



# Parent Policy

EFFECTIVE JANUARY 2018

Morrow Avenue Child Care

Programs for Families | PH (204) 982-9660 | EMAIL [info@maccpf.ca](mailto:info@maccpf.ca)

# Table of Contents

<b>CONFIDENTIALITY</b> .....	4
<b>MISSION STATEMENT</b> .....	4
<b>PHILOSOPHY</b> .....	5
<b>GOALS</b> .....	5
<b>PROFESSIONAL CODE OF ETHICS</b> .....	6
COMMITMENT.....	6
<i>The Principals of the Code</i> .....	6
<b>EMPLOYEES</b> .....	7
CHILD CARE RATIOS .....	8
SUPERVISION .....	8
<b>REGISTRATION PROCESS</b> .....	9
CENTRE OPERATION.....	9
INCLUSION .....	9
ELIGIBILITY FOR SCHOOL AGE CHILDREN.....	11
WITHDRAWAL PROCEDURE .....	12
FEES .....	12
BILLING PERIOD .....	14
ARRIVAL AND DEPARTURE .....	14
EMERGENCY CLOSURES .....	16
LATE FEE .....	16
CHILD VACATION DAYS .....	16
NO PICK UP .....	17
DRUGS / ALCOHOL.....	17

<b>HEALTH AND SAFETY .....</b>	<b>17</b>
ADMINISTRATION OF MEDICINE .....	19
NO NIT POLICY .....	20
NAPTIME / QUIET TIME .....	20
NUTRITION AND FOOD .....	20
ALLERGIES .....	21
EMERGENCY PROCEDURES .....	22
CHILD ABUSE PROTOCOL .....	22
<b>FIELD TRIPS.....</b>	<b>22</b>
CLOTHING FOR FIELD TRIPS.....	23
CLOTHING.....	23
PERSONAL BELONGINGS.....	24
<b>PARENT INFORMATION .....</b>	<b>25</b>
PARENT INVOLVEMENT .....	25
RESPECTFUL BEHAVIOUR OF CLIENTS.....	22
<i>Board Positions</i> .....	25
<i>Special Skills</i> .....	25
<i>Recyclables</i> .....	25
<i>Field Trips</i> .....	25
<i>Fundraising Assistance</i> .....	26
PARENT MAILBOX, BULLETIN BOARD, ELECTRONIC COMMUNICATIONS AND WEBSITE .....	26
<b>PARENT CONCERNS .....</b>	<b>26</b>
<b>GUARDIANSHIP .....</b>	<b>27</b>
<b>PARENT INJURY / DEATH .....</b>	<b>27</b>
<b>CHECKLIST .....</b>	<b>28</b>
<b>BILLING PERIODS .....</b>	<b>29</b>
<b>CREATING A POSITIVE ENVIRONMENT.....</b>	<b>27</b>

<i>Rights &amp; Responsibilities of Children, Parents &amp; Staff</i> .....	32
<i>SAFETY: Running from the Centre</i> .....	32
<i>RESPECT FOR OTHERS: Inappropriate language/swearing/bullying/displaying a disrespectful attitude</i> .....	32
<i>RESPECT FOR PROPERTY: Breaking toys and property damage</i> .....	33
<i>FEELING SECURE: Violence/Physical Aggression</i> .....	33
<i>STEPS:</i> .....	33
<b>SUSPENSION / EXPULSION POLICIES</b> .....	<b>35</b>
SUSPENSION OF FIELD TRIP PRIVILEGES.....	35
PERMANENT EXPULSION .....	35

# Confidentiality

Information concerning your family is kept by us in the strictest confidence.

We will only release information in your child's file with your written consent. We will not allow your child to be photographed by persons outside the Centre, nor will we post your child's picture on our web site without prior written permission. We do not allow casual visitors to assess or test the children. If such a case presents itself, notices are sent out to the parents and specific permission is required. Throughout the year students may be placed here as part of their practicum and are under the strict supervision of our staff. These students may be required by their instructors to record observations of a child as part of their course. Such observations are used only by their supervisors as a toll of their assessment of the students. Where this is the case, prior consent is not requested. Your child's anonymity is guaranteed.

# Mission Statement

MACCPF is an inclusive, non profit program that exists to promote, advance and enrich the lives of children and families in the St. Vital community. We are committed to the QUAD principles: quality, universal inclusion, accessibility and development. In support of this, we will strive to:

- Meet the needs of people of all ages, backgrounds and diversity
- Cultivate programs for children in order to nurture their healthy growth and development
- Embrace a welcoming and home-like environment and atmosphere within our Centres for all who elect to join
- Continue to develop community partnerships
- Operate in a fiscally responsible manner

# Philosophy

- Each child is a unique individual with rights for love, respect and quality care in a safe, warm and nurturing environment.
- We believe in the whole child: physical, emotional, social and intellectual growth.
- Children are encouraged to develop self-confidence and a positive self image through various activities such as: dramatic play, science, social studies, large and small muscle activities, language stimulation and creative skills.
- Children have the opportunity to learn to make choices and decisions, solve problems and become independent capable thinkers.
- Children are encouraged to share with others and respect themselves.
- Early Childhood Educators are trained and knowledgeable in child development, in addition to being warm, loving individuals.
- Parents play the most important role in their child's life; they are welcomed and encouraged to become involved in their child's daily activities.

