

Ashworth Children's Centre Inc.

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Parent Policy Manual

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INTRODUCTION

Ashworth Children's Centre Inc. is a non-profit, government subsidized organization, licensed by the Province of Manitoba, and operates within the framework of *The Community Child Care Standards Act*.

There are 8 infant spaces (3-24 months), 40 pre-school spaces (2-5 years) and 72 school-age spaces (6-12 years) in the daycare.

The Children's Centre is governed by a Board of Directors, which is elected by the General Membership.

All parents are members of Ashworth Children's Centre Incorporated. It is a requirement of the Incorporation Act that the members elect a Board of Directors yearly. As a member of our Children's Centre, it is hoped that you will attend the Annual General Meeting to be held each year.

The staff plays a most significant role in the operation of the program. The staff is selected based on qualifications set forth by the Manitoba Child Care Program. All staff have their first aid certificate, and keep it updated at all times. Personnel policies are available for your viewing upon request.

Fundraising events are necessary to help financially maintain the operation of the Centre. Your support is appreciated and crucial to meet the Centre's needs. Fundraising revenue will be channeled to field trip excursions and special events for the children.

The centre undergoes an annual audit of the financial statements in accordance with Canadian generally accepted accounting principles for not-for-profit organizations.

The centre offers a "parent lending library". The Centre's resources are available for your use. The purpose of the lending library is to provide you with information relating to issues such as parenting skills, child development, nutrition, daycare programming and other areas of interest.

PHILOSOPHY

Ashworth Children's Centre Inc. offers a safe, inclusive, accessible and affordable childcare program for children ages 3 months to 12 years old. We strive to provide a warm, caring, homelike atmosphere. We believe in offering the children choices which allow room for growth within a stimulating environment. These choices allow children freedom within set limits. We encourage gender neutral, non-competitive, creative programming. We believe in mutual respect and each child is treated as a respected individual. Please see Appendix A & B for curriculum statements for Infant and Preschool Programs.

ENROLLMENT

Due to high demand for licensed daycare spaces, parents are required to register for a waitlist to enroll at Ashworth Children's Centre. Requests to join the list are managed through the online request system at www.tinyurl.com/AshworthWaitlist. There are separate waiting lists for the infant, pre-school, and school-age programs. Once offered a spot, the Ashworth registration form will be provided. For entry into the Centre, vacant childcare spots are filled on a seniority basis, outlined as follows:

1. Children of staff (primary priority)
2. Children that were transitioned to the waitlist due to lack of available spaces when transitioning between programs (see details below).
3. Siblings of children presently enrolled in the Centre. Note seniority within this group is determined by the date of which the first child in the family was enrolled at the Centre (described as family enrollment in example).
4. Once these priorities have been met, waiting lists are based on the date of your child's application.

These spaces are subject to availability.

Transition Between Programs

Transitioning between programs occurs at specific milestones per the following:

- Infant to pre-school program: Child turns 2 years old.
- Pre-school to school-age program: First business day of July prior to the child starting Grade 1

The availability to transition from one program to the next is contingent on there being open space in the target program for the child(ren). Vacant childcare spots are filled on a seniority basis outlined as follows:

1. Children of staff (primary priority)
2. Children that were previously transitioned to the waitlist due to lack of available spaces when transitioning between programs (see details below).
3. Date of which the first child in the family was enrolled at the Centre.

If there are insufficient available spaces for the child(ren) in the target program, the child(ren) will be transitioned back onto the waitlist for the next available spaces. In this situation, the families will be responsible for finding alternate care for the child(ren) for the duration they are on the waitlist. The center is unable to continue care for the child in the previous program. Note that this will not affect the original enrollment date for the family relative to priority for future priority decisions.

Parents of a child transitioning from the infant program to the pre-school program may submit a request for an extension of care past the age of 2 until a pre-school program

space is available. The Board of Directors will consider each request on an individual basis. The decision of the Board shall be considered final.

