

ACTION CENTRE DAY NURSERY

PARENT POLICY MANUAL

Action Centre is committed to meeting all individual needs of communication for each member of our organization or community member- all polices and documents are available in accessible formats as required

HISTORY

Welcome to Action Centre Day Nursery. This non-profit day care provides care for your children when they have to be away from the home during part of the day; if circumstances call for care in the home to be supplemented. Care is provided by Early Childhood Educators and Child Care Assistants. Their role is to provide a safe environment that will encourage your child to develop to their fullest potential in social, emotional, physical, and intellectual areas of growth.

Our Centre was started in 1971 as a Nursery School. By 1975 we became a full time day care centre for Children aged 2 - 6 because the nursery was no longer meeting the needs of the community. In 1990, the Centre expanded the operations to include children 12 weeks to two years. (We now have a limited number of school age spaces.)

The day care is managed by a Board of Directors that consists of interested parents and community members. The Board of Directors are responsible to develop all policies for the centre.

PHILOSOPHY

All children are entitled to certain basic rights. This includes nurturing and **consistent quality care**.

Children are all unique. They must all experience similarities according to development stages, but these experiences can occur at different times. Children need experiences from which they can develop in their own individual and unique way.

Early Childhood Educators need to be educated in Early Childhood Development to ensure they have the knowledge to recognize and understand changes in child developmental stages, knowing they can occur rapidly as well as understanding the importance of them.

Early Childhood Educators need to provide guided play experiences and activities in all curriculum areas that allow for children to develop to the optimum at each developmental stage.

Recognizing that pre-schoolers are in the stage of pre-operational thought, Early Childhood Educators will provide "hands on" experiences where the child can internalize the thought process as they continue their development.

Parents are recognized as important persons in each child's life. It is important for the Early Childhood Educators and parents to develop a respectful liaison to benefit the family involved. For the well-being of the child, Early Childhood Educators and parents need to communicate their needs and concerns effectively.

The following policies have been developed by the Board of Directors of Action Centre Day Nursery. All policies meet the Province of Manitoba Community Child Day Care Act. A copy of this act is available in the office. All policies must be strictly adhered to by all members of this organization.

Mission Statement

This daycare centre is committed to providing a safe, caring, and nurturing environment that ensures and allows for each child to reach their optimum levels in development. It is important to work with families to empower our children as we strive to develop them to become capable people. We believe this will lend to the development to brighter futures of tomorrow.

A.C.T. I.O.N. Means:

A. (association) for C. (community) T. (teamwork) I. (in) O. (our) N. (neighbourhood)

Code of Conduct

At Action Centre Day Nursery, we strive to provide a safe, caring, learning environment for children, staff and families. We believe in equality and respect diversity. Management, staff members, children, parents and guardians, of children enrolled, and all others involved in our centre are expected to behave in a respectful manner and comply with this code of conduct. The complete policy of code of conduct is posted on the parent bulletin Information board The Complete Code of Conduct includes guiding principles for appropriate behaviour, appropriate use of technology, developmental capabilities of children, unacceptable behaviours, proactive strategies, consequences for inappropriate behaviour, and guiding principles. Copies of the code of conduct are published on our website. ***All persons entering action centre are expected to turn their cell phone off***

At no time is taking pictures of the children allowed by anyone. This policy is in place to respect the privacy of children and families enrolled in our centre.

BEHAVIOUR MANAGEMENT

We believe discipline should be handled without causing humiliation to a child. We believe in discipline that is age and developmentally appropriate. Techniques are adapted to meet the developmental needs of each child.

We believe in redirecting children positively, giving choices to guide them. If and only if, all choices have been given and a child is still having difficulty communicating, we believe in redirection or direction to a separate area, apart from the group, where the child is still involved in play.

When the child is ready to cooperate in an accepted manner, he/she will re-join the others.

We believe that this discipline method is very effective in building the child's self-worth and creating a positive image

If at any time we are concerned for your Child's safety we will use children's safety straps. An example of this is when we are on a walk in the neighbourhood with a very young child that may not understand about safety.

ENROLMENT

Action Centre Day Nursery accepts children from the age of 12 weeks to six years old. We also have a small number of school age spaces. (Ages six to twelve years) Application for Enrolment:

- The child's name is placed on our on lie waiting list (***the child must be born to be on the waiting list***) at www.actioncentredaynursery.ca
- Spaces are awarded to families based on **one** of the following priorities:
- Families living in the David Livingston School Catchment Area and then
- South to Dufferin Ave., North to Mountain Ave., East to Main St., West to McPhillips
- Families with one child enrolled in the Centre will be given a priority to have another child (sibling) enrolled in the Centre. (providing they also meet the above criteria)
- Families returning because the parent was at home on maternity/paternity leave.
- Infant children leaving the baby room needing a space in the pre-school room. (Please be

aware that when your child turns two years old there may not be an available space in the preschool room.)

- Pre-School children leaving the pre-school room needing a space in the school age program (Please be aware that when your child turns six years old there may not be a space in the school age program)
- Families returning because of securing employment when they had lost employment.
- Students attending any educational/training program in the community.
- If we are unable to reach a person on the waiting list we will contact the next person on the waiting list

Inclusion

We accept and welcome children of all abilities. Indoor and outdoor areas are arranged so all children can 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.

TOILET TRAINING

If your child is not toilet trained you are responsible to provide wipes, disposable diapers and disposable baggies (we suggest “doggie poop bags” from the dollar store) on a daily basis. The diapers must be the types that are able to close on the sides. Diapers that do not reclose – are not acceptable Parents are responsible to clean all soiled clothing.

HOURS OF OPERATION

Our Centre is open on a year-round basis from Monday to Friday with the exception of the following days:

New Year’s Day , Louis Riel Day, Good Friday, Easter Monday, Victoria Day, - Canada Day, Terry Fos Day , Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, Remembrance Day, Christmas Eve (or last working day before Christmas Day - Open until 12:00 p.m.) Christmas Day , Boxing Day, New Year’s Eve (or the last working day before New Year’s Day) -Open to 4:00 pm

If any of these days fall on a Saturday or Sunday the Centre will close on the alternate day as observed by the Provincial Child Care Office. These days will be posted in advance on the Parent Bulletin Board. Fees are charged and must be paid for by the parent for these days.

