

# Crystal City Community Daycare Inc. Policy Manual



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## **Welcome to Crystal City Community Daycare Inc.**

The dreams for a childcare facility in Crystal City began at a community meeting in June 2013. After much research, including surveys and visits to other facilities, a presentation was made to the community and a decision was reached in support of proceeding with the project.

Crystal City Community Daycare was incorporated in the spring of 2014. Through the hard work and generous donations of our community and the Arnold and Win Stewart family our building was completed in the spring of 2015. We are licensed for 8 infant and 24 preschool spaces with a provision to provide care to school age children.

### **Administration**

Crystal City Community Daycare Centre Inc. is a non-profit organization funded through parental fees, government subsidies and an annual operating grant from the Provincial Government. A volunteer Board of Directors oversees the operation of Crystal City Community Daycare Inc. This Board consists of parents and individuals interested in childcare in our community. The daily operation of the Centre is the responsibility of the Executive Director.

This manual has been created in order to share the policies and practices of the Crystal City Community Daycare Inc. with the families whose children are in our care. It is very important that parents/caregivers read carefully through this document as it will better prepare parents/caregivers, and the child for their time at the Centre. Parents will be required to sign a form saying that they have read, understand and will comply with the policies as they are presented in this manual prior to your child's enrolment within the Centre. The Board reserves the right to make changes and amendments to policies as they feel are necessary. Any changes will be circulated to all families.

### **Our Mission**

Crystal City Community Daycare Inc. is a not for profit early learning centre located in the Village of Crystal City, Manitoba. It is our purpose to provide an early learning and childcare centre with an atmosphere and curriculum that encourages social, emotional, physical and intellectual growth and development of the child as a whole. We strive to provide quality care and learning opportunities for children of working parents and students, children with additional support needs and those who use the Centre for respite, socialization or experience.

## Philosophy

It is the philosophy of the Crystal City Community Daycare Inc. that children learn by exploring their environment. Early childhood should be a time of fun, warmth, security, exploring, and discovery. All children are creative and receptive; the staff strives to nurture and encourage these qualities in the children who attend. All children have the right to access quality early learning and childcare.

We also believe children deserve equal opportunities regardless of ability, race, creed, color, sex, nationality, or religion.

## Goals

Our Centre's purpose is to provide an atmosphere, with a distinctly rural context, that promotes the development of the child as a whole.

Specifically, Crystal City Community Daycare Inc. will:

Provide children with an environment which promotes their optimum development in all areas including physical, cognitive, social and emotional through the following means:

- Provide children with choices and experiences for discovery, including a variety of firsthand experiences that allow children to see, touch, taste, hear and smell things in their environment
- Respect each child's interest, ability and skills
- Provide a supportive environment that will nurture a child's self-respect, self-esteem, self-worth and self-confidence

Provide a positive learning environment and curriculum that enhances each child's level of development through creative arts, crafts, music, science activities, stories, conversation time during long lengths of play which includes:

- A play-based program that challenges children as well as fosters curiosity, initiative and independence and also meets each child's individual needs, abilities and interests.
- A safe, clean, healthy physical environment necessary for growing children.

Recognize the family as the most important and effective influence on the development of the whole child by:

- Encouraging and promoting communication between staff and parents about their child's daily activities, behavior and general development
- Seeing the importance of forming a partnership with parents for the well-being of the child, family and Centre

## Parents

As the child's first and most important caregiver, we invite and welcome parents into the Centre at any time to play with and spend time with your child. It is important that parents attempt to spend a few minutes in the Centre at drop off and pick up times to assist their child in making the transition from home to the Centre and the Centre back home. This time is very valuable to the children as they will be more comfortable within the Centre if they see that their parents are comfortable here. Staff will welcome parents and children into the Centre, and may ask about the child's morning, previous night or evening in order to offer the best possible care for them each day. By creating positive relationships with your child's caregivers, your child will see that you trust them, and they will make the transition into the Centre more easily.

## Parent information

This manual has been developed and designed to provide parents with the information you need about the Centre and its program. Bulletin boards have been installed in the main foyer and each room to provide specific details. Information about upcoming activities will also be provided to parents through email or the HiMama app.

## Parent Involvement

Parents and family members are always welcome at Crystal City Community Daycare Inc. and are encouraged to become involved by volunteering time to share a personal skill or talent. You can help by;

- Attending the annual general meeting.
- Working towards fundraising goals (i.e. committee involvement)
- Reading the correspondence circulated to keep aware and informed.
- Assisting with or attending planned events at the Centre.
- Contributing donations which appeal to you when asked (i.e. food, equipment)
- Participating in special work projects, playground clean-up nights or committees to take on new tasks.
- Save various interesting odds and ends for art projects or dress up.
- Joining or holding office on the daycare Board of Directors.
- Visiting the Centre to share a personal skill or talent (for example: baking, or musical talents)
- Coming to speak to the children about your job or profession
- Providing family pictures to the Centre.

## Communication/Parental Concerns

Crystal City Community Daycare Inc. strives to work in partnership with the families in our care. From time to time, as parents, you may have questions, comments or concerns about your child. We encourage you to talk with staff away from the children. Please be assured that any conversations you have with staff are confidential. If you are texting us regarding your child, please do so to the centre's cell phone, not individual staff.

Comments and concerns you may have are always welcome. At any time, if you wish to discuss a situation at length, it is best to arrange an appointment with the Executive Director. A meeting may also be set up with the Executive Director and Chairperson or another Board member at the discretion of the Executive Director.

If after one week you are not satisfied with the action taken, you should submit your concern in writing to the Executive Director. If another week passes without satisfactory response, you should submit your concern in writing to the Board of Directors. The Board will meet and respond to the parent's concern. If you are still unsatisfied, you will be invited to attend a Board meeting and at that time you will present your concern to the Board. After you have presented you will be asked to leave, and the Board will respond with their decision. If you feel that the situation cannot be resolved with satisfaction, you may wish to remove your child from the Centre.

Any complaints that parents have should be made discretely **away** from the children. Crystal City Community Daycare Inc. WILL NOT tolerate loud voices, profane language or violent activity. If you have an issue with a family or child, please do not approach the family or child. The issue must be addressed to the Centre and the Centre must deal with the situation discretely.

If you have an idea for becoming involved, please talk to the Executive Director. We would also love to have grandparents and other family members as part of our program if they are interested.

## Staff

We are staffed with Early Childhood Educators (E.C.E.'s) with college or university training, as well as Child Care Assistants and support staff. All staff must have a valid standing in First Aid and CPR as well as cleared Background Checks. Child Care Assistants (CCA) must complete an approved 40-hour training course.

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

Occasionally, staff will rotate between rooms in order to balance the needs of the children and meet licensing requirements. As well in some situations, a primary caregiver may be assigned to a child, but all staff will be expected to provide care for all children.

## Students and Volunteers

Our Centre may provide a work experience setting for high school, university and college students. This has proven to be a beneficial experience for the children and the students. In such cases, general observations may be done. Their teachers approve students and an orientation process is conducted 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.

## Inclusion Policy

Crystal City Community Daycare Inc. accepts and welcomes children who require additional support because of a physical, social, emotional, cognitive, behavioural or medical need.

We promote full participation and friendships between all children by:

1. Ensuring all children, including children with additional support needs, are valued, active participants in group social play, as well as in all the centre's activities and routines.
2. Arranging learning centres so that all children can reach and use the materials in them, making adaptations to equipment, furniture and indoor/outdoor spaces when needed in order to ensure accessibility.
3. Ensuring staff receive special training in the promotion of inclusive social play.
4. Having our staff collaborate with parents and specialists to develop, carry out and review individual plans for children with additional support needs.
5. Recognizing that families know their child best and using family's input to assist staff in meeting a child's needs.
6. Embedding goals of children's individual plans in regular activities. Our daycare staff work as a team to meet the needs of the child and establish goals.
7. Demonstrating a positive attitude about making changes to accommodate all children.
8. Celebrating diversity.

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 to meet their individual needs. We recognize each child is unique and support that child in developing physically, socially, emotionally and intellectually to their fullest potential. Being an inclusive centre in which all children and families are welcome offers countless learning opportunities and benefits for everyone.

## Accessibility Policy

Crystal City Community Daycare Inc. is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act.

In establishing the following policies, Crystal City Community Daycare Inc. has taken steps to identify existing barriers to try to remove these, or if the barrier could not be removed, to provide alternate ways to access the goods or service, without any additional fees.

\*Our "customers" are the children we serve, as well as their caregivers and, during special events, their community supporters.

This policy does not affect program criteria.

### 1. Communication

Crystal City Community Daycare Inc. will communicate with our clients in a way that takes into account the nature of any communication barrier.

- If an individual has trouble communicating with staff, staff will ask how they can help; for instance, by finding a quiet space or using pen and paper.
- Printed information will use easy to read fonts and color contrast (black on white)
- Registration forms will be available in alternate formats, for instance 14 fonts versus 10, in print as well as electronically. Registration forms will be received on-line and by mail or in person.
- Clear signage will direct customers to the day care.