# Goals

To provide children with an environment which will promote their optimum development in all areas including physical, social and emotional through the following means:

- Offering a wide variety of experiences in a balanced environment
- Providing a warm, safe, healthy and nurturing environment
- Periods of individual attention whenever possible
- Maintaining a stable routine with consistent discipline based on children's needs
- Providing well equipped programs with the flexibility to meet diverse needs
- Modeling and coaching appropriate problem solving skills
- Setting developmentally appropriate limits and expectations
- Providing regular observations and assessments of children's development

- Providing stimulating programming based on emergent curriculum that responds to children's needs and interests
- Offering the lowest child to staff ratio possible
- Applying quality assurance tools and rating scales with a focus on continually improving quality of care
- Modeling, teaching and promoting life skills and healthy lifestyles
- Providing well trained, professional, caring ECE's
- Promoting and instilling diversity at all times

## Professional Code of Ethics

*As endorsed by the Canadian Child Care Federation*

The code of professional ethics shall apply to all trained Early Childhood Educators employed in child care Centres whether their position be that of educator, supervisor or director in the Province of Manitoba.

### COMMITMENT

As an educator of young children in their most formative years, I, to the best of my intent and ability, shall devote myself to the following commitments and act to support them:

#### The Principals of the Code

Child care practitioners promote health and well-being of all children.

Child care practitioners enable children to participate to their full potential in environments carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development.

Child care practitioners demonstrate caring for all children in all aspects of their practice.

Child care practitioners pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent.

Child care practitioners demonstrate integrity in all of their professional relationships.

Child care practitioners work in partnership with parents, recognizing that parents have primary responsibility for the care of their children, valuing their commitment to the children and supporting them in meeting their responsibilities to their children.

Child care practitioners work in partnership with colleagues and other service providers in the community to support the well-being of children and their families.

Child care practitioners work in ways that enhance human dignity in trusting, caring and co-operative relationships that respect the worth and uniqueness of the individual.

Child care practitioners pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent.

Child care practitioners demonstrate integrity in all of their professional relationships.

## Employees

All sites are staffed with Early Childhood Educators (E.C.E.'s) with post secondary education in Early Childhood Education, as well as Child Care Assistants and support staff in related fields of study. All employees are trained in First Aid and CPR and have been screened by the Winnipeg Police Service and Child Abuse Registry before beginning employment. Employees are never left alone with children until positive confirmation is received. Ongoing professional development is a condition of employment. ECE's and CCA's frequently attend workshops and conferences to upgrade and keep current in the study of Early Childhood Education.

Occasionally, staff will rotate between sites in order to balance the needs of the children and meet licensing requirements. Where possible, staff will maintain a consistent schedule to allow for a smoother arrival and departure of each child.

The Centre also encourages the assistance of volunteers and provides a source of Work Experience at both the high school and university/college levels. Students from Louis Riel School

Division are vital components of our programs as well. This has proven to be a beneficial experience for the children, the students and the volunteers. In the interest of providing a safe environment for children, students and staff, a minimum of two staff will attend a room during the time a student is present.

## **CHILD CARE RATIOS**

We always maintain at least the minimum government regulation for staff: child ratios as follows: 1:4 Infant; 1:6 Toddler; 1:8 preschool and Junior Kindergarten; 1:10 kindergarten; 1:15 school age.

## **DIRECT SUPERVISION**

Infants, Toddlers, Preschool and Junior Kindergarten children are ALWAYS directly supervised by staff.

## **INDIRECT SUPERVISION**

As a means of recognizing the independence of KINDERGARTEN & SCHOOL AGE children, children are permitted to leave the Centre rooms on their own, with permission from staff, to use washrooms and other rooms within the building that houses the Centre.

When a parent's consent is given for school age child/ren to leave the premises unsupervised (ie: walk home alone) the Centre will require a signed consent form and a written plan to be mutually agreed upon by the parent and the Centre. The form "School Age Request for Unaccompanied Departure from the Centre" must be signed by the parent and put in the child's file. Variables to consider are: location or destination, distance, route to be taken, weather conditions, sibling responsibility, etc. An adult must be home to receive the child and must contact the Centre as soon as the child arrives home. Under no circumstances will this be permitted with a child less than 10 years of age. Parents are required to notify the Centre EACH TIME this applies (daily if necessary). Staff will log each instance in the Communication Book. On-going review will be the responsibility of both the parent and the Centre.

# Registration Process

## CENTRE OPERATION

We are a government subsidized, non-profit child care facility. We have a license to occupy:

- ARCHWOOD SITE – Kindergarten, School Age
- CENTRE 24/7 – Infant, Preschool
- DR D.W. PENNER SITE – Nursery (half day), Kindergarten, School Age
- GLENWOOD SITE – Kindergarten, School Age
- HASTINGS SITE – Junior Kindergarten, Kindergarten, School Age
- LAVALLEE WEST SITE – Junior Kindergarten, Kindergarten, School Age
- M.A.G. Site – Junior Kindergarten, Kindergarten, School Age
- RENE DELEURME SITE – Preschool, Kindergarten
- SALVATION ARMY SITE – Infant, Toddler, Preschool
- VICTOR WYATT SITE – Nursery (half day), Junior Kindergarten, Kindergarten, School Age,

Nursery & Junior Kindergarten: 3 - 4 years

Infant: 3 months – 23 months

Preschool: 24 months – 5 years

School-Age: 6 – 12 years Grade 1 - 6

Kids Club (summer): 10 – 12 years

## INCLUSION

Our priority is to ensure the health, safety and well being of the children in our care as well as our staff. A child may be sent home ONLY if there is no other recourse and with permission from the ED or designate.

We offer an inclusive program that provides supports to children of varying strengths: Indoor and outdoor areas are arranged to allow all children opportunities to move freely and make choices based on their abilities, interests and needs. Opportunities are provided for all children to

participate in social free play and routines throughout the day. We believe that each child deserves an environment and experiences that promote growth in all areas of his or her development. We respect and value input from parents and encourage them to be part of the decision making process for their child. We work with parents and early intervention professionals who have valuable knowledge and expertise to share with each other. We are committed to learning more about various disabilities and full inclusion as part of our annual training plan.