Children transitioning from the pre-school program to the school-age program may continue care in the pre-school program throughout the summer if there is insufficient space in the school-age program. Due to regulations, they are not eligible to remain in the pre-school program once school starts. The last day of care in the pre-school program will be the last business day before the first day of school.

Once all transitional needs have been met (i.e. all kindergarten students have moved to the before and after school program), any vacant spots are filled from the waiting lists, based on the date of application.

The differentiation between the two priority lists is to ensure that siblings are given priority for initial entry into the centre (over new families) but that single child families are not at the bottom of the priority list when transitioning between programs based solely on being without an older sibling.

Example 1 – Initial entry into the Centre

Waiting List		Vacant spot
Staff Child		1
Sibling of Troy	Family enrolled 09/2009	2
Sibling of Charlie	Family enrolled 10/2011	3
New applicant (no sibling at Centre)	Application date 04/2010	4
New applicant (no sibling at Centre)	Application date 06/2010	Remains on waiting list

Example 2 – Transitioning to next program

Waiting List		Vacant spot
Staff Child		1
Louis	Family enrolled 04/2007	2
Leroy	Family enrolled 04/2008	3
Lucille	Family enrolled 06/2008	4
Leonard	Family enrolled 06/2010	Placed on waiting list
Lisa	Family enrolled 07/2010	Placed on waiting list

When a space in the Centre becomes vacant, the parents of the child on the appropriate waiting list will be contacted and offered the space. The space is accepted by filling out required forms and paying a \$200 deposit and a one-time non-refundable administration fee of \$50 per family. The \$200 deposit is reimbursed to the parent upon

withdrawal of the child(ren) on condition that all fees owing are paid in full, parking passes and swipe card have been returned.

Should the space not be wanted at that time, the child remains on the waiting list, however that vacant spot is offered to the next person on the waiting list.

Fees are invoiced for a 4-week billing period. Fees are due the Friday before each billing period. Post-dated cheques are recommended by the Centre. If fees are returned NSF, there is a \$15.00 administration fee to cover bank services charges and a \$5.00 late payment charge for each day the payment is delayed from the time the parent has been notified of the NSF cheque. It is the discretion of the Director to request cash, certified cheque or money order for any cheque returned to the daycare. All further payments may be required in cash, certified cheque, or money order.

Ashworth Children's Centre meets the Government Guidelines for subsidy assistance. The Centre has unlimited subsidized spaces available out of 120 licensed spaces. The subsidy application process is through the Manitoba Child Care Online website at <https://direct3.gov.mb.ca/CCO/FamilyEN>. Parents and the Centre will receive a copy of the decision form once eligibility is determined. **THE TOTAL COST OF DAYCARE IS THE RESPONSIBILITY OF THE PARENT UNTIL SUBSIDIZED FEES HAVE BEEN RECEIVED FROM THE CHILD DAYCARE OFFICE.** Parents applying for subsidies will be required to pay half of the fee until confirmation is received from the subsidy office regarding their assessment. **IT IS THE PARENTS RESPONSIBILITY TO ENSURE THIS CONFIRMATION IS RECEIVED BY OUR OFFICE.**

Receipts will be supplied as fees are received every billing period. There will be a \$5.00 charge for each confirmation letter requested regarding payments of fees.

CHILD'S ARRIVAL AND DEPARTURE

It is the responsibility of the parent to see that your child is undressed in his/her outdoor clothing and placed in his/her locker. In the case of infants, place all food and bottles in the refrigerator immediately upon arrival. All containers/bottles must be labeled with name and date.

Prior to entering any play area all children and parents must wash their hands.

Please accompany your child to the play area and inform staff of their arrival. Also note your child's arrival and departure time on the sign in/out sheet. The Centre assumes responsibility for children after they have been signed in by the parent/guardian. Once they have been signed out by the parent/guardian, they are the responsibility of the parent/guardian.

Please call the Centre daily if your child will not be attending.

Please inform the daycare of any pertinent information pertaining to your child's day.