### 2. Assistive devices

Crystal City Community Daycare Inc. welcomes the use of assistive devices used by the children in our care or their caregivers. Care will be taken to create space for devices, such as walkers, and to not touch or remove these without permission of their owners. Staff will receive related training, including regarding any assistive devices available on site (i.e. how to enlarge print on the computer used by the daycare).

### 3. Support Persons

Crystal City Community Daycare Inc. welcomes support persons, there to assist a child in becoming familiar with the centre. The nature and duration of the support must be discussed in advance with the Director, including to determine the role of staff and goals for independence, if applicable. Staff will receive related training.

### 4. Service Animals

Crystal City Community Daycare Inc. is committed to meeting the requirements of The Human Rights Code (Manitoba) by allowing service animals, trained to meet the needs of persons with disabilities, to

accompany our children and their caregivers wherever the public is allowed. The service animal must be controlled at all times.

The centre will ask registrants to identify both the need for service animals and any allergies to animals at time of registration to meet potentially conflicting requirements of the children. Staff will receive related training.

#### 5. Maintain Barrier-Free Access

Crystal City Community Daycare Inc. will maintain barrier free access to our services by ensuring that aspects of our facility that can facilitate access are maintained as intended. This includes maintaining the entrances free of snow and ice; and removing clutter from hallways.

#### 6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities affecting customers disabled by barriers, Crystal City Community Daycare Inc. will promptly, post notices at the entrance and on the website. This includes notice when the space is affected by the unexpected use of odorous chemicals elsewhere in the building.

#### 7. Feedback Process:

Crystal City Community Daycare Inc. will include a Feedback process that welcomes suggestions on how to better serve our clients, including to enhance accessibility.

#### 8. Training

Crystal City Community Daycare Inc. will ensure that all staff are trained about how to provide accessible customer service in our centres. Topics will include an overview of The Accessibility for Manitobans Act and related impact of The Human Rights Code (Manitoba), as well as how to interact with persons with disabilities.

## Daily Program

Infants follow individual schedules provided by the parent(s). Following our approved infant curriculum, the daily program for infants is flexible, unhurried, relaxed and provides ample opportunities for caregivers to cuddle and nurture, play and talk with infants. We provide sensory stimulation activities, which are appropriate for the ages and developmental level of the children. In the process we allow opportunities to move about, play and use skills in a safe environment, indoors and outdoors. Daily outdoor time is offered.

In the preschool program, children are given choices for areas of play, and can come and go to different areas throughout the day according to our approved preschool curriculum. Staff provide children with learning

areas, toys, materials and activities to stimulate their learning. Throughout the day, staff offer developmentally appropriate activities based on the observed interests of the children to those who wish to participate. The preschool children go outside daily, weather permitting, to explore nature, expend energy, go for walks in the community and participate in the outdoor learning environment. Daily schedules are posted throughout the Centre.

For school age children, we provide age appropriate games, toys and ensure that the outdoors is used to its full potential. Although they will follow much the same routine as the preschool children, the school agers will have more freedom in determining what their routine will be, and there will be special spaces for them to use without the presence of the preschool children. This will allow school age children the opportunities to create bonds with peers of their own age, do homework assignments, or other age appropriate activities.

It is important for all children to have outdoor playtime daily. Children need fresh air, exercise and a chance to burn off energy to be happy and healthy. Please make sure that your child has the appropriate clothing to spend both a morning and afternoon playtime outdoors.

### **Daily Schedules and Staff Schedules**

Infant, preschool and school age daily schedules as well as the work schedule of our staff will be posted on the entry bulletin board and in your child's room. By reading these, you will become aware of the routine of your child's day and those responsible for your child's care.

### **Infant Plan**

In the infant room the infant primary caregivers provide children with learning opportunities through play that encourage physical, social, emotional and cognitive skills within a safe and nurturing environment. Caregivers support children individually with their own personal needs as well as the needs of the whole group. In the infant years, daily communication with parents is especially important and caregivers will speak to parents at both drop off and pick up times to ensure child's individual needs and schedules are met.

The staffing component in the infant room includes one Early Childhood Educator (ECE) II/III and one Child Care Assistant (CCA). These staff are considered the infant primary caregivers and together are responsible for a group of 8 infants. Ratio will always be 1 to 4. Primary caregivers help children build strong relationships and attachments so vital in the infant years.

Caregivers arrange the infant room in specific ways to challenge children in all areas of development. Toys, equipment and furnishings are infant/toddler sized and easily accessible for the children to promote autonomy and independence. The library, dramatic play, sensory/art area, gross motor area, cause and effect toys, and natural outdoor play space are some examples of the activity areas available to the children. A separate infant outdoor play space is provided and equipped with age appropriate gross motor toys and equipment. The free play learning environment as well as planned activities are set up for the children daily to

meet their current developmental needs as well as expand their knowledge, interests, and abilities according to our approved infant curriculum. The toys and equipment are rotated regularly and selected to stimulate children's interests and curiosity.

Children are given ample preparation for transitions in order to help them end their play. Caregivers see transitions as opportunities for learning and use songs, stories and finger plays at these times ensuring infants do not spend time waiting. All meals and snacks are pleasant social times and are provided to infants in their room at low tables, chairs and/or Chairies with trays. Meals and snacks times are scheduled however, this is flexible according to infants' needs. Young infants are fed or given a bottle when they indicate hunger and staff follow the child's lead. Diapering/toileting occurs regularly throughout the day and according to each child's needs. Our diapering/toileting area is equipped with a low toilet and sink, a change table with safety ledge, and adult height sink and portable infant tub.

The infant room is an open concept space and is set up so that staff in the nap, diapering/toileting, and eating areas can directly supervise children at play. Cribs for the infants and low cots for those infants over 18 months of age are set up throughout the room at nap time. Caregivers help children settle by rubbing, patting or rocking a child to sleep. Caregivers directly supervise napping children and get them up once they awake. If infants nap during scheduled play times the nearest caregiver checks on the sleeping infant every 10 minutes and records the time.

There are times of the day when infants are in a mixed age grouping with other children. Infants, preschool and school age children will be combined at the beginning of the day from 6:30 am to 8:00 am. At 8:00 am, infants will go with their primary caregiver to the infant room. Infants will re-join the preschool and school age children from 5:15 pm until closing at 6:00 pm. Staff will maintain ratios according to Regulation 8(2) 1:4 infant; 1:8 preschool and 1:15 school age or be prorated according to Regulation 8(2)(b). Programming will be well planned, consistent and developmentally appropriate for all age groups. We will balance safety with provision of an environment that is stimulating and challenging. Staff will be diligent in their supervision, ensuring children's needs for health, safety and meaningful interactions are met, and are keenly aware of the youngest and most vulnerable in the group. When there are two staff with the mixed age group, one staff will be designated as infant primary caregiver.

Children are evacuated according to our approved Safety Plan. Infant primary caregivers may place up to 6 infants in one evacuation crib and wheel them out the nearest safe exit and to the assembly area. Additional staff from the kitchen will also assist. Caregivers will ensure that fire drills are practiced using the evacuation cribs.

## Infant Curriculum Statement

At Crystal City Community Daycare Inc., the infant is central to our curriculum. Our infant caregivers meet the developmental needs and schedules of individual children through verbal, written and visual communication with parents and guardians. We label accomplishments and acknowledge our infants' achievements. We have created strong emotional bonds and developed trust with the infants in our care and their families.

Families are greeted warmly at the beginning and end of the day. Staff and parents use these times to share information about the child. Using our HiMama app, staff document what each child has done throughout the day. Parents receive information about napping, toileting, eating and daily activities in real time. Full reports are sent each evening thus providing a connection between family and centre. Photos are taken of the children engaged in activities and include a message about the developmental task the child is accomplishing. Using the HiMama app, developmental portfolios are completed for each child showing their creative work, their thinking and problem solving, and include staff comments about what the child is learning through play. For example, while stacking small blocks a child is developing fine motor coordination and cognitive/special concepts. If he/she is also stacking blocks with another child or adult, the child is developing social skills such as turn taking. We will meet with parents once a year to share the child's growth and development using the child's portfolio and our related documentation. We build further on our relationship with families by ensuring parents know they are welcome to stay and observe their child at play.

Staff sit close to the children; getting down to their level when playing and communicating to facilitate children's development through observation, warm interactions and a rich learning environment. Staff encourage communication through speech, simple sign language and gestures (body language). Staff label feelings for children and describe what the child is doing as they play which expands their language. For example, when a child says, "Ball", the staff responds, "Yes, you have the yellow ball with the pink flowers on it. Let's see if it bounces!" (Child is learning about the color, pattern and properties of the ball.) During play staff observe the children to discover what the child does, how he/she reacts to situations and routines and can adjust play or schedule accordingly. Staff record observations and use this for planning purposes to ensure activities they implement are sparked by the children's interests and needs. When playing with children staff model different ways to play with toys to challenge the children. For example, when a child has mastered "nesting" toys, staff will model turning these nesting toys over and "stacking" them – a more complex fine motor task.

