

# Northland Childcare Centre and Pine Ridge Childcare Centres



Providing high quality, developmentally appropriate childcare and education in a licensed environment with a focus on the individual child's needs and abilities and development of the whole child, while instilling respect and compassion for others.

## Parent Policies

April 2025

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## **1. WELCOME TO NORTHLAND CHILDCARE CENTRE INC. (NCC/PRCC)**

On March 14, 2013, “Northland Childcare Centre, Inc.” officially incorporated. October 21, 2013 the doors opened for the first time.

NCC was a first of its kind in the region and was built attached to Northlands Parkway Collegiate. NCC is built with observation windows between NCC and the Community Health and Child Care classroom at NPC. This offers opportunity for high school students to learn through observation, as well as participating in our program with the goal of providing enriched interactions for the children and building on their own knowledge of early childhood education.

NCC and PRCC are full time, licensed centres for the community. We provide early learning and childcare to families in Winkler and surrounding areas. The board and staff are committed to providing quality early learning and care, while building relationships with the children families and community.

### **1.1 Confidentiality**

We do not release any information in your child's file unless we have your written consent. We respect your privacy and therefore do not allow the children to be photographed by persons outside the Centre without prior permission. We do not allow casual visitors to assess or test the children. If we have students requiring observations as a course assignment, requests for permission are sent out to the families. We ask that families respect the privacy of children attending NCC/PRCC, by not sharing information that they might observe or over-hear during drop-off, pick-up or any other time.

The only exception to confidentiality is if abuse is suspected. We are legally obligated to report all cases of suspected abuse.

### **1.2 Mission Statement**

To provide high quality, developmentally appropriate childcare and education in a licensed environment with a focus on the individual child's needs and abilities and development of the whole child, while instilling respect and compassion for others.

### **1.3 Philosophy of Care**

- We believe that every child deserves the opportunity to learn and grow in a nurturing and inspirational environment.
- We believe learning happens through positive relationships, exploration, and a sense of belonging that enable children to become productive contributors to the world in which they live.

- We believe that children are competent, capable of complex thinking, curious and rich in potential. We engage in the “emergent curriculum” approach to program planning, in which activities emerge based on ideas and interests from both children and staff.
- We believe play is integral to children’s learning and essential to quality of life in childhood. Exploration and play are a child’s primary way of understanding the world. Children are agents of their own learning, actively building knowledge, skills, and feelings.
- We are committed to positive, effective communication and fostering each child’s self-esteem, well-being, relationship building and growing need for independence.

#### **1.4 Goals**

- To support each child’s self-esteem by fostering a sense of self-worth, self-awareness, and self-confidence through interactions, relationship development and programming.
- To recognize the importance of individuality in each child and encourage independence.
- Recognize, respect and create curriculum according to the developmental needs and interests of each child in the program.
- To help each child learn to develop wholesome and healthy relationships with others.
- To Promote healthy teams and relationships with families.

#### **1.5 Objectives**

- To have an intentional program with curriculum that is well documented and accessible for parents, management, Board and colleagues.
- To offer programming that is play based and offers an opportunity for individualized choice and selection including both structured and non-structured activities throughout the day.
- Provide an environment that engages the children and gives each child optimum opportunity to experiment, explore and discover for themselves in a developmentally appropriate space.
- Balance each child’s visit by providing opportunities to play, socialize and engage in physical activity, and provide for their physical well-being.
- Provide support and guidance to resolve conflict and manage difficult emotions and model desired interactions.
- Build methods and strategies for effective communication within the Centre to uphold a positive work environment where members are valued and respectful of one another and strive to enhance the organization.

## **2. OPERATIONS**

### **2.1 Hours of Operation**

- NCC operates Monday thru Friday from 7:00 am to 6:00 pm. PRCC operates Monday through Friday from 6:30 am to 5:30 pm. We are open during school holidays (Spring Break, Winter Holidays, and Summer Break & In-Services).
- When New Year's Eve (December 31<sup>st</sup>) fall on a weekday, the centres will operate on reduced hours, closing at 3:00 pm. Full day rates will still apply.

### **2.2 Storm Days**

**NCC Inc. reserves the right to close our centres due to inclement weather.** NCC/PRCC will close for full day as a Storm Day due to travel safety concerns and the ability to staff our centres. **Additionally, NCC Inc. reserves the right to close our centre for a partial day in the case of developing inclement weather that causes safety concerns for staff and families. Staff and families will be notified via Fastoche email messaging. Directors will make announcements on local media and our Northland Childcare Facebook page.** For additional information on Winter Storms and Emergency Procedures, please see the NCC/PRCC Enhanced Safety Plans. Parents will not be charged for a **full** storm day closure. The cost of this day will become a credit on the next invoice. **Parents will be charged a full day in the case that the centre is closed early due to deteriorating weather conditions.**

**\*We do not follow the same storm day schedules as the school divisions. Please rely only on announcements made by our centre.**

### **2.3 Statutory Holidays & Paid Days of Closure**

NCC/PRCC will be closed on all Statutory and Civic holidays. Families will be charged for all days of closure except for storm days.

Days of closure are as follows:

NEW YEAR'S DAY	LABOUR DAY
LOUIS RIEL DAY	DAY OF TRUTH AND RECONCILIATION
GOOD FRIDAY	THANKSGIVING DAY
EASTER MONDAY*	REMEMBRANCE DAY**
VICTORIA DAY	CHRISTMAS DAY
CANADA DAY	BOXING DAY
AUGUST CIVIC HOLIDAY	STAFF PD DAYS***

**\*In lieu of Easter Monday, NCC/PRCC will be closed on Christmas Eve (December 24<sup>th</sup>) \***

**\*\* Remembrance Day has special status. The centre will be closed if November 11<sup>th</sup> falls on a weekday, but will not be closed an extra day if it falls on a weekend.**

**\*\*\*Twice annually, NCC Inc. will give families 2 month's notice of Staff Professional Development Days.**

If a Stat holiday (including Christmas Eve) falls on a weekend, NCC/PRCC will be closed on the next consecutive business day as per Employment Standards.

## **2.4 Accessibility Policy**

The intention of NCC/PRCC is to be fully accessible to all clients by

- Identifying barriers to accessible customer service
- Removing barriers to accessible customer service, or where barriers can't be removed, finding alternate ways to access the service at no additional charge.
- Preventing the creation of barriers to accessible customer service, and
- Providing equivalent customer service

As such NCC/PRCC will endeavor to

- Meet the communication needs of families. i.e.) Communicate clearly and effectively with all customers, including postings, letters, electronic messaging etc.
- Allow assistive devices such as wheelchairs, listening devices, magnifying glasses etc.
- Welcome support persons who are utilized to help individuals with disabilities to perform daily tasks
- Allow service animals into our hallway and classrooms. Service animals will not be allowed into the kitchen area for health and safety purposes. Owners of service animals displaying inappropriate behavior will be asked to leave.
- Accept and respond to feedback from families regarding accessibility of our physical space and customer service.
- Notify families of centre closures by making them aware of storm day policies and paid days of closure and notifying customers of any unexpected closures.
- Conduct training for Board, employees and volunteers regarding the accessibility policy and Accessibility Standard for Customer Service, ([www.accessibilityMB.ca](http://www.accessibilityMB.ca)) as well as how to provide customer service equitably to clients of all abilities.
- Web applications will meet WCAG 2.1 level AA guidelines.
- Where needed, families and employees may request communication supports to access information regarding important information such as policies, emergency procedures or public safety.
- Requests will be responded to in a timely fashion, either electronically or by phone, as appropriate, and documented in the staff or child's file.

## **2.5 Child Vacation Days**

After being in attendance for one full year, families are entitled to 2 weeks of vacation days per year without charge, prorated as per their regular attendance. These days do not have to be taken

consecutively. **Four weeks notice** will be required for an absent day to be used as a vacation day. **If less notice is given, families will be billed for the absent day(s).** Each child's vacation year is defined as the anniversary of their start date.

Due to a freeze on parent fees since 2013 and a desire to be fiscally responsible, NCC Inc. is phasing out Child Vacation Days as described above. Families who have registered a child prior to May 5<sup>th</sup> 2025 will be able to use their vacation days as outlined above until, but no later than **September 1, 2026**. *Families registering children into NCC Inc. after May 5<sup>th</sup> 2025 will not have access to child vacation days.*

Regular childcare rates will be charged at all other times (illness, additional vacation time, statutory, civic holidays & days in lieu) and unused vacation days may not be carried forward. Due to ELCC subsidy policy, statutory holidays may not be selected as unpaid vacation days.