The centre will also be closed for two additional days per year (in-service days) The centre will provide at least six weeks notice of the intended in-service dates.

. Fees are charged and must be paid for these days.

CONFIDENTIALITY

Information collected as per the regulations, (subsection 6(1) 6(2) 10(6) 11(3) or 11(6) are kept in the office in strict confidence but the parent shall have access to their information upon request... THE CENTRE WILL ONLY SHARE INFORMATION UPON WRITTEN CONSENT FROM THE PARENT

Staff/Employees

Diversity, equity, and inclusion (DEI) are important hiring practices that we currently follow. All employees are expected to perform all duties and daily routines with the children as assigned to them within their daily schedule. All employees must have a current first aide certificate, clear child abuse, vulnerable persons check, and criminal records check to maintain employment.

STUDENTS/VOLUNTEERS

Our Centre is used as a training program for various educational institutions. We also have many volunteers throughout the year. We find these people to be of great benefit to children and staff. While these people are in our Centre, we will assure that confidentiality is maintained. All students/volunteers do not have access to any personal information of our children enrolled including their files.

SECURITY SYSTEM

We have a security system so you must press a buzzer at the entrance door in order to gain entrance into the centre. Please try and assist us in keeping our centre safe from unwanted visitors by discouraging other people from following you into the centre. We are very fortunate that all areas of the day care (except the washrooms) and including the outdoors and parking lots are monitored by our security system that not only allows us to observe everything; our system also records everything. Having the security system also allows controlling visitor access to our centre. Please assist us in controlling this access by discouraging people from following you into the day care. To help ensure safety each person entering our day care needs to be “buzzed in “separately.

CHILD/STAFF RATIOS / Ages of Children

Our Centre is licensed to occupy a maximum of fifty two (52) children at any one time. Ages of children are from 12 weeks to 12 years including a maximum of 48 pre-school children of whom no more than 12 children are less than 2 years of age.

Two thirds of employees (staff) are educated in early childhood development (referred to as Early Childhood Educators) One third of our employees (staff) are referred to as Child Care Workers. All Employees (staff) meet all minimum employment requirements as outlined by the Province of Manitoba to qualify as an employee of Action Centre Day Nursery.

Ratios (the number of adult supervision calculated per child in our care):

Infant Children — 12 weeks to 2 years – one employee for every 4 infants enrolled

Pre-School Children – 2 years to 6 years – one employee for every 8 children enrolled

School age Children - over 6 years of age to 12 years – one employee for every 15 children enrolled.

Staff keep themselves aware of the children in their care by:

- Counting the children on a regular basis
- Checking the attendance sheets to ensure that all children are accurately recorded in the attendance
- Communicating to their team members using walkie talkies the number of children they have in their “sight”
- Each staff takes responsibility to know the total number of children in attendance and the number of children in each area ensuring that the numbers of children equal the total number of children recorded in the attendance, (infant children are accounted for separately)

DROP OFF AND PICK UP/TRANSPORTATION POLICY

You are responsible to dress and undress your child every morning and evening. It is a health care regulation that you (and your child wash your hands upon arrival and departure.

When you or someone arrives with your child/children to day care centre our staff members record the arrival time and the name of the person that brought your child on our attendance sheets at which time the centre assumes responsibility for your child/children. When you or someone arrives to pick up your child/children the staff record the time of departure and the name of the person that picked up your child/children at which time the centre no longer takes responsibility for your child. If someone else is picking up your child; that someone must be pre-registered on your child's information record. (Including name current address phone numbers etc.) If the names, phone numbers etc. on your pick-up emergency list change you must keep us informed. All changes must be made in person and not over the phone. It is best to notify staff in the morning if someone else is picking up your child. Staff will ask the persons picking up your child for Photo Identification.

- Staff will record the time of your arrival to the centre on our attendance sheets and it is at this time that we take responsibility for your child. Please undress your child, wash both your hands and your child's hands and help them to settle etc.)
- Staff will record the time you arrive to pick up your child on our attendance sheets and it is at this time that the centre will no longer take responsibility for your child.

For children that are enrolled in a school that we transport the children to; we as a centre will maintain responsibility for your child until we leave your child in their specific classroom with school staff. We assume responsibility once we pick up your child from the classroom. When staff walk the children to school they bring an outings bag, and a walkie talkie and cell phone with them. The outings bags contain a first-aid kit, as well as all emergency phone numbers. It is important that you as a parent instruct the school that your child attends our day care centre and that we will be picking up your child from the Child's classroom. If your child IS NOT in the classroom when we go to pick up your child we cannot take responsibility for your child. We will of course be concerned and we will notify the school office that your child is missing from the classroom upon our pickup, and we will also notify you. If your child is transported to school by school bus the staff will record the time they left on the school bus. Once your child is on the school bus your child becomes the responsibility of the school/school bus.

You are responsible to notify the Centre if your child will not be attending or if the child will be late. If your child is ill, a description of the illness must be given so we may watch for symptoms in the other children and we may then notify the appropriate health authorities (if necessary). Upon enrolment the parent/guardian will establish or identify their hours of need. Staff employed at the centre will be scheduled to start and finish their work day based on the hours you identify upon enrolment. Children can arrive and depart at any time during the day. Parents can pick up their children from the centre and return them to the centre at any time.

AT NO TIME ARE EMPLOYEES OF ACTION CENTRE ALLOWED TO TRANSPORT CHILDREN IN THEIR PRIVATELY INSURED AUTOMOBILE. PARENTS MUST NOTIFY THE SCHOOL IF THEIR CHILD WILL BE AWAY FROM SCHOOL FOR ANY REASON. IF YOUR CHILD IS TRANSPORTED TO SCHOOL BY BUS ALL ARRANGEMENTS FOR BUSSING ARE THE RESPONSIBILITY OF THE PARENT. THIS INCLUDES CANCELLING THE BUS IF THEIR CHILD WILL NOT BE ON THE BUS FOR ANY REASON (SICK DAYS ETC.)

