

Who are we?

Concertation-Femme is a non-profit organization that provides services to the female population of Bordeaux-Cartierville and the surrounding neighbourhoods. It is a place of hospitality, listening and referral where all women can meet, discuss and create a network of mutual support. The drop-in daycare service is available and free of charge for participants in our activities.

Our mission

Our centre works to improve women's quality of life in order to alleviate their loneliness and develop their emotional, social and financial autonomy.



Your well-being is our reason for being...

Our activities

- ✦ French courses
- ✦ Reception and referral service
- ✦ Daycare service
- ✦ Personal development workshops
- ✦ Workshops for mothers
- ✦ Workshops on women's health
- ✦ Workshops crafts
- ✦ Legal information

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Child Care Services in Quebec

Information for Newcomer Parents

(Anglais)



Montreal, 2019

Quality child care services



Who is this document intended for?

This document is intended for parents and newcomers and is aimed at helping them choose a child care centre that meets their needs and those of their child.



Why is it important to choose a quality child care setting?

The first years of a child's life are crucial to his or her personal growth. Thus, he needs stimulation to promote his overall development in all five dimensions (cognitive, gross motor, language, and socio-emotional). As a result, those who attend a quality child care centre will be better equipped and prepared to go back to school.

Indicators of quality educational child care

Parents should not hesitate to visit the site and ask questions about educational programs and staff training before making a decision. Pay attention to the following elements:

- The educator/child ratio:
 - ❖ 1 staff member for 5 or fewer children under 18 months of age present;
 - ❖ 1 staff member for every 8 or fewer children, aged 18 months to under 4 years, present;
 - ❖ 1 staff member per 10 children or less, aged 4 to under 5 as of September 30, present;
 - ❖ 1 staff member for every 20 children or less, aged 5 years and over as of September 30, present;
 - ❖ in a home childcare service, the standard is 1 educator for 6 toddlers (2 babies maximum) or 2 educators for 9 children (4 babies maximum)
- The presence of qualified and trained personnel in early childhood education;
- A ventilated, clean, sunny and well maintained room;
- Balanced meals rich in fruit and vegetables;
- Activities and interventions for children that take into account the basic principles of the Ministry of the Family's educational program.

Quality childcare roles in child development

Several studies have shown the benefits of child care services on child development, especially for children from disadvantaged backgrounds and those with a difficult temperament. However, these effects depend mainly on the quality of the daycare.

A quality educational child care service should enable children to maintain warm relationships with others, develop their skills, stimulate their language and desire to learn, ensure their safety and well-being, and identify and meet their needs.

The Ministry of the Family's educational program

The educational program aims to:

- provide children with quality educational childcare services;
- serve as a reference tool for anyone working in the child care field;
- promote consistency between child care settings;
- and finally to promote the integration of all early childhood and families with young children practitioners.

The basic principles of the educational program:

- Each child is **unique**, and the educational activities offered must respect his or her pace of development, needs and interests.
- The child is the **first agent of his or her development**, that is, this development starts from an aptitude and motivation that is intrinsic to the child. The adult then guides this process and supports it so that it leads the child to autonomy.
- Child development is a **global and integrated process** that includes several dimensions: emotional, physical and motor, social and moral, cognitive and linguistic.
- The child learns through **play**, which is the main activity of the daycare service and the basis of the educational intervention.
- **Collaboration** between educators or child care providers.



Canada's Food Guide

Canada's Food Guide is a tool provided by Health Canada. For more information, visit the website at: <https://food-guide.canada.ca/en/>

The person in charge of a child care service, whether or not in a home setting, that is not subsidized, must enter into an agreement with the parents in the form of a service contract with successive performance (a contract that provides for obligations over a more or less long period).

The person in charge of a subsidized family child care service can use the ministry's template or write his or her own service agreement. The person in charge of a subsidized daycare service may terminate a service agreement in accordance with the conditions mentioned in the agreement.

The person in charge of a non-subsidized child care service or a non-subsidized home child care service may terminate a service agreement when parents repeatedly fail to meet their obligations, for example, not to pay the required contribution.

Alimentation

The daycare, subsidized and non-subsidized daycare centres and subsidized home childcare services must provide children with one meal and two snacks.