Staff are attuned to each child's daily routine allowing them to adjust to accommodate children's needs, for example, bottle feeding when needed. A flexible schedule is used which meets the needs of individuals as well as the group as a whole. Since eating, diapering and napping take up much of the infant's day, staff use these times to engage in meaningful conversation with the child and find teachable moments, for example talking to them about what they are doing as they diaper a child or how food tastes/smells as they are eating. Assistance with their meal is provided when needed. Staff provide hand over hand assistance and modelling when a child is learning to eat with a spoon. Caregivers allow infants to nap when needed and flex

meal/snack time around nap when required. When diapering, materials are kept close at hand so diaper changing is easy and efficient.

Transitions throughout the day are seen as opportunities to sing with children, talk about what is happening and what they are doing so that children know what to do and what to expect. For example, staff say, "It's cold outside today. We'll need to put on our mitts to keep our hands warm. My mitts are red, and your mitts are blue!" Ample time is given for transitions, so children are not rushed and have the time to finish what they are doing. This simple step demonstrates staff's respect for children and their understanding of the valuable learning that takes place during transition times. Staff plan for extended periods of uninterrupted play time ensuring children have opportunity for both quiet and active play (library with soft pillows, child sized couch and soft toys; riding toys and balls).

The infant space is organized to stimulate children in all areas of development and provide attainable challenges during their day to encourage and promote independence and individual growth. Indoors, equipment and a variety of toys are readily accessible and are age appropriate for example rattles for younger infant, blocks for an older infant. Furniture is at the child's level and toys are rotated according to the children's interests and developmental levels. Children are encouraged to help staff put toys away. Each child has a designated sleep spot which promotes predictability and stability. A low sink at toddler height is in the diaper change area for hand washing which promotes independence. Low tables and Chairries are provided for mealtimes and art which promote independence and socialization. Chairries are set up around the low table so children can see each other and visit. For infants, Chairries with trays are provided.

Staff work together with families to increase their cultural awareness. Families are invited to share their customs and traditions and to provide pictures of their families which are posted in the room. Materials that depict a variety of races, cultures, ages and abilities are made accessible and visible to the children (multi-cultural dolls, play food, dress up clothes, music and books). Children are exposed to diversity through our menu which includes items such as bannock pizza, fruit and Greek yogurt. Staff talk with children about similarities and differences in the foods their families eat and the traditions they follow for example Christmas and Hanukkah. Staff demonstrate inclusion and equality by treating each child with respect.

We recognize that curriculum is ever changing depending on the children, families, staff and our community. We commit to reviewing our curriculum statement annually to ensure it is consistent with practice.

### **Toilet Training, Bottles, Soothers and Breastfeeding**

The staff at Crystal City Community Daycare Inc. will work with parents to toilet train children. Children will be encouraged to use the toilet at 1-hour intervals, but at no time will they be forced to use the toilet or pressured to remain there. Toilets are available to children at all times throughout the day. Parents are asked to provide pull-ups and sweatpants with elastic waistbands for children when they are being toilet trained.

Parents are required to provide bottles and soothers for infants and toddlers as necessary. Children over the age of two will not be allowed to use bottles or soothers during activity times. Exceptions may be made for preschool children who require soothers at nap time.

We support breastfeeding while your child is in daycare. Mothers of infants who are breastfeeding are welcome to do so in the Centre. The staff will provide mothers with a private space if desired.

## **Preschool Curriculum Statement**

Crystal City Community Daycare Inc. provides children with opportunities for play based exploration, experimentation and learning that reflect all the children's interests and developmental capabilities. Research shows that young children learn and develop best during play when they can choose who and what to play with and can play for at least 45 – 60 minutes at a time.

These experiences will develop children's social, emotional, physical and cognitive skills through planned as well as spontaneous activities. The source of these activities will come from children and staff's interests, children's developmental tasks, the physical environment, people, materials, values and those wonderful life coincidences! Staff observe children during free play, and it is recorded on our observation tool. The information collected is then discussed at team meetings so that activities and learning environments can be planned, meeting each child's needs.

Our indoor and outdoor play environments enhance children's development by providing play spaces and materials that are set up and changed based on children's observed interests. In our indoor play space, we have a variety of learning areas such as housekeeping, science and block area. The materials in these areas change with the children's ideas. As we are a rural daycare in a community with a strong agricultural base, our environment reflects this. Science, language, early literacy, math and social concepts are naturally learned as we plant, weed, harvest and share the produce from our garden. Bird feeders outside the windows allow children to observe nature year-round and take part in caring for wildlife.

Our activities also provide opportunities to make each child feel accepted, understood, supported and respected. Children's creativity is fostered by providing open-ended art materials to allow for self-expression of their own ideas and understanding. The creations are then placed on display throughout the room. We give children opportunities to develop positive interactions, relationships, self-regulation and problem-solving skills. They can practice independence when they choose play mates, activities and experiences during our free play times. Staff ask open ended questions, get down to the child's level, listen and have turn taking conversations. Photo albums in the library show the children's participation, learning and development. This encourages conversation between peers about their ideas and experiences.

We represent community diversity in our curriculum for children to see similarities and differences. We provide play materials such as multi-cultural dolls and dress-up clothes in the dramatic play area and snacks and meals such as, Greek yogurt with vegetables and bannock pizza all which reflect cultural diversity. As well, throughout the year, community members come into our centre to present their careers/professions.

Our relationship with staff and students of the Crystal City Early Years School adds depth to our language, literacy, and social curriculum components with our shared reading program. Our regular visits to the local senior's home provide more opportunity to share in other's lives and open the community to our children.

We have predictable yet flexible routines and schedules to provide consistency, stability and independence in the child's life. If children are interested in an activity, lunch may be 10 minutes later to allow the children to complete what they are interested in.

Crystal City Community Daycare Inc. strives to maintain a family friendly, positive and supportive environment for all children and families. Daily communication between parents and staff occur at the beginning and end of each child's day. Pertinent information shared by the parent is recorded in the preschool room communication book and shared with all staff. Using the HiMama app, staff provide daily reports to parents which may include records of their child's toileting, sleeping, eating and activities. Photos taken of the children engaged in activities are also posted on HiMama and include a message about the developmental task the child is accomplishing and help educate families about the benefits of play. Daily reports are sent to parents each evening thus providing a connection between family and centre. Using the HiMama app, developmental portfolios are completed for each child showing their creative work, their thinking and problem solving, and include staff comments about what the child is learning through play. We will meet with parents once a year to share the child's growth and development using the child's portfolio and our related documentation.

Crystal City Community Daycare's preschool curriculum will continue to further develop and change with staff's interest and expertise as well as with family and community needs and values. We commit to reviewing our curriculum statement annually to ensure it is consistent with practice.

## **School Age Programming**

Crystal City Community Daycare Inc., when possible, will provide care for school age children within our preschool program. The staff provide age appropriate activities and materials for school age children and offer an age appropriate daily structure as often as possible. School age children will have the option to take time for daily homework and study, and activities will be implemented based on the needs and interests of these children. School age children will serve as mentors and role models for the younger, preschool children, assisting them to learn respect, mentorship, and responsibility. We encourage independence and creativity throughout the program, with the belief that within this supportive environment the school age child will develop to his/her greatest potential.

## **Nap/Rest Time**

Infants at Crystal City Community Daycare Inc. follow their own individual nap schedules and settling routines. We are required, by Regulation 10 (5.1), to lay infants down to sleep on either their back or side. Parents of infants over a year old are encouraged to bring a child-sized blanket or security item from home to assist their child in transitioning to the Centre or for during nap/rest times. These items will remain at the Centre and staff will wash them weekly.

Toddlers and preschoolers will be encouraged (but not required) to rest for ½ an hour. Children who are not sleeping after 30 minutes will be allowed to participate in a quiet activity. Children who nap will return to regular activities when they are ready to get up. Children who do not rest will be in a separate area of the play space with quiet activities such as books, art, sensory, board/card games and puzzles so they too have the opportunity to relax.

Staff will assist preschool children during nap time by rubbing or patting their backs. Children may bring a special blanket, stuffed toy, etc. for nap time. These items will remain at the Centre and staff will wash them weekly. If a young preschool child uses a soother, one must be provided that can stay at the centre.

## **Behavior Management Policy**

Children will always be treated with dignity and respect; and allowed choices whenever possible.

According to the Community Child Care Standards Act, Manitoba Regulation 62/86 Regulation 11(1) A licensee 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.

Our Behaviour Management Policy is based on three main principals:

1. Respect for Self
2. Respect for Others
3. Respect for the Environment, Equipment and Materials

The environment, program, materials and routines will be set up to indirectly guide children and encourage desired behaviours. Children's behaviours are managed positively, at a level that is appropriate to their actions and their developmental ages. Staff will provide a kind and understanding atmosphere that involves helping children to develop self-control and self-direction and learn to resolve conflict. Understanding attachment theory, Circle of Security, and child development enables staff to know the child's level of understanding and helps staff determine the strategies to use. Both prevention and intervention strategies will be used and will follow our three main "Respect" principals.