KINDERGARTEN/NURSERY

We do not have a kindergarten program in our day care Centre; however, there are schools close to us. We will walk your child to and from kindergarten if he/she is enrolled in an afternoon program

of the school we are utilizing. If your child becomes ill or other problems arise while at kindergarten, you will be responsible to provide the school with the appropriate information that will enable them to deal with the situation. The same policy applies for nursery programs. Please remember that we walk the children even during cold weather unless you make alternate arrangements.

Parents are welcome to utilize other Kindergarten/Nursery programs; however, it will be the parent's responsibility to provide the transportation for their child to and from the day-care.

ATTENDANCE

If for any reason a child is absent for six consecutive days without notice from the parent to the Centre, and fees have not been paid the child's space will be given away. Parents will be liable for any outstanding fees according to the outstanding fees policy. If for any reason the child returns shortly after said days and the spot is still available, consideration will be given for their re-entry. (If fees have been paid) As per government policy school age children will not be allowed to attend day care on school days except for school in-service days. Given that Action Centre does not normally provide care for school age children during the school year parents must provide the centre with 3 days' notice if their child's school is having an in-service and you will require care for your child. This allows time for the centre to change staff schedules to accommodate your request. The centre appreciates it when the parents provide us with a school calendar.

OUTDOOR ACTIVITY

Please keep in mind that we go outside every day. The only time we stay indoors is during inclement weather. All staff ensure that children are appropriately dressed for weather, providing the parent sends appropriate clothing. Staff will make a judgement on dressing children for outdoor play unless the parent leaves strict instructions when dropping off their child. An outings bag is also brought outside. Every outings bag includes a first aide kit as well as emergency phone numbers. (Contact numbers for the children as well as contact numbers for the police etc.

- Parents can send sunscreen and bug spray for their child. Please label the sunscreen and bug spray.

When the staff are outside they will continue to monitor child ratios. Staff keep themselves aware of the children in their care by:

- Counting the children on a regular basis
- Confirming the number of children is accurate to the attendance sheets
- Continually ensure that all children are accurately marked on the attendance
- Staff will continually Communicate to their team members using walkie talkies indicating the number of children they have in their "sight"
- Each staff takes responsibility to know the total number of children in attendance and the number of children in each area ensuring that the numbers of children equal the total number of children recorded in the attendance, (infant children are accounted for separately)
- All children must be in direct view of staff members

Bicycle Safety

Manitoba law requires that you ensure that your child wears a Helmut when operating a bicycle. Please send a Helmut for your child (as per current law) Action Centre will provide all children a Helmut to use, however the parent is then required to sign a waiver of liability (see attached).

OUTINGS

We have outings on a daily basis where the children walk to shop, visit community resources such as fire halls, parks, wading pools, etc. Other field trips are arranged by the staff.

All field trips require that a field trip form must be signed by each parent prior to an outing date. A board member also signs the field trip form on behalf of the board of directors. The field trip form

will also list the goals and objectives for each trip (child). A notice will be posted advising you of the trip. Field trips are arranged with the Child's developmental and physical capabilities and chronological age in mind. For example a group of school age children may attend a movie about polar bears and the infant children (ages 3 months to 2 years) would not be scheduled to attend because they would not be able to sit through a hour long movie. All children in the same peer group may be scheduled to attend field trips, outings and special events. (With their guardian's written permission) Transportation for each field trip is made according to the destination of the field trip and the children going on the field trip. No child will attend a field trip without the written permission of the parent. Staff will continue to ensure that they are aware of the children in their care by:

- Staff will ensure that all children and staff in their group are easily identified by wearing action centre t-shirts or "pinnies" (even on walks in the neighbourhood)
- Staff will record the specific names of children on the outing and leave a copy of these names of children in the attendance book. Child tracking sheets inform the staff on the outing and the staff not on the outing of the exact names of the children and staff that are on the outing. The child tracking sheets also records the cell phone number that the staff have with them.
- While on the outing staff will continually count each number of children in their care to ensure that all of the children are accounted for
- Staff will always take an outings bag on all outings field trips etc. Outings bags include emergency contact phone numbers for the children, emergency phone numbers for police etc. as well as first aid kits.

FEES

The Province of Manitoba dictates the fees that centres can charge. The current policy of this day care is to charge the maximum daily fee allowable by the Province of Manitoba.

All parents/guardians are responsible to pay the daily child care fee. Fees are paid in four (4) week cycles. These four week cycles are called billing periods. The billing periods are determined or scheduled by the Province of Manitoba. Listings of these billing periods are posted in the day-care Centre and on the website. **Parents that have not paid their fees will not be allowed to leave their child in the centre until fees are paid.** Action Centre accepts E-transfer payments as a method for fee payments. E-transfers can be sent to: Ben.action@shawbiz.ca

We try to be a "green" centre and therefore paper invoices will not be issued. If you are unsure of your payment requirement please ask any staff member and they will gladly assist you. Families with unpaid fees will have their space held for them equivalent to the child care fee deposit. All parents are required to pay a fee deposit equivalent to four weeks of the cost of care. The deposit fee is applied to the child's fees when the parent provides notice.

Cash or E-transfer will be the only form of payment that Action Centre accepts.

Action Centre has limited spaces for school age children. There is great demand for these spaces during Christmas and Spring Break. Parents that are requiring care during this time must provide the centre with full payment at least four weeks in advance of these school breaks or space will not be held for them. Under no circumstances will fees be refunded.

Action centre also provides a limited number of care for families that only require part time care. Part time care is (as per government regulations) is anything less than 4 consecutive hours of care. Four hours or more is considered to be full time care. Action also considers part time care to be anything less than five full days per week.

SUBSIDY

Parents are encouraged to apply to the Province of Manitoba for a child care subsidy (that could lower the cost of their daily child care fees.) Applications are available on-line at www.gov.mb.ca/childcare¹. You can also apply in person at 102-114 Garry Street. (Provincial Services of Manitoba). Action Centre will charge full fees unless a parent is able to demonstrate they have a current valid subsidy.

Outstanding Fees/ Delinquent Fees

Fees that are received past the due date may be subject to a 10% late fee charge. The Centre will continue to collect all outstanding fees through various means available to them. This includes collection agencies, disclosing payment records to other day-care Centres, small claim actions through the Courts, and notifying the Provincial Services Office. It is important for all families to be aware that future subsidy applications could be jeopardized if there are outstanding fees at another day-care Centre. Please understand that ultimately it is the responsibility of the parent to pay any fees that the Province does not pay on the parents' behalf.