Your child will not be released to any persons other than those listed on the Registration Form. Please call the Centre each time if an alternate person is picking up your child (ren). If additional people are added or removed from the pick-up list, written verification is required. An unfamiliar person to the staff will be asked to produce I.D. and the parent may be called for verification before the child is released.

If parents send individuals aged 13-18 years to pick up their child (ren), the daycare requires written permission from the parent for the release of the child (ren), in advance. The individual must show identification before the child is released.

In the event that parents arrive to pick up their child (ren); and in the opinion of the staff are under the influence of alcohol or drugs:

- A) Staff will suggest that either the spouse or alternate caregiver be called to take the child.
- B) If the parent is unwilling: The staff will release the child to the parent and call Child and Family Services to inform them of the situation.
- C) If this situation continues, parents may be asked to withdraw their child (ren) at the discretion of the Board of Directors.

If a child is not to be picked up by his/her non-custodial parent, a copy of the custody order will be necessary. We request discretion to be used by parents in this matter. In the event of parental separation, the parent or guardian must inform the centre of the custody and access arrangements and where applicable, will supply the childcare with a facility with copy of the parent's custody agreement or court orders pertaining to the children in care.

VISITOR ACCESS CONTROL

As a part of our safety charter, the centre has a locked door policy. All parents will receive a swipe card to gain access to the centre through either the main daycare entrance or the doors at the end of the hallway leading to the school. All other visitors, such as alternate pick-up persons, will need to use the buzz system which is located at the main entrance of the daycare. Visitors will need to present themselves using the intercom system. Anyone not known to the staff will need to show photo I.D. Please do not allow unknown persons to follow in behind you.

The swipe cards are identified by number. Please do not write on the card. If you should lose the card, please let the centre know immediately. If any card ceases to function or are lost, broken, stolen, or not returned to the centre, the parent/guardian will be charged \$20.00 per card.

A copy of the Safety Charter as well as the Code of Conduct is available for viewing in the Parent Lending Library located in the locker room.

PARKING

Parking is not allowed in the bus loop between 7:30am and 4:30pm. You may be ticketed and towed if you park there between those hours. There are 4 daycare parking spaces provided for drop off and pick up at the side of the building, 3 general use spaces and 1 space for persons with disabilities. Please do not park in the numbered stalls as they are assigned school staff parking. If you park in any other spaces or blocking the garbage dumpsters, you may be towed.

TRANSPORTATION AND SCHOOL

It is the parents' responsibility to provide transportation for their children to and from the centre.

Kindergarten children will be accompanied by Centre staff to and from class at H.S. Paul School.

School-age children will not be accompanied by the Centre staff to and from class. The school age children will line up for school in the hall outside the B/A room and proceed with a staff person to the mini gym where the children enter the school proper when the bell rings. The children must come directly to the B/A after school unless otherwise previously advised by parent or guardian. If they are to stay after school for any reason they must report to the B/A room first. Staff must always know where the children are. If a child is not at the Centre within 10 minutes of school dismissal parents will be notified.

School age children may walk unaccompanied to the washroom from any room within the school as well as from the playground or portable. Parents will sign a permission form for this effect. School age children will walk unsupervised to the washrooms in either the school or daycare. One child will be allowed to leave the room at a time and will have a "hallway pass". The staff will also write the child's name on the board to monitor which child has left the room.

Parents are required to contact the school if their child is absent. The daycare staff will not be responsible for providing this information to the school.

For planned field trips, the method of transportation will be noted on the permission slip.

HOURS OF OPERATION

Ashworth Children's Centre Inc. shall be open from 7:00 am to 6:00 pm Monday to Friday. A late fee of \$15.00 per 10 minutes will be charged for each child picked up after 6:00pm. This fee shall be added to the family's invoice for the next period.

If by 6:30pm a child is still at the Centre and

- The parents or alternate caregivers cannot be contacted OR
- They have not contacted the Centre.

Child and Family Services will be called, and the child (ren) will be taken into custody by the appropriate agency.