## Prevention Strategies

There are many guidance strategies which will be implemented to help minimize conflict. Staff, students and volunteers are expected to use the following prevention strategies.

Staff will:

- Set clear limits for the children telling a child what to do rather than what not to do. The limits are consistent, relevant and fair to the developmental age of the child. Children will be periodically reminded of limits.
- State expectations clearly and positively.
- Provide opportunities for children to make choices and support a child when s/he needs to make a decision.
- Focus on the behaviour and not the child.
- Ignore minor incidents
- Prepare children for transitions.
- Model and encourage appropriate behaviour
- Interact with children. Being in relationship with children is a very proactive behaviour guidance strategy.

## Intervention Strategies

When undesirable behaviour occurs, staff will need to step in and intervene. Staff's goal is to provide guidance and support rather than punishing or solving the problem for the child. Staff will take a team approach ensuring the child's needs are discussed and a consistent strategy is used. Time may be spent observing and recording undesirable behavior to establish whether a pattern exists, which may in turn suggest a solution. Staff, students and volunteers are expected to use the following Intervention Strategies.

Staff will:

- Use physical closeness and touch. This often puts children back on track and helps them regain self-control
- Remind children of rules and, if necessary, redirect.
- Get children's attention respectfully if you have to intervene.
- Acknowledge children's feelings.
- Help children solve problems.
- Remove a privilege, in extreme situations.

Different approaches will be used depending on situation and age of child, for example:

- Infant Program: the focus is on redirecting, encouraging the use of language, feelings are labeled, simple explanations of limits, and the use positive reinforcement for desired behavior. Infant primary

caregivers understand attachment theory and Circle of Security and therefore recognize they are a child's secure base who will help the child understand what to do with how they are feeling.

- **Preschool Program:** the focus is on allowing the children to problem solve for themselves and using lots of verbalization, redirection, acting as a mediator to help children solve their problems, explaining why a behavior is inappropriate, offering choices, and ignoring minor incidents. An understanding of attachment theory and Circle of Security will be demonstrated by staff who will use "time in" in order to help children organize their feelings and behaviours.
- **Kindergarten & School Age:** the focus is on self-control and self-redirection, use of 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 continued behavior is aggressive, the child may sit away from the group to calm down. After a short period of time, the staff will talk with the child regarding his/her actions and then the child will return to play when they are ready. If needed, staff will respectfully support the child in rejoining the group. Staff may also use "time in" in order to help children organize their feelings and behaviours.

## **Code of Conduct**

Our Code of Conduct is an important part of our centre policies and is attached in Appendix I. All families are required to read and adhere to the Code of Conduct. Specifically, Crystal City Community Daycare Inc. will not tolerate or condone any form of harassment or discrimination. It is the responsibility of every employee and parent to conduct himself/herself in a manner consistent with this expectation and our Code of Conduct.

## **Email, Electronic Devices and Internet Policy**

All children, parents, staff and others involved with the Centre must use e-mail, electronic devices and the Internet according to our policies. This policy is meant to ensure that people's privacy and the confidentiality of information about the centre, children, parents/guardians/caregivers and staff is upheld. Everyone involved with the centre must adhere to this policy. Failure to do so can result in consequences and in the case of employees, disciplinary action. Staff must not accept children as "friends" or "buddies" when using social networking sites such as Facebook or MSN, etc. Each room has an iPad for record keeping purposes using the HiMama app. iPad may also be used to conduct research into a topic of interest and to check the weather.

Inappropriate use includes:

- Intentionally accessing, transmitting, copying or creating materials that violates the confidentiality of children, parents, staff or the centre; violates the centre's code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass); or is illegal (such as obscenity, stolen materials, or illegal copies of copyrighted works)
- Using the technological resources for personal use without the centre's permission.

In a conscious effort to reduce children's screen time, our centre does not have a computer for the children's use. If children own a cell phone, it must be left in their locker while in attendance at the centre.

## **Safety Plan and Controlling Visitor Access**

A Safety Plan has been developed for Crystal City Community Daycare Inc. which provides clear procedural direction related to a full range of emergencies and risks. A copy of our Safety Plan is available in each room including the Director's office and staff room. It is available to you upon request and is also posted on our website.

Following Regulation 5.2.1 for controlling visitor access our Centre is locked at all times and an intercom/fob key system has been installed. Upon your child's enrolment, all full-time parents will be provided with a fob and must sign a contract for its use. Parents of part time children will be issued a fob, depending on availability.

## **Enrolment, Registration, Cancellation and Withdrawal**

### **Enrolment**

- Appointment to be set up with the Executive Director prior to enrolment date.
- Registration form to be completed by parent and returned to Executive Director.
- Scheduled days will be set as well as drop off and pick up times.
- Parents will tour the Centre, be introduced to the staff, and review the daily program and Parent Policies at this time.
- A visit to the centre prior to the child's first day of attendance is encouraged as this helps the child successfully transition.

When enrolling your child, you agree to abide by all Centre Policies. Any related questions or concerns should be discussed with the Executive Director. All policies are Board decisions.

### **Enrolment Priority**

In the best interest of the Centre, full time children enrolling or currently enrolled in the Centre will be provided with a childcare space before a part time or casual child enrolling or currently enrolled in the Centre. Priority is given to children of working parents before children who are attending for the purposes of socialization or respite.

Part time parents will be given the option of increasing their enrolment to secure their childcare space, if it becomes an issue. Preschool children take priority over school age children, if a preschool child enrolls in the program and there are no available spaces, school aged children will be given 2 weeks' notice if space becomes an issue. The Centre will make every effort to accommodate as many families as possible.

- **Full-time & Part-time children:** Children are required to register for set designated days. Full-time and part-time children's parents are required to sign a permanent schedule stating which days/time care is required. If requests are greater than spaces allotted, priority is given to full-time families.
- **Kindergarten Children:** Children attending kindergarten must submit a permanent schedule stating if they need care before and after school as well as on non-kindergarten days. The Director will then use the Prairie Spirit School Division Calendar to maintain your child's schedule according to the 6-day cycle. Children who attend Kindergarten are still considered to be preschool children and will be charged accordingly.
- **Casual children:** This is care type is defined as children who attend Crystal City Community Daycare Inc. strictly on a call-in basis or for socialization when space allows. No permanent schedule is signed, and no spots are held or guaranteed for casual children.
- **School Age:** The Centre will enrol school age children when space allows. A permanent schedule must be submitted for your school age children stating if they need before or after school care. If you want your child to attend on No School/ In-service days, they will be signed up for **all** days throughout the school year and charged accordingly. This does not include Christmas Break, Spring Break, or Summer Break. If your child is signed up for all No School/ In-service days, they will be charged a full day rate on Stat Holidays regardless of their attendance. If you choose not to sign your child up for No School/In-service days, they will be charged a 2-slot rate or a 1-slot rate based on your pre-established child care requirements.
- **Cancellations:** For all full-time, part-time and casual children, if the centre receives less than 1 month notice for a cancellation, you will still be charged for the day. Please notify the centre as soon as possible if your child will be absent for the day.
- **Additional Days:** If you require additional days for your child(ren), other than what is stated on your permanent schedule, please inquire with the Director.
- **Stat Holidays:** Parents of full-time and part-time children will be billed for all statutory holidays if this is a regularly scheduled day for their child(ren). This includes all days that require the Centre to close: New Year's Day, Louis Riel Day, Good Friday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day (if it falls on a weekday), Christmas Day, and Boxing Day. In the event one of the statutory holidays lands on a weekend we will close and charge for the next available workday (except for Remembrance Day)
- **Permanent Changes:** If you wish to make changes to your permanent schedule, a request must be made to the Director.
- **Withdrawal:** Two weeks written notice is required to withdraw your child from Crystal City Community Daycare Inc.
- **Refund:** There is no refund of full or part time fees for illness or absence due to weather.

**Permanent Schedules**

With enrollment rising at the Crystal City Community Daycare Inc, we are asking parents to fill out a permanent schedule for their childcare needs. This will allow the centre to enroll additional children to maximize the use of our centre.

**If you don't require care for a day you are normally scheduled, we require one month notice otherwise you will be charged for that day.**

Fill out the following chart with your weekly schedule

<b>Permanent Full Time/Part Time Infant &amp; Preschool Schedule</b>				
Child's Name: _____				
Monday	Tuesday	Wednesday	Thursday	Friday
<input type="checkbox"/> Care Needed	<input type="checkbox"/> Care Needed	<input type="checkbox"/> Care Needed	<input type="checkbox"/> Care Needed	<input type="checkbox"/> Care Needed
Drop Off:	Drop Off:	Drop Off:	Drop Off:	Drop Off:
Pick Up:	Pick Up:	Pick Up:	Pick Up:	Pick Up:

I agree to book my children in for the above days and times. If my schedule changes and I need to change the time I require care, need to cancel a day or I need additional days I know that I'm required to inform the Director. I understand that I'm required to give one month notice if I would like to cancel care on a regularly scheduled day I require care, or I will be charged for that day.