CHARITABLE DONATION RECEIPT

Action Centre is a registered charity with the Canada Revenue Agency. We ask you to consider directing your planned giving to this centre. We are aware that many workplaces participate and encourage their employees to contribute to charities through payroll deduction (United Way Campaign etc.). Please consider donating to Action Centre. All donations are given a charitable donations receipt. These receipts can be used as a deduction at Income Tax Time.

WITHDRAWAL

You must provide us with at least **4 weeks' notice (in writing)** if for any reason your child will no longer be attending our Centre. Fees will be charged and expected to be paid until the withdrawal notice period has been fulfilled.

When your child is leaving the centre to begin school the centre will follow the procedures outlined in guidelines - GETTING READY FOR SCHOOL- A PARENTS GUIDE – published by Healthy Child Manitoba

The Centre reserves the right to have you remove your child at any time for the following reasons:

- failure to adhere to all parent policies
- failure to pay child care fees
- failure to pay overtime/late fees
- inappropriate behaviour of parent/guardian towards any child, staff or other individual at the centre.

If at any time a child's behaviour results in the endangerment of other children or adults at the centre, the first steps will begin with discussions with the parent/guardian. The parent/guardian is expected to meet with the centre within one week. It is hoped that through further discussion and the centre working with the family amiable solutions can be reached. If the child's behaviour continues to be aggressive then suspension from the centre may be necessary.

LATE POLICY /LATE FEE POLICY

. If your child has not been picked up by closing and you have not notified us then:

1. The name of the persons on the emergency list you have given us will be notified.

2. The Director will be notified.
3. If the person on the emergency list cannot pick up your child, Child and Family Services will be notified that your child has not been picked up.

There is also a fee charged if your child is not picked up by centre closing.

Late fees are paid to the day care Centre employee looking at the following rates

First time late	\$10.00 for every 15 minutes or portion of 15 minutes
Second time late	\$15.00 for every 15 minutes or portion of 15 minutes
Third time late	\$20.00 for every 15 minutes or portion of 15 minutes
Fourth time late	\$25.00 for every 15 minutes or portion of 15 minutes

The first time you are late picking up your child in a 60 day period, you will pay \$10.00 for every 15 minutes or portion of 15 minutes. Each time you are late within a 60 day period, the fee will go up by \$5.00. Your child will not be accepted into the day care until late fees are paid.

LATE ARRIVAL OF STAFF

If for any reason a staff member is late in arriving in the morning, the staff member that is late will be responsible to pay each parent. (per family) The Director will ensure that the staff member pay the parent on or before the next day. The staff member will also be responsible to provide a letter for you regarding your late arrival for work or school. Staff members will pay the parent directly. The staff will pay the parent 10.00 for every 15 minutes or portion of a 15 minutes that they are late.

CHILD INFORMATION/CONFIDENTIAL REPORT

Information is collected by the day care centre according to Government of Manitoba regulations of the Community Child Day Act, specifically regulations 6(1) section (a) through to (g). It is also a regulation that these records be maintained while the child is enrolled and then kept for a period of at least two years after discharge.

You are responsible to keep the Centre informed of any changes of phone numbers, etc. It is for your child's benefit that you keep the day care up to date on phone numbers, emergency numbers, and other pertinent information. We are inspected by the government on a regular basis and they actually go through the records to ensure we have accurate information recorded and appropriate information according to the above regulation. These government representatives are also expected to enforce the confidentiality regulation.. 6 (3). Please update your child's registration forms.

SEPARATION/GUARDIANSHIP

If for any reason you have legal documents regarding custody, guardianship, etc., we would appreciate a copy of these papers. This is for your protection and the protection of your child. If the day care Centre is not aware of the situation existing in your home we are bound legally to let your child go with either parent as both have equal rights. There is a section on the child information/confidential report that specifically deals with this information. We will require your signature detailing your specific situation in regards to copies of papers documentation etc. We will enforce the documentation that you provide by first of all trying to reason with the parent/guardian that does not have access as defined in the documentation provided and secondly if necessary we will then contact the police.

GENERAL HEALTH POLICY

Our day care works closely with Manitoba Early Learning and child Care and various other health authorities in order to maintain good, general health within the Centre. This is for the well-being of the children, parents, visitors and staff. It is the policy of this centre to follow all directives and recommendations received from the Province of Manitoba.

We review our health policies on a regular basis in order to determine the effectiveness of our policies. To date our policy states that all staff must follow proper hygiene at all times and follow the Day Care License manual of the Province of Manitoba Department of Community Services.

All employees, visitors, volunteers, students etc. that are in the centre must follow universal health precautions. This includes proper hand washing, diaper changing, and washing hands after blowing noses etc.

SICK CHILDREN

We will not accept your child if he/she is not feeling well. We do not have the staff or facilities to provide care for sick children. We realize that it is often difficult to miss work and/or to arrange alternative care; however, we do not want to have unnecessary illnesses spreading in the day care. It is the responsibility of each parent to ensure that they have an alternate care plan for their children if their child is too sick to be at day care. Your child will not be allowed to return to day care until they are symptom free. If your child becomes ill while at the Centre and in the opinion of the staff they should be taken home, you will be telephoned and expected to pick him/her up immediately. Because there are many different opinions on re-entry for communicable disease, we will use the guidelines published by Winnipeg Regional Health Authority.

MEDICATION

Please keep us informed at all times of all medications that your child is currently taking. We can administer medication here in the centre providing the medication dosage does not exceed the instructions on the bottle/prescription. .

Parents must also provide written instructions for staff regarding administration. Appropriate forms are provided.

Medical Alerts/ Anaphylactic Policy (Epi-Pens)

Action centre must be notified if your child has any type of serious medical condition (this includes children with asthma, life –threatening allergies etc.) Your child will also be required to have his or her medications on his person. This includes medications such as epi-pens for life threatening allergies (We suggest a fanny pack). Your child will not be accepted at the centre without his/her medication. You will be required to give us permission to post a picture of your child identifying the medical concern. We feel this is one of the ways we can ensure that staff of Action Centre will be kept informed on the specific important individual needs of our children enrolled. We are required to refer your child to (the) United Referral Intake System (a division of the Winnipeg Regional Health Authority) to ensure that we have a specific care plan in place for your child. This is done by completing United Referral Intake System application. This will enable us to complete the specific care plan for your child. A nurse will contact you for further information about the plan. A specific care plan will then be developed for your Child. The staff will also receive specific training for your Child’s specific care needs. All parents with children that have medical conditions will be required to complete additional information forms in regards to this.