A child care provider who provides meals and snacks must:

- ensure that these meals and snacks comply with **Canada's Food Guide**;
- follow your written instructions regarding your child's meals and snacks, if he or she is on a special diet prescribed by a member of the Collège des médecins du Québec;
- store and serve food under sanitary conditions and at the appropriate temperature;
- display the weekly menu for consultation by staff and parents. Note that the person in charge of a family child care centre is not required to post the menu, but must still inform you of the content of meals and snacks.

In addition to composing healthy menus, the child care provider promotes healthy eating habits and pays attention to allergies and food intolerance.

Complaint procedure

Parents can file a complaint to express dissatisfaction with a service provided by a child care centre. Sources of dissatisfaction can be:

- hours of operation;
- cleanliness of the facility;
- a parent's relationship with the centre;
- the health and safety of children in the centre;
- non-compliance with the ratio prescribed by the Department, etc.

Parents can file a complaint:

By telephone, by contacting the Information Services toll-free at 1 855 336-8568

By mail, by sending the complaint to:

*Complaints and Quality Improvement Office
Ministry of Family
600 Fullum Street, 5^e Floor,
Montreal, Quebec H2K 4S7*

Custodial fees and other aspects



What is family income?

Family income is the net income for the previous year.

If you have a spouse, your family income is your net income plus your spouse's net income.

For more information, visit the website of the Ministry of Family at: <https://www.mfa.gouv.qc.ca/en/Pages/index.aspx>



Don't forget...

Parents may terminate a service agreement at any time and at their discretion by sending a written notice or the termination form provided for by the Consumer Protection Act.

The Reduced Contribution Places Program

The reduced contribution space program allows parents to pay a reduced rate for a child care space for their child. These spaces are offered by the CPE, subsidized private daycare centres and subsidized family childcare services. As an indication, here are the amounts for the year 2019.

Parents had to pay a basic contribution of \$8.25 per day per child for a reduced contribution space. If the family's net income exceeded \$52,220, they also had to pay an additional contribution.

The additional contribution varies according to the family's net income for the previous year, as follows:

Family net income for the previous year	Additional contribution per day for the 1 st child	Daily rate
\$ 52 220 or less	None	\$ 8,25
From \$ 52 220 to \$ 78 320	\$ 0.70	\$ 8,95
From \$ 78,320 to \$ 166,320	Between \$ 0.70 and \$13.90	Between \$ 8.95 and \$22.15
\$165,006 or more	\$13.9	\$ 22.15

Second child: additional contribution reduced by 50%.

Third child and others: no additional contribution

The basic daily contribution of \$8.25 per child is paid directly to the subsidized child care centre.

Any additional contributions, adjusted according to family income, will be paid to Revenu Québec when the income tax return is filed using the Relevé 30, which must be submitted by the daycare service no later than the last day of February.

Parents receiving financial assistance from the Labour, Employment and Social Solidarity program are exempt from any contribution. The Regulations enhance the list of programs that qualify parents for the exemption by adding the JobLink Program and the Cree Hunters and Trappers Income Security Program. Parents receiving Social Assistance, Social Solidarity and Alternative Youth Programs will continue to be eligible for exemption from paying the basic contribution.

Agreements between parents and the daycare service

A child care agreement must be concluded between the person in charge of the child care service and at least one of the parents of a child who attends the child care service. There are 2 types of agreements:

1. Subsidized child care agreement for a child under 5 years of age as of September 30. This agreement is for subsidized child care and is mandatory for early childhood centres and subsidized daycare centres. The agreement must respect the parents' care needs.
2. Agreements for unsubsidized child care and family child care, whether subsidized or not.

The person in charge of a child care service, whether or not in a home setting, that is not subsidized, must enter into an agreement with the parents in the form of a service contract with successive performance (a contract that provides for obligations over a more or less long period).

Types of child care services



Good to know

The child care provider must provide quality, educational child care services.

She is required to form a parent advisory committee to deal with the care of children received at the daycare



Did you know...?

All child care services are required to provide parents with a receipt for all fees paid by parents for child care expenses.

