



DAY NURSERY CENTRE

PARENT INFORMATION HANDBOOK

Welcome! Here is your centre at a glance:

Your Centre Director is _____
The Centre phone number is _____
The Centre's email is _____
The Centre Designate is _____
Your child's room/group is _____
Your child's primary educators are _____

CROSSWAYS UNIT - 103-222 FURBY STREET - PHONE-204-775-6513
GRETTA BROWN UNIT 336 FLORA AVENUE-204-586-3763
KENNEDY UNIT 355 KENNEDY STREET-204-942-6022
KID GLOVES UNIT -555 LOGAN AVENUE-204-786-6128
WINNIPEG, MANITOBA

Table of Contents

I Introduction	
1. Welcome	3
II Day Nursery Centre Values	
1. Mission Statement	3
2. Philosophy	3
3. Goals of Day Nursery Centre	4
4. Vision Statement	4
5. Core Values	4
6. Inclusion Statement	5
7. Code of Conduct	5
III Registration and Enrollment	
1. Registration	6
2. Ages	6
3. Hours of Operation	7
4. Fees	8
5. Late Fee Policy	9
6. Subsidy	9
7. Allowable Absent Days	10
8. Withdrawal/Discharge Policy	10
9. School Transportation	10
10. Our Educators and Support Staff	11
11. Guardianship	12
IV Program and Policies	
1. Curriculum Statement	12
2. Daily Program	14
3. Inclusion Policy	15
4. Behavior Guidance Policy	16
5. Child's Arrival	16
6. Child's Departure	16
7. Supervision	17
8. Nutrition Program	17
9. Clothing and Personal Items	18
10. Naps	18
11. Field Trips	19
12. Child Assessment	19
13. Allegations of Child Abuse	19
14. Confidentiality and Privacy Policy	19
15. Release of Personal Information	20
16. Board Meeting Guest Policy	20
17. Adult/Guardian Respectful Behavior Policy	20
18. Child Gender/Sexuality Policy	21
19. Parent Involvement and Communication	22
20. Electronic Devices and Internet Policy	23
V Health, Safety and Wellness	
1. Hygiene	24
2. Safety	24
3. Emergency Procedures	24
4. Injuries	25
5. Health and Medication	25
6. Head Lice	27
7. Anaphylaxis	28

I. Introduction

1. Welcome

- 1.1 Thank you for choosing Day Nursery Centre as part of your child's Early Learning and Child Care experience. The following information will provide information and answer some of the questions you may have about Day Nursery Centre. Please feel free to ask any questions or raise any concerns you may have with your Centre Director or the staff.
- 1.2 Day Nursery Centre opened its very first centre in Winnipeg's North End Community in 1909. We are the longest running Canadian child care program west of the Great Lakes. At present, we care for children in four separate centres; the Crossways Unit, the Gretta Brown Unit, the Kennedy Unit and the Kid Gloves Unit, with a total of 176 spaces. The daily management of the centres is coordinated by the Executive Director, working with the four Centre Directors and Financial Manager.
- 1.3 Day Nursery Centre is licensed and monitored by the Department of Family Services & Community Development Manitoba Early Learning and Child Care (MELCC) Program and has a staff of trained Early Childhood Educators (ECE), Child Care Assistants (CCA), cooks and administrative staff.
- 1.4 As a parent/guardian of a child at Day Nursery Centre, you are a member of our corporation and have voting rights at our Annual General Meeting held each June.
- 1.5 Day Nursery Centre is a non-profit charitable organization with a Board of Directors composed of volunteers from the community, parent volunteers and staff representatives. As such, we are able to issue a tax receipt for any donations. Please note, this receipt would not include any regular daycare fees.

II. Day Nursery Centre's Values

1. Our Mission Statement

- 1.1 Day Nursery Centre is a child-care facility which emphasizes individual growth for all children by promoting a safe, healthy and caring learning environment through its dedication to the family and the community.

2. Our Philosophy

- 2.1 Day Nursery Centre provides quality care and appropriate experiences in unbiased environments so that every child may grow to his/her fullest potential.

Day Nursery centre recognizes and encourages the development of each child emotionally, physically, intellectually and socially. We encourage children to express their own ideas and feelings through the use of self-expressive materials, to develop problem-solving and reasoning skills and to grow towards independence. Children need warm, nurturing, understanding Early Childhood Educators who respect and listen to each child as an individual person.

The role of the centres and staff are to supplement care during the day and to support families. Raising children is a difficult job and as children grow and change there are new challenges for parents. If you need any information on child development or nutrition or want guidance in dealing with difficult situations in your families, our staff can provide assistance or referrals to other agencies. We encourage parents to think of Day Nursery Centre as a partner in caring for your child. We are here to help each other for the benefit of your child.

3. Our Goals

- To promote each child's self esteem
- To provide a warm, caring, nurturing, inclusive, anti-biased environment for every child and his/her family.
- To promote the individual development of each child.
- To encourage the socialization of every child.
- To provide developmentally appropriate group experiences in a child-centered environment.
- To enrich and support family life.

4. Our Vision Statement

4.1 Day Nursery Centre strives to be recognized as a leader and advocate in the Early Childhood Care and Education profession by:

1. Integrating the latest research in programming approaches that best suit the development of each child and his/her family.
2. Promoting current professional development and health, safety and wellness practices for its employees.

5. Our Core Values

At Day Nursery Centre our Core Values are the foundation we use to guide our daily interactions and decision making in order to achieve an optimal environment for all.

1. **Beauty:** We believe that children, families and staff deserve an environment that is beautiful and indicative of the experiences that happen each day. We create beauty by joyfully engaging the children's interests, indoors and outdoors, and by providing materials that are authentic and inviting.
2. **Growth and Development:** We support our teams to engage in the journey of lifelong learning. We believe that we all share a responsibility to nurture the children's and our own growth by staying on top of current research and trends and using many types of documentation to showcase our processes.
3. **Happiness:** We celebrate the wonder of childhood. It is important to be thoughtful and intentional in creating moments for joy, excitement and curiosity. The opportunities provided for staff, children and families are done so with optimism, appreciation and laughter.
4. **Inclusiveness:** We appreciate, respect and promote differences with understanding and concern; from cultural background, to ability, to family dynamics, to each person's individuality. We continuously seek opportunities to educate and to be educated to actively support inclusiveness.
5. **Relationships:** We know strong, positive relationships are the foundation of quality care. We see relationships between staff, children and families, as well as with our greater community and with nature, as integral to who we are. We are committed to ensuring these relationships are respectful; warm and caring; honest and open; and fair and equitable.
6. **Wellness:** We support the health and wellness of children, families and staff. We create an environment that provides healthy, safe opportunities to learn and grow and resources to assist in promoting a positive life balance. We believe that children and staff are capable in making decisions. We embrace adventurous opportunities that satisfy our natural curiosities.

6. Inclusion Statement

All children are entitled to full participation and support to meet their individual needs. At Day Nursery Centre, we believe that all children have the right to be valued, accepted and included. We embrace inclusion and celebrate the diversity in our community such as culture, language, religion, and socio-economic status and ability. Being an inclusive centre in which all children and families are welcome offers countless learning opportunities and benefits for everyone.

We will make every effort to accommodate children with additional support needs to give all children the opportunity to develop physically, socially, emotionally and intellectually to their fullest potential.

7. Code of Conduct

7.1 Day Nursery Centre is a child-care facility which emphasizes individual growth for all children by promoting a safe, healthy and caring learning environment through its dedication to the family and community. We strive to provide a safe, caring learning environment for all staff, children and families. We believe in equality and respect diversity of all people.

In order to achieve the above, it is imperative that each and every individual who is associated with our centre abides by this Code of Conduct and conducts him/herself in a respectful manner. Day Nursery Centre expects that all adults and children within our centres be treated with dignity and respect. This includes directors, administrative staff, all other employees, children, parents, guardians, caregivers, and family members of children enrolled with our centres. It also includes members of the Board of Directors and anyone else involved with our centres. This includes, but is not limited to:

1. Therapists, professionals/para-professionals
2. Volunteers
3. Practicum students
4. Contractors/maintenance service providers
5. School personnel
6. Licensing coordinators and inspectors
7. Delivery agents

We recognize the varying developmental capabilities of children and 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 appropriate behaviour and consequences for inappropriate behaviour.

We follow these Guiding Principles:

1. **BE RESPECTFUL:** We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We solve our problems by talking and listening to each other respectfully to find a solution. We are respectful of the environment, equipment and materials.
2. **BE RESPONSIBLE:** We are responsible for our own actions and words. When problems arise, we use problem solving techniques to try to resolve the issue in a positive way.
3. **BE SAFE:** We work and play safely to help keep ourselves and others from getting hurt.
4. **BE SUPPORTIVE OF LEARNING:** We learn to the best of our abilities and support the learning of others.