ACCIDENTS/INCIDENTS

Our day care works very hard to provide a safe, clean environment for children to play in. The staff are always alert to potential hazards and takes steps to ensure the utmost safety. However, knowing the nature of children and those accidents/incidents do happen, we established the following policies:

1. All children are encouraged to wear shoes that provide good support, as well as shoes that do not have a slippery “sole”
2. All staff are trained in First Aid/CPR
3. All accidents that reach staff’s attention will be treated and recorded for parent notification. Parents are responsible to check with a staff on a daily basis to see if there are incidents accidents to be signed. The staff member, director and parent will all sign these recorded incidents. Parents will be emailed a copy of the incident upon request.
4. Parents are responsible to notify staff members upon arrival of incidents/accidents that have

happened away from the centre (home etc.). These are also recorded.

5. Parents are advised to expect a usual amount of scrapes, bruises, and other minor accident
6. Parents will be notified if the staff feels that medical attention for the child is needed. It is the parents' responsibility to have the child transported and accompanied by an adult to the appropriate medical facility.
7. If an ambulance is called, parents must pay the total cost.

Clothing

All clothing should be labelled. You are responsible to keep an extra set of clothing for your child in your child's locker. We will not be responsible for lost or stolen articles. Infants and toddlers must have an adequate supply of clothing for each day.

Parents must check their child's locker daily. Soiled clothing will be placed in bags in the child's locker. Infant children have areas located within the infant room to keep extra clothing. Parents must check this area each day for soiled clothing to take home.

Please dress your child in clothing that will not restrict their play. (Things you are not afraid of getting dirty from paint, etc.)

Please send appropriate clothing for the season, i.e. sun hat - for summer; jackets, ski pants, scarves, mitts, boots - in winter; jackets in fall and in spring. Parents are responsible to empty their child's locker etc. of all possessions upon withdrawing from the centre. All scarves must be worn on the inside of the child's jacket, and scarves cannot be tied. This is for safety purposes. Scarves have been known to get caught in playground equipment such as swings and children have actually died from these "mishaps". It is for the same reason that we will not allow strings on mitts even if the mitts are inside the jacket

Child Development

Parents will be asked to identify goals for their children upon enrolment. (These goals will be listed by the parent on the confidential form) The centre asks that parents review these goals and inform the centre of any changes/updates they wish to make.

Infant Plan

Our day care centre currently provides care for 12 infant children on a daily basis. With the exception of employee vacations, the infant room has three primary caregivers scheduled to provide care throughout the day. A minimum of one employee for every four infant children in attendance is strictly maintained throughout the day including nap time.

Throughout the day preschoolers are allowed to visit in the infant room if ratios allow. (Older siblings of infants are especially encouraged to visit their younger siblings). Allowing pre-school children to visit encourages and supports our family grouping model of child care. Infants benefit from being with older children because they model excellent play behaviors and learning experiences for the younger children. A preschool visiting in the infant room is counted in ratios as one infant child not one preschool child. All toys in the infant room must be age appropriate for infants only. (Due to choking hazards etc.) The preschoolers will be given the opportunity to choose toys to bring into the infant room that do not pose a safety risk to the infants.

There is a separate sleep area in the rear of the infant room. If ratios permit infant children will sleep in this separate nap area. If ratios do not permit they will sleep in the main play area. Cribs are kept in both areas. Each child will always sleep on with their own sheets and blankets. (sheets and blankets are never shared between children.) In order to ensure the care giving needs of all infants are being met, the centre will practice direct supervision at all times, including nap times. Ratios are always maintained.

Regulation 8(2) (b) staff/child ratios and direct supervision will be maintained at all time during naptime and programming hours. Infants are provided with two snack supplements and a lunch supplement in the infant room. The room is equipped with small chairs with trays as well as a very low table in which chairs can be placed around that allows the infants to sit at with their feet touching the floor.

Since the evacuation procedures do not change regardless of an infant plan or mixed age groups in effect, please refer to the safety plan regarding evacuation procedures.

Each infant's development is supported with many play experiences and stimulation as outlined in the curriculum statement in the following paragraphs.

Infant Curriculum Statement

Infants develop new skills every day! They explore and learn about their world through their senses and emerging motor skills. They are born curious and ready to learn.

Our centre offers an infant curriculum that is play based, child centered. We create infant learning environments to provide experiences that respond to an infant's natural curiosity. We accentuate the children's day with art, sensory, and other activities that have a common theme.

The learning environment includes symbolic, sensory, literacy, curiosity, movement, music, and outdoor experiences.

It is our role to strive to remove barriers to learning, whether they are physical, social, emotional/behavioral or cognitive. Our centre is committed to supporting children with special educational needs and disabilities and to working in close partnership with their parents.

Recognizing that infants learn through their sensory motor skills, Early Childhood Educators provide play experiences where the infants explore and learn through tasting, touching, smelling, looking and listening.

The Early Childhood Educators sit on the floor and engage the infants in play. Being at the children's level makes it easier for the staff to observe, enhance and extend the children's play experiences. They share their observations with other staff members (during the day) and at regular team meetings. They use the information gathered along with their knowledge of children and their development to organize interactions, experiences, play space & play materials to provide a curriculum that meets the needs & interests of individual children and the group as a whole. Infants are dependent on close, nurturing relationships as the source of positive physical, social, emotional and cognitive growth. Infants learn about their world by observing adult reactions. They develop best when they are assured of having a trusted caregiver who can read their cues and respond to their needs. Each infant under one year of age is provided a primary caregiver upon enrollment to encourage bonding. The primary caregiver is responsible for feedings. Young infants who require naps more frequently than the other children will be napped in a crib in the main play area where direct supervision can be maintained. All other infants will nap in the nap room at their scheduled time with direct supervision. The Early Childhood Educators spend a lot of time nurturing the infants. Often staff will be rocking an infant in the chair while two other toddlers sit on the chair with them.