When there is an indication from the parent or an outside agency, or when it is observed by ECE's on our team that a child may demonstrate a need for intervention, with the parent/s permission, a team meeting will be arranged to ensure that the Centre is capable of meeting the child's needs.

An annual team meeting will be arranged by the Inclusion Coordinator to include the parents and any support service specialists to reassess the child's plan. In addition a 6 month review will involve the Inclusion Coordinator, parents and Site Manager.

Before any child is admitted to the Centre, the parent is required to:

- visit the Centre with their child
- review the Parent Policy with the Site Manager
- complete and sign all necessary forms
- pay a \*REGISTRATION FEE OF \$ 25.00 PER CHILD
- pay a \*\*SECURITY DEPOSIT OF \$100.00 PER CHILD

In the event that the parent chooses to forego their spot before the child begins or if the child is absent for 5 days and the parent has not contacted the Centre, the child will be considered withdrawn. The Centre will retain the deposit in order to offset the loss during the time required to fill that space with another child.

\*Registration Fee: \$25.00 non-refundable, charge to set up the child's file.

\*\*Deposit: \$100.00 refundable security deposit. This cheque will be cashed upon receipt. It will be refunded at the time that the child is withdrawn, providing two weeks written notice of withdrawal is given, the account is in good standing and in subsidized cases, that allowable absences have not

been exceeded. Note: If you should withdraw your child for any reason and choose to return, you would be treated as a new applicant, your child's name would be placed at the bottom of the Wait List and you would be required to follow the Registration process. THERE WILL BE NO EXCEPTIONS.

We are open Monday to Friday, excluding the following holidays approved by Manitoba Early Learning and Child Care Programs: Louis Riel Day, Good Friday, Easter Monday\*, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day, New Year's Day. Parents are responsible to pay for care on these days. All days that are not school days are considered in-service days. Parents are responsible for all of these days. The rate for an in-service day is \$20.80 per day. This includes Christmas break, Spring break and summer. The Centre closes for one professional development day per year to enable staff to attend an Early Childhood Conference. This would be in lieu of Easter Monday and therefore the parent is responsible to pay for that day. Parents will be notified of the exact date once it has been determined.

The Centre closes at 1:00 pm on December 24th and December 31st. If less than 25% of the parents require care the Centre will be closed.

Centre hours at each site are determined according to parent requirement and staff availability. Where five or more parents require earlier or later drop off and pick up hours, the Centre will consider a change to the hours of operation.

Please consult the Site Manager of the applicable Centre for current hours of operation.

## **ELIGIBILITY FOR SCHOOL AGE CHILDREN**

Acceptance in a Morrow Avenue Child Care Program does not guarantee space in that school unless the child resides in that catchment area. Acceptance in a school outside the catchment area is between the parent and the school.

The Centre only provides child care for children who are enrolled in the school where we are located. The Centre does not have the staff available to escort children to schools not serviced by our sites or to meet buses.

**WITHDRAWAL PROCEDURE**

Two weeks’ notice of withdrawal is required. Parents must complete the Notice of Withdrawal form or submit in writing a letter stating last day of attendance. In the event two weeks’ notice is not provided, the parent will be invoiced for the unused days in order to fulfill the notice of withdrawal two week policy requirement.

**FEES**

As of July 7, 2013, the following is the fee schedule, as determined by Manitoba Early Learning and Child Care:

Type of Care	Current Parent Fee	Fee Increase	New Parent Fee July 7 2013
Infant	\$29	\$1	\$30
Preschool	\$19.80	\$1	\$20.80
School Age	\$9.95	\$0.35	\$10.30
School Age In-Service	\$19.80	\$1	\$20.80

If there is more than one fee payer (agency/parents) then all parties will be made aware of the status of the child’s account.

We make every attempt to issue invoices 1 week before the billing period. Fees are due at the beginning of the billing period whether or not you have received your invoice. Parents are required to pay promptly. If any unforeseen circumstance arises, please notify the Accounts

Receivable Department at 663-9955 immediately. If fees become past due, a written reminder will be issued from our Accounts Receivable Department. If the fees have not been paid after ONE week, your child will not be allowed to return until satisfactory arrangements have been made.

Children attending more than 10 hours per day may be subject to an additional half-day fee.

Fees are payable by cheque or money order. \$30.00 will be charged for NSF Stopped Payment cheques once returned. Another cheque will no longer be accepted; certified cheque or money order ONLY.

A receipt will be issued once a payment is made. Receipts that are valid for income tax purposes will be issued at the end of the year. A \$10.00 charge will be levied for duplicate receipts.

Families who are unable to meet the full cost of care may apply for financial assistance through Manitoba Early Learning and Child Care. Applications are available at each site and may be accessed through the internet at: [www.gov.mb.ca/childcare](http://www.gov.mb.ca/childcare) and follow the links to subsidy application.

Subsidy applications must be submitted to Manitoba Early Learning and Child Care before children are enrolled. It is imperative that Manitoba Early Learning and Child Care is informed immediately of any changes in reason for day care, address or employer changes, etc.

Manitoba Early Learning and Child Care reviews all fees periodically. We are committed to provide a quality program, therefore we charge the unsubsidized \$2.00 per day that is permitted by the Manitoba Early Learning and Child Care.

Manitoba Early Learning and Child Care determines the subsidized amount according to a sliding fee schedule. Please contact the Subsidy Clerk identified on your decision form if you have any questions regarding your subsidy.

Please read your Subsidy Approval from Manitoba Early Learning and Child Care for the total allowable absence days (usually 3 days/billing period for full-time care) you are entitled to. You will be responsible to pay for the FULL COST of care for any days absent over the allotted amount. If

your child is ill, we recommend that you request a doctor's note for the Centre to keep on file in the event that you exceed your absent days. This may entitle you to additional absent days.