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

1. Having realistic and developmentally appropriate expectations for behaviour;

2. Setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour;
3. Planning a program based on children's interests and developmental needs; and
4. 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:

1. Developing positive relationships, including making time to talk and listen;
2. Establishing clear, consistent limits, rules, procedures and policies;
3. Stating limits in a positive way and periodically reminding people;
4. Providing explanations for limits, rules, procedures and policies;
5. Modeling and encouraging appropriate behaviour; and
6. Working together in partnership to solve problems.

The following, while not limiting, are examples of unacceptable behaviour;

1. **All forms of bullying:** i.e. physical, verbal, emotional, social or cyber-bullying including comments, actions or visual displays that are intentional, hurtful and repetitive (i.e. hitting, pushing, name-calling, mocking, excluding someone, spreading rumours or gossip either in person or by using social networking internet sites);
2. **Harassment:** behaviour that degrades, demeans, humiliates or embarrasses someone (i.e. touching, name-calling, offensive jokes, yelling, etc.);
3. **All forms of abuse:** sexual, physical, or psychological (including verbally, in writing or otherwise);
4. **Discrimination:** against any person or group because of their race, colour, ancestry, nationality, place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital or family status, source of income, political belief, and physical and mental disabilities;
5. **Actions that put another person at risk of harm** including violent or attempted violent physical acts (with or without a weapon) and threatening someone; and
6. **The inappropriate use of technology,** including e-mail, the internet and other technology, in keeping with the Centre's policy on the use of technology.

III. Registration and Enrollment

1. Registration

- 1.1. All children and families will be welcomed into our child care centre. We support the principle of serving children and families whose characteristics reflect the surrounding community, including a naturally occurring proportion of children with additional support needs (10-15% of the general population). The waiting list identifies children with additional support needs required, to ensure supports are in place upon enrollment.
- 1.2. Manitoba Early Learning and Child Care has created an on-line wait list for parents who are looking for child care in licensed programs. Day Nursery Centre uses this wait list to contact parents when a spot is available. Children are admitted on a first come first serve basis, based on the age of child needed to fill

the spot, time lines required for the vacant spot, siblings of children already in the centre, arrangements with our landlord, and whether additional support needs are required.

- 1.3. When a spot is available for their child, parents will be asked to come in and have an intake session with the Centre Director to provide information for admission forms on their child and be oriented with the centre. It is important that at this time you provide the centre with accurate information i.e. parents information, phone numbers (home, cell, work, school), addresses and information for emergency contacts. Please immediately advise the centre if any of this information changes.
- 1.4. Information about your child's health will also be asked. If your child has any allergies or any serious conditions, a Unified Referral Intake System (URIS) application need to be completed.

2. Ages

- 2.1. Each of our centres has its own age provisions. The Crossways & Kennedy Units care for children between the ages of twelve weeks and six years; the Gretta Brown Unit cares for children between the ages of eighteen months and six years and the Kid Glove Unit cares for children between the ages of two and six years and currently has a provision to care for some school age children.
- 2.2. Children who will be attending kindergarten can continue to come to Day Nursery Centre if they are considered full time (requiring care more than four hours per day). We would be happy to assist parents in working out transportation arrangements in the spring of each year. Please note that it is the parent/guardian's responsibility to register your child for school and for bus transportation, if required
- 2.3. Children who will be attending grade one in September must be discharged by August 31, unless other arrangements have been made.
- 2.4. Day Nursery Centre strongly encourages children who are of kindergarten age to attend. Exceptions may be made if the child has additional support needs and a collaborative decision is made with parents, the centre and professional supports in the child's best interest.

3. Hours of Operation

- 3.1. Day Nursery Centre is open year round, Monday to Friday. The hours of each centre are as follows:
 1. Crossways unit 7:30 am – 5:30 pm
 2. Gretta Brown unit 7:30 am – 5:50 pm
 3. Kennedy unit 7:30 am - 5:30 pm
 4. Kid Gloves unit 7:00 am - 5:30 pm
- 3.2. We are closed statutory holidays as well as some non-statutory holidays. The days which Day Nursery Centre will be closed are as follows:
 1. New Year's Day (statutory)
 2. Louis Riel Day (statutory)
 3. Good Friday (statutory)
 4. Easter Monday (non-statutory)
 5. Victoria Day (statutory)
 6. Canada Day (statutory)
 7. Terry Fox Day (non-statutory)
 8. Labour Day (statutory)
 9. Thanksgiving Day (statutory)
 10. Remembrance Day (non-statutory)
 11. Christmas Day (statutory)
 12. Boxing Day (non-statutory)

- 3.3. Please be sure to bring your child to the centre before 10:00 am. Doing so allows your child time to settle in and take part in the days' activities and routines, and it allows staff to plan appropriately for the day.
- 3.4. If these hours do not work for you or your child, please speak directly to the Centre Director to arrange a mutually desirable daily schedule for you, your child and Day Nursery Centre. Full subsidy payment requires a minimum of four hours of child care daily. We strongly recommend that the hours for non-employed parents be between 9:00 am and 3:00 pm. This assists us in maintaining our staff/child ratios in the late afternoon.
- 3.5. Please pick up your child at the time arranged with the Centre Director. Parents who are consistent in their daily pick-up time help up immensely!
- 3.6. If an emergency arises and you will be late, it is very important to call us so proper staffing arrangements can be made.
- 3.7. In the event of inclement weather conditions such as a snow storm, Day Nursery Centre will follow Winnipeg School Division and/or Winnipeg transit for closures to ensure the safety of all of our families and staff. Please tune into local radio stations (i.e. CJOB) for notifications of closures.

4. Fees

4.1 Day care fees are set and approved by the Province of Manitoba's Child Care Program.

4.2 **The following rates are in effect as of July 8 ,2013:**

1. The daily fee for Preschool Care is \$20.80. Of this, \$18.80 may be fully or partially subsidized by the Province of Manitoba. The daily fee for Infant Care is \$30.00. Of this, \$28.00 may be fully or partially subsidized by the Province of Manitoba. Subsidy application forms are available at each centre. The amount of subsidy provided depends on the combined family income and other criteria.
2. The additional \$2.00 per day **may be** partially subsidized if you are a recipient of Income Security, Student Social Allowance or other training institutions. Otherwise, the parent is responsible for this payment. Please request further information from your Centre Director.
3. Fees are due and payable in advance during each four week billing period. Dates of billing periods are posted in each centre. In an effort to be green, invoices are not printed unless requested. We will gladly email you the invoices if you provide us an email address. Fees are due at the beginning of the billing periods, regardless of whether invoices have been provided. Receipts are provided for income tax purposes, again printed or emailed if requested. Please keep your receipts, as duplicates cannot be provided. If you require an accumulated receipt for tax purposes, please speak to your Centre Director.
4. **Parent Fees are due at the beginning of the billing period.** At the end of the third week, if payment has not been made, then care may be suspended for the fourth week. If the payment is not received at the end of the fourth week, your child may be discharged from our centre.
5. Fees are charged for statutory holidays on which Day Nursery Centre is closed, as well as for absent days, sick days, vacation days and closure due to inclement weather.
6. If your child exceeds the amount of allowable absent days indicated on your subsidy approval, you will be charged full fee for those days.
7. An optional Hot Lunch Program is available at a cost of \$1.25 per day. This fee, which is not government subsidized, will be billed in advance with your regular child care fees for a four

week period. The same late payment penalty as per parent fee policies will apply with this fee. Lunch fees will be charged, the same as child care fees, for holidays and if your child is absent from the centre.

8. Day Nursery Centre accepts cash, Interac (debit) and e-transfer payments. For e-transfer process information, please contact our Financial Manager at dncfm@mymts.net. Personal cheques are not accepted, unless prior arrangements are made with our Financial Manager.

5. Late Fee Policy

- 5.1 Parents are asked to call the centre to notify staff if they are going to be late in picking up their child. A late fee of \$10.00 per 15 minute period, per child, will be charged after the centre closes. For example, if you arrive between 5:31-5:45, it's \$10.00. If you arrive between 5:46-6:00 you will be charged \$20.00.
- 5.2 **Overtime Fees must be paid to the Centre Director or office staff during the week of the incident.**
- 5.3 Your emergency contact person will be called if your child has been left much past their usual pick up time. Any child left at Day Nursery Centre after 6:00pm without notification by the parent will be referred to the Child and Family Services office closest to the day care centre.
- 5.4 If a parent/guardian arrives late to pick up their child at the centre more than three times, they may be asked to find alternate arrangements that suit their schedule more appropriately.