1. Subsidized childcare center (CPE)

Type	Non-profit organization licensed by the Ministry of Family
Custodial fees	Offers reduced contribution tickets. Some additional fees authorized by the Ministry of Family Affairs for certain services may be added.
Role of parents	Directed by a board of directors composed of at least 7 members, at least 2/3 of whom are parents who use or will use the CPE. They can get involved to: <ul style="list-style-type: none"> – ensure the sound management of services, programs and resources; – define policies and set objectives; – - adopt the educational program, etc.
Food	Two snacks and one meal according to Canada's Food Guide
Opening hours	Provides educational child care for a continuous period of up to 10 hours per day
Staff training	Majority (2 out of 3 staff members) have a college diploma in childrearing techniques or any other recognized equivalency

2. Subsidized daycare

Type	For-profit (most cases) or non-profit organization with a permit from the Ministry of the Family
Custodial fees	Offers reduced contribution tickets. Some additional fees authorized by the Ministry of Family Affairs for certain services may be added.
Role of parents	A parent advisory committee is formed and can give its opinion on, among other things: <ul style="list-style-type: none"> – the application of the educational program; – the acquisition and use of educational materials and equipment; – the layout and furnishings; – the services provided; – the handling of complaints.
Food	Two snacks and one meal according to Canada's Food Guide
Opening hours	Provides educational child care for a continuous period of up to 10 hours per day
Staff training	Majority (2 out of 3 staff members) have a college diploma in childrearing techniques or any other recognized equivalency.



How do I claim the child care expense tax credit?

An eligible parent can claim the Child Care Expense Tax Credit:

- when filing his tax return;
- at any time of the year, if he wishes to obtain it in advance.

For any information on this subject, please contact Revenu Québec.

3. Non-subsidized daycare

Type	For-profit (most cases) or non-profit organization with a permit from the Ministry of the Family
Custodial fees	Does not offer reduced contribution spaces. Establishes its own daily rates. The parent receives a tax statement for his or her tax return. He can claim the Child Care Expense Tax Credit
Role of parents	A parent advisory committee is formed and can give its opinion, particularly on: <ul style="list-style-type: none"> - the application of the educational program; - the acquisition and use of educational materials and equipment; - the layout and furnishings; - the services provided; - the handling of complaints.
Food	Two snacks and one meal according to Canada's Food Guide
Opening hours	At the discretion of the daycare centre
Staff training	Majority (2 out of 3 staff members) have a college diploma in childrearing techniques or any other recognized equivalency.

4. Home child care service

Type	The home child care service is operated by a person in a private residence and must be recognized by a family child care coordinating office. When a recognized person practises alone, he or she may provide educational child care services to a maximum of six children, two of whom may be under 18 months of age. If assisted by another adult, she can receive seven to nine children, but no more than four children under 18 months of age.
Custodial fees	Offers reduced contribution tickets.
Role of parents	None
Food	Two snacks and one meal according to Canada's Food Guide
Opening hours	Provides educational child care for a continuous period of up to 10 hours per day
Staff training	45 hours of training and 6 hours of professional development annually



How to access the single window for child care services?

To access the single window to child care services, visit the website at: www.laplace0-5.com or call 514 270-5055, 1 844 270-5055

5. Community drop-in center

Type	A community drop-in centre is a child care service offered by a community organization that serves a clientele composed of families with young children. It is a part-time, occasional or temporary educational daycare service. Most community daycare centres have an educational program that may vary from one service to another.
Custodial fees	Services are free of charge, or at an hourly rate that varies from one organization to another
Role of parents	None
Food	Varies from one daycare centre to another
Opening hours	Varies from one daycare centre to another
Staff training	Varies from one daycare centre to another

6. Home childcare provided by an unrecognized person

Type	A person may provide child care in his or her residence for a maximum of six (6) children, of whom no more than two are under the age of eighteen (18) months, including children under nine years of age who ordinarily reside with her and are present during the provision of services; this service is not recognized by the coordinating office.
Custodial fees	Establishes its own daily rates and the parent can claim a tax credit from Revenu Québec for child care expenses.
Role of parents	None
Food	None
Opening hours	At the discretion of the daycare service
Staff training	At the discretion of the daycare service

Parents' access to child care services

The Ministry of the Family has initiated and supported the implementation of a **single window of access to childcare services**, called **La Place 0-5**. Place 0-5 allows parents to register their child in all early childhood centres, subsidized daycare centres, non-subsidized daycare centres and recognized family environments. Parents can register their child at La Place 0-5 even before birth.

Since June 18, 2018, parents have been able to view all recognized daycare centres, daycare centres and family environments in Quebec on a map.

Since September 1, 2018, all daycare centres, subsidized daycare centres, non-subsidized daycare centres and recognized family environments have joined La place 0-5 and exclusively use parents' registrations at the single window to fill their places.