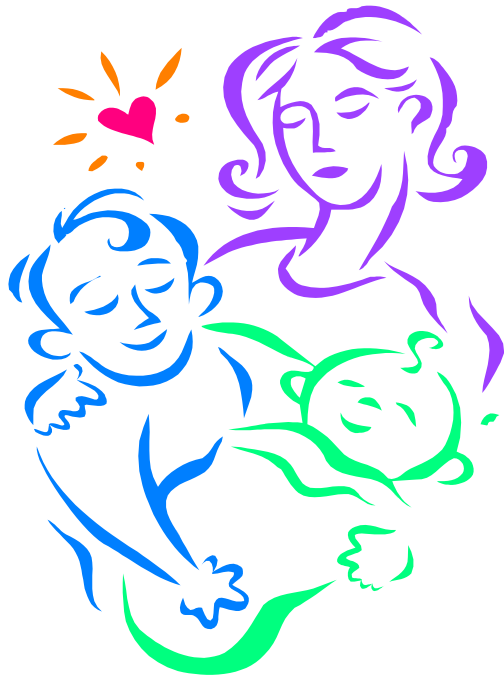




## USEFUL INFORMATION TO PARENTS USING HOME CARE SERVICES



The home care service answers the needs of parents who wish to provide this kind of environment to their child :

- ⊕ Friendly, stable and comfortable
- ⊕ Composed of children of different ages, just like a real family
- ⊕ Provides the child with the comfort of home with all the reassuring elements.

### WHAT ARE THE DUTIES OF THE BUREAU COORDONNATEUR (BC) ?

The BC is responsible for coordinating the educational childcare provided by home care providers (HCP) on the territory of the MRC Le Haut-Saint-Laurent. This in respect of the HCP autonomous worker status and the directives and instructions of the Ministry.

More specifically, the BC is to:

- To grant, renew, suspend or revoke the recognition of home childcare providers;
- To ensure that the HCP it has recognized, complies with the standards that apply to them by law;
- To distribute subsidized childcare according to the childcare needs of parents;
- To determine a parent's eligibility for the payment of the reduced contribution;
- To administer the payment of subsidies to HCP;
- To provide information about home childcare services available to parents;
- To provide technical and pedagogical support on request;
- To treat the complaints concerning the HCP it recognized.

### QUALITY SERVICE FOR CHILD CARE !

A quality child care service is a service able to recognize the needs of children and respond to them. The HCP must apply an educational program with activities aimed at:

- Promoting the overall development of the child;
- Helping children gradually adapt to life in society and integrate a group harmoniously.

The educational program must also include promotional and preventive elements aimed at providing an environment conducive to the development of a healthy lifestyle, healthy eating habits and behaviour that have a positive effect on the children's health and well-being.

### HOW CAN I BECOME A MEMBER OF THE CORPORATION?

All those who use the child care services of the corporation may exercise their right to become a member of the corporation by paying the annual dues. This entitles you to attend the annual general assembly and any special general assembly, as well as the right to vote to elect directors to serve on the Board. You may also stand for election to the Board if you so wish. To join, simply complete the attached application form.

### NOT SATISFIED? HOW CAN I REGISTER A COMPLAINT ?

Any person may register a complaint to report a fact or situation in a home care which suggests that there is a lack of compliance with the Act or the regulations, or if he/she observes a situation that threatens the health, safety or well-being of the children. The Board of Directors (BOD) should collect and process any complaint from any person regarding a staff member, a HCP, a parent, a person acting on behalf of the corporation or the BOD itself. To do this, the Board has appointed persons responsible for handling complaints which should be dealt with diligence and confidentially. For more information please contact the BC.

### YOU HAVE OTHER QUESTIONS?

Please know that we are willing to answer all your questions. Our office hours are Monday to Friday from 8am to 4:00 p.m. If you contact us outside these hours you can leave a message and we'll return your call as soon as possible.

### FOR MORE ON CHILD CARE, THE LAW AND THE REGULATIONS, ETC.

You can go to the website of the *Ministère de la Famille et des Aînés* at: [www.mfa.gouv.qc.ca](http://www.mfa.gouv.qc.ca)

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