## **2.6 Maternity Leave Subletting**

Parents who wish to sublet their space while on maternity leave may speak to the office about available options. Any spot that has been sublet will still belong to the original family, and if their replacement withdraws, the family on maternity leave will once again be responsible for all fees. Only the office can make these arrangements.

## **3. CHILDCARE FEES**

Childcare Fees are as set by Manitoba Early Learning and Child Care.

### **3.1 Billing Schedule, Terms and Methods of Payment**

Fees are calculated on a 4-week rotation and must be paid in advance. Fees must be paid by the Friday before the new billing period begins. Fees are paid by preauthorized debit, and an authorization form must be filled out at registration. Cash or cheque may be accepted in special circumstances.

Parents/Guardians will be provided with a copy of the billing schedule for future reference at time of registration.

### **3.2 Registration Fee and First Payment**

A non-refundable Registration Fee of **\$200.00** per child is required to secure each childcare space. **Parents must pay their first bill in advance of the start date, or their spot will be forfeited.** The due date for this payment will be the due date for the initial billing period during which their child(ren) are enrolled, **except in the case of special circumstances determined by the Director.** The only instances in which subsidized family portions will be accepted as a payment will be when we have received subsidy approvals for the child(ren) in advance of the start date. Regular billing will proceed at fixed intervals following the start date.

### **3.3 Snack Fees**

A snack must be served to a child who is at NCC Inc. for at least three hours.

Snack fees may be charged to families. Families have the option to supply their own snack for their child. Snack fees *will* be charged to families for each day a child is enrolled *unless* families have notified the office in writing that they have opted out of the snack program at NCC Inc and supply snacks for their child.

If a family has opted out of the snack program but does not supply a snack, a snack will be provided for the child and a snack fee will be charged.

For snack composition please refer to NCC Inc's Health and Safety Guidelines: Nutrition, Food & Beverages

**Daily snack fee: \$1.00**

### **3.4 Consequences of Late Child Care Fees**

NCC/PRCC's budget is in accordance to funding and parent fee payments. We reserve the right to cancel a child's spot and to take legal action if fees are not paid within 4 weeks of their due date.

**After 4 weeks past due, unpaid fees will be presented at the next Board meeting to consider small claims or collection proceedings if FULL payment is not received.**

**\*No additional children from a family will be enrolled until accounts are paid in full.**

### **3.5 Payment Plans**

Please communicate with the Director if family circumstances deem it necessary to request alternate payment arrangements for the upcoming invoice. **This will be the responsibility of the family and not the Director.** Payment plans for upcoming invoices must be requested **no less than** one week prior to the due date. Payment plans for unpaid fees will not be accepted. PAD dates cannot be changed, payment plans must be paid by cash or cheque.

### **3.6 Late Pick Up Fee**

Families are asked to arrive prior to centre closing to pick up their child(ren). If a child and/or guardian is still in the building after close, a \$40.00 late fee will be charged for the first 15 minutes, and an additional \$10.00 for each subsequent 15 minutes.

Please note,

1. If your child has been in attendance more than 10 hours, the 10+ hour rate would also apply.
2. If no parent or **emergency** contact person can be reached, CFS may be called.

### **3.7 NSF Fees**

There may be a \$20.00 charge for a bounced PAD payment. If NCC Inc. is charged by the bank, the charges will be passed on to the family.

### **3.8 Subsidy**

Families who are unable to meet the full cost of care may apply for financial assistance through Early Learning and Child Care (ELCC). An application can be accessed through the website [www.gov.mb.ca/childcare](http://www.gov.mb.ca/childcare) or by requesting a Subsidy package at the office.

Families need to reapply to the subsidy program periodically. Therefore, subsidy approvals may change. NCC/PRCC charges the unsubsidized portion per day that is assigned by the ELCC Program. ***All unsubsidized amounts are the responsibility of the parents/guardians.*** Each subsidy approval includes a set number of allowable Absent Days per child for which subsidy will pay. ***Fees for absent days over and above this number must be paid by the family or guardian. Families are responsible for all fees until there is a current subsidy approval.***

***It is the family's responsibility to provide all necessary documents and meet all government requests and deadlines to benefit from subsidy.***

Please speak to the Directors if you require assistance or additional information. If subsidy has not been approved at the time of enrollment, or if an approval has expired without a new approval, the parent/guardian will be charged and required to pay the full daily rates. Credit will be issued if and when Subsidy approval is received. This includes families in the CFS program.

If a family withdraws within one month of their start date, subsidy will not cover any childcare fees, and parents/guardians will be responsible for all childcare costs.

### **3.9 Income Tax Receipts**

Income Tax Receipts will be issued electronically by the end of February for the previous tax year.

***Please notify the office if you have not received your tax receipt by the end of February.***

## **4. ENROLLMENT/DISCHARGE**

***NCC Inc. has only full-time childcare spaces.*** Date of registration on the waitlist may be considered; however, several factors are taken into account.

The Centre will prioritize:

- Families currently enrolled in one of our sites
- Children of Staff members
- Situations deemed critical for the safety and welfare of children and families

The Director reserves the right to make enrollment decisions based on what is best for the dynamic of the centre at the time of registration.

A child will be considered enrolled when the registration fee has been paid, and families receive a Welcome email from a director. The following is required before the child's first day:

1. An in-person registration meeting.
2. Submitting a schedule of your child's attendance to the director.
3. A centre tour and orientation.
4. In the case of a rapid enrolment, payment of the child's first invoice by cash or cheque may be required.

An attendance schedule will be set with a Director upon registration. Adherence to these schedules is required so that we can maintain staff ratios as per licensing. Please contact the centre if you require any change to the agreed upon schedule.

Two weeks' notice is required for withdrawals, and all fees up until the end of these two weeks are the responsibility of the family.

## **5. KINDERGARTEN POLICY**

We have kindergarten programs at both our NCC and PRCC sites. Both programs have some unique features in what they offer.

We offer only FULL TIME spaces for kindergarten children. In order to help us plan for our Kindergarten program we ask the following of parents who are enrolling children in our kindergarten care program.

1. Notice of your attendance schedule. When will your child attend school, and when will they attend day care? Is there anything that we should know about their pick up and drop off routines?
2. Information about the school your child is attending and their teacher's name.
3. If you anticipate withdrawing your child in the fall when they attend kindergarten, please provide notice as soon as possible in order to assist us with our fall enrollment planning.

Children moving into Grade One will be able to stay enrolled (at the latest) until August 31<sup>st</sup>. At that time, they will "graduate" from our kindergarten program. Families will have been given an opportunity to submit an application to attend our full-time school age program for Grades one and two.

## **6. PINE RIDGE SITE SCHOOL AGE POLICIES**

### **6.1 Enrollment**

Attendance in PRCC (or NCC) Kindergarten programs does not guarantee a space in the PRCC School Age program. Families are required to submit an application to enroll their child into our school age program. **Directors will provide confirmation of a child's space in the program by June 1st of the current year.** Attending families who are not offered a spot will be placed on an internal priority waitlist for the next available space. Enrollment/Discharge Policy will apply.

Our school age program will offer care for children in **grades one and two**. A child's last day of attendance at PRCC can be no later than **August 31<sup>st</sup>** before their grade three school year.

### **6.2 Arrival/Pick up**

In the morning, staff will dismiss children to the school hallway through the exit that joins the school age room to PRES at the appropriate bell. They cease to be the responsibility of the Centre once they have entered the school and have been signed out.

Children who attend PRES are expected to arrive at the centre through the school hallway after school within 10 minutes of being dismissed. If the child needs to stay after school for any reason, the parent or teacher involved is expected to inform the centre. When children are dismissed from school, they are not the centres responsibility until they arrive at PRCC. Parents are asked to remind children at they must go directly to PRCC after school.

If a child who attends PRES does not return to PRCC within 10 minutes after school, staff will contact the school to see if they know the whereabouts of the child. If the child is not found, the parent will be notified immediately. If the parent cannot be contacted, we will call the emergency numbers from the child's contact list. Police will be called if the parents or emergency contacts cannot be reached. Please note, **we do not** take responsibility for your child at this point. We are responsible for maintaining ratio and supervision of the children in our centre and cannot provide staffing to look for children who have not arrived as expected.