It is the responsibility of the parent to notify the Centre (and Manitoba Early Learning and Child Care if applicable) of any changes in address, phone numbers (home/work), emergency contacts and their phone numbers as well as changes to your family situation.

Failure to comply with Manitoba Early Learning and Child Care requests could result in suspension of subsidy leaving you responsible for all fees. It is the parents' responsibility to provide all necessary documents and meet all government requests and deadlines in order to benefit from subsidy.

*"I/we understand that if I/we fail to meet with any or all conditions as set out in this Parent Policy and Hand Book, provide false or misleading information, or fail to pay the required family contribution to a child care facility. I/we can be disqualified from receiving any Manitoba Early Learning and Child Care subsidy and shall, upon request by the Government of Manitoba, be required to repay in whole or in part any subsidy paid on my/our behalf related to this or any previous Manitoba Early Learning and Child Care subsidy application."*

## **BILLING PERIOD**

See Appendix I

Billing is calculated on a 20 day cycle set by the Manitoba Early Learning and Child Care Program, Province of Manitoba. There are thirteen (13) billing periods per year. This means invoices are calculated by four week period rather than monthly. As there are twelve (12) months in a year and there are thirteen (13) billing periods if you pay monthly you will end up with an overdue account.

## **ARRIVAL AND DEPARTURE**

To ensure that Staff members will SIGN IN and SIGN OUT your child on the Attendance Sheet, you are required to accompany your child into the Centre. Children become the responsibility of the Centre only after they are signed in by a Centre employee. This includes children who are dropped off at the curb before school. Please make sure that you bring your child directly into the

classroom where staff can see that s/he has arrived. Children are NOT to be left unattended under any circumstance. Children CEASE to be the responsibility of the Centre once they leave for school or go home and are signed out.

Once children are dismissed from school they do not become the Centre responsibility until they arrive at the Centre. Parents are asked to remind children that they must go directly to the Centre after school.

If a child does not arrive at the Centre after school: If staffing numbers allow, staff will check the classroom, gym etc. within the school. If the child is not found, the parent will be notified immediately. The Centre will make every reasonable effort to locate the child but cannot be held responsible.

In order for the Centre to maintain staff/child ratios, it is important that you are as consistent as possible in dropping off/picking up your child. Please advise the Site Manager of any changes to your schedule beforehand. You are expected to pick up your child directly after school or work.

Under no circumstances will your child be signed in if he does not attend.

We will only release your child to persons who are listed (by you) on your "Authorized Pick-Up List". Authorized people must have photo id in order to be identified by staff. These persons must be a minimum of 13 years of age.

1. Child and Family Legislation indicate that a child cannot be left alone until they have reached the age of 13 years.
2. The Community Child Care Standards Act definition of a school-aged child is a child enrolled in Grade 1 –6 in a school. We provide child care until June 30 of the year the child completes grade 6.
3. The Manitoba Early Learning and Child Care Program recommends that pick-up be by an adult.

## EMERGENCY CLOSURES

Morrow Avenue Child Care Programs for Families makes every effort to remain open and operating as per our schedule. However, there may be emergency situations where this is not possible. Conditions that warrant closure include snowstorm/blizzard, other natural disaster or health crisis/epidemic such as influenza pandemic, SARS outbreak, etc. that may occur.

For programs located within a school MACCPF must follow the schools procedure for conditions that warrant closure (specifically, for snowstorm/blizzard). These include the ability of emergency vehicles to access the school building, accessibility of fire doors, personal safety of the children, parents and staff traveling to and from the Centre, availability of transport for staff.

If the Centre is forced to close due to an emergency parents will be expected to pay for the day(s). We will broadcast via radio (CJOB/CKY) to announce our closure.

In the event of a Health crisis/epidemic we will follow instructions issued by the Regional Health Authority.

## LATE FEE

A late fee will be charged if you fail to pick your child up at the designated site closing time. Every instance of tardiness will result in a fee of \$10.00 for the first 10 minutes or portion thereof late, and an additional \$5.00 for each 10 minute period or portion thereof to follow. You will be invoiced by our Accounting Department. If tardiness occurs frequently, we may have to review whether the Centre is meeting your needs and whether you may be required to make alternate care arrangements. Please consider that lateness affects more than your child. Staff are unwilling to work the closing shift when they are frequently forced to stay late. Many have evening jobs or classes to attend; some have to pick up their own children from child care.

## CHILD VACATION DAYS

In order for the Centre to operate as a financially viable program, we are unable to offer UNPAID vacation time. If you are currently a recipient of the MELCC Subsidy program, please consider your allotted allowable vacation days.

## NO PICK UP

If for some reason your child is not picked up by 30 minutes after closing time and we are unable to reach your emergency contact, we are required, by law, to contact Winnipeg Child and Family Services. They will pick up your child. The regular late fees will apply.

If you are unable to pick your child up yourself, the Centre must be informed in advance. Please provide a clear physical description of the person you will be sending along with their name, address etc. For the safety of your child, the staff will request that this person provide photo I.D. The law requires that we can only release your child to persons thirteen (13) years and older.

## DRUGS / ALCOHOL

If Staff suspect that the person who arrives to pick up your child is under the influence of drugs or alcohol and that their behaviour could be a safety issue to your child, the following procedures will be followed:

1. You will be requested to call someone else to pick up your child.
2. In the event you refuse to comply, staff will notify the Winnipeg Police of that person's suspected condition and provide them with their name, address and if that person is driving, a description of their car and license plate number.
3. We will notify Child & Family Services of all of the above.