CLOSURE DAYS

The Centre will be closed on the following statutory holidays which fall on a weekday or alternate day when on a weekend (usually the first regular workday following the weekend).

New Year's Day	Terry Fox Day
Louis Riel Day	Labour Day
Good Friday	National Day for Truth & Reconciliation
Victoria Day	Remembrance Day
Canada Day	Christmas Day
Thanksgiving Day	Boxing Day

The Centre will be closed one or two weekdays per calendar year as a Professional Development Day for staff to attend specialized education and training. The centre will provide a minimum of one month's notice of the closure date(s).

Regular childcare fees will be charged for all statutory holiday closure days and for the Professional Development Day(s).

FEES

Effective **April 1, 2023** fees will be as follows:

Infant – Full days - \$10.00 (\$200.00 per billing period)

Pre-school – Full days - \$10.00 (\$200.00 per billing period)

School age – School days - \$8.60

Full days (i.e. summer break, in-service days, etc.) - \$20.80

Fees are set by Manitoba Early Learning and Child Care and are subject to change. Parents will be given one billing period notice prior to a fee change. Parents are charged full fees regardless of whether the child (ren) is present at the daycare or not. (i.e. illness, vacation or recognized holidays)

EXTENDED HOURS POLICY

Based on the Early Learning and Child Care Program's Maximum Daily Fee Schedule, families are charged fees for a full-time childcare space based on a maximum of 10 hours of care provided. Parents are asked to monitor the hours their child(ren) attend and remain under a maximum of 10 hours of attendance. Families will be charged an

additional fee of \$10 for each day they exceed 10 hours of childcare. Exceptional circumstances may be considered at the discretion of the Centre Director.

ROUTINE AND UNEXPECTED CLOSURES

If Christmas Eve, December 24 falls on a weekday, the Centre will be closed at 3:00pm; a \$15/10minute late fee charge will take effect after 3:00pm.

If New Year's Eve, December 31st falls on a weekday, the Centre will open at the regular time (7:00AM) but will be permitted to close after the departure of the last child. This may occur at any time before the regular closing time (6:00PM).

If the Centre must close for emergencies or unforeseen circumstances (severe snowstorms, water/heating problems, etc.) the Centre will alert parents/staff to the best of their ability.

The Director will contact the Board President for approval of closure and notify Manitoba Early Learning and Child Care as soon as possible.

The Centre will broadcast its closure on the radio (CJOB). Parents are required to pay fees as usual during these occurrences. Staff will be paid wages during these occurrences.

WITHDRAWAL

Notice of withdrawal of your child must be given 4 weeks, 1 billing period, in advance and must be submitted in writing. Fees for these 4 weeks must be paid regardless of whether your child will be attending the Centre. If children are absent for 1 week (5 days) without notification to the Centre and no contact can be made by the Centre, the Centre will give the child (ren)'s space to another child. Notice period subject to waiver at the Board's discretion.

PARENT PARTICIPATION

Ashworth Children's Centre's entire program is built on the understanding that we are helping to parent your child. The decisions made by the staff and the Board of Directors of the daycare are always made with the best interest of all children in mind. Parents are encouraged to run for positions on the Board of Directors and participate on sub-committees when required.

Should the Director, at any time, feel the presence of a child in the Centre is detrimental to the operation of the Centre or presents a risk to other children, meetings will be held with the Director and the parents of the child to resolve the situation. Manitoba Early Learning and Child Care will be informed. If the situation cannot be resolved, the child will be removed from the centre with 4 weeks' notice or a refund of 4 weeks in lieu of notice.

Parents are welcome to drop in at the centre anytime, to participate in your child's activities or volunteer in the daycare. Please contact the Director to make suitable arrangements for your visit.

A newsletter is emailed to you monthly. The newsletter includes changes that concern you and your child, matters of interest, upcoming events, staff news, etc.

In order to provide the best possible care for your child, the staff would appreciate knowing any important information regarding your child (i.e., recent separation, death in the family, illness, etc.) This information is kept strictly confidential and will help staff to deal with your child with greater understanding.