6. Subsidy

- 6.1 To those parents/guardians who qualify, government subsidies are available to assist with your child care fees.
- 6.2 Subsidy Application forms are available from either the Centre Director or families can self screen eligibility for subsidy and apply online at www.gov.mb.ca/childcare. If applying online, the authorization and certification page must be printed, signed and sent to Manitoba Early Learning and Child Care (MELCC) program. Please provide the submission number to the Centre Director.
- 6.3 Pre-approval for a subsidy is highly recommended prior to a child enrolling at Day Nursery Centre. If this is not possible, the subsidy application form and all required information must be sent to MELCC by the enrollment date.
- 6.4 If information for a subsidy is missing, the subsidy program will send the parent/guardian a *request for information* letter, specifying the necessary information and date it must be returned by.
- 6.5 Parents are responsible for all fees until a subsidy is approved. Any unapproved fees are the responsibility of the parent.
- 6.6 It is the parent's responsibility to fill out and ensure that the subsidy application and information reaches MELCC in a timely manner. The Centre Directors will assist you in any way they can in the preparation and sending of information. However, parents should check with the subsidy clerk to ensure that this information has been received.
- 6.7 **It is the responsibility of the parent/guardian to ensure timely re-application for subsidy prior to the expiry date.** When a subsidy is expiring, parents need to ensure that their re-application with required information is at MELCC a minimum of 10 business days before the expiry date. The Centre Director will check with the subsidy clerk to ensure that they received it. If the subsidy clerk has not received the application, by the expiring date, then care will be terminated or parents can pay full fee in advance until MELCC receives the application form. MELCC may not backdate subsidies that are received after the expiry date, therefore any unpaid days will be the parent's responsibility.

- 6.8 Parents are asked to immediately report any changes in employment, income, contact information, family status, etc. to the MELCC.

7. Allowable Absent Days

- 7.1 Because young children get sick and families may take holidays, the Provincial Child Care Program provides “allowable absent days” for families receiving subsidy. This amount is approximately 15% of the subsidized period. Day Nursery Centre will be paid for these days by the government when the child is ill and absent from the centre. Please refer to your subsidy approval letter.
- 7.2 If a child is absent **more than the number of allowable days** granted by the government, then the **parent will be charged the full fee for each day that is over the allowable maximum**. Please keep track of your child’s sick days on your calendar so you are prepared if the full fee must be charged.
- 7.3 If your child is sick and will be away from the centre for an extended period of time, please be sure to ask the doctor for a note which explains the reason and duration of illness. We can then pass this information on to the MELCC Program subsidy office in the event that you child does exceed their allowable absent days. The MELCC Program subsidy office then has the ultimate decision to excuse those days or not.
- 7.4 Please remember that we need to work together to provide a healthy environment for all children to grow and develop to their fullest potential.

8. Withdrawal/Discharge Policy

- 8.1 Parents are required to give **two weeks notice** before withdrawing a child from Day Nursery Centre. Fees will be charged for this period whether the child attends or not.
- 8.2 If a child is absent from day care for three (3) consecutive days without notice, such as a phone call or a personal visit, Day Nursery Centre reserves the right to begin discharge procedures.
- 8.3 We want to work cooperatively with parents and social agencies to assist each child and family. If a child has a difficult time adapting to day care, then the Child Care Program support staffs, Social Services and parents, together with Day Nursery Centre staff, will formulate a plan to assist the child in adjusting to the new environment. This plan will be evaluated after being implemented for two months. Should the plan fail, parents will be given a discharge notice, effective two weeks from the date of receipt. The Day Care Coordinator and the Board of Directors will be notified and an attempt will be made to assist the parent to find alternate care.
- 8.4 At intake, parents must agree to the conditions listed on the **Contract for Care** form.
- 8.5 We would appreciate the cooperation of all parents in following Day Nursery Centre’s policies. Day Nursery Centre reserves the right to discharge a child from our centre.

9. School Transportation

- 9.1 If children attend school or another program, a transportation agreement must be filled out.
- 9.2 At three of our units, staff walks the children to the school in closest proximity and also walks them from school back to the day care centre.
- Greta Brown Unit - David Livingston School
 - Kennedy Unit – Sister MacNamara School
 - Kid Glove Unit – Dufferin School.

- 9.3 When the staff are walking the children to and from school, we discourage dropping off / and or picking up your child en-route to school or back to the day care, in order to maintain accurate attendance record keeping.
- 9.4 At the Crossways Unit, staff walks the children to the school bus stop and stay with them until the bus picks up the children. Later in the day, staff meets the children at their bus and returns them to the day care centre.
- 9.1 **It is of utmost importance that parents notify the centre when there is a change in the transportation agreement** ie..picking up a child from the school or taking a child to the school. If a child is not at the school or on the school bus when DNC goes to pick up a child, a phone call will be made to the parent to ensure that your child is safe. However, we must stress it is the parent's responsibility to notify the centre if the transportation agreement has changed. We want to ensure your child's safety and well-being.
- 9.2 Day Nursery Centre staff's responsibility ends once children are presented to the teacher/school personnel or bus driver, as Winnipeg School Division's responsibility begins at this time. When picking up a child from school or another program, Day Nursery Centre assumes responsibility of the child when the child is physically presented to our staff by a teacher/school personnel or the bus driver.

10. Our Educators and Support Staff

- 10.1 Day Nursery Centre's programs are staffed with qualified Early Childhood Educators (classified Child Care Assistants, ECE II and ECE III). They may have a degree or diploma in Early Childhood Child Care or a degree in Developmental Studies or Early Childhood Education. Other staff includes cooks and administrative personnel.
- 10.2 We have a high quality program because of the skill of the staff members who plan and implement the daily activities. All child care staff at this centre are involved and work with all the children. Children's goals are shared with all staff members in order to assist staff in providing developmentally appropriate activities and curriculum. Consultative assistance may be available in order to help parents and staff members determine strategies to further children's development.
- 10.3 Our staffing complement sometimes exceeds the legislated ratio of staff members per number of children. Staff-child ratios may be purposefully enhanced based on the individual children enrolled in the program, with Additional Support Needs funding.
- 10.4 When required, cooks, administration staff, child care assistants and volunteers support and assist the Early Childhood Educators in providing the best care possible for your child.
- 10.5 Day Nursery Centre actively encourages our staff in their professional development. We are committed to lifelong learning and believe growing children deserve growing adults. Every member of our team has a role in the care and development of the children in our centre and we provide training and opportunities for professional development for all members of our team.
- 10.6 Our educators take part in a variety of workshop, courses, conferences and other periodic training opportunities. Topics of this Professional Development range from program planning, to guiding children's behavior, to team building and communication, to social inclusion and accommodating additional supports needs – just to name a few.
- 10.7 Day Nursery Centre closes at noon a minimum of two days each year in order for all of our educators to attend professional development opportunities together. Through reflection and working together, educators become aware of how they can truly make an impact in the quality of interactions and meaningful experiences they provide children. Parents will be provided a minimum of two months' notice of these early closures.

- 10.8 All of the staff in our programs must fill out and have clear Criminal Record and Child Abuse Registry checks in order to work in our centres.

11. Guardianship

- 11.1 For the safety of your child, the day care centre requires a copy of any separation, restraining, court orders or other documents setting out custody arrangements for your child.
- 11.2 Without such an order, Day Nursery Centre staff may not be able to refuse to access to your child by the other parent. Please be sure to discuss with your Centre Director what should be done if the non-custodial parent arrives at a time not authorized by the arrangements.

IV. Program and Policies

1. Curriculum Statement

1.1 Preschool Curriculum

Day Nursery Centre operates on a philosophy of providing quality care and developmentally appropriate experiences so that every child may grow to his/her fullest potential as an individual. Learning opportunities are planned in a way that encourages children to express their ideas and feelings, to develop problem solving skills, reasoning skills, and to enhance self confidence. We provide self-expressive and open ended materials (without fixed limits or restrictions) that encourage hands-on use to enhance the use of imagination and build upon all areas of development: social, emotional, physical, and cognitive. There are opportunities for exploration and learning about different aspects of the living world around us. Our educators are dedicated to providing opportunities for children to connect to nature. We encourage all children to be respectful of themselves, others and their environment.