See Appendix III for Behaviour Management Contract

See Appendix IV for Safe Childcare Charter

## Health and Safety

Unexpected illness is a great hardship for parents of small children in group care. Plan ahead and have back-up care for emergencies.

- Public Health has furnished child care facilities with illness and contagious guidelines which we are required to follow. A child will not be allowed to attend the Centre if s/he has:

- Pink eye with yellow or white discharge
- Impetigo
- Ringworm/scabies
- Contagious disease (measles, mumps, etc)
- Rash (unless previously diagnosed as non-contagious)
- Strep throat
- Repeated diarrhea and/or vomiting (more than twice in 24 hours)

Please do not bring sick children to the Centre. Do not request that your child be allowed to stay indoors. If your child is too sick to participate in all of the center's activities, then they are too ill to be at the Centre. We do not have the facilities or staff to care for sick children.

If the illness appears to be of a COMMUNICABLE type, the child will be isolated as much as possible and the parent will be notified to pick up their child. All Centre parents will be advised that their children have been exposed and of the symptoms to watch for. Should your child contract a communicable disease such as measles, mumps, strep throat, scarlet fever or impetigo you must follow the Public Health expectations regarding isolation periods. A doctor's certificate may be required before the child will be readmitted to the Centre.

If your child becomes ill during the day, you will be advised and you must make arrangements to pick up your child as quickly as possible. If you cannot be reached, one of your emergency contacts will be notified. A temporary sick area will be set up to make your child as comfortable as possible until your arrival. In cases of repeated episodes of vomiting or diarrhea, you will be contacted to pick up your child, IMMEDIATELY. The child will not be allowed to return until he is episode free for 24 hours.

NOTE: In the case of a suspected illness, the Centre reserves the right to request a doctor's certificate stating that the child is healthy enough to be re-admitted.

## ADMINISTRATION OF MEDICINE

Staff will only administer medicine that has been prescribed by a doctor for your child. A form must be completed with the name of the child, doctor's name, dosage, time of administration and the duration required. This must be dated and signed by the parent. The medication must be in the original container with the details clearly legible. It is recommended that you make a request of the pharmacist to package medicines in 2 labelled containers so that 1 can be kept at home and 1 at the Centre. If your child requires medication during school hours, you must make separate arrangements with the school. They do not have access to items left on our premises nor do we on theirs.

We are not permitted to give over-the-counter or sample medications unless it is an unopened container and is accompanied by a doctor's note.

We will not force children to take medication. If a child resists taking any medication, the medication will not be given by the staff member and the parent will be advised that the medication was not administered. It will then become the parents' responsibility to dispense the medication in the future.

All medication will be kept out of the reach of children in a locked box or in the refrigerator as required. Please advise Staff.

Manitoba Early Learning and Child Care has authorized Centres to administer Tylenol only in the following circumstances:

- if a child is below the age of two and is vulnerable to develop fever seizures
- if a child over 2 has a tendency to develop fever seizures. In this case, the Centre will require a doctor's note to authorize the administration of Tylenol.

Manitoba Early Learning and Child Care requires that the parents of these children provide a small, unopened bottle of Children's Tylenol clearly labeled with their child's name.

All medications must be handed directly to a staff member. Please do not place medications in your child's lunch bag.

All parents must sign the release form for emergency care to ensure the care and safety of their child is not compromised (see signature page of Registration Package).

Because we are not medical personnel, we do not take temperatures. When a child appears to have the symptoms of a high fever (flushed face, glassy eyes, skin hot to the touch) and shows signs of discomfort, parents will be notified to pick up their child immediately.

## **NO NIT POLICY**

As a means to reduce the spread of head lice, the Centre will strictly enforce a NO-NIT POLICY. The only effective measure against head lice is the COMPLETE AND THOROUGH REMOVAL OF ALL EGGS (nits). Any child found with head lice or nits will be asked to remain at home until no visible evidence of head lice is seen for 24 hours. Staff will check the child's hair for 3 weeks after the first sighting.

## **NAPTINE / QUIET TIME**

Naptime is optional for pre-school children at the parent's discretion. Mats or beds are provided for children preschool or younger. Children who do not nap are expected to have a quiet time. Quiet activities are provided. For children who nap, two sets of labeled sheets and blankets must be provided by the parent. Bedding must be taken home to be washed for the following week.

## **NUTRITION AND FOOD**

Nutrition plays an important role in the total physical and mental health of the children. The Centre provides 2 nutritious snacks per day consisting of three food groups at each. Milk or juice is also provided as a lunch supplement. Parents may provide juice boxes as an alternate. Water is available at all times during the day and children are encouraged to help themselves. We follow the Canada Food Guide. Please see individual sites for posted menus or refer to our website [www.maccpf.ca](http://www.maccpf.ca).

In order to ensure your child's health, our staff are trained in Safe Food Handling. Our Centres are not equipped with kitchen facilities that meet the commercial definition required by the City of Winnipeg in order to permit the safe cooking or reheating of food: Food that needs to be served warm may be sent in a thermos. Food that must be kept cold requires a frozen ice pack or a frozen juice box. We do not have sufficient refrigerator space to accommodate children's lunches. In addition we are not permitted to accept food (cakes, cookies etc.) prepared at home. If you wish to have your child celebrate an occasion with us, we recommend that you send ice cream or fresh fruit.

During the summer months all lunches must be in disposable bags in order to allow flexibility on field trips.

Soda pop, drinks in glass bottles, or food in glass containers, gum and hard candy are not allowed at the Centre and will be sent home.

## ALLERGIES

In keeping with Manitoba Early Learning and Child Care Programs Regulations, we maintain a "peanut free" environment at each of our locations. Peanut butter and peanut products are not on listed on our menus and will not be wilfully served. Please do not send peanuts or products that may contain peanuts – they will be sent home. Allergies can be life threatening. We make every effort to maintain a safe environment for both the children and the staff. In addition, we will inform you when other allergy precautions need to be taken. We rely on parents to ensure that all food sent to the Centre meets the guideline of the particular site that your child attends.