Routines such as washing hands and changing diapers are another opportunity for the children to learn. The infants learn to climb the stairs to the change table. Each step in the process is described for the child. Infant snack and lunch times are social times to talk about the foods they are eating and introducing new foods. Children are encouraged to self-feed as well as drink from a regular cup Throughout the day music is played for the children, the infants play instruments, sing finger plays and dance to multi-cultural music. The children's names are often sung by the Early Childhood Educators to encourage language and help develop social skills.

Throughout the day siblings and preschool children are able to spend time with the infants. This is encouraged as it builds bonds and relationships. Toddlers will also spend time in the preschool room to expose them to the environment before they move over.

Books are available to the children at all times for the children to explore and the Early Childhood Educators to read and read again. Some books are cloth and plastic as the first step for infants to foster (love) reading books is by tasting them.

Language development is particularly crucial during the infant period. We provide many opportunities for infants to engage in meaningful dialogue. Examples of this are when the children are building with blocks by saying what the child is doing “you are putting the block on top of the other block”. To further this language and play one can describe the color, shape or size of the blocks.” You put the big yellow block on top of the little blue block, let’s count them 1, 2, 3 we acknowledge and encourage the infants’ forms of communication. We actively use and teach American Sign Language with the infants; as well descriptive signs are posted throughout the room. Baby sign gives the nonverbal child the ability to communicate and helps to alleviate frustration while they are gaining their verbal skills.

The infants’ play is enhanced by outdoor experiences where they can explore nature. Outdoor play is also brought inside by exposing the children to things such as rocks, shells, leaves water and sand. The children love to touch, smell listen look and taste these items. Parents have the opportunity to attend (with their entire family and extended family) various events held in the daycare such as the Children’s Christmas party, parent workshops etc. and our Annual General Meeting. This is a wonderful opportunity to develop relationships with other parents. Parents are welcome to run for seats on our board of directors. Parents are welcome to attend monthly board meetings held in the evening, child care is provided by the centre. Many childhood milestones occur during the first two years of life. The Early Childhood Educators are blessed to be able to share these milestones with the children and families. The centre’s schedule ensures there is an infant room staff available in the morning to greet parents. This is an opportunity for staff to exchange information with the parent about how their child is doing, how their evening was and any other information the parent would like to share. This information is documented in the child’s individual book. When the child is picked up at the end of their day the staff will share with the parent and information about the child’s day. All children under one year of age have all their feedings sleep times etc. recorded in their individual books. Weekly menus are posted for the parents whose children are on table foods. Photos, notes, samples of the children’s art work is collected and given to the parents throughout the year.

Pre-School Curriculum Statement Our centre offers a curriculum that is play-based. “Play is essential for optimum development in children. Play enhances every aspect of children’s development and learning. It is the children’s window to the world. Play nourishes every aspect of children’s development; it forms the foundation of intellectual, social, physical, and emotional skills necessary for success in school and in life. Play paves the way for learning.”² We provide children with long uninterrupted blocks of play time both inside the daycare centre as well as outdoors. This includes both playing by themselves or with their friends. The job of our Early Childhood Educators and their assistants is to create these long opportunities for play with a predictable but flexible schedule as well as meaningful experiences by offering a wide range of toys and equipment and staff-led activities that meet children’s needs and interests. For example,

² Lessons in Learning United Nations Convention on the Rights of the Child. Article 31. Available at <http://www.unicef.org/crc/index.html>

children learn about sinking and floating while experimenting at the water table, they develop an understanding of balance while building with blocks; enhance strength and coordination while running or kicking a ball, and they develop social skills such as sharing and taking turns during dramatic play in the housekeeping centre. We provide optional activities during play time to enhance each child's growth for success in life. Skills that children learn through unstructured open-ended play include negotiation, conflict resolution, problem solving, empathy, self-regulation, independence, safe risk taking, leadership, communication skills, organizational skills, as well as imagination and creativity. Our curriculum includes a combination of child-initiated spontaneous play in our well-planned play areas; planned activities based on what the staff see the children playing throughout the day; and interactions that support these experiences. Staff use the goals that each parent identifies for their child as the first step in developing our play areas and activities. We also watch the children while they are playing to see what they are playing with and talking about to find out what their interests are. Staff observe each child's skill level by jotting down quick notes throughout the day. By expanding on their own play, the children are more likely to find the play areas and activities provided by the staff to be more interesting and satisfying. The children are also highly more likely to be engaged in the environment. We do this by interacting with children during their play by playing with them at eye level, by asking the children questions and by role modeling. We use this information gathered during these interactions to plan and provide toys, equipment and activities for the children that best meet their needs and interests. We also talk to the families at drop off and pick up to expand on "happenings" in the home by including some of this information in our planning. For example, a family shared with us that they were going on a trip by plane. We then added planes, to some of our play areas. We made a pretend plane in our dramatic play area that included pilot uniforms, flight attendant uniforms, luggage sets that the children could pull around the centre, and pictures of the major airlines, (West Jet, Air Canada etc.). The staff led the play with examples of what pilots would say on an airplane such as please fasten your seatbelts while the plane takes off and had recordings of airplane sounds playing from time to time. From these experiences, children developed skills such as language & reasoning and the ability to work with others. As the children became more and more involved and shared these experiences with their parents, many families added to this wonderful play experience with further comments and props. This leads us to the importance of positive interactions and relationships with families. These conversations also give us the opportunity to share information with parents about their own child's learning and development. "For children to learn and develop they must feel safe and secure. This must be done by developing a sense of trust in everyone that cares for them. Relationships between children and their peers, between adults and children and between families and staff are built with frequent positive interactions based on respect and open communication"³ Our staff schedule time for children to have group play and other group social interactions that provide meaningful support to the children as they explore and gain new skills and knowledge. Scheduled group times include snack times, guided activities such as art, music, science and story time as well as spontaneous group play when children choose their own play areas and friends to play with. This helps children to respect the thoughts and opinions of others as they take part in open discussions while they take turns to talk. This also fosters the ability to develop a sense of empathy and understanding for others as they learn to relate to the people around them. We provide opportunities for children to

