present. The child will not be released to the parent, and police services will be contacted.

PERSONAL EFFECTS TO PROVIDE

Each child must have the following items:

- o A bag with a change of clothes identified with their name;
- o A water bottle labeled identified with their name that may remain in the family dayhome year-long;
- o A labeled lunch box containing all required meals, if the parent chooses not to pay for the meals provided by the child care program;
- o A sheet and blanket for the afternoon's rest. (*These are cleaned weekly*)

**All equipment, toys and other objects from home are the responsibility of the family. The family dayhome is not responsible for breakage or loss.*

USE OF TECHNOLOGY

The agency has a policy concerning the use of technology such as screens.

The dayhome provider consents to the fact that the use of computers, television, and technology is forbidden during meal times as well as during rest periods. As well, the rest of the time, their use must remain limited, well-planned, intentional, and must be related to an educational objective.

REGISTRATION AND FINANCIAL RULES

REGISTRATION

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

Your child's integration:

The child's first two weeks are considered a probationary period. Following your child's arrival, the dayhome provider gives himself two weeks to evaluate the relationship with the family and the child. If he considers that integration is too difficult, he may decide not to go any further and not to pursue the contract. In this case, the deposit and half-month fee would be refunded.

BILLING

Generally, families receive an invoice about ten days before the fee withdrawal. It is their responsibility to review the invoice and contact the agency in case of any errors.

FEES

To know more about:

- o The security deposit and other;
- o Registration/file opening fees;
- o The billing and payment process;

Consult the fee table for your family dayhome: <https://horizonfpfa.ca/en/petitnid/>

Security deposit

A security deposit is required upon registration. This amount will appear on the first invoice. This amount is refundable when the child leaves the family dayhome if the parent respects the 30-day written notice and the account is up to date.

If the account is not up to date when the family leaves, the deposit is not refunded. The family must still pay the balance remaining on the account.

Method of payment

The accepted method of payment for monthly fees is automatic withdrawal; neither checks nor cash are accepted.

For all additional questions or information concerning billing or payments, please contact the agency at 780-468-6934 or at inscription@fpfa.ab.ca.

SUBSIDIES

Subsidies are offered by the Government of Alberta to families who fulfill admission criteria. Parents may make a request by consulting the government's website:

<https://www.alberta.ca/child-care-subsidy.aspx>

How it works

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

Once your subsidy is approved, you must send a copy of the notice of approval to the agency at inscription@fpfa.ab.ca so that the subsidy can be applied to your account.

TAX RECEIPT

Each year, before the end of February, the FPFA ensures that families' tax receipts are ready. Families are responsible for downloading the receipt via the parent application.

WITHDRAWAL REFUSED / LATE PAYMENT

In the case of a refused withdrawal

The agency contacts the parent to notify them, and a fine of \$45 is added to the family's account, which must be paid within the specified timeframe.

Late payment

The agency contacts the parent to notify them, and a fine of \$45 per week is added to the family's account, which must be paid within the specified timeframe.

If payment is not received within the timeframe, access to the service is denied until payment is received.

In the case of a second declined withdrawal or 2 consecutive late payments, the family is removed from the dayhome and must settle their debt.

In the event of payment refusal, the case is forwarded to a collection agency.

PARENT ARRIVING LATE AFTER OPENING HOURS

When a parent is late to pick up their child after the closure of the family educational daycare, a fee of \$3 per minute per child is charged. The agency adds these fees to the invoice for the following month.

CANCELLATION OF DROP-IN SERVICE OR PD DAYS

If the dayhome offers a drop-in service or a pedagogical day service, registered families must give one week's written notice to the agency to cancel the registration, failing which the fees will be billed.

FAMILY DAYHOME CLOSURES

At times, the provider may need to close the child care program for various reasons. Please note that the cost of these closed days is neither refundable nor available on credit, unless otherwise specified by the dayhome provider:

For further details, please refer to the [Politique de gestion financière](#) (section 2.4)

CHILD'S ABSENCE

There is no discount for vacations, sick leave or other absences. The parent must pay the full monthly fee.