The Centre cannot be responsible for allergic reactions that may occur while children are in our care. Where there are known allergies, you will be responsible to provide an EpiPen, if applicable, for your child in an emergency.

You are responsible to advise the Site Manager if your child has any additional allergies that would require us to take precautions.

## EMERGENCY PROCEDURES

Should a child require emergency care (defined as life-threatening, unconscious, broken bones, allergic reaction) an ambulance would be called; the child will be taken to the nearest hospital (at the ambulance driver's discretion) accompanied by a staff member. The Site Manager will notify the parent immediately of the incident and the designated hospital. The Centre will do everything possible to contact the parent to advise them in advance. In the event that we are unable to reach one of the parents, we will contact someone on the child's emergency contact list. The City of 16 Winnipeg will bill the parent directly for the ambulance service. Under NO circumstance will staff transport a sick child in their vehicles in such cases.

In cases of non-life-threatening events (i.e. laceration) and the parent is contacted, a staff member, with permission from the Site Manager, may transport an injured child in their vehicle. Once contacted, the parent/emergency contact is responsible to meet them at the site's designated medical centre.

In all cases, staff will use best practices available to them. Parents will be required to sign the ACCIDENT/INCIDENT REPORT, and this will be reported to Manitoba Early Learning and Child Care.

## CHILD ABUSE PROTOCOL

The law requires that any suspicion of child abuse or neglect has to be reported to Winnipeg Child and Family Services.

## Field Trips

The Centre tries to expose children to experiences outside of the Centre as frequently as we are able to afford. We do our utmost to choose those that cost little or nothing to parents. On occasion, the Centre may ask for donations to offset the cost. Field trips are optional and parents may keep their child at home or if they choose they may access care at one of our other sites if there is space available. Field trip notices are posted two weeks in advance. Parents are

responsible to have their children at the Centre by the posted times. A sign detailing the field trip will be posted on the Centre's door so that if the parent is late they may choose to meet the group at the destination.

School-Age children are required to provide two (2) bus tickets for each scheduled city bus field trip. Staff will advise parents in advance. Depending on the number of children participating and the destination, children may walk or the Centre may rent a bus.

For safety reasons, a staff member may accompany the group with a private vehicle. The staff will have a valid driver's license and an unblemished driving abstract according to Department of Motor Vehicle requirements. Children will be seated in appropriate car seats/seat belts and will be accompanied by a staff person.

## **CLOTHING FOR FIELD TRIPS**

The Centre will provide all infant, toddler and preschool children with a MORROW AVENUE CHILD CARE pinnie to wear on field trips. These are the property of the Centre and will remain on site. School-Age children may be asked to provide coloured shirts for easy identification.

## **CLOTHING**

A labeled backpack is required for each child to ensure that all belongings are kept together. LABEL all clothing items to avoid confusion. Children will be provided with an appropriate space for their belongings. The Centre will not accept responsibility for lost or stolen items.

Please ensure that your child wears appropriate play clothing daily. In outfitting your child, keep in mind the changeable weather, your child's comfort and the activities that the child will participate in during the day. Each child must have a complete change of clothing in their locker at all times in case of accidents or spills. If a change of clothing is 17 unavailable, the parent may be called as the Centre does not always have spare clothes. Any clothing borrowed from the Centre should be laundered and returned promptly.

We play outside every day, weather permitting (in winter -25°C, wind chill 1600, too cold; in summer when UV rays are at a minimum before 11:00 am and after 4:00 pm).

Shoes are an important to assure your child's safety in order to prevent tripping and falls. Both the school and the child care facility require runners for indoor use.

Please provide appropriate seasonal clothing:

Winter - ski pants, boots, scarf, hat, mitts, warm coat;

Fall/Spring - puddle pants, rubber boots;

Summer - shorts, sun hat, bathing suit and towel.

Outdoors spring/summer/fall – runners or flat bottomed, non-elevated sandals/shoes with backs or back straps. We play outside daily and children will not be permitted to use the climbing structure unless they are wearing appropriate shoes.

Children sent inappropriately dressed will not be allowed to stay: i.e. no hat in the summer, no boots in the winter.

Between May 1st and September 1st parents are required to provide 1 bottle of Hypo-Allergenic sun screen SPF 30+ each and 1 bottle of Skintastic.

## **PERSONAL BELONGINGS**

Children are not permitted to bring personal belongings from home. Most toys are not designed to withstand the use of so many children and may be broken, lost or cause hurt feelings. Dolls and stuffed animals are also difficult to keep clean and can spread germs and head lice. Occasionally there may be a scheduled show and tell day when children may bring a personal item. When this occurs children are expected to take their belongings home at the end of that day. Please take into consideration the type of toy that your child brings. We encourage children's imaginative play and social skills. Games such as those that involve cooperative play with others are recommended. We discourage electronic games and those that focus on superheroes.

# Parent Information

## PARENT INVOLVEMENT

A vital component in your child's care is your involvement. Without this it is difficult to achieve the quality of care that we all feel is desirable. Parents can be involved in different capacities. Some are mentioned below:

### Respectful Behaviour of Clients

Clients (parents/guardians/agency personnel) in person or over the phone are expected to behave in a respectful manner towards the staff at any/all of the MACCPF sites. Disrespectful behaviour includes verbal abuse such as yelling, swearing, threatening, intimidation or touching. See Code of Conduct.

### Board Positions

Participating as a member of the Centre's Board of Directors. The Board meets monthly, or as needed to discuss issues related to the Centre's operation. Please contact the Executive Director if you are interested. Board members are comprised of parents from each Centre site and may include community members as well.