\_\_\_\_\_

**Parent Signature**

\_\_\_\_\_

**Date**

**Permanent Schedules**

With enrollment rising at the Crystal City Community Daycare Inc, we are asking parents to fill out a permanent schedule for their childcare needs. This will allow the centre to enroll additional children to maximize the use of our centre.

**If you don't require care for a day you are normally scheduled, we require one month notice otherwise you will be charged for that day.**

Fill out the following chart with your weekly schedule

<b>Permanent Kindergarten Schedule</b>				
Child's Name: _____				
Monday	Tuesday	Wednesday	Thursday	Friday
<input type="checkbox"/> Care Needed Before School	<input type="checkbox"/> Care Needed Before School	<input type="checkbox"/> Care Needed Before School	<input type="checkbox"/> Care Needed Before School	<input type="checkbox"/> Care Needed Before School
<input type="checkbox"/> Care Needed After School	<input type="checkbox"/> Care Needed After School	<input type="checkbox"/> Care Needed After School	<input type="checkbox"/> Care Needed After School	<input type="checkbox"/> Care Needed After School
<input type="checkbox"/> Care Needed Full Days	<input type="checkbox"/> Care Needed Full Days	<input type="checkbox"/> Care Needed Full Days	<input type="checkbox"/> Care Needed Full Days	<input type="checkbox"/> Care Needed Full Days
Drop Off:	Drop Off:	Drop Off:	Drop Off:	Drop Off:
Pick Up:	Pick Up:	Pick Up:	Pick Up:	Pick Up:
My Child will attend: <input type="checkbox"/> All In-service Days <input type="checkbox"/> All Early Dismissal Days				
<input type="checkbox"/> No In-Service Days <input type="checkbox"/> No Early Dismissal Days				

I agree to book my children in for the above days and times. If my schedule changes and I need to change the time I require care, need to cancel a day or I need additional days I know that I'm required to inform the Director. I understand that I'm required to give one month notice if I would like to cancel care on a regularly scheduled day I require care, or I will be charged for that day.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

**Permanent Schedules**

With enrollment rising at the Crystal City Community Daycare Inc, we are asking parents to fill out a permanent schedule for their childcare needs. This will allow the centre to enroll additional children to maximize the use of our centre.

**If you don't require care for a day you are normally scheduled, we require one month notice otherwise you will be charged for that day.**

Fill out the following chart with your weekly schedule

Permanent School Age Schedule				
Child's Name: _____				
Monday	Tuesday	Wednesday	Thursday	Friday
<input type="checkbox"/> Care Needed Before School	<input type="checkbox"/> Care Needed Before School	<input type="checkbox"/> Care Needed Before School	<input type="checkbox"/> Care Needed Before School	<input type="checkbox"/> Care Needed Before School
<input type="checkbox"/> Care Needed After School	<input type="checkbox"/> Care Needed After School	<input type="checkbox"/> Care Needed After School	<input type="checkbox"/> Care Needed After School	<input type="checkbox"/> Care Needed After School
Drop Off:	Drop Off:	Drop Off:	Drop Off:	Drop Off:
Pick Up:	Pick Up:	Pick Up:	Pick Up:	Pick Up:
My Child will attend: <input type="checkbox"/> All In-service Days <input type="checkbox"/> All Early Dismissal Days <input type="checkbox"/> No In-Service Days <input type="checkbox"/> No Early Dismissal Days				

I agree to book my children in for the above days and times. If my schedule changes and I need to change the time I require care, need to cancel a day or I need additional days I know that I'm required to inform the Director. I understand that I'm required to give one month notice if I would like to cancel care on a regularly scheduled day I require care, or I will be charged for that day.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

## Custody Arrangements/Legal Orders

We require copies of any legal forms (e.g. custody orders, restraining orders) in the event that parents do not reside together. Please provide us with information regarding your child's living and custody arrangements as indicated on our *Registration and Child Information Form*.

Please note: Unless we have this information on file, we are unable to refuse a non-custodial parent access to his/her child (ren).

## Hours of Operation

Crystal City Community Daycare Inc. is open weekdays from 6:30 a.m. to 6:00 p.m.

When Christmas Eve (December 24th) and New Year's Eve (December 31st) fall on a weekday, the Centre will operate on reduced hours, opening at 6:30 am and closing at 3:00 pm.

Please be advised that the Centre will **NOT** be open on the following days, or any days that are taken in lieu of the Statutory Holidays. (date TBA) A list of closure dates will be posted on the Parent Bulletin Board.

\*New Year's Day \*Good Friday \*Victoria Day \*Canada Day \*Civic Holiday (August) \*Labour Day  
\*Thanksgiving Day \*Boxing Day \*Christmas Day \*Remembrance Day \*Louis Riel Day

**FAMILIES WHO WOULD NORMALLY ATTEND ON ANY OF THE ABOVE DAYS WILL BE CHARGED AS USUAL FOR THE CLOSURE.**

**Parents will be notified of additional closures as they arise (see Inclement Weather and Closures).**

## Arrival and Departure

We appreciate families letting us know about any deviations to their regular schedules so that we are able to staff appropriately. Manitoba Early Learning and Child Care enforces strict staff-child ratio regulations that the Centre must meet at all times. If parents are dropping their child off earlier than their regular scheduled time without prior notification and this causes staff to be over in ratio, parents may have to stay with the child until another staff arrives and is in ratio.

When arriving you are expected to bring your child into the playroom so that staff are aware of your child's presence and help your child undress. The parent is expected to enter the Centre for pick up and should notify staff upon leaving with the child. Staff will be responsible for marking the children in and out on the attendance sheet and HiMama app. Only parents and/or designated alternates will be allowed to pick up the child from the Centre, unless staff have received advance written notice from the parent to release the child to anyone else. The minimum age of an individual who can pick up a child from Crystal City Community Daycare Inc. is 12 years. Designated alternate names and phone numbers, indicated by the parent/guardian, are submitted on the initial registration form. People who are not known to the Centre staff will be required to

produce picture ID to Centre staff. If there is a question about the pick-up person, a phone call will be made to the parents for clarification prior to allowing the child to leave the Centre.

School aged and Kindergarten children CANNOT be at the Centre during school hours if the school is open (and it is a Kindergarten day) - there are no exceptions to this rule. If the school is closed, parents may call the Centre to check for space availability, and children will be booked in on a first come, first served basis.

## Billing and Fees

Crystal City Community Daycare Inc., is a non-profit organization that relies on government funding, fundraising and childcare fees to operate. When revenue is not received in a timely manner, it can put a strain on the daily operations of the Centre

BILLING WILL BE COMPLETED EVERY 4 WEEKS. Invoices and statements are issued at the end of each billing period. Payment can be made by cheque or e-transfer. We will not accept cash payments. All payments will be receipted upon payment and emailed to you.

There will be an additional charge of \$20.00 for any cheque that is returned to the Crystal City Community Daycare Inc. NSF (Non-Sufficient Funds).

Accounts are expected to be paid by the due date on your invoice.

We reserve the right to cancel a child's day care spot and may take legal action if fees are not paid in accordance with the policy as follows:

**Late Payment Fees:** Payments received after the due date will be considered a late payment and the following charges will apply:

- Week 1 – no charge
- Week 2 – no charge
- Week 3 – (Monday 8:30 am) \$5.00 late payment charge
- Week 4 – (Monday 8:30 am) \$5.00 late payment charge
- Week 5 – (Monday 8:30 am) Childcare services will be withdrawn and a \$10.00 late payment charge will be added weekly after this date until account balance = \$0. Outstanding accounts must be paid in full, plus one month's childcare must be prepaid before childcare will resume (space permitting and upon Board approval).

Under special circumstances you may make alternate arrangements for payment with the Executive Director.

Accounts outstanding for more than 60 days will be forwarded to a collection agency. All fees and collection costs must be paid, and one month's fees must be paid in advance in order to resume care (space permitting and upon Board approval).