PRES will be given a list of children who attend our centre and their regular schedules. By signing these policies parents/guardians are giving permission to share this information with the school. We ask that parents provide names of their child's teachers before the end of June so that we can plan for the following September. Parents are responsible for communicating changes in regular schedules.

**Notification of absence by parents is REQUIRED in order to prevent staff from searching for children who do not arrive. Parents are responsible for providing a reliable number where they can always be reached.**

If the child does not attend PRES, parents are responsible for transportation between the Centre and the child's school.

Children may not leave the centre to walk out to a vehicle or to walk home alone. Parents or guardians must come into the centre to pick up their child.

### **6.3 Children Leaving the Centre without Permission**

Children are not permitted to leave PRCC or school property without the permission of childcare staff. In the event that a child leaves the facility against staff direction, the following procedures will take place:

- A staff will follow the child and monitor his/her whereabouts
- The child's parent/guardian/emergency contact will be contacted immediately
- To ensure the safety of all the children, remaining staff will stay with the children in their groups.
- If the child is not physically visible to staff, the police will be contacted immediately
- A meeting will be called within a week between parents and Directors to discuss the situation
- After the second such incident the child will be suspended for one week as it poses a safety risk by removing staff from the supervision of all the children at the centre.
- After the third incident the child will lose their space at the centre.

Parents are asked to advise their children that they must not leave the centre or playground.

### **6.4 Extracurricular Activities**

While staff are happy to do their best to help children to get ready as needed for pick up for extracurricular activities upon special request, please note that it is not their responsibility to track each child's schedule on a regular basis. Please pick up your children with enough time to get them ready for lessons or practices.

### **6.5 Appropriate Use of Technology within the SA program**

When they arrive at PRCC, children will be asked to hand in to staff any personal electronic devices that allow them to text, phone, play games or music, or take photos. These devices will be returned when they leave PRCC. Parents are asked to advise children of these policies. Parents may contact staff through our centre phones if needed.

## **7. LEGAL ORDERS, GUARDIANSHIP & COMMUNICATION/INFORMATION**

This policy applies to the enrollment of children, the authorization of pick up of children, and the release of information pertaining to children in care at NCC/PRCC.

### **7.1 Definitions**

*Custodial Parent:* Where the order or agreement identifies one parent as having the majority of the parenting time or primary care and control.

*Non-Custodial Parent:* Where the order or agreement identifies one parent having the child on a limited basis or only having visitation rights.

*Sole-Custodial Parent:* Where the order or agreement identifies one parent as having sole custody or exclusive decision-making authority.

*Registering Parent:* Where there is one parent who enrolls the child at NCC/PRCC and is solely involved in the registration process, usually in circumstances where there is separation between parents or if parents reside in separate households and/or only one parent accesses childcare on the days that they have primary care and control. **Where parents are together, they are both considered registering parents.**

*Shared Parenting:* Where parents share the responsibility of raising their child(ren), with equal or close to equal parenting time.

*Joint Custody:* Where both parents have equal rights and responsibilities for major decisions concerning the child(ren).

## **7.2 Legal Orders:**

Parent(s) (or legal guardians) must provide NCC/PRCC a copy of any court orders or agreements pertaining to custody or guardianship of the child(ren) (ex. Custody Orders, Protection Orders, Recognizance Orders, Separation Agreements, etc.) where available, whether arising from a civil family matter or a criminal matter. NCC/PRCC will retain a copy and interact with the parents in accordance with the applicable terms. Orders and agreements generally take one (1) of the following three (3) forms. Where the order or agreement identifies:

1. One (1) **Custodial Parent**, NCC/PRCC will require the authorization of the Custodial Parent to enroll the child, and the consent of the Custodial Parent to identify the Non-Custodial Parent as an authorized pick up. In the event the order or agreement does not specify the Non-Custodial Parents' periods of parenting time, the written consent of the Custodial Parent will be required before the Non-Custodial Parent will be permitted to pick up the child(ren) from the centre. Both parents will be listed as emergency contacts. NCC/PRCC will release information to either parent upon request.
2. The parents as having **Shared Parenting**, NCC/PRCC will permit either parent to enroll the child(ren) and either parent to pick up the child(ren). Both parents will be listed as authorized pick ups and emergency contacts. NCC/PRCC will release information to either parent upon request.
3. One (1) parent as having **sole custody**, NCC/PRCC will require the authorization of the Sole-Custodial Parent to enroll the child and the consent of the Sole-Custodial Parent to the Non-Custodial Parent being permitted to pick up the child(ren) from the centre. The Sole-Custodial Parent will identify appropriate emergency contacts. Only the Sole-Custodial Parent will have the right to receive information from NCC/PRCC about their child(ren).

### **7.3 Guardianship:**

NCC/PRCC acknowledges that it may take some time after separation before an order or agreement can be obtained. If no court order or separation agreement is available, NCC/PRCC will strive to continue to respect each parent's right to information and to make decisions about the child. Where the Registering Parent advises that the parents lived together following the birth of the child, NCC/PRCC will interact with the parents as though they have Joint Custody or shared decision-making authority and that the Registering Parent has primary care and control (#1 above)\*. If the Registering Parent advises NCC/PRCC that their parenting arrangement is a Shared Parenting arrangement, NCC/PRCC will interact with the parents as though they have shared custody (option #2 above). Where the Registering Parent advises that the parents did not live together at the time of the child's birth, NCC/PRCC will interact with the parents as though the Registering Parent is the Sole-Custodial Parent (#3 above).

The primary responsibility for enforcing custody arrangements lies with the parents or guardian(s) and it is, therefore, incumbent upon the Custodial Parent or guardian(s) to candidly inform NCC/PRCC of any changes to the order or agreement pertaining to the children in care. Where a Registering parent defines an authorized pick up or Emergency contact as a Step-Parent, the Step-Parent will not incur any rights as a Legal Guardian unless otherwise defined by a Legal Order.

*\*We rely on information provided by the Registering Parent. Where the Registering Parent advises us that they have no contact information for the non-registering parent, the non-registering parent cannot be listed as an authorized pick-up or emergency contact.*

### **7.4 Communication/Information:**

Regardless of the parenting arrangement, communication will primarily flow between NCC/PRCC and the Registering Parent. It is the responsibility of the Registering Parent to ensure all contact information available to NCC/PRCC, including for emergency contacts, is up to date, although both parents may contact NCC/PRCC to provide updated contact information at their convenience. NCC/PRCC is not responsible to contact both parents for the purpose of communicating information about a child. Nor will NCC/PRCC serve as a proxy for sharing information provided by one parent to the other. It is the responsibility of the parent who received the information from NCC/PRCC to share that information with the other parent as appropriate. However, to the extent permitted under this policy, both parents may contact NCC/PRCC to request information about their child, including copies of any documents in the child(ren)'s file. This communication policy is relevant where there is one registering parent, two registering parents or where there are two parents in a shared parenting arrangement.

Conflict between parents may not be brought into NCC/PRCC under any circumstances. Staff are focused on providing quality care to each child and all possible steps will be taken to ensure their emotional and physical safety is maintained at all times.

All parents, alternate pick-up person(s), and emergency contacts attending NCC/PRCC are expected to act in a courteous manner and to communicate with NCC/PRCC staff respectfully. NCC/PRCC may limit communication with parent(s) who are unable to maintain respectful communication with NCC/PRCC staff to be in writing and may limit the portions of the centre where such parent may attend. Where

conflict between the parents causes stress or hardship on NCC/PRCC staff, the Registering Parent may be asked to withdraw their child(ren).

Should there be an alternate pick-up person or emergency contact attending NCC/PRCC that is unable to communicate with staff of the centre respectfully, the Registering Parent will be notified and may be required to remove this person from the alternate pick-up or emergency contact list. NCC/PRCC may limit the portions of the centre that the alternate pick-up person(s) or emergency contact(s) may attend and/or no longer allow the alternate pick-up person(s) or emergency contact(s) to attend NCC/PRCC.