### Special Skills

We all have a talent that would assist the staff in making the Centre a safe and creative place for your child.

### Recyclables

Donating "good junk" that is clean and can be used for crafts and activities.

### Field Trips

Providing ideas for field trips that can expand the children's minds and personal experiences. Perhaps your place of employment would be an appropriate place to explore. Do you participate in a cultural event that you would like to share with us?

## Fundraising Assistance

Throughout the year, we stage events and maintain projects to raise funds for new equipment, field trips, etc. All money raised through these events is used to further develop the children's program.

## PARENT MAILBOX, BULLETIN BOARD, ELECTRONIC COMMUNICATIONS AND WEBSITE

These are used to keep you informed about the Centre's on-going activities. Newsletters, menus, notices, invoices, receipts, field trip information and other items of interest will be included. Please check them daily.

## Parent Concerns

In order for the Centre to operate effectively, it is anticipated that any parent concern will be addressed in a timely and positive manner. Should any attempt to resolve a concern with a specific staff member about a specific problem be ineffective, or if a parent does not wish to speak directly with the staff member in question, it is expected that the following procedure will be followed:

1. Parents will be encouraged to consult with the Executive Director in person/writing as preferred by the parent.
2. Should the issue fail to be resolved to parent/Centre satisfaction, it is recommended that the parent write a letter addressed: "Chairperson of the Board".
3. Should the issue fail to be resolved to parent/Centre satisfaction, (which would indicate parent dissatisfaction with service and/or lack of confidence in service) the parent may be asked to remove their child from the Centre.
4. If the parent is agreeable, the Executive Director will attempt to assist the parent in finding care elsewhere.

# Guardianship

The primary responsibility of the child care program is to ensure the health, safety and well-being of your child. We do not get involved with disputes between parents. The Centre requires a copy of any legal documents pertaining to legal guardianship. Without such a form, either parent has access to pick up. The Centre is required to follow the Manitoba Early Learning and Child Care protocol Understanding Custody Arrangements and Court Orders Issued by the Criminal or Family Law Courts. Please discuss these issues with the Site Manager.

# Parent Injury / Death

As part of the enrolment package, the Centre will provide each parent with a card indicating where your child is in care, should you be unable to speak for yourself. Please complete the card with a duplicate alternate care/emergency contact list of those provided to the Centre. It is your decision who can have access to pick up your child(ren). Where you have not furnished available emergency contacts, Winnipeg Child & Family Services will be notified.

# Appendix 1

## Checklist

- \$100.00 Refundable Security Deposit
- \$25.00 Non-Refundable Registration Fee
- First Billing Period Fees
- Completed Registration Form
- Signed Registration Consent Forms
- Lunch & Ice Pack (morning and afternoon snack are provided by the Centre)
- Small bottle of Tylenol – labeled (if applicable)
- Change of clothing – labeled
- Knapsack – labeled
- Diapers / Pull-ups / Wet wipes (if applicable)
- Hypo-allergenic sun screen SPF 30+ and Off Skintastic (May 1st – September 1st )
- Two (2) labeled crib sheets & blankets (for nappers)
- Appropriate labeled outdoor clothing
- Indoor shoes

Winter      ► Hat, Scarf, Mitts/Gloves, Ski pants, Boots

Spring / Fall   ► Rubber boots, Splash pants, Rain coat

Summer      ► Bathing suit, Towel, Shorts, Hat, Sun screen, Flat shoes with backs

# Appendix 2

## Billing Periods

- October 22, 2017 - November 18, 2017
- November 19, 2017 - December 16, 2017
- December 17, 2017 - January 13, 2018
- January 14, 2018 - February 10, 2018
- February 11, 2018 - March 10, 2018
- March 11, 2018 - April 7, 2018
- April 8, 2018 - May 5, 2018
- May 6, 2018 - June 2, 2018
- June 3, 2018 - June 30, 2018
- July 1, 2018 - July 28, 2018
- July 29, 2018 - August 25, 2018
- August 26, 2018 - September 22, 2018
- September 23, 2018 - October 20, 2018
- October 21, 2018 - November 17, 2018
- November 18, 2018 - December 8, 2018
- December 9, 2018 - January 5, 2019

## CREATING A POSITIVE ENVIRONMENT

A positive approach to behaviour management (discipline) is a major component of our policy. This approach begins with dedicated Early Childhood Educators who are genuine and sincere about their love and commitment to children and quality care. A positive approach requires E.C.E.'s to use guidance techniques that considers the developmental needs and promotes the children's interests and cooperation in the classroom through sound management of space, equipment and materials, as well as the children themselves. Our goal is to develop appropriate socio-emotional behaviours in children.

In order to ensure that we maintain this, Early Childhood Practitioners will:

1. Follow those guidelines and regulations outlined in the Best Practices licensing manual created by Manitoba Early Learning and Child Care Program in respect to prohibited forms of guidance.
  - a. Regulation 11 (1) – A license shall not permit, practice of inflict any form of physical punishment or verbal, emotional abuse upon or the denial of any physical necessities to any child in attendance at the day care Centre.
  - b. Guideline – Physical punishment includes striking a child, either directly or with an object, shaking, shoving or spanking. It also includes forcing a child to repeat physical movements, force-feeding or any other action carried out which results in physical injury to the child. Verbal or emotional abuse includes any harsh, belittling or degrading response by an adult in the Centre which would humiliate, or undermine a child's self respect. The denial of physical necessities includes normal comforts such as shelter, clothing, food, bedding or toileting.
2. Establish clear guidelines for staff and parents so that all the "significant adults" in the child's life are aware of those behaviours which are considered acceptable and those which are considered unacceptable.
3. Commit ourselves to work along with parents and other staff to discourage troublesome behaviour in the Centre and the home on an ongoing basis