³ Manitoba's Early Learning and Child Care Curriculum Framework for Preschool Centres and Nursery Schools, published by Prov. Mb..

recognize themselves and respect others by incorporating diversity and inclusion in our curriculum by exposing children to similarities and differences. We provide the children with a variety of materials such as play food, toy people, and dress up clothes, photos, and books that represent various cultures, races, ages, genders and abilities. Staff use sign language; they ensure all children have the opportunity to share during group time, and they serve foods that reflect the cultural families in our program and community. The staff evaluate the curriculum by assessing the children's development, the daily schedule for both the staff and children (children's drop off times change as parent need changes and the schedules are changed to reflect this change) we welcome feedback on an informal basis and a formal evaluation of the program is conducted yearly by the parents, board and staff. Action Centre Does not provide an age specific cubiculum for school age children. We encourage parents to re-evaluate enrolling their school age child in Action Centre if the developmental needs of their school age child cannot be satisfied in a preschool environment.

FOOD/NUTRITION

We are a nut free, peanut free centre

Parents are required to send their child with their daily nutritional requirements (snacks and lunches) Our pre-school daily schedule includes two snack times – 915 am and 245 pm – and a lunch time of 1145 our infant daily schedule includes two snack times – 915 am and 230 pm and a lunch time of 1130am.

Parents are also required to supply a water bottle for their child (non-breakable) with their child's name on it.

Infant Room Nutrition/Bottles and Soothers

It will be up to the parent to decide when their child cannot have a bottle or soother. - Children will not be allowed to have a bottle propped in their mouth when going to sleep. (No bottle propping) Parents must send the appropriate number of bottles (pre-filled) they wish their child to have while in attendance that day.

Celebrations (Birthday's, Valentine's Day, Easter Etc.

When sending treats for a special occasion such as your child's birthday, please remember to send nut free, peanut free treats. We appreciate treats being sent for all special occasions or celebrations in the centre (Christmas, valentines day, Easter etc.) but again please send peanut free nut free treats. A simple suggestion is ice cream and cones. Action Centre has many children enrolled that do not engage in celebrations such as Birthdays, Christmas, Easter, Valentine's Day etc. We are unable to accommodate your child to be segregated from our programing if you do not want your child to celebrate in any of these occasions.

Tooth brushing

We will provide time for your child to brush their teeth after lunch. Please send a toothbrush and toothpaste) in your child's lunch kit each day if you would like your child to brush their teeth.

NAP

We provide a nap time for the children. Young infants will nap according their own individual needs. As all children become older they will be on the same nap schedule of the room they are in. All children including infants will be placed on their back when sleeping. Under no circumstances will children be placed in any other sleeping position except on the child's back. Parents of infant children that sleep in a crib can provide the centre with a sleep sack . (the centre uses blankets). Please

understand that the centre launders all bedding. We cannot accommodate specific laundering instructions for your child's sleep sack. There is a scheduled nap period for **all children** between 1215 and 215 or 1230 and 230. The children are napped for a maximum of two hours. If a child wakes up before the 2 hours and does not fall asleep again, they will get up and play. **All children receive direct supervision during nap time.** Staff conduct visual checks on all children every 10 minutes. They observe each child's skin colouring and breathing. The supervising staff records their initials and time once they have completed the check. Any observed concerns will be documented and shared with the parent. Serious concerns will be shared immediately with the director and the parent. Staff will contact the parent and the parent will be expected to pick up their child immediately. Each child will always sleep on their own matt or crib and have their own bedding. All bedding will be sterilized on a weekly basis **All children** that require a nap other than the times identified above will be allowed to sleep in the general play area. Infants will be placed in a crib to sleep. There is always a crib in the infant room for children to sleep in during non-scheduled nap periods.

NON-NAPPERS

All children will be given the opportunity to sleep each day. (Including school age children) Any child who is not able to sleep (after ½ hour) will not be required to stay in bed. A separate program will be offered for these children during this time. The child's development capabilities and tolerances will have influence over whether a child requires a nap; however age will have no barrier on this policy.

BOARD OF DIRECTORS/ANNUAL MEETING

This day care Centre is a non-profit Centre that is managed by staff on a day to day basis based on policies set in place by an elected Board of Directors. These board members are elected each year at our annual meeting. If you wish to participate please submit your name ***and resume*** to the Director, who will pass your information on to the Nominating Committee.

All parents with children enrolled in the Centre must attend the Annual General Meeting unless the parent is able to demonstrate a rationale for their absence. If a parent does not attend the Annual General Meeting, the board can give the parent 2 weeks' notice after which the child/children will no longer be accepted in the Centre. Parents are encouraged to send a letter of explanation of their absence from the annual meeting. It will be up to the Board of Directors to make the final decision as to whether the child/children can stay.

PARENT INVOLVEMENT

We recognize that you, as parents, are the most important people in your child's life. Therefore, we as an extension to your child's home welcome and encourage parents to become actively involved in the Centre.

- Parent Involvement/Volunteer Suggestions
 - Providing service, i.e. handy person, typist, artist, seamstress etc.
 - Providing supplies or discount supplies, i.e. paper, wood, sand, etc.
 - Setting up/attending parent meetings. i.e. issues, speaker, films.
 - Becoming a member of the Board of Directors

PARENT/STAFF CENTRE COMMUNICATION

1. Individual Parents Meetings
 - a) The staff will share with parents their child's play and how their day went.
 - b) If parents would like a private discussion with a staff member, staff will try and provide this on a spontaneous request; however, our first responsibility is to be with the children. It is therefore advisable to pre-arrange time to ensure we can meet with you.
 - c) Confidentiality of each child and his/her family will be respected at all times.

- d) Parents are encouraged to provide suggestions and comments regarding the program. A suggestion box is located by the bulletin board for anonymous ideas, etc.
2. Parent Information
- a) The Centre issues a newsletter on a regular basis. Parents are responsible for reading and responding to it (if requested).
- b) The Centre posts staff schedules, menus, daily schedule (attached), behaviour management policy, plus a variety of other information. Parents are responsible for reading and responding to (if requested) all these postings.