We use an Emergent Curriculum approach for planning, observing and assisting us on what directions to take learning opportunities for children. This approach is based on the children's interests and passions, as well as the adults' learning and experiences. Planning for an Emergent Curriculum requires observation, documentation, creative brainstorming, research, flexibility and patience. Staff record the children's play and conversations/ideas on a curriculum web, in notebooks and by taking photos or video. Our environment, interactions and experiences are planned by staff who observe, listen to and ask open ended questions of children and realize the importance of a child-centered approach to learning. A child-centered approach promotes the rights of the child to choose, make connections and communicate. It allows freedom for children to think, experience, explore, question and search for answers.

Play is the building block of a child's intellectual, social, emotional, physical and language skills and through play children develops social skills, problem-solving skills and interpersonal skills. A large portion of a child's day at Day Nursery Centre is spent in free play. This is a time when the children are choosing which activity or project they would like to pursue; staff may be engaged in play with children, or may be documenting the children's play in order to learn more about the children's interests and needs. Staff may also be seen talking to the children about their play, adding materials to areas or encouraging conversations among peers.

Staff meets regularly to discuss the environment, interactions and experiences or activities, as well as the interests and needs of each individual child and group. When planning these three components of curriculum, we take into consideration all aspects of a child's development, children's various cultures and diversity and incorporate it into their daily times of free play, as well as into regular transitions and routines of the day.

A child's day at Day Nursery Centre includes both flexibility and structure. Through the relationships we form we strive to foster meaningful interactions, a desire for life long learning, and a sense of fulfillment and independence.

1.2 Infant Curriculum Statement

Day Nursery Centre (DNC) provides care for infants in collaboration with parents to ensure that the transition from home to day care is as smooth as possible. We strive to satisfy each infant's need for a close physical and emotional attachment. We do this by holding, cuddling, interacting with them on the floor and being in close proximity to them at all times. As we forge this bond, we hope to become an extension of the family unit, working cooperatively to support both family and child. Parents are greeted each day and relevant information is exchanged. A daily record chart is used to further expand and strengthen communication between families and all caregivers in the Infant program.

DNC offers a child-centered, family-oriented Infant program, designed to promote a developmentally appropriate approach to the social, emotional, physical and cognitive growth of each child. From a foundation of trust and security, caregivers encourage independence and experimentation. By arousing curiosity and interest, infants are motivated to engage in new challenges. These experiences stimulate the development of the "whole" child. The environment is designed to be warm, safe, inviting and a challenging space for the various stages of infants, and we continue to modify the space as each infant grows.

We use an Emergent Curriculum approach to planning with an individualized plan to meet the needs of each child. We believe, and research shows, that infants develop best when they are assured of having a trusted caregiver who can read their cues and responds to their needs. A primary caregiver is established when an infant starts the program and each staff is responsible for filling out daily charts and creating learning stories for the children in their group. A learning story is a descriptive "story" about a play experience that shows the developmental skills being gained and used in that example.

Our caregivers are educated and knowledgeable about child development and are able to read and respond to the infant's needs and behaviors. The Infant Room has a scheduled routine to help children learn to understand the day and what comes next; however, this schedule is flexible and is adapted to meet the individual needs of each child.

Caregivers optimize learning opportunities in play experiences as well as daily care activities. For example, in a play experience such as water play, staff identify concepts such as full/empty or wet/dry and develop social skills among children by encouraging sharing and by labeling what other children are doing and feeling.

Space and materials for caregiving routines, such as diapering, dressing, hand washing, meal times etc., are set up and used to promote learning. An example of this is at diapering time, staff describe the steps they take to encourage language skills, they label body parts and further develop the bond with the infant while engaged in one to one time. At the same time, the diaper change table is situated so that the staff can see the room while still spending 1-1 time with the child and involving them in the diapering routine. That individual time supports children's positive emotional development. At meal times, caregivers create a relaxing and enjoyable environment and are situated close to the infants to provide supervision and interaction, to foster relationships between the children and to optimize teachable moments. Caregivers allow infants to explore their food, feed themselves and respond to hunger and fullness cues.

Language development is particularly crucial during the infant period. We provide many opportunities for infants to engage in meaningful dialogue. We acknowledge and encourage the infants' forms of communication. We use and teach sign language, at times, which gives the nonverbal child the ability to communicate and helps to alleviate frustration while they are gaining their verbal skills. Every infant will learn about their environment through exploration at their own pace - by touching, tasting, vocalizing and through their own play. Caregivers help to facilitate play by giving infants opportunities for play that is planned and spontaneous. An example of how staff helps children build relationships with each other is by assisting in turn taking, role playing and encouraging conversations with each other about what is happening.

Our caregivers meet regularly to discuss the environment, interactions and experiences as well as the interests and needs of each individual infant and the group. The indoor environment is set up to provide open accessible space for children so that they can discover and learn by using hands-on materials in play with peers. For example, materials are arranged in open bins on low shelves. When planning, we consider all aspects of child development, the infants various cultures and diversity and incorporate it into their daily times of free play as well as regular transitions and routines of the day. Some ways that we do this are by displaying posters, photos, art work and providing various play materials, and providing foods that are reflective of all different cultures and the uniqueness of our children and their families, as well as our staff. The learning environment involves literacy, curiosity, movement, music, and outdoor and sensory experiences. Our community is an extension of our program and we often journey out of the centre to play at local parks to explore and to learn more about the world around us.

The infant staff works closely with the preschool staff to help transition a confident, secure and happy child ready to embrace the next stage of Day Nursery Centre!

2. Daily Program

- 2.1 Early learning and child care is provided in order to teach skills and provide appropriate experiences that are relevant to children's holistic development - physically, mentally, emotionally and socially.
- 2.2 We provide learning materials and experiences which encourage language development, creativity and group participation. Each centre provides for the following: language arts activities (books, songs, finger plays, poetry, etc.), physical education (large and small motor skills development), music, art, socio-dramatic play, social studies, math and science, many listening activities, nutrition, health information and field trips. Our program is designed to fit the children's needs. As their needs change, so will our program. Daily schedules are at the end of this handbook. Please note that schedules are a guideline and are not intended to be followed by the minute.
- 2.3 All decisions regarding each child in our program are made using a team approach, which includes all staff, parents and any consults or other people involved in the child's daily life
- 2.4 Opportunities for full participation in indoor and outdoor activities every day will be provided for all children.
- 2.5 Our daily program includes large periods of outdoor play, and it is important that your child is dressed accordingly. Connecting children to nature is a large part of our program and we DO get dirty. We believe that there is no such thing as bad weather and we dress for the deepest of snow, the muckiest of muck and do go outdoors in the rain.
- 2.6 **Connecting Children to Nature.** At Day Nursery Centre we have experienced the benefits of how nature can heal and calm the children and staff alike. Giving children the opportunity to make a connection with the outdoors and nature enhances their development. The outdoors gives us freedoms that are not available when we are surrounded by four walls. Providing children with direct supervision allows them to take healthy risks that benefit their self-esteem and development. Adults and children have varying degrees of comfort when it comes to the outdoors; sometimes bugs, mud, cold, snow, rain or heat can be a discomfort to some. Our mission is not to make every child comfortable with bugs or mud, but to open their minds and help them to connect with some part of nature. Nature has a way of bringing us together with wonder, community, curiosity, exploration, imagination and freedom. Our objective is that everyone can find their own personal joy with nature.
- 2.7 In accordance with Manitoba Early Learning and Childcare regulations we may not be able to provide outdoor play in the case of inclement weather or if the temperature and wind-chill combined is below -25 Celsius.
- 2.8 Developmental goals for children will be assessed and implemented based on an individual child's needs and development.

- 2.9 Day Nursery Centre believes that it is important that we evaluate our programs to ensure that we are providing the best Early Childhood Care and Education for children. We are evaluated and monitored by Manitoba Child Care Program, but we also self- evaluate our programs internally regularly

3. Inclusion Policy

- 3.1 Day Nursery Centre accepts and welcomes children of all abilities. Our program supports the full inclusion of children who require additional support because of physical, cognitive, social or emotional needs.
- 3.2 Indoor and outdoor areas are arranged so children can move freely and make choices based on their abilities, interests and needs. Some equipment and toys are adapted to meet children's unique needs. We make changes to our daily program to meet the needs of each child.
- 3.3 Opportunities are provided for all children to participate in social free play and routines throughout the day. We provide developmentally appropriate group experiences for all children and encourage the socialization of every child with peers. The goals for children with additional support needs are carried out during play experiences with peers. We believe that each child deserves an environment and experiences that promote growth in all areas of his and her development. We use program approaches that best meet the needs of each child and his or her family.
- 3.4 We respect and value input from parents and encourage them to be part of the decision making process for their child. We support families by consulting with early intervention professionals. We work with parents and early intervention professionals who have valuable knowledge and expertise to share with each other.
- 3.5 Day Nursery Centre employees receive professional development in current areas of child development, research theory and practice. We are committed to learning more about various disabilities and full inclusion as part of our annual training plan.