## **8. INCLUSION POLICY**

Our goal is to be inclusive in providing developmentally appropriate experiences for all children in a secure, stimulating environment. All children are entitled to full participation and support, both indoors and outdoors, to meet their individual needs. Children requiring additional supports shall make up approximately 10-15% of our enrollment and will be included in all programming. We provide full inclusion for all children who require additional supports because of a physical, cognitive, social or emotional need. Individual Program Plans are set up for each child who needs support in collaboration with the family, child care staff and early intervention specialists. We recognize each child is unique and support all children in developing to their fullest potential. As an inclusive Centre, NCC/PRCC offers countless benefits and learning opportunities for all children and families. All staff will be involved in ongoing professional development.

## **9. CHANGES IN FAMILY & EMERGENCY CONTACT**

Children can react very strongly to change even if they appear outwardly calm and indifferent. We can respond and support your child and their needs more effectively if we know what is happening within his/her home environment.

**It is the responsibility of the parent to notify NCC/PRCC of any changes in the following:**

- **Child's Immediate Family/Guardian**
  - Address
  - Phone number (home/work/cell)
  - Change in job/reason for care
- **Emergency Contacts/Pick-Up Persons**
  - Relationship to child
  - Address (required for emergency contacts)
  - Phone number (required for emergency and pick up contacts)

## **10. PARENT INVOLVEMENT, INFORMATION & SUGGESTIONS**

We encourage parental involvement in the operation of our Child Care Centre:

- Take time to communicate with NCC/PRCC's staff to allow for awareness of your child's needs. Problem solve as a team with NCC/PRCC staff when your child is showing a change in their behavior (ex. Sadness, withdrawn, challenging behaviors etc.) Share your child's enjoyments, accomplishments and when you are happy with child care being provided. We encourage you to let us know when there are family changes (like a new baby or death in the family) as this helps us to be supportive and understanding.
- Visiting your child's child care room prior to start date if time allows.
- Spend a few minutes with your child at our Centre. Parents, Guardians, family members are welcome at any time of day.
- Attend NCC/PRCC's Annual General Meeting (AGM) contributing to the operation of NCC/PRCC Inc.
- Attend a Board meeting, become a Board Member. The Board of Directors meets monthly.
- If you would like to volunteer your time and abilities, let us know.
- Attend and support our NCC/PRCC's special events
- Participate in NCC/PRCC's fundraising opportunities
- Keep your eyes open for safe reusable materials for discovery and art activities
- Open and positive communication is what allows us to work as a team and create a family-like connection. The Directors welcome you to stop in at the office any time.

## **11. INFANT POLICIES**

### **11.1 Infant Care**

- Diapers and wipes must be provided for children who are not toilet trained. Formula must be provided by the family.
- Unused formula cannot be reheated.

### **11.2 Infant Curriculum Statement Plan**

In the NCC/PRCC infant room the caregivers are there to provide the children with learning opportunities through play that encourage physical, social, emotional, and cognitive skills within a safe and nurturing environment. Caregivers will support children individually with their own personal needs, as well as the needs of the whole group. Caregivers look forward to communication with Parents/Guardians at drop off and pick up times to accommodate the individual need and schedule for your child to the best of their ability.

The infant room will have no less than one trained ECE II/III caregiver and no more than two Childcare Assistant (CCA's) caregivers permanently in the infant room. Each group of four children will have a primary caregiver. Primary caregivers help build strong relationships and also provide a flexible schedule for each child in the infant room. There will also be times when all children and caregivers are able to interact with each other indoors as well as outdoors for opportunities to build friendships within the larger group.

Caregivers arrange the infant room in specific ways to challenge children in all areas of development. Toys, equipment, and furnishings are child sized and easily accessible for children to promote autonomy and independence. The library, dramatic play, sensory bin, climber, housekeeping, and table top toys are some examples of the toys offered and available to the children. These learning environments as well as planned activities are set up for the children daily to expand on their knowledge, interests, and abilities they already have. The toys and equipment are rotated and carefully selected to stimulate children's interests and curiosity.

Outdoor activities are also a part of a daily routine such as playing on the playground and going for walks in the stroller. Painting, water activities, and a sand box are all activities that will be provided to promote learning in social, cognitive, and physical ways.

Transitions occur numerous times a day as children get ready for nap, go outdoors, or wait to wash their hands for lunch. A minimal of two warnings is repeated to the children before a transition to help children end their play. Caregivers see transitions as a time to promote learning and development through experiences such as songs, stories, or finger plays.

During nap time caregivers will help the children fall asleep by rubbing, patting, or rocking a child to sleep. A caregiver will be directly supervising all infants in the nap area when children are asleep and get them up once they are awake. Once awake the child will either join the other infant group in play or play with quiet toys in the nap area with their primary caregiver until the rest of the children are awake.

There will be times when the infants/toddlers will be in a mixed age group with other preschoolers or school agers. For example, at the beginning of the day (7:00am) all children will meet in the preschool room 4 until an infant/toddler caregiver arrives to open the infant room. The same will happen at the end of the day when the last infant/toddler caregiver leaves the remaining children will go to preschool room 4 until their parents arrive to pick them up. During these times the required ratio will still be in place to look after the children. The preschool/school age caregiver(s) in the room will be aware of infant/toddlers when they enter the room and will help ensure their safety by setting away any unsafe toys/materials.

## **12. TOILET TRAINING**

Staff are happy to assist in the best way group care can accommodate, with toilet training/learning when Parents/Guardians communicate that their child is ready. Both Parents/Guardians & Staff should be ready and willing to focus efforts on toilet training/learning and support to one another.

Children will be encouraged and praised for effort. This process should be relaxed and stress free for the child. Lots of spare clothing (shirts, pants, underwear, socks and shoes), loose clothing, and training pants are helpful.

### **13. PRESCHOOL CURRICULUM STATEMENT PLAN**

Preschool is a time of exploration and discovery. Preschool children become engaged in learning experiences when given materials that are hands-on. This gives them a wide and varied number of ways to learn about the world and develop socially, emotionally, physically and cognitively. Our staff recognize that each child has a unique set of abilities and needs and learns at their own pace. Children need to be given opportunities to make choices and to develop independence and confidence. All children deserve the opportunity to learn, grow and develop through play. This is why the daily schedule includes three large blocks (45-60 minutes minimum) of free play time. Staff use observation skills to take note of how the children are responding to and thriving within the play environment. Consistency and structure is valued so children know what to expect, however staff make changes as needed to support the needs of the group as a whole, and also of individual children. This can happen spontaneously throughout the day or at team meetings when a more permanent change to the schedule is necessary. Transitions between daily routines are kept to a minimum to make the most of learning opportunities, and staff communicate up-coming transitions to children to prepare them for the next event of the day.

Staff greet children by name, and with a smile, at the beginning and end of the day to foster a sense of belonging. During play, staff sit near children and ask open-ended questions to encourage friendships and the development of skills such as problem-solving and critical thinking. Staff are interested in what the children are telling them and show genuine care for the children. Even regular routines of the day provide opportunities for learning. For example, staff sit with the children at the lunch table and talk with them which helps develop language and social skills. Play areas throughout the room are set up for small group interaction which gives children the opportunity to engage with each other to practice self-regulation and to show empathy and respect to peers. As staff engage in children's play, they model emotional responses and appropriate behaviours.

Staff organize the environment to be easily accessible to all children. Toys and materials are at the children's level, giving them opportunity to make choices and to exercise independence. For example, supplies such as scissors, play dough and a variety of writing utensils are available on the art shelf allowing children to practice fine motor skills and develop creativity. We also use the environment to expose children to literacy and numeracy by labelling the toy shelves and providing bins which can be used to sort and classify. Staff observe during play to find out what children are interested in and then organize play areas and staff-led activities accordingly. We also consider each child's developmental needs during this planning. For example, staff may notice during play that children are interested in building roads for toy cars and so provide a piece of linoleum and masking tape in the car area. This develops creativity and team work. Staff also build on children's personal interests at the centre by keeping aware of what is going on in the community that might provide a learning experience. For example, several children play on the local hockey team and staff see that the group seems very interested in this. Staff put out mini-sticks and balls to give all children the opportunity to play hockey and practice their gross motor skills. Staff may expand the learning process by providing other items about the topic such as adding hockey books to the library area, or inviting members of a local hockey team to come read to the children. Staff are always looking for "teachable moments" where a spontaneous experience can provide a learning opportunity.