**Fees**

Infants (3 months-2 yrs.)	Full days (less than 10 hours)	\$30.00
	Half days (less than 4 hours)	\$15.00
	More than 10 Hours	\$45.00
Pre-School (2-5 yrs.)	Full days (less than 10 hours)	\$20.80
	Half days (less than 4 hours)	\$ 10.40
	More than 10 hours	\$31.20
School Age (6-12 yrs.)	Full days (less than 10 hours)	\$20.80
	Half days (less than 4 hours)	\$ 10.40
	1 slot	\$ 6.15
	2 slots	\$ 8.60
	10 hours or more	\$31.20

**Late Pick-up Fees**

Parents/Guardians or those picking up your child(ren) are expected to arrive in enough time to dress your child, gather their belongings and leave the Centre by 6:00 pm. A late fee will be charged for a parent who picks up their child late, within the operating hours of the centre if you have exceeded 10 hours of care. The maximum late fee that will be charged is the maximum daily fee for care over 10 hours/day for that child's age category. If pick-up occurs outside of our centre's normal operating hours there will be a late fee of \$10.00 charged, per child, for every 10 minutes after closing time that a child has to remain at the Centre, due to failure to be picked up on time. Parents will be required to pay this fee by cheque either at the time they pick up their child or the next morning at drop off time. If parents are late more than 3 times, they may be asked to withdraw their child from Crystal City Community Daycare Inc. If contact with the parent has not been made within 10 minutes of the Centre closing, the staff will attempt to contact the Emergency Contacts listed on the registration form. If the staff are unable to contact the parent or the emergency contacts within half an hour of Centre closure, a call will be made to Child and Family Services.

FOR CHILDREN ATTENDING FOR ½ DAYS: You will be charged a full day fee if your child remains at the Centre for more than 4 hours. The emergency contact will be called after 15 minutes if prior arrangements for late pick up have not been made.

## Subsidy

Families who are unable to meet the full cost of care may apply for financial assistance through Manitoba Early Learning and Child Care. The subsidy application can be completed online at [www.gov.mb.ca/childcare](http://www.gov.mb.ca/childcare) or are available at the childcare facility. It is the parent's responsibility to ensure that their subsidy is approved and renewed when required. Failure to maintain subsidy approval will result in the parents being billed for any fees not allowed by the Provincial Child Care Office. It is the parents' sole responsibility to provide all necessary documents and meet all government requests and deadlines in order to benefit from subsidy.

Subsidized parents are responsible to pay the family portion and the unsubsidized portion of their fees. Immediately upon the expiry and non-renewal of subsidy, fees are payable in full. Parents of children who have used all their allowable absent days will be responsible for payment of any additional absent days.

Subsidy approval: Upon enrolment at the Centre, if subsidy has not yet been approved, the parent will be charged full fees. When subsidy is approved, credit will apply. Parents on full or partial subsidy may pay parent portion plus to a maximum of \$2.00 per day per child.

## Personal Belongings

What your child will need:

- Comfortable play clothes. Do not wear good clothes. Please note that children are constantly working with materials that are messy. This is how children learn.
- Appropriate seasonal clothing is a must! This includes mitts, hats, scarves, sunhats, splash pants, and boots. Please ensure all outdoor clothing is labelled with your child's name. Outdoor play is a very significant part of your child's day. It meets their developmental needs and is a legislated part of our day. We are required to take the children outside everyday unless inclement weather (temperature below -25 degree Celsius, wind chill of 1600 watts). Staff will use their discretion. Cold air does not generate colds or flu. If your child is not able to fully participate in our program both inside and outside, your child is not well enough to be at the Centre. For summer footwear, crocks or sandals must have a heel strap.
- At the end of May, the Centre will purchase SPF 30 sunscreen and generic insect repellent for all children. If a specific brand is required for your child due to skin sensitivity, parents are responsible for providing this. Parents are required to fill out a sunscreen and bug spray permission on our *Registration and Child Information form* prior to these products being used on their child.

- A full change of clothing including pants, shirt, underwear and socks for each child should be kept in his/her locker.
- Staff are not responsible for any lost or misplaced articles of clothing so please label everything so that if a missing item turns up, we know who to return it to. A lost box is located within the program if you are searching for clothing that has gone missing.
- A small blanket or anything the child might want to nap with.
- A pair indoor rubber sole shoes so the child is never barefoot in case of an emergency.
- Disposable diapers and wipes are required for children not fully trained. While disposable diapers are easier to use at the Centre, we do support the use of cloth diapers, and will work with parents for whom this is a preference.

For infants (12 weeks to 2 years) please provide: 3 complete changes of clothes, diapers and wipes, formula, baby food (labelled), baby powder and/or creams (labelled), bottles. The Centre will provide whole cow's milk. Other milk such as soy or lactose free must be provided by the parent.

### **Toy Policy**

Please do not permit your child to bring toys from home unless requested by the staff for special occasions. This includes electronic toys such as iPads, DS, iPods, etc. Unfortunately, many toys are not able to withstand the use of so many children and may become lost or broken.

### **Field Trips**

From time to time staff may take children on field trips within the community to visit local businesses, or areas of town. Parents will be required to sign a permission form prior to their child's attendance on the field trip. All field trips planned are local. At no time will children be transported in a vehicle to attend a field trip.

Possible locations for field trips include:

- |              |                |                  |
|--------------|----------------|------------------|
| -Post Office | -Grocery Store | -Fire Department |
| -School      | -Rink          | - Senior's home  |

### **Transportation Policy and Transfer of Responsibility for Children**

Parents are responsible for transportation of their children to and from the Centre. When a child arrives at the centre, the Centre takes responsibility for the child once the child has been signed in. At pick up time, upon parent's arrival and child being signed out, the parent takes responsibility for the child. Centre staff will walk Kindergarten and School age children to the school at 8:40 am. We will be met by a school staff at the school entrance. It is at this time that the school takes responsibility for the children. At the end of the school day, the

Kindergarten/School Age children will be released at approximately 3:30 and will be met at the school by daycare staff at which time the Centre takes responsibility for the children. Staff will escort children to the daycare. At no time will staff be driving children to or from the centre. In the case where a staff is a friend/neighbour of a parent and they have agreed that the staff will bring the child to the centre or take them home, a written arrangement must be made by the family, staff and Centre that shows that the child is now the responsibility of the friend/neighbour and no responsibility is placed upon the Centre.

## **Supervision and Ratios**

All employees of Crystal City Community Daycare Inc. have some degree of training and hold valid certification in First Aid and CPR. All infant and preschool children will be directly supervised during play and nap.

Children from a variety of age groups may be combined for brief periods at the beginning and end of the day according to our approved Mixed Age Group Policy. The majority of the time, however, the children will remain in the appropriate age grouping (except for school aged children, as they will remain on the preschool floor) and with the following adult to child ratios.

1 adult to 4 infants

1 adult to 8 preschoolers

1 adult to 15 school age children.

At any time that age groups are combined, staff will be very cautious and will maintain ratios within Regulation.

## **Indirect Supervision Policy**

School aged children at Crystal City Community Daycare Inc. will be allowed to use the washroom facility that is in the foyer to offer them additional privacy. At this time, they will be out of the direct line of vision of the staff. School aged children will be required to inform a staff member before leaving to go to the washroom and upon their arrival back into the play space. Staff will monitor the length of time the child is away from the play space and if longer than 5 minutes, staff will follow-up by checking on the child. If school aged children are outside and need to use the washroom, they will be allowed to enter the Centre building after asking a staff member. In these instances, only one child will be allowed to go in unsupervised. If staff feel that school aged children are not ready for this level of independence and ratios will allow, a staff will escort them to and from the washroom or will wait for them beside the preschool room door. Increased freedom and independence for school age children will also be provided by permitting a small group to play board games, for example, in the adjacent staff room. Children will be required to communicate with staff following the same process as when using the washroom.

## **Flexibility Policy**

Crystal City Community Daycare Inc. has an approved Flexibility Policy as per Regulation 8(4) Ratios and Group Size – Exemptions which includes:

Time of Day: Preschool nap time from 12:30 to 2:15 pm.

Staff to child ratio: As per the Manitoba Fire Code, we will maintain a ratio of 1:10 during preschool naptime and only once all children are asleep. Sufficient staff will be in the building to meet 1:8 ratio and are available to assist with fire evacuation should it be necessary. We understand that upon waking, a preschool child will then be counted in ratio as 1:8.

Reason for the request: Staff not in ratio during nap will use the time for planning and record keeping.

Agreement to post: Crystal City Community Daycare Inc. agrees to post the approved policy in a conspicuous location for the information of parents and guardians.

## **Mixed Age Group Policy**

Crystal City Community Daycare Inc., at certain times of the day, combines children of various ages in the Preschool Room. This will include infant, preschool and school age children. We are a small rural program and as such, do not have the numbers at the beginning and end of the day to warrant children being cared for in their separate age groupings. These family age groupings are also an opportunity for siblings to spend time together and for older children to practice empathy and nurturance to those who are younger and for young children to learn from their older peers.

Staff will maintain ratios according to Regulation 8(2) 1:4 infant; 1:8 preschool and 1:15 school age or be prorated according to Regulation 8(2) (b). A white board is used to record numbers and the corresponding number of staff required to meet staff to child ratios. Programming will be well planned, consistent and developmentally appropriate for all age groups. We will balance safety with provision of an environment that is stimulating and challenging. Any small toys which may pose a choking hazard will be made inaccessible to the infants. Staff will be diligent in their supervision, ensuring children's needs for health, safety and meaningful interactions are met, and are keenly aware of the youngest and most vulnerable in the group. When there are two or more staff with the mixed age group, one staff will be designated as infant primary caregiver. The needs of children with additional support needs will also receive particular consideration during mixed age grouping.