GRIEVANCE

Should you have any general concerns about any aspect of our operation, please direct them to the staff. If the response is not to your satisfaction, we encourage you to talk to the Director. If this proves unsatisfactory, a letter to the board would be the next appropriate action, followed by contact with the Day Care Office Co-ordinator if the Board does not respond. The Day Care Office Co-ordinator will re-direct your concerns to the Board.

CHILD ABUSE

By law, we are responsible to report any suspicions of any type of child abuse to the appropriate authorities. We are quite willing to help you with any difficulties you are having, however, our first responsibility is to your child. If we have any doubts, we will report them to the appropriate authorities. If there are any misunderstandings, please feel free to contact the Director and we will do our best to resolve any concerns.

FIRE DRILL/Safety Plan

Fire drills are held at least **ONCE** a month to ensure the safety of your children in case an emergency does occur. These drills familiarize the children and staff with proper procedure. All persons in the building are expected to participate.

Safety drills are also conducted on a regular basis. Action centre has an extensive safety plan/safety charter. This safety plan covers all types of safety situations and our evacuation procedures for each of them (if we have to evacuate). This charter is posted on the parent bulletin board. Copies are available upon request. This is another reason to keep the centre informed of your current phone numbers. In case of an emergency we need to be able to contact you. If we had to evacuate the centre we do have a number of safety provisions that we take with us This includes but not limited to blankets, food, water and our emergency contact numbers. (see the safety charter for a complete list of items that we would take) All employees are responsible to understand the current safety plan which includes direction and guidance for staff to ensure that all children and their abilities to evacuate are taken into consideration during all safety alerts. Safety alerts along with fire drills are practiced by the centre

FIRE EVACUATION PROCEDURES

Assist all persons out of the building by:

1. Walking
2. Using the designated fire exit door.
3. Closing all doors and windows.
4. Check all rooms, corners, washrooms, etc. for stragglers.
5. Taking emergency record cards for a child check.
6. Once outside, confirm all persons are accounted for.
7. Once outside, gathering the children at an agreed location. **

* Procedure is to place a fire flame at a chosen exit so children will become aware of alternate exits.

** In case of a real fire, all children and staff and persons in the building will evacuate and safety will be ensured for us at a nearby location. The location being: Native Women's Transition Centre –

105 Aikens Street Parents will be notified of the situation and requested to pick up their children immediately

Centre Closure

Action Centre Day Nursery will only close the day care (other than statutory holidays as previously listed) for reasons beyond its control. The centre will work closely with the Province of Manitoba (Child Day Care) to secure alternative care arrangements for children in alternate sites if the closure is expected to be longer than one day. Fees will be charged to the parents unless otherwise determined by the Board of Directors. Action Centre Day Nursery has an extensive emergency preparedness plan that is available to all parents. Copies of this plan are available in the office and on the parent bulletin board. If we close the centre during the day when the children are already in attendance we will relocate to our emergency alternative site which is the Indigenous Women's Healing Centre located at 105 Aikens. You will be notified immediately of the situation and you will be required to pick up your child. This is why it is important to keep the centre informed of your current phone numbers etc.

TOY LENDING LIBRARY

We currently have a toy/book/equipment lending library. There is no cost involved for this program. However, if an item is not returned, there will be a replacement fee charged. Anyone 12 years of age and older can sign out something. Upon returning the borrowed item, you can take out something else again. If you would like to utilize this service, just ask one of the staff members.

Whistle Blower Act

The Public Interest Disclosure (Whistleblower Protection) Act (the "Act") provides a process for the disclosure of significant and serious wrongdoing and protection against reprisals for persons who make such disclosures.

Our daycare centre has an extensive policy that allows and encourages all individuals to report or disclose any serious wrongdoings. A copy of this policy and procedure is posted on our parent information board, is given to all board members and all employees.

INFANT ROOM DAILY SCHEDULE (Children aged 12 weeks to 2 years)7:30 -9:00 Infant Room is opened and free play is offered. Water is offered every 30 minutes to non-verbal, non-commutative children. Planned play experiences provided by Early Childhood Educators while children are engaged in their environment.

9:00- Hand washing for morning snack

9:00-9:30 am snack

10:00- 11:30 Guided play experiences in all developmental areas. Toddlers are also offered play experiences in the preschool room and gym.

11:00-11:30 Diapering routine for all children.

11:00-11:30 Transition to hand washing and lunch.

11:30-12:00 Lunch

12:00-2:00 Nap, diapering for all infants as they wake from nap

2:30 -3:15 hand washing and pm snack.

3:15-3:30 dressing for outdoor play

3:30- closing Outdoor play

combined grouping with preschool children in infant room unless preapproved by management. Free play. Optional snack.

Daily activities for the children will include a wide variety of experiences in all curriculum areas, such as art, music, gross motor, creative play, blocks, manipulative table toys and puzzles.

Young infants will be fed and napped according to their individual needs as determined upon enrollment and with input from the parent/guardian.

PRESCHOOL CHILDREN DAILY SCHEDULE (Children aged 2 years to 6 years)

7:30 – 8:00 Free play. . Water is offered every 30 minutes to non-verbal, non-commutative children all day long.

8:00 – 9:00 gym may be opened staff ratios permitting for preschool children.

Optional activities. Washroom.

9:00 -9:30 Transition to hand washing for morning snack. Morning snack.

9:30 – 11:15 **Optional** guided play activities in all curriculum areas. Housekeeping, Art, Science, Library, Trucks and Blocks, Puzzles, Large Muscle activities in the gym.

11:15-11:30 Clean up before lunch.

11:30-11:45 Transition to hand washing before lunch

11:45-12:30 **Lunch.** Washroom. Transition to nap for nappers. Transition to dressing for school children.

12:30 – 2:30 **Nap**

12:45- Children leave for walk to David Livingstone School (1:00- 3:30)

12:30- 2:30 Guided optional play activities in all curriculum areas for children who do not nap.

2:30- 3:00 Transition from nap room to bathroom. Free play.

3:00- 3:30 Transition to hand washing and afternoon snack.

3:30- 4:15 dressing for outdoor play. Outdoor play. (Children returning from David Livingstone School.)

4:15- closing- Transition indoors from outdoor play.

Optional snack

Guided free play.

Note Weather permitting guided play activities in all curriculum areas will also take place outside.