For example, a spider is spotted on the floor. Instead of squishing it, a staff member carefully places the spider in a bug-catcher for the children to observe and discuss. We also expose children to diversity by providing experiences and play items that show a variety of races, cultures, ages, abilities and both genders. For example, students from Northlands Parkway Collegiate Community Health and Child Care and Family Studies classes will regularly participate in our program with the goal of providing enriched interactions for our children to receive more one-to-one time reading books, playing learning games and developing communication skills. In addition, guests from the community are invited to visit our centre to share their skills and knowledge. The centre has dolls representing a variety of races as well as books about families and dress up clothes from a variety of cultures. Children and families are encouraged to bring in items that represent their culture. Parents are also encouraged to share their special skills and abilities by being a guest speaker or leading an activity.

Our staff recognize that parents and families are the most important people in the children's lives. Staff work in partnership with parents by communicating with them during drop off and pick up time and by listening closely to understand what families need and want. Open and honest communication as well as mutual trust is essential to the parent-staff relationship. We provide information to parents about their child's learning and development by displaying art creations that the children have made, photos taken of their children during play and through regular dialogue.

## **14. WHAT YOUR CHILD WILL NEED**

- Comfortable play clothes that can get grubby. Please note that children are constantly working with materials that are messy. We believe children learn best through discovery and play.
- Appropriate seasonal clothing is required. This includes mitts, hats, neck warmers, sunhats, splash or ski pants, and boots. Outdoor play is a very significant part of your child's day. It meets their developmental needs ***and is a Government regulated part of our day. We are required to take the children outside everyday unless prevented by inclement weather (temperature below -25 degree Celsius).*** Staff will use their discretion. ***If your child is too sick to play outside, your child is too sick to be at NCC/PRCC.***
- A pair of hard-soled slippers or runners so the child is never barefoot in case of an emergency.
- Diapers are required for children not fully trained. ***Parents/Guardians are required to provide diapers and wipes. All children are expected to arrive at daycare with a fresh diaper.***
- A full change of clothing for each child should be kept in his/her locker.
- Toddlers and preschoolers should bring a cold pack in their lunch kits.
- Staff are not responsible for lost or misplaced articles of clothing. ***Label everything so that we may return missing items to you if possible. Lost items will be kept in the centre for a maximum of 4 weeks before being disposed of or donated.***
- A small blanket. All children have a nap or rest in the afternoon. Blankets are sent home every Wednesday and Friday to be laundered. Please return your child's blanket the next day so that they have a blanket for naptime.
- Please send a water bottle from home each day. They will be sent home at the end of the day to be washed.

## **14.1 Toys & Personal Belongings**

Please do not bring toys/personal belongings from home unless requested by the staff for special occasions. If items are brought to NCC/PRCC children will be required to keep those items in their locker.

***NCC/PRCC is not responsible for toys or articles brought from home.***

## **15. PHOTOS, VIDEO RECORDING & OBSERVATION POLICY**

Parental consent forms are not required for observations that are part of our program, such as those made by staff for planning or to evaluate a child's progress.

Consent must be given by parents if a student (NPC or community college) wishes to photograph, videotape, interview or assess a child at NCC/PRCC. Consent must also be given if a child development specialist, independent of NCC/PRCC, wishes to assess a child.

If photos are posted on social media, all faces will be covered to prevent identification.

Photo consents are found on the Fastoche registration form.

## **16. BEHAVIOR MANAGEMENT POLICY**

In a compassionate and understanding environment NCC/PRCC staff will model respectful and appropriate behavior. The knowledge of child development allows staff to provide appropriate guidelines and realistic expectations to encourage children to develop acceptable behavior, self-control/self regulation and self-direction skills. Staff, students, and volunteers of NCC/PRCC shall not permit, practice, or inflict any form of physical punishment or emotional abuse upon or the denial of any physical necessities to any child in attendance at the Centre. NCC/PRCC staff, students, and volunteers are expected to use the following behavior management practices:

- Set clear, consistent limits which are relevant and fair to the developmental age of the child.
- Provide positive and clear expectations for each child.
- Offer choices to children when a decision needs to be made.
- Staff will observe and record inappropriate behavior to see if a pattern exists.
- All staff will use a team approach to discuss the child's needs and plan an appropriate strategy.
- Different approaches will occur depending on the situation and children, for example:
  - **Infant/Toddler Program:** the focus is on redirecting, acknowledging feelings, encouraging the use of language, simple explanations of why certain behaviors are unacceptable, and positive reinforcement for desired behavior.
  - **Pre-School Program:** the focus is on allowing children to problem solve for themselves at times with the support of staff modeling, using verbalization, acting as a mediator to help children solve their problems, redirection, explanations of why the behavior is inappropriate, offering choices, ignoring behavior when it is applicable, removing the child

from the situation until s/he is able to interact appropriately, and to follow up by discussing the situation with the child before s/he returns to the activity.

- **Kindergarten and School Age Program:** The focus is self-control and self-direction using positive verbal and non-verbal reminders, redirection, acting as a mediator to help children solve their problems, verbal problem solving, peer mediation, and offering choices. If aggressive or inappropriate behavior continues the child will be encouraged to find a private quiet space to calm down and relax. Staff will have a brief discussion with the child concerning his/her actions after a short period of time. The child will be welcomed back to the group when the child feels ready to do so.

At NCC/PRCC it is our responsibility to ensure the physical safety and total well being of all children in our care. NCC/PRCC staff will always protect a child's health, safety and well-being as necessary. Where children demonstrate aggressive behaviours that put themselves or others at risk, staff will use reasonable and necessary means to restrain or remove the aggressor from the situation.

## **17. SECURITY**

### **17.1 Locked Door Policy**

We are required to keep all points of outdoor entry doors locked. This is a required preventative safety measure that is required by the Government of Manitoba under the Enhanced Safety Plan. Please DO NOT let anyone in if they do not have a FOB. This is for the safety of your children and the children of other families of the center. If you see someone waiting to be let in, feel free to knock on a classroom door and let a staff member know. They can assess whether someone is able to have access, or whether we need to check ID or have them sign in at the office. PLEASE RESPECT THIS POLICY.

### **17.2 Visitor Policy**

All visitors are required to check in at the office and sign in on the visitor sign in sheet. (This does not include Authorized Pick Up or Emergency Contacts).

### **17.3 Centre Access (Video Intercom & FOBS) and Pick Up**

NCC/PRCC has a video intercom & FOB keyless entry system. All Parents/Guardians will receive a FOB key when registering their children. The FOBS purpose is to allow those approved by the Directors to have entry to NCC/PRCC. **FOB keys are not to be shared.** Each Parent/Guardian will receive 1-2 FOB keys as requested at no charge to have access to our Centre during business hours. Drop off/pick-up persons who are **not** the Parent/Guardian will enter our Centre through pressing a button on our video intercom system located in the front entrance area. Pick-up persons will be required to identify themselves and the child they are picking up. At this time the staff will verify the name and child picking up. Photo ID will be required at this point if they are not recognized by staff.

#### **17.4 Lost FOB Fee & Replacement**

Parent/Guardian will be responsible for the loss or theft of a FOB key. The replacement charge is \$12.00 per FOB. FOB privileges may be revoked if a FOB is misused or lost repeatedly and guardians will require entry through the video intercom entry device. This is at the discretion of the Directors.

When a family gives their 2 weeks notice of withdrawal from NCC/PRCC, they will hand in their FOB and it will be deactivated. They will be buzzed in for the remainder of their attendance. If FOBs are not returned, \$12 per FOB will be withdrawn using the families pre-authorized payment information. At any time that FOBs are returned intact after that date, or after being lost, the \$12 fee will be reimbursed.

#### **18. ARRIVAL AND PICK-UP POLICY**

Parents/guardians may authorize alternate pick-up persons (must be 12 or older) to bring the children to and from the Centre. **Minors under the age of 16 must submit proof of age and a photo for us to upload into Fastoche in order to be an Alternate Pick Up.** According to Government Guidelines, we must verify **each occurrence** that a designated person picks up a child with the parent/guardian. Therefore, we require that parents advise NCC/PRCC staff each time a designated Pick Up or Emergency Contact will be picking up their child.