4. Behaviour Guidance Policy

- 4.1 Day Nursery Centre is committed to creating a safe and nurturing environment in which children can grow, develop, play and socialize. Methods of managing children's behaviour are dependent on the child's developmental level of learning, understanding, communication and memory skills. Our methods are based on ongoing assessment, careful observation and RESPECT for each child's level of growth and development.
- 4.2 Positive behaviour can be encouraged and many potential conflicts can be prevented through appropriate room arrangement, a variety of toys and observant staff interacting with groups of children. At Day Nursery Centre, we try to notice and appreciate the positive behaviour we see in children. This is sometimes acknowledged by a word of encouragement and/or appreciation and sometimes with a pat, a hug, a wink or a smile.
- 4.3 Through the use of communication, demonstration, repetition and positive reinforcement, we will attempt to intercept and change any behaviour which threatens the safe and nurturing environment. The key word is diffusing conflict situations and consistency, both at home and at day care. If there is a specific concern, we will assess the situation and consult with parent(s) when devising approaches to deal with the concern.
- 4.4 There are three behaviors that staff will not allow and will intervene if they occur:
1. A child may not hurt himself/herself.
 2. A child may not hurt other children or adults.
 3. A child may not destroy objects or equipment.

4.5 Listed below are our methods for dealing with inappropriate behaviour:

1. Staff will react quickly and consistently with words as well as with good eye and body contact, letting the child know such behaviour is **not** acceptable, explaining why it is not acceptable and giving the child ideas about behaviours which would be more appropriate and acceptable.
2. Behaviours which are objectionable but which do not hurt others or disrupt the play area will be monitored.
3. After speaking with a child, staff will try to re-direct the child's energies and attention to another activity. This usually works well, especially with younger children.
4. If the negative behaviour continues after staff have discussed it with the child and tried to redirect his/her attention, then the child will be removed from the group and given a time out in a supervised area. This period of time should match the child's developmental level, as well as the severity of the behaviour. Staff will **always** give the child the opportunity to rejoin the group when he/she is ready to behave more appropriately.

4.6 In accordance with the Manitoba Child Care Regulation 148/83, our centres "shall not permit, practice or inflict **any** form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance."

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

4.7 A major goal in behaviour management is to assist children in developing self-control, self confidence and ultimately self discipline and sensitivity in their interactions with others.

4.8 If you have any questions about our behaviour management policy, please feel free to speak to one of the staff. If you are interested in learning more about positive discipline, please ask the staff for handouts.

5. Child's Arrival

5.1 A parent/guardian is required to accompany a child into the centre. **Day Nursery Centre assumes responsibility of a child when the child is physically presented to a staff person and when that child has been signed in by the staff person. This is to ensure your child's safety and to record attendance.**

5.2 When arriving with your child in the morning, please help your child to remove and hang up his/her outer clothing in their cubby/locker. Please let a staff person know if your child is not feeling well, did not sleep well, or any other circumstances that might affect his/her feelings or actions that day.

6. Child's Departure

6.1 **Only people authorized by parents can pick up children from Day Nursery Centre.** Names and signatures of other escorts must be given at the time of initial admission to Day Nursery centre or prior to pick-up time. We will not release children to anyone we are not made aware of ahead of time. We are prohibited by law from releasing your child to anyone under 12 years of age.

- 6.2 Please pick up your child each day directly after work or school. **Please call if you will be late bringing in your child or picking your child up.** By keeping regular hours, you assist us in providing proper ratios of staff to children. Please check your child's cubicle each day for parent notices and your child's artwork.
- 6.3 You or your designate escort are responsible for your child when you enter the centre and are in the presence of your child. Please advise staff when you are leaving the building. Please take your child with you if you go to the office or another area of the day care.
- 6.4 As trained professional staff, Day Nursery Centre employees must be alert to protect the welfare and safety of all children attending our centres. **If it appears to staff that parents are under the influence of alcohol or drugs when either dropping off or picking up their children, staff will intervene.** Behaviour that is not in the child's best interest will lead to notification of Child and Family Services and/or the Winnipeg Police Department.

7. Supervision

- 7.1 The children in our programs are supervised in the centre, on our playground and on our field trips by our staff at all times. The staff balance direct supervision of the entire room or playground, while interacting with the children and documenting the children's play. Supervision may be modified according to the age, needs and abilities of the children. Clear, regular and concise communication occurs amongst the staff, so that all staff are aware of what each other are doing and where they are situated so that there is direct supervision of the children at all times. Staff are situated in strategic locations throughout the environment and ensure that they have good visibility of all of the children, especially if they are working closely with an individual child or a small group.
- 7.2 The Children are counted every time a child enters or leaves the playroom or playground and regularly and frequently throughout the day. The staff ensures that their numbers and children's name correspond to what is recorded in their children's attendance record and on the chalk board/white board.
- 7.3 While on field trips, staff will provide direct supervision and will always be in close proximity of the children similar to the supervision while on the playground. At least two staff will accompany children on field trips at all times. Supervision may vary on field trips according to the type of field trip taken i.e. Walking - children will be encouraged to hold hands with a partner and/or staff person and the staff will be strategically placed throughout the group and ensuring there is one staff leading the group and one staff is at the end of the group. The children are counted and cross referenced regularly and frequently including before the group leaves for the field trip or returns, during and when the destination is reached. Communication amongst all staff will take place, so that all staff is aware of the total amount of children. Physical boundaries will be set so that all staff and children are aware of where they are allowed to go, i.e. in the children's section of the library. The staff will monitor and directly supervise children at all times.

8. Nutrition Program

- 8.1 Day Nursery Centre's experiences and research clearly show that healthy nutrition is a key component in all aspects of a child's development. Day Nursery Centre provides two nutritious snacks and an optional wholesome Hot Lunch Program.
- 8.2 An optional Hot Lunch Program is available at a cost of \$1.25 per day. This fee which is not government subsidized will be billed in advance with your regular child care fees for a four week period. The same late payment penalty as parent fee policies will apply with this fee. Lunch fees will be charged the same as child care fees for holidays and if your child is absent from the centre.
- 8.3 If you choose not to opt in to the Hot Lunch Program for your child, you are responsible for bringing a nutritious lunch for your child daily. This lunch should be given directly to the staff of Day Nursery Centre in the morning to be stored safely. Food containers need to be labeled and thoroughly washed when taken home. If food needs to be heated, please send the food in a safe, microwaveable container. No

cans, please. Food should take no longer than two minutes to heat. Food that is not permitted includes any food that contains peanuts or nut products, or is made in a facility which contains nuts.

- 8.4 A Hot Lunch Program Registration form, will need to be filled out for your child(ren) upon enrollment. If at anytime you opt to start or withdraw your child from the lunch program, two weeks notice will be required.
- 8.5 Snacks and lunches are planned to meet children's daily nutritional requirements, using the Canada Food Guide. Menus are posted weekly for your information.
- 8.6 If your child has a food allergy or requires a special diet or supplement, please inform the Centre Director. We will try and accommodate as much as we are able to.
- 8.7 Please do not send candy, chocolate bars, gum, etc. to the day care for your child. We provide treats (cakes, cookies and such) on special occasions. The children often help with baking as an activity.
- 8.8 Birthdays are special times at Day Nursery Centre. We unfortunately cannot accept home baked goods or goods baked in facilities where they may have come in contact with nuts according to public health policy. Day Nursery Staff would be happy to work with parents to celebrate your child's special day. Please speak to your Centre Director for more information.

9. Clothing and Personal Items

- 9.1 Children need to be appropriately dressed for play activities and weather conditions.
- 9.2 Please make sure your child wears appropriate "work/play clothing" and that there is a change of clothing at all times. Children play hard and their clothing should reflect activities such as painting, water play, outdoor play, etc.
- 9.3 In the winter and cold weather, please provide your child with a snowsuit or parka with ski-pants, warm boots, hat and two (2) pairs of mitts. It is essential that your child be dressed warmly for outdoor play. Neck warmers work extremely well, as they are warm and do not pose a safety hazard like scarves do.
- 9.4 In fall and spring, please provide waterproof boots, splash pants or extra pants and coats.
- 9.5 During the summer, bathing suits and towels may be left at the centre for outdoor water play.
- 9.6 Children need a change of clothing which is labeled and suitable for the season left in a bag in your child's cubby/locker. Day Nursery Centre is not responsible for lost or stolen items. Please be sure to **clearly label all of your children's items** to assist in minimizing lost or stolen items.
- 9.7 Children need shoes for indoor play that can be kept in their cubby/locker.
- 9.8 If children use diapers, parents are responsible to ensure that diapers/training pants are provided to the centre. Diaper wipes are also parents' responsibility.