All children will be evacuated according to our approved Safety Plan. Staff will ensure that fire drills are periodically practiced during times when age groups are combined.

Regular School Days: Infants, preschool and school age children will be combined at the beginning of the day from 6:30 am to 8:00 am at the latest. At 8:00 am (or sooner if total numbers dictate an earlier separation of age groups), infants will go with their primary caregiver to the infant room.

School agers will remain in the preschool room until leaving for school at 8:40 am. At the end of the day, school age children will join the preschoolers beginning at 3:35 pm until close at 6:00 pm. Infants will join the preschool and school age children from 5:15 pm to 6:00 pm. If numbers are greatly reduced at the end of the day, mixed age grouping may begin at 5:00 pm. If it is deemed in the best interest of the infant, staff may bring one or two of the younger preschool children to the infant room where mixed aged grouping would occur.

Non School Days: Preschool and School age children will be combined for the entire day from 6:30 am to 6:00 pm. The preschool schedule will be followed with additional developmentally appropriate programming offered to the school age children (more complex board games, puzzles, and group times for example). Infants will follow schedule as above.

## **Photography and Videotaping**

Photographs, videos and observations of the children will be taken by the Centre as part of a research project or other activity in the centre unless the parents request otherwise. Parents may indicate their wishes regarding this matter on the registration form.

## **Health and Safety**

### **Accidents**

Crystal City Community Daycare Inc. provides safe environments for children. However, we are aware of the nature of children and the reality that accidents do happen. It is common for the children to get bumps, scrapes and other minor injuries during the day. Sometimes children continue playing without realizing they are injured. Please understand that staff may be unaware of these minor injuries if children do not react.

Parents will be notified of minor injuries that reach the staff's attention when the parent picks up the child. An Accident/Incident Report Form will be shown to the parent(s) to sign and will be kept in the child's personal file.

In the case of a child who receives an injury that requires medical attention, the following steps will be taken:

1. Standard First Aid procedures applied
2. Parent or emergency contact immediately notified.
3. Ambulance called if required
4. Child transported to Crystal City/Swan Lake by ambulance (at the staff/parent's discretion).
5. Child Care Coordinator will be contacted any time there is a serious injury or injury requiring hospitalization or doctor visit.

Please be aware that all costs of transporting a child by ambulance is the responsibility of the parent/guardian. Parents are required to sign a release on the enrolment form to indicate that they consent and understand the above.

## **Health and Anaphylaxis Information**

We are a **Peanut, Tree Nut, Egg Free** facility.

Parents will be required to answer questions related to their child's health on *the Registration and Child Information Form*. If your child has a life-threatening allergy a copy of our full anaphylaxis policy and procedures will be provided to you. A copy is also available in our Safety Plan which is available to all parents upon request. If your child has a life-threatening allergy or other medical condition which requires a Standard Health Care Plan or Individual Health Care Plan, parents must complete an application to Unified Referral and Intake System (URIS) which the Executive Director will submit on your behalf. A plan will then be developed by our area URIS nurse in conjunction with the parents and will provide child specific training to staff. The Health Care Plan will be reviewed annually. Health information that is given by families will be kept confidential within the Centre but will be available to staff for emergency purposes. A copy of each child's enrollment and health information will be kept in the First Aid backpacks, so staff have access if needed.

## **Illness**

Our programs are planned for healthy, energetic children. Crystal City Community Daycare Inc. has the right to refuse care to children who are ill. If parents feel their child is not well enough to participate in all daycare activities, please keep him/her at home, or find alternate care. We follow recommendations set out by Public Health and Well Beings: A Guide to Health in Child Care. A child will not be allowed to attend the Centre if she/he has a doctor diagnosed communicable illness or condition.

If a child becomes sick while at the Centre, the parent(s) will be notified and asked to remove him/her from the Centre as quickly as possible. According to Well Beings "The degree of a fever doesn't necessarily tell you how serious a child's illness is. How the child is acting is usually a much better indicator" pg. 171. Parents will be advised if their child has a fever or appears to be unwell, and discretion will be used by the Executive Director or Room Supervisor regarding the child's ability to stay at the daycare and participate in the program.

We will isolate any sick child from the other children to keep that child as comfortable as possible until the time in which a parent or alternate pick up is able to get the child. Each parent is advised to seek medical attention regarding the health of his or her child at their discretion.

The following are guidelines regarding some specific conditions. This list is not exhaustive. For any communicable illness not listed, we will reference Public Health Guidelines or Well Beings: A Guide to Health in Child Care:

- Scarlet Fever, strep throat: The child should remain at home until completely recovered or until the child has been adequately treated for 24 hours with a suitable antibiotic so as to render him non-infectious.
- Rubella (German measles): Infectious for a few days before onset of rash and 7 days after. Exclude for 7 days after onset of rash.
- Infectious hepatitis: The child should be isolated during the first two weeks of illness, or one week after the start of jaundice.
- Gastro/Intestinal: Symptoms include diarrhea, stomach pain, nausea, vomiting, fever and/or feeling unwell. Children must be vomit-free and diarrhea-free for 12 hours before returning to daycare. Some young children have loose bowel movements due to teething, trying new foods, an upset in routine, etc. This is not necessarily a gastro/intestinal illness. Staff will observe for any additional symptoms which may indicate gastro/intestinal illness.
- Chicken Pox: Child may attend if feeling well enough.
- Mumps: Infectious for 7 days before and 9 days after onset of swelling. Exclude for 9 days after onset of swelling.
- Impetigo, ringworm, and scabies: Child should remain at home until treated to the satisfaction of a physician.
- Pink Eye: Child should remain at home for 24 hours after medication starts, continued exclusion if eyes remain pussy and infected.
- Whooping Cough: Infectious from onset of runny nose until 3 weeks after onset of spasm-like cough. Exclude until 5 days after start of appropriate antibiotics or 3 weeks after onset of cough. All cases should be reported to public health as well as the Centre, since it is highly contagious. Children in contact with cases may also need to be treated.
- Influenza: Symptoms include sore throat, joint pain, muscular pain, extreme exhaustion, and in children under 5, nausea, vomiting and/or diarrhea may be present. If you think your child may have influenza, seeking medical attention from a doctor or nurse practitioner is highly recommended. Children can transmit influenza for 7 – 10 days after onset of illness. Child should remain at home while ill and only return to daycare when fully able to participate in all activities, including outdoor play. Child must be vomit-free for 12 hours.
- Common Cold: Symptoms include runny nose and cough. Isolation is not required unless ordered by a doctor. Children with a cold may attend provided they are well enough to participate in all program activities including outdoor play.
- Head Lice: When head lice are reported, DON'T PANIC!! Children may attend daycare as soon as they are treated and lice free. Infected children must be retreated according treatment package or within seven days. You may be requested to go to Public Health if additional treatments are required to determine if it is a resistant strain of head lice.
- Hand, Foot, and Mouth disease: Child should remain at home while she/he has fever, excessive drooling, difficulty swallowing, or is too ill to be a part of routine activities at the Centre.
- Pinworms: Symptoms include itching around the anus or vagina (many children have no symptoms). Treatment prescribed by a physician may be necessary. Exclusion not required.

Any medical questions regarding contagious diseases may be directed to the Public Health Nurse in the Southern Health Unit in Pilot Mound at (204) 825-2466. Please notify the Executive Director if your child contracts a contagious illness.

Room supervisors have been encouraged to call parents if they notice a change in the child. In this case, the child may not be sent home, but the room supervisor may contact parents with questions, or to give a heads up on these changes. As parents know their child best and we want to offer the best possible care to each child, please be open to this information exchange. Staff may also contact parents from time to time to get permission before taking action in some situations (for example: wood tick removal).

Please indicate any health conditions that may affect your child during the daily activities of the Centre, on their registration form. If your child requires special care for this condition, please notify the Executive Director, and provide thorough information on the care they require.

## **Medication**

If medication needs to be administered at the Centre, the following applies:

- Medication must come in the original bottle or container (for patent medications) or in the container supplied by the pharmacist (for prescribed medications).
- Parent must sign a medication sheet with name of medication, when it is to be administered, and the dosage.
- Parent must tell staff what medication is for.
- To protect your child and the staff, NO MEDICATION will be administered without this information.

## **Crisis Response/Emergency Plan**

In the event of an evacuation, Crystal City Community Daycare Inc. follows all procedures as outlined in our Safety Plan. In the case of a complete evacuation, the children will be taken to our place of shelter and the parents will be notified as soon as possible.

As detailed in our Safety Plan, regular monthly fire drills are conducted to prepare the children in case of an emergency. Tornado drills are practiced at least once from spring to fall.

## **Inclement Weather and Closures Policy**

Following procedures in our Safety Plan, there are times the Centre may need to be closed based on the discretion of the director or designated alternate. The Centre will contact all parents by phone, email or text to inform them of the closure.