**Parents/Guardians must accompany their child into the appropriate room and ensure that NCC/PRCC staff acknowledge the child's arrival.** This is to assure the child arrives safely and for the staff to see that the child has arrived. When picking up the child, parents are required to come into the Centre to pick up their child and to ensure that NCC/PRCC staff acknowledge the pick-up.

Children become the responsibility of the Centre only after they are signed in. Children cease to be the responsibility of the Centre once the Parent/Guardian arrives at the child's room and the child is signed out. **Please keep all of your children with you until you have dropped them off in their own classroom so that they are not left unsupervised in the hallway.**

#### **19. TRANSPORTATION POLICY**

Please make sure that your child is accompanied directly to **their room** where **staff can physically see** that your child has arrived. Once marked in, children become the responsibility of **NCC/PRCC**. This will allow staff to mark children into the attendance records.

Only an authorized person will be allowed to pick up your child. Photo Identification (ID) may be **required**.

Children **cease** to be the responsibility of the Centre once the Parent/Guardian/Pick-Up Person arrives and they are signed out.

Transportation to and from school is not provided. PRES students will be guided to their classrooms within the first week of school.

Children and staff may go for walks in the local community. These excursions are considered part of the daily program. Consents are part of the registration process. No vehicle transportation is provided.

## **20. PARKING POLICY**

Drop off is available in the loop in front of the day care entrance for a **maximum** of **10** minutes. All pick-up and drop off persons are also welcome to park in the **Visitor parking** for pick up and drop off only. Please turn your vehicles off.

- At NCC, Parents may not park in the Reserved Staff Day Care parking spaces across from the Visitor Parking at the NCC site.

## **21. CHILD ATTENDANCE & ABSENCE FROM DAYCARE**

If a child is going to be absent from the Centre for any reason, parents are asked to phone or text to inform the Centre of the absence.

**Texting numbers (all staff at the centre have access to these text messages):**

- NCC – 204-817-6578
- PRCC – 204-674-3120

*For the Centre to maintain staff/child ratios, it is important that parents are as consistent as possible when dropping off/picking up a child. Please advise the Directors of any changes to a schedule beforehand.*

## **22. CHILD ABUSE PROTOCOL**

Where NCC/PRCC has a reasonable belief that an individual is abusing a child or may abduct a child, NCC/PRCC reserves the right to refuse to release a child into the care of that parent, alternate pick-up, and/or emergency contact and, in such a case, will promptly contact the other parent or emergency contact and release the child into that person's care if it is reasonable to do so. NCC/PRCC reserves the right to contact local law enforcement and the local child care protection agency to report the concern and act on the recommendation of those entities if necessary.

NCC/PRCC will immediately report, or cause to be reported, any case of suspected child abuse relating to a child attending the centre to the Director of Child and Family Services or a designated child caring agency as required by *The Child and Family Services Act* or any similar legislation.

**NCC Inc will follow ELCC guidelines regarding employee training on sexual abuse prevention using the commit to kids training resource and other tools provided by the Canadian Centre for Child Protection.**

## **23. STAFF**

### **23.1 Employees**

We are staffed with Early Childhood Educators (E.C.E.'s) with college or university training, as well as Child Care Assistants & Inclusion Support Staff. All Employees **must** have a valid & current First Aid and CPR certificate/training as well as a clean Criminal Record and Child Abuse Record Check in order to maintain permanent employment.

All employees are required to participate in professional development throughout the year. This will ensure that they are continually expanding their knowledge and remain current in the study of Early Childhood Education.

Occasionally, staff will rotate between rooms and facilities to balance the needs of the children, the programs, and to meet Government licensing requirements.

In some situations, a staff member may work as inclusion support personnel, but all staff will be expected to provide care for all children.

### **23.2 Students & Volunteers**

Our Centre provides a work/practicum experience setting for high school, university and college students. In such cases, general observations may be done. Their teachers approve students with a letter of reference and an orientation process is completed prior to their involvement in the Centre. At no time will the student be part of the staff to child ratio. Students and volunteers shall at no time be left alone with the children, or help with diapering or bathrooming of children. Students and Volunteers must sign confidentiality agreements, and will be identified in the centres with a name tag.

Volunteers over the age of 18 may be asked to provide a cleared Criminal Record and Child Abuse Record Check.

## **24. CHILD TO STAFF RATIOS**

Ratios are the number of staff per child. We always maintain the Government regulations for staff and child ratio:

### Infants

- Ages: 12 weeks to 2 years, ratio of 1:4 (1 staff per 4 infants)

### Pre-School Children

- Age 2-3 only, ratio of 1:6 (1 staff per 6 toddlers)
- Ages: 2 years to 5 years, ratio of 1:8
- Ages: 4-5 years only, ratio of 1:9

- Age: 5 years only, ratio of 1:10

#### School age

- Grade 1 and older, ratio of 1:15

## **25. MIXED AGE GROUP POLICY**

### **Mixed Age Group Policy**

NCC may utilize the mixed age group regulation from the hours of 7:00 am till 8:00 am and 4:00 pm till 6:00 pm Monday thru Friday. During these hours, numbers in each age group are lower than the rest of the day. The children involved will be 12 weeks to 3 years and will be enrolled in the Tadpole and Otter programs. This can give the children opportunity to be with their siblings and to interact with children of a variety of ages. Mixed Age groups will take place in the Tadpole (infant) Room. Measures are taken to ensure a safe and stimulating and developmentally appropriate environment for all children. The Tadpole room is equipped with a dividing shelf and gates which allows for groups to be separated if and when staff need to protect the safety of younger groups. The room is also equipped with a play kitchen, riding toys, a small climber, dolls and various manipulatives that are appropriate for both infants and toddlers. There will be staff from both programs able to provide appropriate emergent curriculum for each age group. Ratios are always maintained for infants and toddler groupings. Refer to the chart below. An emergency evacuation exit is located right in the Tadpole Room, leading directly into the playground and standard emergency evacuation procedures would be followed if staff and children needed to leave the building. Infants will have access to evacuation cribs for evacuations, which will be practiced a minimum of once a year during mixed age times.

PRCC may utilize the mixed age group regulation between the hours of 6:30 am and 8:00 am and 4:00 pm till 5:30 pm Monday thru Friday in the case that staff decide to open or close the centre outdoors in the playground. During these hours, numbers in each age group are lower than the rest of the day. The ages of the children involved will be 12 weeks to 5 years. This will give the children opportunity to be with their siblings and to interact with children of a variety of ages. Measures are taken to ensure a safe and stimulating and developmentally appropriate environment for all children. The mixed age regulation may also be utilized between the hours of 9:30 am and 11:00 am in the outdoor playground. Ratios are always maintained for infant age groups and mixed age groupings. Refer to the chart below. An emergency evacuation exit is located in the playground and standard emergency evacuation procedures would be followed if staff and children needed to leave the playground. Infants will have access to wagons for evacuations, which will be practiced a minimum of once a year during mixed age times.

Mixed Age Grouping will also take place in the Mighty Oaks Classroom which houses our Kindergarten and School Age Program. Kinders and School Age Children (in grades one and two) mix each day before and after school, as well as on no school days. The younger children enjoy learning from the older, while the older children gain opportunities for leadership and teaching the youngers. Many of the children attend the same school, seeing each other in the hallways and in the playgrounds. Sharing this space creates relationships that extend to their days at school. Toys and equipment are appropriate for all of the children in the classroom, and primary care groups are created as per the needs of the children to ensure safety.

and highest quality standards of programming and care. A dividing wall is available if staff find it necessary to create smaller spaces. Fire evacuations are practiced at least once annually with the mixed age groupings.