10. Naps

- 10.1 Naptime is offered to children for up to 2 hours per day. Children are encouraged to rest on their cots for at least 20 minutes each day (unless parents request otherwise).
- 10.2 Children who are not able to sleep will be given quiet activities.
- 10.3 Day Nursery Centre provides cots, sheets and blanket which are cleaned weekly.

11. Field Trips

- 11.1 Day Nursery Centre attempts to provide interesting learning experiences away from the day care setting (i.e. visits to a library, park, museum, community businesses, etc.). Generally, small groups of children participate on field trips to maximize learning opportunities and safety. Parents are required to provide signed permission at the time of intake to allow their children to participate in outings that are within walking distances. Additional signed permission will be required for any trip involving public transportation or bus rentals. Parents will be notified of the date, time and place in advance of these outings.
- 11.2 In accordance with our beliefs of full participation, all children will be invited on all field trips designated for their peer group. Parents and other caregivers will be informed of the outings and also invited to attend.
- 11.3 Occasionally we hire a bus for a special outing. Sometimes parents are asked to help by contributing to the cost. Liability insurance coverage is carried by Day Nursery Centre for all children and staff in our centres.
- 11.4 Emergency first aid kits, contact information, as well as pinnies which identify only the name of the centre, are precautions that are taken on all outings.

12. Child Assessment

- 12.1 We use a variety of observation and documentation techniques to assess each child's strengths. We also use these techniques to determine development areas that may need support and enhancement. Examples of these include developmental checklists and learning stories. This information will be shared with you at parent/staff meetings but can also be provided upon request.
- 12.2 If there is a need for further assessment, we will work with parents to make a referral to expert community services i.e. Child Development Clinic, Speech and Hearing Clinics, Behaviour Consultants, The Family Centre. Day Nursery Centre has experience and qualified Early Childhood Educators on staff; however outside professions are sometimes required to assist children in reaching their development goals and to ensure school readiness. We strongly believe that it is with these professionals that we can help your child reach their fullest potential.

13. Allegation of Child Abuse

- 13.1 All child-care centres are required by the Provincial Child Care Program office to develop a policy regarding allegations of abuse by a staff member. Day Nursery centre has developed such a policy which is available to parents upon request.
- 13.2 Staff are legally required to report any suspected abuse of a parent or guardian. Manitoba Regulation 148/83, page 539: "A case of suspected child abuse **shall** be reported immediately to the Director of Child Welfare and designated child care agency as required by The Child Welfare Act."

14. Confidentiality & Privacy Policy

- 14.1 Day Nursery Centre has a privacy policy which will be given to you at your child's intake meeting. Further information is available upon request.
- 14.2 No information, verbal or written, regarding a child or his/her family shall be released to anybody other than the legal guardians of the child.
- 14.3 In case of emergency or injury to the child, information may be released to the proper authorities, medical staff attending to the child, or in the case of abuse, the appropriate child welfare department.

- 14.4 Access to a child's information record is given only to the legal guardians of the child and the regular staff of the centres.
- 14.5 Information may be released about a child to others in accordance with written parental permission.
- 14.6 Confidentiality of families is to be respected at all times.

15. Release of Information

- 15.1 If your child has been assessed at the Child Development Clinic or by another agency, please share this information with us. By understanding your child's individual needs, we are better able to care for and nurture your child.
- 15.2 The Centre Director may ask you to sign a "Release of Information" form to allow us to access your child's file.

16. Board Meeting Guest Policy

- 16.1 Day Nursery Centre is operated by an elected Board of Directors. The Board Members attend monthly meetings and their purpose is to manage and conduct the business affairs of Day Nursery Centre.
- 16.2 To maintain confidentiality and integrity of Day Nursery Centre, the Board of Directors is accessible to Board Members, the Executive Director, Centre Directors, the Financial Manager and invited guests.
- 16.3 Guests may attend given the following conditions:
 - 1. A written request is made to the Executive Director one week prior to the Executive Committee Meeting.
 - 2. Guests do not vote.
 - 3. Guests are observers and do not have a voice unless they have an item on the Agenda. The Board has the discretion to ask a guest to leave during discussions or a confidential nature (which may be in camera) and during committee meetings.

17. Adult/Guardian Respectful Behaviour Policy

- 17.1 Day Nursery Centre wants all adults within our centres to be treated with respect. It is the responsibility of the Executive Director and the Centre Director to ensure that respectful behaviour is maintained. Day Nursery Centre has identified two types of behaviour which will not be tolerated. They are:
 - 1. **Verbal Abuse:** Such as yelling, foul language and racist or sexist remarks.
 - 2. **Physical Abuse:** Such as threatening gestures, shoving, striking or spanking.
- 17.2 Any person who sees and/or is involved in either type of abuse at Day Nursery Centre is asked to report the incident to either the Centre Director or the Executive Director. The Director will then investigate and determine what follow-up action is required.
- 17.3 **Verbal Abuse:** If the investigating Director finds that a parent/guardian has **verbally** abused another, the parent/guardian will receive a written warning. The written warning will state:
 - 1. that Day Nursery Centre does not tolerate verbal abuse.
 - 2. that the verbal abuse must stop.

3. that if any verbal abuse occurs again, he/she will not be allowed to enter Day Nursery Centre property and, therefore, he/she will have to arrange for someone else to pick up and deliver his/her children.

If a second report of verbal abuse is confirmed against a parent/guardian, the investigating Director will send a written notification to the parent/guardian stating:

1. that the person is NOT allowed to enter any Day Nursery Centre property and his/her child/children MUST be picked up and delivered to Day Nursery Centre by someone else.
2. that a third occurrence of verbal abuse will result in the immediate discharge of his/her children from Day Nursery Centre.

17.4 **Physical Abuse:** If the investigating Director finds that a parent/guardian has **physically** abused another, the Director will:

1. immediately report the physical abuse to the police.
2. inform the person that he/she is NOT allowed to enter any Day Nursery Centre property and his/her child/children MUST be picked up and delivered to Day Nursery Centre by someone else.
3. discharge his/her child/children if the person ignores the request to stay off Day Nursery Centre property.

17.5 Any parent/guardian who has been asked to stay off Day Nursery Centre property but ignores this request will be reported to the Board of Directors by either the Executive Director or the Centre Director. The Board of Directors will notify the person, in writing, stating:

1. that he/she is disregarding the request to stay off Day Nursery Centre property.
2. that his/her child/children is/are discharged from Day Nursery Centre effective on the date of this letter.
3. that he/she has the right to make a written appeal to the Board of Directors within five days.

17.6 If an appeal is made, the Board of Directors will:

1. set a date and time for the appeal,
2. appoint three Board members to hear the appeal,
3. accept the findings of the three Board members who have heard the appeal,
4. inform the person who made the appeal, in writing, of the Board's decision.

17.7 It is believed that this process will encourage all members of our adult community to treat each other with respect.

18. Child Gender/Sexuality Policy

18.1 Sexuality is a part of us from birth throughout our entire lives. It is an important life function that is vital part of learning to relate to others, building self esteem as well as building social relationships. Sexuality is an essential part of the lives of young children and is an important dimension of their healthy physical and mental development.

- 18.2 At Day Nursery Centre we respect the child's right to participate in an unbiased environment. Our staff members are aware of what developmentally appropriate sexual play is and will support each child to express themselves in a manner suited to their developmental level.
- 18.3 This includes but is not limited to:
1. Allowing children to explore gender roles (ie. all children are given the opportunity to play dress up with a variety of male/female garments and accessories.)
 2. Provide children with honest and accurate answers and terminology to any questions that may arise regarding sexuality (ie. saying penis instead of wee wee, breasts instead of boobs.)
 3. Encourage both boys and girls to participate in play and activities regardless of any stereotype that may be attached (ie. boys play with trucks, girls play with dolls.)
- 18.4 If our staff observes sexual play that is known to be inappropriate, they will stop the behaviour and speak to the child about what is appropriate. Parents of children directly involved will be consulted and the incident documented. By viewing these situations as "teachable moments" parents and caregivers can capitalize on opportunities to convey positive messages and values about sexuality.
- 18.5 Day Nursery Centre welcomes and encourages parent collaboration and discussion. We have a wide variety of resources on this topic: please speak to your Centre Director if you would like more information. The Sexuality Resource Centre of Manitoba at www.serc.mb.ca also has a wide variety of resources which parents may find helpful.