Behaviour can be an indicator of how a child is feeling about him/herself. We always reassure the child that we care about him/her: It is the behaviour rather than the child that we disapprove of. The following is a list of suggestions in which a positive approach to discipline can be accomplished. These are tools that you, as the parent, can employ:

- being consistent and fair at all times;
- using a positive approach, children learn to respect one another;
- encouraging sharing, listening and cooperation;
- speaking in a soft, natural, casual, non-threatening voice and to use a firm voice only when necessary;
- being aware of individual needs;
- modeling and demonstrating acceptable behaviour for your child;
- encouraging your child to resolve conflicts;
- using a positive approach, your child will begin to develop an awareness of the feelings of others;
- ensuring that positive behaviours are praised and reinforced;
- discouraging troublesome behaviours by using positive direction;
- ensuring troublesome behaviours are dealt with at the time of the incident;
- ensuring that you give your child attention before he demands it;
- ensuring that if your child is displaying troublesome behaviour he is redirected before the situation becomes serious;
- providing choices and logical consequences so that your child learns to make his own decisions, and be responsible for his actions;
- reasoning with your child, using terms he can understand. In this way, he learns why some behaviours are unacceptable, "I cannot allow you to hit \_\_\_\_\_, it hurts him/her";
- Ignoring troublesome behaviour where your child is not bringing harm to himself, another child, personal property or equipment, i.e. attention-seeking behaviours.

Things not to use:

- Physical punishment includes striking a child, either directly or with an object, shaking, shoving or spanking. It also includes forcing a child to repeat physical movements, force-feeding or any other action carried out which results in physical injury to the child.
- Verbal or emotional abuse includes any harsh, belittling or degrading response by an adult that would humiliate or undermine a child's self-respect.
- The denial of physical necessities includes normal comforts such as shelter, clothing, food, bedding or toileting.

## Rights & Responsibilities of Children, Parents & Staff

Each of the Child Care Providers at MACCPF is committed to the belief that:

- All children, all parents and all staff have the right to be respected, the right to be safe and the right to feel secure.
- Each of the ECE's at MACCPF is committed to our role to work as a team with parents to find the most effective solutions when challenges arise.

## SAFETY: Running from the Centre

Children are required to remain in the Centre at all times unless:

- The child needs to use the washroom and he/she must have a hallway pass;
- The child needs to go to her/his classroom during non-school hours and only if accompanied by a staff member.

## RESPECT FOR OTHERS: Inappropriate language/swearing/bullying/displaying a disrespectful attitude

- Children are required to use appropriate language toward other children and staff at all times;
- Children are required to have a positive respectful attitude, towards other children and staff at all times;
- Children are required to follow the Centre's individual daily expectations at all times;

- Bullying Behaviours such as: threatening, name calling, intimidating behaviours etc.... will not be tolerated;
- Children are required to cooperate with staff and children at all times.

### RESPECT FOR PROPERTY: Breaking toys and property damage

- Children are required to respect all toys, equipment, other children's belongings, staff and Centre/school property at all times.
- The child and the parent will make a plan to repair, replace or reimburse the cost of the broken or damaged item.
- In the case where a parent is unable or refuses to reimburse the cost, the Centre will invoice the parent. The existing policy for payment collection will apply.

### FEELING SECURE: Violence/Physical Aggression

Children need to be able to look forward to their time at the Centre feeling safe. Any type of violence/physical aggression toward self, other children or staff will not be permitted.

*NOTE: If a child is in immediate danger of harming him/herself or others, staff will physically intervene and remove the child from harm. The parent will be called immediately.*

The following protocol will be followed in order to ensure that the rights and responsibilities of each child are achieved:

#### STEPS:

- The inappropriate behaviour will be documented including the time of the incident, the people involved and the events that occurred that lead to the behaviour.
- The situation will be discussed and worked through with the child and the staff
- If this is ineffective, the parent will be contacted to discuss the situation with the child over the phone
- If the incident occurs a second time and staff is unable to resolve this, the child may be suspended the following day

- If the negative behaviour continues, and in consultation with the parent, a referral may be made to an outside agency to assist the centre and the family. Please refer to the SUSPENSION/EXPULSION POLICIES.

*NOTE: If a parent cannot be reached, an alternate person from the child's emergency pick up list will be contacted. If there is no one available to pick up the child, the child will be suspended the following day.*

*NOTE: In all instances we will consider the developmental level of the child.*

As part of the team approach with the school system, children who may be suspended from the school are not permitted on school property and will be considered suspended from the Centre.

# Suspension / Expulsion Policies

## SUSPENSION OF FIELD TRIP PRIVILEGES

In cases where a child's behaviour is characterised as generally disruptive and/or dangerous in a group setting outside of the Centre, the staff, in communication with the parent, can choose to disallow a child from attending field trip(s). In such cases, determined in advance, the parent will be asked to escort his child with the group, ensuring that the child does not miss out on the experience or the child will not be allowed to attend the Centre on that day and it will be the parent's responsibility to find alternate care. Parents will be expected to pay for the day missed.

## PERMANENT EXPULSION

When the steps of the Rights & Responsibilities of Children, Parents & Staff have been followed without any positive results, the following procedures will be followed:

A written notice will be issued to the parent by the Executive Director (or by the Site Manager at the direction of the Executive Director)

The parent will be provided with two weeks' notice. If the parent is agreeable, the Executive Director will attempt to assist the parent in finding care elsewhere.

The following agree to abide by the terms of this agreement.

Parent \_\_\_\_\_ Date \_\_\_\_\_

Staff \_\_\_\_\_ Date \_\_\_\_\_