Crystal City Community Daycare Inc. may also close if the hydro or water is shut off for extended periods of time and we are unable to meet the health and safety needs of the children. Closures of this sort will be relayed to parents as soon as possible via poster on the Centre door, phone call, email, text etc. It is the responsibility of the Executive Director to contact the Child Care Coordinator to make the decisions on these types of closures.

As weather may change drastically and frequently in Manitoba, the Centre will also be alert to storms as they come our way, Should a storm be predicted or arrive that is expected to make driving conditions unsafe, staff will call parents so families and staff may get home safely.

## **Nutrition**

**We are a peanut, tree nut and egg free facility.** Due to food allergies and safety concerns we ask parents to be cautious of the foods they bring into Crystal City Community Daycare Inc. Parents are encouraged to feed their children prior to arrival, as breakfast is not provided at the Centre.

Crystal City Community Daycare Inc. will provide children in attendance a mid-morning and afternoon snack. Menus are posted on the bulletin Board - parents are encouraged to view them. These menus have been developed using Canada's Food Guide and have been approved by Manitoba Early Learning and Child Care. By Regulation 16(3)(iv) we are not permitted to serve foods containing known peanut products to children under the age of 3.

The Centre will provide families with an optional hot lunch program, for a cost of \$2.00 per day per school age child, \$1.75 per day per preschool child and \$1.25 per day per infant child who is old enough to eat from the daycare menu. The cost for this program will be added to your childcare bill. In order to streamline the billing process, it is required that families opt in or out on a monthly basis. If parents decide to opt out of the hot lunch program, they will be responsible for sending a lunch for their child that is healthy and nutritious. We encourage parents to provide a lunch which includes 1 serving meat/alternative, 1 serving of dairy, 1 serving of grain and 2 servings of vegetables/fruits. Staff will not give children chips, pop, candy or chocolate that is sent in a child's lunch. These foods may be provided at home, but because they do not follow Canada's Food Guide to Healthy Eating, they will not be given to children in the Centre.

There are several easy, healthy options that you can send in your child's lunch. These can include:

- Wraps made with whole wheat tortillas, containing either lean cold cuts or low-fat cream cheese topped with veggie slices.
- Single portion-sized cups of unsweetened apple sauce or fruit without added sugar.

- Trail mix made with cereals, pretzels, crackers, dried fruit or raisins.
- Low fat cheese spread on whole wheat crackers.
- Individual serving-sized packages of low-fat yogurt, cottage cheese, or yogurt smoothies.
- Baby carrots, celery sticks, or apple slices with dips made from yogurt or low-fat sour cream.
- Mini-burritos made with rice and black beans or refried beans in a tortilla with tomato salsa. These can be heated or eaten cold.
- Homemade biscuits, muffins or corn bread.
- Whole grain bagels topped with cream cheese-vegetable spread.
- Low fat cheese cubes and seedless grapes make a delicious side dish for sandwiches or wraps.
- Cold strips of grilled chicken with honey mustard dip.
- Quesadilla slices made with cheese and chicken or vegetables.
- Leftovers from supper are a great idea to pack in your child's lunch (soup, lasagna, spaghetti, etc.), provided they are egg and nut free.

On special occasions, such as Christmas, Valentines, etc. special treats will be prepared at the Centre and these will be offered in conjunction with the regular snack for the day. At all times parents will be notified as to the type of food provided and a record will be kept. Please notify staff of food allergies.

In the case of severe allergies, parents may be required to provide lunch and snack for their children.

## **Smoking**

Crystal City Community Daycare Inc. is a smoke free facility. No one is allowed to smoke in the building or on the premises.

## **Suspected Intoxication/Drug Abuse**

The Board and staff of Crystal City Community Daycare Inc. request that parents, guardians or designated alternates not be under the influence of drugs or alcohol when transporting their child(ren) to or from the Centre. If a staff member believes that a parent, guardian or designated alternate is intoxicated or under the influence of drugs, the RCMP and Child and Family Services will be contacted immediately.

The staff, Board or Centre cannot be held responsible for a child who is taken from their care by an intoxicated parent, guardian or designated alternate.

## **Confidentiality**

All matters involving families within the Centre, or staff or Board members are strictly confidential. Information will be shared amongst staff members as required. We ask that parents respect the confidentiality of other families using the Centre. Parents will be required to sign a permission form allowing their child to be photographed or videotaped at the Centre.

During the year we may be privileged to have students from Pilot Mound High School or Post-Secondary Institutions to do work experience/practicum at the Centre. Any of these students may be required to take photos or videos in order to complete their assignments. AT NO TIME WILL STUDENTS OR STAFF POST THE LAST NAME OF THE CHILD WITH THE CHILD'S PICTURE, but the photos or videos may be taken out of the Centre for educational purposes only. Parents will be made aware in advance of what type of projects student/volunteers are working on and a permission form will need to be signed prior to pictures being taken. Volunteers/students who plan to take pictures must sign a written agreement with the Director clearly outlining the purpose/use of the pictures (i.e.. school project, practicum requirement, etc.)

## **The Office**

Parents are encouraged to stop by the Executive Director's office if they have questions, comments or concerns. The office door will be open when the Executive Director is in the office and not busy with confidential duties or working on the floor. If the office door is closed, please knock and the Executive Director will let you know if she is available at that time.

## **Forms**

Before your child can attend Crystal City Community Daycare Inc, parents are required to complete several forms that will help us to get to know your child better and provide more personal care. Please fill out these forms to the best of your ability; it is important to have all pertinent health information for your child so we can offer the best possible care.

Please communicate daily with staff if there has been a disruption to your child's normal routine. Parents are reminded to keep their forms up to date as new information is available (i.e. new contact number). New enrollment forms will be sent home annually.

## Appendix 1

### CODE OF CONDUCT

At Crystal City Community Daycare Inc., we strive to provide a safe, caring, learning environment for all children, staff and families. We believe in equality and respect diversity.

The following people are expected to behave in a respectful manner and comply with this code of conduct:

- Board of Directors
- Management and Staff Members
- Children
- Parents/Guardians of Children Enrolled
- All Others Involved with Our Centre

### Guiding Principles for Appropriate Behaviour

#### Be Respectful

We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We are respectful of the environment, equipment and materials.

#### Be Safe

We work and play safely to help keep ourselves and others from getting hurt.

#### Be Cooperative

We solve our problem by talking and listening to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help.

#### Be Supportive of Learning

We learn to the best of our abilities and support the learning of others.

### Developmental Capabilities of Children

We understand that it is normal for children to display inappropriate behaviour at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for behaviour and consequences of inappropriate behaviour.

### Appropriate Use of Technology (including Technology Policy)

All children, parents, staff and others involved with the Centre must use e-mail, electronic devices and the Internet according to our policies (below). This protects people's privacy and the confidentiality of information.

## ***Unacceptable Behaviours***

The following behaviours by children, staff, parents, and others involved in our Centre are unacceptable:

- all forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful or repetitive
- harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome
- all forms of abuse (sexual, physical, psychological), including verbally, in writing or otherwise
- discrimination against any person or group because of their race, color, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and mental or physical disability.
- actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone

## **Proactive Strategies**

We actively strive to create an environment that supports the health, safety and well-being of the children by:

- having realistic and developmentally appropriate expectations for behaviour
- setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour
- planning a program based on children's interests and developmental needs
- establishing consistent yet flexible schedules and routines that help children gain trust, security and self-control

We create a positive environment for children, parents, staff and others involved in our Centre by:

- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits
- stating limits in a positive way and periodically reminding people of these limits if necessary
- providing explanations for limits
- working together to solve problems
- modelling and encouraging appropriate behaviour

## Consequences for Inappropriate Behaviour

We will consistently respond to inappropriate behaviour by children, parents, staff and others involved in our Centre by:

- reminding people of expectations and limits
- using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- talking only about the behaviour, not labelling the person
- responding sympathetically and acknowledging feelings
- establishing natural, logical consequences

Depending on the severity and frequency of the behaviour, we will consider further steps such as:

- using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
- having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- developing a written contract with an adult or older child that outlines the specific expectations and consequences
- giving a written warning that outlines specific concerns and consequences if the behaviour continues
- accessing outside resources for help, such as:

- o A behavioural specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
- o Child and Family Services to access parent supports
- o Mediation services to resolve conflicts between adults
- o The Manitoba Human Rights Commission for information and advice to resolve an issue informally or to make a formal complaint if the behaviour involves discrimination or harassment
- o The police to assist with threatening behaviour

In extreme cases, we will take additional steps such as:

- suspending or dismissing a staff member. At all times the coordinator will be notified at times that a staff member might be a concern to the centre
- suspending or withdrawing childcare services because of a child's or family member's inappropriate behaviour
- in the case of a visitor, not allowing the person to return to the Centre
  - contacting the police and/or Child and Family Services (CFS), if the behaviour is illegal such as abuse, assault or threatening another person