19. Parent Involvement and Communication

- 19.1 Day Nursery Centre staff needs your support and cooperation if we are to provide quality child care for your child. Our programs are built on a foundation of understanding and communication. Parents are welcome to drop in anytime to observe or play with your child. We welcome your suggestions, ideas and help.
- 19.2 Please talk to a staff person daily about how your child slept/ate and any other important information which will help care for your child throughout the day. Please inform the Centre Director of any major change in your home environment (i.e. moving, death, separation, etc.)
- 19.3 Keep yourself informed about the centre and check notices and signs on bulletin boards.
- 19.4 According to our by-laws, at least 20% of Day Nursery Centre Board of Directors must be parents. Please let your Centre Director know if you are interested in sitting on the Board.
- 19.5 Parents are encouraged to volunteer their time and skills to help in the centres. Please talk to the Centre Director about any ideas you may have.
- 19.6 Newsletters are sent home with your child monthly, informing you of special events, accomplishments, etc. We welcome your comments about our newsletter.
- 19.7 During the year, Day Nursery Centre will be organizing fundraising activities to provide for special equipment and materials. Your help, support and cooperation with these will be appreciated. Also, you are encouraged to save "beautiful junk" for use in creative art (ie. milk cartons, meat trays, buttons, ties, ribbons, string, wool, bits of material and trim, cardboard tubes, boxes etc.)
- 19.8 If Day Nursery Centre can be of any assistance to your family or if you have any suggestions on how we can improve our service to you, please speak to the Centre Director or put your suggestions in your centre's suggestion box.

20. Electronic Devices and Internet Policy

20.1 Staff, students, volunteers, children (if applicable) and all others using Day Nursery Centre's computers and electronic devices must:

1. respect and protect the privacy of others.
2. respect and protect the integrity of all electronic resources.
3. respect and protect the intellectual property (the ideas, creations and copyrights) of others.
4. communicate in a respectful manner.
5. report threatening or inappropriate material.

20.2 Inappropriate use includes:

1. Intentionally accessing, transmitting, copying or creating material that:
 - violates the confidentiality of children, parents, staff or the centre.
 - violates Day Nursery Centre's Code of Conduct (such as messages that are pornographic, threatening, rude, discriminatory or meant to harass).
 - is illegal (such as obscenity, stolen materials or illegal copies of copyright works).
2. Using the technological resources for personal use without Day Nursery's permission.

20.3 **Supervision and Monitoring** - Authorized employees of Day Nursery Centre have the right to monitor the use of information technology resources and to examine, use and disclose any data found. They may use this information in disciplinary actions, and release it to the police if it is criminal in nature.

20.4 Staff members' use of cell phones and other personal electronic devices:

1. Staff do not use cell phones and other personal electronic devices when they care for and supervise children.
2. Staff make sure that anyone who may need to contact them during working hours knows to call Day Nursery's phone numbers.
3. If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the centre, the child's parents or emergency personnel.
4. If staff use a personal cell phone or other device to photograph or videotape children (with permission of the centre and parents), the data is downloaded onto the centre's devices (computer, digital frame, memory card, etc.) and deleted from their phone or device.
5. Information about children, parents, staff and the centre (including photos or videos) is not to be posted on:
 - A staff member's personal web space
 - Social networking web sites (i.e. Facebook, blogs, Instagram, Twitter, etc.)
 - Public networking or file sharing sites (i.e. Photobucket, Flickr, YouTube, etc.)
 - Any other type of Internet website
6. Staff do not accept children as "friends" or "buddies" when using social networking sites such as Facebook or MSN.
7. Day Nursery Centre discourages staff and parents from becoming "friends" or "buddies" on social networking sites.

V. Health, Safety and Wellness

1. Hygiene

- 1.1 The Health and Safety of all the children in the centre is of utmost priority for our staff members.
- 1.2 The staff encourages the children to learn good health habits.
- 1.3 Hand washing is the best way to prevent the spread of germs. Everyone is encouraged to wash their hands when coming into the centre in the morning, before eating, after going to the washroom and when playing in the sand and water tables.

2. Safety

- 2.1 Never leave a child unattended in the centre or outdoors. Please make sure that you present your child to a staff person when dropping off your child and that a staff member is notified when you take your child from their room.
- 2.2 Please make sure doors and gates are closed after coming or going.
- 2.3 When leaving the centre, please ensure a staff person is present and aware you are leaving.
- 2.4 Please do not bring hot beverages into the centres.
- 2.5 Smoking is not allowed in or on Day Nursery Centre premises.
- 2.6 Dangerous items (matches, medicines, etc.) should never be left within a child's reach.
- 2.7 Fire Drills are held monthly as per Fire and Manitoba Child Care regulations. These drills are held at different times of the day and all child and staff participate. We ask that parents please participate in a fire drills or shelter-in-place evacuations if they occur while you are at the centre.
- 2.8 Day Nursery Centre has developed extensive Enhanced Safety Plans for our programs. These plans are specific to each of our four sites. They include facility information and information for the staff, Centre Directors, the Executive Director and the Board to follow in the event of any emergencies. These emergencies include evacuation and shelter-in-place drills, centre closure procedures, weather related emergencies, health related emergencies, chemical accident procedures, bomb threat procedures, threatening behaviour procedures, controlling visitor access a safe indoor and outdoor procedures. Parents are welcome to review this plan; copies are in the Centre Director's office.

3. Emergency Procedures

- 3.1 Emergency procedures are posted in your child's centre. Please read through them so you are familiar with the evacuation procedures should an emergency evacuation occur while you are at the centre. In the event that the centres need to be evacuated. The following are the evacuation sites:

1.	Crossways Unit	West Broadway Neighborhood Centre	185 Young Street
2.	Gretta Brown Unit	Keekinan Centre Inc.	100 Robinson Street
3.	Kennedy Unit	Knox Day Nursery Centre	406 Edmonton Street
4.	Kid Gloves Unit	Dufferin School	545 Alexander Ave.

4. Injuries

- 4.1 The safety and well being of each and every child in our centres is Day Nursery Centre's primary concern. However, there are times when injuries do happen. It is common for a child at home, as well as in the centre, to get bumps, scrapes, or have other minor accidents occur during the course of the day. All of our staff are certified in Emergency First Aid Infant/Child CPR and will administer treatment under these guidelines.
- 4.2 Parents will be notified of any injuries that occur at the centre. Minor injuries will be treated and an injury report will be filled out, which parents are required to sign. If an injury or a medical condition requires professional medical attention, you will be contacted to come for your child and/or your child will be taken to the nearest hospital. If medical attention is not immediately required, your child will be closely monitored. We ask that parents also let us know of any injuries that may have occurred at home, especially if they are not visible.
- 4.3 Sometimes children continue to play without realizing or indicating to staff that they are injured. Children are closely supervised, but staff may be unaware of minor injuries if children do not react to or bring the injury to staff's attention. If you do notice an injury that has not been reported to you, please bring it to the staff's attention as soon as possible.
- 4.4 Parents and caregivers are often concerned about children biting. One area that causes concern is the possible transmission of infectious diseases such as bacterial infections, Hepatitis and Human Immunodeficiency Virus (HIV). According to a recent Position Statement from the Canadian Pediatric Society (Feb 2003), the risk of transmission of bacterial and viral infections (Hepatitis B and HIV) in a day care setting through biting incidences appears to be very low. In our centres, if a child is bitten:
1. and the **skin is not broken**, caregivers will clean the wound with soap and water, rinse, dry and apply a cold compress and bandage if needed and comfort the child.
 2. and the **skin is broken**, the wound will be allowed to bleed gently, caregivers will perform the first aid as indicated above, parents would be contacted to inform them of the incident and a recommendation will be made to consult a health professional. In this instance, the parents of the child who has bitten the injured child will also be contacted and a recommendation will be made to consult a health professional.
 3. Aside from the actual injury, biting is a guidance issue for caregivers and parents. Biting is usually a short term behaviour in young children. As with any concerns, parents and caregivers will need to discuss a consistent way to manage the behaviour. Day Nursery Centre has more information on behaviour management if you require it.
- 4.5 As per Day Nursery Centre policy, any injury that occurs in a day care facility which requires medical attention will be reported to the Manitoba Child Care Program office and, if required, the Public Health Nurse.