### **Ratio Examples**

***Infant Ratios 4 children: 1 staff***

***Toddler Ratios 6 children: 1 staff***

***Mixed age Ratios 8 preschool children: 1 staff***

***Prorated Sample when groups include infants and toddlers***

<b><i>Ages</i></b>	<b><i># of children</i></b>	<b><i>Ratio</i></b>	<b><i># of Staff</i></b>
6-24 month	5	1:4	5/4 or 1.25
2-3 years	7	1:6	7/6 or 1.17
TOTAL	12		2.42 (3)

***Prorated Sample when groups include infants and preschoolers***

<b><i>Ages</i></b>	<b><i># of children</i></b>	<b><i>Ratio</i></b>	<b><i># of Staff</i></b>
6-24 month	3	1:4	¾ or .75
2-5 years	14	1:8	14/8 or 1.75
TOTAL	17		2.5 (3)

***Kindergarten 10 children: 1 staff***

***School Age 15 children: 1 staff***

***Prorated Sample when groups include Kinders and School Age***

<b><i>Ages</i></b>	<b><i># of children</i></b>	<b><i>Ratio</i></b>	<b><i># of Staff</i></b>
Kindergarten	9	1:10	9/10 or .9

## **26. CHILD & ROOM SCHEDULES**

**\*\*\*Please check with your child's teachers for a current schedule specific to your room. These schedules are general and for reference only**

### **Infant**

7:00	Centre Opens/Free Play
7:30	Infant Room Opens
7:30-8:45	Free Play
8:45-9:15	Diaper Duty
9:00-9:45	Snack Time (staggered if we have a large group)
7:30-9:45	Free Play
9:45-10:15	Younger babies go outside to play Older babies stay inside for sensory/art/science
10:15	Sleepy time for morning nappers
10:15-11:00	Free Play
10:45-11:30	Older Babies go outside to play
11:00-11:45	Younger babies have lunch
11:45-12:15	Free play and diaper duty for younger babies Lunch time for older babies
12:15	Diaper duty for older babies
12:15-3:00	Nap/Rest time for almost everybody Quiet Play/Free Play/Science or Art for younger babies Diaper duty as they wake up
2:00-2:30	Snack Time (staggered if we have a large group)
2:30-5:00	Free Play/Outdoor Play
4:00	Diaper duty
5:00	Room closes- move to Preschool Room/Free Play

### **Toddler**

7:00	Centre Opens/Free Play in opening room
8:00	Free Play in toddler room
9:00-9:30	Snack/Toileting/Diapering
9:30 – 9:45	Clean up time
9:45 – 10:00	Teacher directed activity/Circle
10:00 – 10:15	Dress for outdoors
10:15-11:00	Outdoor Play
11:00 – 11:30	Toileting/Diapering/Prep for lunch
11:30 – 12:15	Lunch
12:15 – 2:45	Nap/Rest/Quiet activities
2:45-3:30	Snack/Toileting/Diapering
3:30 – 5:00	Free play (indoors/outdoors)
5:00	Move to closing room/Free play
6:00	Centre closes

### Preschool

7:00	Centre Opens/Free Play
7:00-8:30	Free play in the opening room
8:30-9:00	Gym time
9:00-9:30	Come and go snack (bathroom and wash up)
9:30 – 10:15	Outside time
10:15-11:30	Art, Circle and Free play
11:30-11:45	Bathroom and wash up for lunch
11:45-12:15	Lunch time
12:15-12:45	Get ready for nap/quiet time
12:45-3:00	Nap time and Free play for those that don't sleep
3:00-3:30	Come & Go Snack (bathroom and wash up)
3:30-4:30	Outside or Gym depending on weather
4:30-6:00	Free play in the opening room

### Kindergarten/School Age

6:30	Centre Opens/Free Play
7:30	Snack
8:30	Clean Up
8:45	Children leave for school as required
9:00	Free Play/Outdoor Play/Circle Time
11:30	PM Kindergarten return to daycare
12:00	Lunch
12:45	PM Kindergarten off to school
1:00	Quiet Play
1:30	Free Play/Outdoor Play/Circle Time
3:30	Return from School
4:00	Snack
4:15	Free Play

## **27. FLEXIBILITY POLICY**

The situations requiring flexibility would be during nap time.

### **Toddler and Preschool Naptime:**

1. Staff may bring non-nappers to another room to play, allowing sleepers a quiet environment. Staff ratios in the nap room would be maximum 8:1 in the toddler room, and 10:1 in the preschool rooms only when all children in the room are asleep. Staff would be on duty in other classrooms and readily available to return to their room when children wake up.
2. This Flexibility policy would occur only during naptime which occurs between 1:00 and 3:00.

This policy will be posted on our parent information board.

## **28. OUTDOOR PLAY POLICIES**

We play outside every day, weather permitting:

- Winter- if the temperature is -25°C or colder with or without the wind chill, it is considered too cold to go outside.
- Summer - NCC/PRCC staff & children go outside when the UV rays are at a minimum. NCC/PRCC follows Environment Canada Sun Protection Actions.

Please provide appropriate seasonal clothing:

- Winter- ski pants, boots, scarf, hat, mitts, and warm coat, snow boots
- Fall/Spring- puddle pants, rain/fleece coat and rubber boots;
- Summer- **hat** bathing suit, tee shirt, towel and runners or sandals **with backs**.

Children and staff may go for walks in the local community. These excursions are considered part of the daily program. Permission for walking field trips is included in the registration package. Longer excursions such as picnics or visits inside stores or businesses will require permission forms from parents.

### **28.1 Summer Outdoor Play**

When insects are a problem, an insect repellant (purchased by NCC/PRCC) will be used on the children. If a parent wants a specific product used on their child, they will be responsible to purchase a product of their liking. NCC/PRCC will not use bug repellent, unless the insects are particularly bad, and Parent/Guardian signed permission is granted.

During the summer, outdoor play is limited during the hottest time of the day. We encourage parents to provide their child with suitable outdoor clothing that is cool but covers as much skin as possible. Children **MUST** wear a **hat** and are encouraged to wear sunglasses. The availability of shade is considered when planning excursions and all other outdoor activities.

Precautions to limit sun exposure are taken:

- With signed Parent/Guardian permission, staff apply sunscreen to children with a sun protection factor (SPF) of at least 30. Parents will be asked to supply sunscreen each year.
- Staff ensure children have access to drinking water before, during and after playing outdoors;
- Staff ensures children wear sun hats to protect them from UV rays;
- Staff follows Best Practices and Environment Canada's Sun Protection Actions as outlined below.

#### **UV Index Category Sun Protection Action**

<b>0 - 2 (Low)</b>	Minimal protection needed, if outside for less than one hour. Wear sunglasses on bright days.
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<b>3 - 5 (Moderate)</b>	Cover up, wear a hat, sunglasses and sunscreen if outside for 30 minutes or more.
<b>6 - 7 (High)</b>	Protection required. Reduce time in the sun between 11 a.m. and 4 p.m. and seek shade, cover up, wear a hat, sunglasses and sunscreen.
<b>8 - 10 (Very High)</b>	Take full precautions (see "high" category) and avoid the sun between 11 am and 4 pm
<b>11+ (Extreme)</b>	Stay indoors.

## **29. HEALTH & SAFETY GUIDELINES**

### **29.1 Illness**

***Unexpected illness is a great hardship for parents of children in Child Care. We recommend that you plan ahead and have back-up care, in case of emergencies. We should be able to reach a parent or a contact throughout the day.***

We follow recommendations set out by Public Health, as well as Well Beings: A Guide to Health in Child Care. A child will not be allowed to attend the Centre with a doctor diagnosed communicable illness or condition.

In addition, the following precautions will be followed:

A child who is sick should not attend the Centre for the child's own comfort and ***for the protection of the other children.*** If a child becomes ill, parents may be asked to pick up the child. If parents cannot be reached, one of the emergency contacts may be notified. If a child does not have a previously diagnosed condition such as seasonal allergies or asthma but presents with a persistent cough they should not attend and may be sent home. If a child's **temperature** has reached 100.4 (38.0) degrees or higher, or if a child has 2 or more bouts of vomiting or diarrhea, parents **may** be required to pick up their child to prevent symptoms from spreading throughout the centre. Discretion is granted to the Directors to determine a child's ability to participate in the program and/or assess their symptoms, and whether the child will be required to be picked up. **Medication should not be used to cover up a fever or any other communicable illness.**

Should the illness be of a communicable type, the child will be isolated as much as possible and the parents will be contacted to pick up the child. Should a child contract a communicable disease such as measles, mumps, strep throat, scarlet fever or impetigo we follow the Well Beings Guide book and/or Public Health recommendations regarding isolation periods. A doctor's note may be required before the child will be readmitted to the Centre. A note for parents will be posted on the door in which the infected child was in attendance. Information on the communicable illness will be available.

**Each Parent/Guardian is advised to seek medical attention regarding the health of his or her child.**

The following are some guidelines regarding common exclusion periods. This is not an exhaustive list.