For families enrolled part-time, if your schedule is Monday-Wednesday-Friday and a holiday occurs in your schedule, you cannot use another day instead without paying the daily fee.

TERMINATION OF THE SERVICE CONTRACT BY THE FAMILY

For all our dayhomes, our service contracts are automatically renewed on an annual basis, unless written notice is received from the family indicating its intention to terminate the service.

The parent must give 30 days' **written notice to the agency** to withdraw the child from the service. Without such notice, the agency reserves the right to collect fees for the month following the child's withdrawal.

*A verbal notice to the person in charge of the environment is not valid.

For example:

A parent who announces in writing on May 1 that he/she is withdrawing his/her child from the service at the end of May will be billed for the month of May, but not for the month of June (30 days' notice).

On the other hand, a parent who announces in writing on May 23 that he or she is withdrawing his or her child at the end of May will be billed for the month of June (8 days' notice).

TERMINATION OF THE SERVICE CONTRACT BY THE PROVIDER/AGENCY

Several situations may cause the service to be unable to fulfill the needs of the child or the family. In this case, the agency reserves the right to terminate the service contract between both parties.

Reasons for termination of service contract (*including but not limited to*):

- o Childcare fees are unpaid despite written notice;
- o The family dayhome's or agency's rules are not respected despite several conversations;
- o No collaboration in the application of the established support plan to respond to the special needs of a child;
- o The family dayhome's resources are insufficient to fulfill the child's special needs (*training, installation, support*);
- o The provider judges being unable to adequately fulfill the child's needs;
- o The family creates disturbances in the dayhome provider's living environment;
- o Verbal, physical or other types of abuse towards the dayhome provider or a member of the agency.

In all situations, analysis of the file and the decision-making process will be done by the dayhome provider and the agency. In the case where the dayhome provider/agency should terminate the contract, a meeting with the parents will take place and at least two weeks' notice will be provided.

In cases where the dayhome provider deems that the health or safety of the children or staff is at risk, they may terminate the service contract without prior notice.

FOOD AND REST

MEALS AND SNACKS

If the parents choose to provide their child's food, the food must comply with the [Canadian Food Guide](#). Children always have the option to choose the foods they want to eat and the quantity.

The dayhome provider offers the meals with healthy foods. The dayhome provider will serve a morning snack, a lunch and an afternoon snack.

A menu is available upon request from the dayhome provider.

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

Meal schedule:

Morning snack: around **9h30 am**

Lunch: around: **11h30 am**

Afternoon snack: around **3pm**

During meals, to ensure safety, children must be seated and calm.

Dangerous foods such as: popcorn, sausages, raisins, chips, chewing gum, hard candy are not allowed for children between 0 and 3 years old.

The service is a nut- and peanut-free zone.

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

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

REST AND NAPS

Naps are part of the daily routine for children 0 to 5 years old. In order to respect the natural rhythm of the child and their needs, if the child falls asleep during the relaxation period, the service's dayhome provider will let the child sleep.

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

Children who do not fall asleep will have a relaxation 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 rest period.

Rest schedule:

The rest period normally starts around 12h30 pm and generally ends around 2:15 pm, according to the sleep needs of the children.

The child wakes up at their own pace, in a progressive manner, and has access to various quiet games until the end of the rest.

Clean-up:

Items will be sent home every Friday for washing and must be returned on Mondays.

POLICIES AND PROCEDURES

To view the agency's policies, visit the following web page:

<https://horizonfpfa.ca/en/policies/>

CONFIDENTIALITY

The children and dayhome provider are protected by the *Freedom of Information and Protection of Privacy Act*. Therefore, sharing personal information outside the service is a professional error.

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

SOCIAL MEDIA

The dayhome provider and parents are not permitted to use photos taken at the dayhome, which include other individuals, for publishing on social media platforms.

ADHERENCE TO THE SERVICE CONTRACT

To sign up to this contract, please complete and sign the documents to be entered into the computer system when registering your child.