5. Health and Medications

- 5.1 The staff of Day Nursery Centre actively try to reduce the spread of illness with good hygiene practices. Even so, children in the day care run a greater risk of coming in contact with bacteria and viruses because there are a large number of children from different families in one place. These health policies were designed to serve the best interest of you and your child as well as the other children in our care.
- 5.2 As a precautionary measure, the Provincial Child Care Program has recommended that we have a protective health policy against infectious and communicable diseases. Day Nursery Centre has devised a policy which applies equally to all staff and children.

5.3 Staff will use disposable plastic gloves when assisting any child who is bleeding or any child who needs assistance because of a bathroom accident or when changing diapers.

5.4 **As Your Child Starts At The Centre**

1. If your child has any special health conditions, the staff will need more information in order to provide any specific care that your child requires. We have forms to be completed by your doctor (prior to enrollment) for the following medical conditions: allergies, diabetes, asthma, epilepsy, cystic fibrosis and heart conditions. Also a URIS (Unified Referral System Intake System) form will need to be completed.
2. Immunization is the most effective way of preventing many common childhood infections. Be sure that your child has received all the recommended immunizations for the following infections: diphtheria, pertussis (whooping cough), tetanus, poliomyelitis, measles, mumps, rubella and influenza B. *A chart showing the recommended age for children to be immunized for the above infections is posted in each of our centres.*

5.5 **Communication between Parents and Staff**

1. If your child is sick, please let us know in the morning as early as possible that he/she will not be coming to the centre. Describe the signs and symptoms to staff and they may ask you to take the child to the doctor for a diagnosis and treatment. Please call us after your child has seen the doctor to let us know the results.
2. If your child becomes sick at Day Nursery Centre, you will be contacted to take the child home as quickly as possible. If you cannot be reached, your alternative care person will be contacted. The staff may ask you to take the child to the doctor for a diagnosis and treatment. A doctor's note may be requested.

5.6 **Exclusion Criteria**

1. Certain illnesses require the exclusion of a child from our centre. Day cares are busy places. Children need a quiet, relaxing environment to recover from an illness and often require more one-on-one attention than we can provide in the centre.
2. A child will be excluded if one or more of the following conditions exists:
 1. The illness prevents the child from participating in the centre's activities; or
 2. The illness results in greater need for care than staff can provide without compromising the care of other children.
3. A complete list of the **Management of Illnesses** is available. It contains information on how specific illnesses are spread, the signs and symptoms, the infectious period, as well as if and how long a child must be excluded from the centre. This list is also posted at the centre. A child who has a communicable disease will not be allowed to return to the centre until after the recommended exclusion period. Please ask staff for **Fact Sheets** on various illnesses.
4. **The final decision as to whether an ill child can remain in or return to the centre is ultimately the decision of the Centre Director; it will depend on what is best for the child's care as well as for the other children.**
5. Eight signs and symptoms of illness to look for in a child are: unusual behaviour, runny nose, cough, croup, wheezing or difficulty breathing, vomiting, diarrhea, dehydration, any change in skin colour, rash, fever or any communicable (contagious) disease, ie. Chicken pox, impetigo, measles, pink eye, etc. (see Day Nursery Centre for complete list).

6. No matter what the cause of a child's symptoms, a change in behaviour always provides an important key to help a caregiver or parent judge how serious the illness is.

5.7 Medication

1. For the first 24 hours, a new prescription or over-the-counter medication should be given to your child at home by you. You can then observe how your child reacts to the medication – that is, if there are any medication allergies – and tell your doctor. Medication can also make children drowsy or irritable and unable to participate in normal centre activities.
2. Parents must sign a medication sheet each day and are requested to have the pharmacist make up each prescription with two bottles so one can be left at the centre. Staff will only administer prescriptions in their original bottles. Medication must be handed directly to a staff person, to be stored in a safe place.
3. The staff will not administer over-the-counter medication (such as cough medicine, Tylenol, Temptra) without a written recommendation from your doctor. The only exception is for the Infant Room administration in the event a parent cannot be reached. *Please see Infant Handout for further clarification.

6. Lice Policy

- 6.1 Day Nursery Centre believes in supporting the parent(s)/guardian(s) in understanding head lice and its impact on children, their families and the centres.
- 6.2 Day Nursery Centre recognizes that head lice is not a disease or health issue but is defined as a social nuisance which needs to be managed in the best interest of children through the partnership of parents, children and the centre. While parents have the primary responsibility for the detection and treatment of head lice, Day Nursery Centre will work in a cooperative and collaborative manner to assist families to manage head lice effectively.
- 6.3 Every attempt will be made to respect the child and families' privacy and self esteem. The self esteem of children is important and should be protected. The Centre Director or designated staff member will contact the parent(s)/guardian(s) of a child who has been identified with head lice. Parents may be required to come and pick up their children from the centre and treat the lice before the child can return to the centre.
- 6.4 If head lice is found, parents will be called to come for their child. The Centre Director or Centre Designate may use their discretion to speak to the parents at the end of the day - if the lice are found later in the day. We will provide parents information regarding detection, types of treatment and follow up on care, if required. A notice will be posted to notify all parents that lice have been detected in the centre so that parents can check and monitor their children. Once treatment has been completed at home by the parent, the child may come back to day care the following day and will be examined by a trained staff prior to re-admission to ensure that lice/nits are removed. If there is continued evidence of head lice/nits, the process will begin again.
- 6.5 Day Nursery Centre has a complete Head Lice Policy; it is available to all parents upon request.

7. Anaphylaxis Policy

- 7.1 At Day Nursery centre, our primary concern is always for the safety of the children in our care. We have developed a policy regarding Anaphylaxis or life threatening allergies in children registered in our centres.
- 7.2 Day Nursery Centre views child safety from a partnership perspective between the parents and the centre. If a child in our centres has a life-threatening allergy, we will initiate the process for an Individual Health Care Plan in cooperation with the centre, the parent, as well as the Unified referral and Intake

System (URIS) support personnel. A full Anaphylaxis policy and forms will be provided to parents of children with life threatening allergies which outlines the responsibilities of the child's parent, the Centre Director, the staff, the child (if developmentally appropriate), other parents and Public Health Nurse.

- 7.3 Day Nursery centre makes every effort to ensure that we control as much of potential allergens into our facilities as is reasonable and possible. **We request that all parents please ensure any food that is brought into the centre does not contain any nuts, nut products or products produced in a facility that may have come into contact with nuts.** Peanut allergies are the leading cause of anaphylaxis. Children with other life-threatening allergies, such as fish, milk, bees, wasps, latex, etc. will be carefully monitored and strategies will be put into place to reduce the possible contacts.
- 7.4 Because it is not possible to control all possible contributing factors, Day Nursery Centre can not guarantee a peanut free or allergen free environment. We do, however, use the following steps to reduce possible contact:
1. Request parents not send nuts/nut products
 2. Clean and disinfect eating and food preparation surfaces, before and after use.
 3. Inspect food labels for nut/nut product warnings and other ingredients that children in our facilities have allergies to
 4. Not accept home baked foods
 5. Encourage proper hand washing for children and staff before and after eating
- 7.5 We request that all children with life-threatening allergies wear a Medic-Alert bracelet and that an Adrenaline Auto Injector (Epi-Pen) is provided by the parent. The Adrenaline Auto Injector will be kept in a safe, secure, clearly identified location with easy access to the caregivers of the child. The Adrenaline Auto Injector will also be taken on all field trips the child attends. Staff will be trained by a registered nurse on the procedures of giving an Adrenaline Auto Injector to children.
- 7.6 **Children with Anaphylaxis (life-threatening allergies) cannot remain in the centres without an Adrenaline Auto Injector (Epi-Pen).**
- 7.7 If, in spite of our best efforts, a child has an anaphylactic reaction in our centre the following steps will be carried out.
1. Immediate use of the auto-injector upon recognition of the anaphylactic reaction.
 2. An ambulance will be immediately called and a staff member will accompany the child to the hospital. Parents will be called immediately to meet the staff member and child at the hospital.
 3. Following treatment, the incident will be documented, put in the child's file; a copy will be provided to the parent and reported via a Serious Injury Form to the Manitoba Child Care Program.
- 7.8 Day Nursery Centre has a complete Anaphylaxis policy. It outlines roles and responsibilities of the parents, director, child care staff, Public Health Nurse and is available to all parents upon request.

In Closing

Our objective is to provide the best possible care for your child that we can. As partners with you in providing care and early learning for your child, we need to maintain open and clear lines of communication. We know that from time to time, parents may have questions, feedback or concerns about the program or other aspects of care. We encourage all parents to speak with their child's educators and or Centre Directors about any concerns or questions that may arise.

Thank you again for choosing Day Nursery Centre