- **Scarlet Fever or Strep Throat:** Children should be excluded until antibiotic treatment has been given for 24 hours.
- **Rubella (German Measles):** Children should be excluded from child care until at least 7 days after the rash is first noticed.
- **Diarrhea:** Children should remain at home until the stool is normal or until otherwise directed by a physician.
- **Chicken Pox:** Children with chickenpox should not attend the program until all oozing has stopped and scabs are healing over. Children should also feel well enough to take part comfortably in all program activities, including going outside.
- **Mumps:** Children should be excluded until 5 days after the onset of swelling.
- **Impetigo:** Children should be excluded until antibiotic treatment has been given for 24 hours.
- **Pin Worm:** Children with pinworms can return to child care after treatment has been given.
- **Pink Eye:** If the pinkeye is caused by bacteria, the child can return to child care 24 hours after an antibiotic has been started and there is no longer any discharge. With viral pink eye the child can return when there is no longer any discharge.
- **Head Lice:** Children can return to child care after treatment has been given.
- **Croup:** Child should be excluded from child care until they are well enough to participate comfortably in all program activates, including going outside.

## **29.2 Nutrition, Food & Beverages**

### **\*PLEASE NOTE THAT WE ARE A NUT SAFE FACILITY\***

- The Centre provides two snacks each day that must consist of two of the four food groups, one of which must be a fruit or vegetable.
- Parents provide the lunch and the Centre will provide water. Soft drinks will not be served.
- Lunchtime should be one of the most enjoyable experiences for your child. It is a time for conversation, relaxation, and companionship.
- Our staff will promote eating healthy foods first. We encourage Parent/Guardians to provide a minimum of **3** healthy food options in your child's lunch. If your child still wants their treat **first**, they will not be denied. To eliminate the possibility of your child not eating their entire lunch, please send a **small treat or healthy treat**. Staff will still use discretion as to what foods are safe to serve children.
- We encourage parents to send a nutritious lunch with a variety of foods from the Canada Food Guide. Ask staff for a list of lunch & snack ideas.
- If a lunch has been forgotten, one will be provided to your child for a small charge, only when the Hot lunch program is being offered.
- Each room has a microwave for warm ups. Please supply microwavable containers
- Preschool Children: We recommend that families supply a cold pack as we do not have sufficient fridge space for all the lunches.

**Please refrain from sending such items as chewing gum, soft drinks, sunflower seeds, nuts or anything that may contain peanuts/nuts. We care for children with life threatening peanut/nut allergies.**

### **29.3 Administration of Medication**

- Medication must come in the original bottle or container containing a prescribed label from a Doctor and **MUST** be given to a NCC/PRCC staff person.
- Parent must sign a medication sheet with name of medication, time of administration, dosage including the anticipated or prescribed duration.
- Parent must tell staff what the purpose of the medication is and when last given to their child.
- To protect your child and the staff, **No Medication** will be administered without this information.
- NCC/PRCC staff are required to keep record of medications provided to ALL children.
- Parents are asked to supply Tylenol or Advil if they suspect that their child may need it throughout the day because the Centres will not supply this medication. Medication should not be used to cover symptoms of contagious illnesses that could be passed to other children.

### **29.4 URIS Policy**

When the Centre is notified that a child has been diagnosed with a medical condition and may require specialized care, the policy & procedure of Centre is as follows:

- Parents/Guardians **MUST** complete a URIS (Unified Referral & Intake System). This application is submitted by the Directors. This application will be completed and reviewed annually.
- Parents/Guardians are required to sign an "Authorization for Release of Personal Health Information Form"
- A Health Care Plan or Emergency Response Plan will be developed in conjunction with Parent/Guardian appropriate Health Care Staff immediately and reviewed annually or as needed.
- Parents are responsible for bringing their child's Epi-Pen, Inhaler, or other medication as noted on the URIS plan every day to the Centre and ensure it is **NOT** expired.
- ***\*\*Children who arrive at the Centre without their Epi-Pen or Inhaler or other medications required by their URIS plan will NOT be accepted into our child care centre until the child has appropriate medication at NCC/PRCC. NO EXCEPTIONS WILL BE MADE.***
- The storage of the medication will be determined and listed in the child's individual URIS plan.
- It is recommended that the child wear a medical identification bracelet.
- In order to close a URIS file, families need approval from a medical professional.

For more information on the Uris policy please contact the Directors.

### **29.5 Emergency Medical Treatment**

Should a child require emergency care (defined as life threatening, unconscious, broken bones, allergic reaction) an ambulance would be called. The child will be accompanied to the hospital by a staff. The Directors will notify the parent. The Centre will do everything possible to contact the parents to advise them in advance. If we are unable to reach the parents, we will contact an emergency person on the child's contact list. At **no** time will NCC/PRCC be responsible for any emergency services beyond basic First Aid.

The Centre must have current medical numbers for each child before their start date to comply with

Government Licensing.

## **29.6 Injury Report**

When injuries occur, staff will complete an injury report in Fastoche containing the following information:

- Date
- Approx. time of injury
- Child's name
- Description of what occurred
- What first aid was administered including detailed description
- Who observed the injury
- Signature of the reporting staff member, Directors
- Space for a Parent/Guardian signature after reading the injury report

Parent's/Guardians must read and sign the report. Injury reports will be saved electronically in Fastoche for future reference. Parents/Guardians will be sent a copy electronically.

**Serious injuries** requiring medical attention must be reported online by Centre Directors to ELCC. Due to these reporting requirements we ask that parents communicate with us if and when they seek medical attention for injuries that occur at our facilities.

## **30. CODE OF CONDUCT**

A copy of NCC/PRCC's Code of Conduct is provided to all families/guardians upon registration.

## **31. ENHANCED SAFETY PLAN**

NCC/PRCC's Enhanced Safety Plan is available in the office for parents to read. As part of the safety plan, staff and children will participate in a monthly fire drill.

## **32. BOARD OF DIRECTORS MEMBERS & ADMINISTRATION**

NCC Inc. is a Non-Profit Child Care Centre governed by a Board of Directors. The Board of Directors oversees NCC/PRCC's policies, financial decisions and program governance. The Board of Directors meets monthly unless additional meetings are necessary. The Board of Directors consists of Parent and Community Volunteer positions. Individuals interested may inquire about joining the Board of Directors however, NCC/PRCC may only have a maximum of 9 Board members at one time as per NCC Inc. By-Laws.

**The following are a list of Board Directors Positions:**

- Chair Person
- Vice Chair Person
- Treasurer

- Secretary
- Member/s at Large

**The Board Members care for the following during monthly meetings:**

- Planning & Program Governance
- Policy Development
- Financial Oversight and Fundraising
- Public Relations

### **33. ANNUAL GENERAL MEETING**

The annual general meeting will be held each year no later than June 30<sup>th</sup> to review the year's business and elect/re-elect a Board of Directors. Parents/Guardians and family members are required to be provided with a minimum of 21 days notice of an AGM. During an AGM Elections are made for the different positions of the Board of Directors. The Directors shall be elected and shall hold office until their successors have been duly elected or appointment unless removed in the meantime. The election may be by a show of hands unless a ballot is demanded.

The majority of Board members plus additional parents with a minimum of 10 members/Parents/Guardians must be in attendance. The regulations, as set by Manitoba Early Learning and Child Care, state these meetings must be held or the facility can close. Help us make our meetings successful and ensure our Centre remains open for all families.

### **34. FUNDRAISING**

Throughout the year, NCC/PRCC will hold a few fundraising events to raise funds for new equipment, field trips, etc. All money raised through these events is used to further develop the children's programming. The Centre will be accountable for recording and spending these funds according to proper financial procedures.

We encourage NCC/PRCC families & staff to participate in fundraising events as they are able. It is a benefit to the children, families, staff and childcare environment creating a positive and inclusive environment. However, all fundraising is voluntary.

### **35. PARENT/GUARDIAN AGREEMENT TO POLICIES**

I have read the Parent Policies and understand I am required to abide by and comply with the policies set by the Northland Childcare Centre's Board of Directors at all times. I also have read, understand and agree to comply with the Code of Conduct. I also understand that if a policy amendment takes place, I must be provided 2 weeks' notice before the amendment occurs.

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**Date**

**Parent/Guardian Name (Printed):**

**Parent/Guardian Name (Signature):**

**Director Signature:**