FUNDRAISING

Fundraising is an important aspect of Ashworth Children's Centre. All families are expected to participate in fundraising activities. The money generated by the fundraising enables the centre to provide your children with field trips, parties, special events and fun activities. Some past examples of fundraising activities are Peak of the Market vegetable sales and a wine raffle.

Through charitable donations from families, the centre can expand on quality programming, improve resources such as equipment and supplies, offer a broader range of activities for children attending the centre, and maximize efficiencies of daily operations. Any charitable donations over \$25 will be issued a tax receipt. Donations are non-refundable.

Beginning in September 2024, an automatic donation of \$5 per child at the centre will be added for each billing period. Each family may elect to change the amount or opt out of this payment. Any request to change the amount or opt out must be submitted in writing at least two weeks prior to the next billing date. A tax receipt will be issued at the end of the year for the cumulative donations over the year.

SNACKS AND LUNCHES (NUTRITION)

Children will bring their own lunch in labeled lunch kits. We encourage a nutritious lunch based on Canada's Food Guide with desserts given in moderation. We would be happy to help you with some lunch box suggestions. ***Please do not send junk food or juice boxes to the daycare with your child.*** Families who do not provide lunch will be charged an additional fee of \$5.00 per lunch provided by the Centre for either infant, preschool or school age children. Families cannot choose to "opt out" of having their child be provided with a Centre lunch if one has not been provided from home.

Cold cereal and milk are available at the Centre in the mornings. The centre offers water with all snacks, and cow's milk with lunch and some snacks. The snack schedule is posted on the parent bulletin board. Please let staff know of any food allergies your child may

have. The names of children who suffer from food allergies and their respective allergies will be posted in the cooking and serving areas.

The centre offers a hot lunch, approximately once per month from September to June, to all children attending the facility at a cost of \$5 per child. A family may choose to pay for the lunch each time it is offered or as one payment of \$50 for each child in September. The centre strives to provide a hot lunch each month from September to June; however, 10 lunches are not guaranteed and pre-payments for hot lunches are non-refundable. If children attend the centre without lunch on the hot lunch day, in the absence of a pre-payment, families will be invoiced \$5 for the lunch provided per the Snack and Lunches (Nutrition) policy. Participation in the hot lunch is optional. The cost of the hot lunch is not tax deductible.

Chewing gum is not allowed in the daycare.

School age children will eat their lunch at school except on holidays and in-service days.

ALLERGENS

Ashworth Children's Centre Inc. aims to be a peanut/nut free centre. **No peanuts/nuts or products that may contain traces of peanuts/nuts will be served at the daycare.** Any snacks or treats provided by the parents also need to be peanut/nut free and without traces of peanuts/nuts. Please read product labels carefully. The centre will update, and post allergens not allowed at the centre according to the needs of the children enrolled at the centre or the staff presently employed. The staff will always read food labels to ensure the safety of our children.

ILLNESS AND MEDICATION

Sick children must not be brought to the daycare. This is for the protection of all children and staff. Any communicable disease (i.e., measles, conjunctivitis, etc.) must be reported to the daycare. In this way other parents can be informed that their child may have been exposed to the illness and can watch their child for symptoms. The child may return to the daycare after a recuperation period in accordance with public health recommendations or with a doctor's note.

If, at any time, a child develops a fever of 39 degrees Celsius or higher or has no fever but is still too ill to cope with the daily routine (i.e., is experiencing vomiting, persistent diarrhea, constant tearfulness, prolonged lethargy, exhibiting symptoms of illness, etc.) at the discretion of the Director, parents will be called to pick up their child. This is for the comfort and well-being of the child, as well as for the well-being of the other children.

Children who are sent home ill may be asked at the discretion of the Director to remain home for one or more days.

Parents will have 90 minutes to arrive at the Centre when called to pick up their ill child (ren). Late fee pickup charges will be in effect after 90 minutes (\$15.00 per 10 minutes). In addition, if parents do not arrive at the Centre within 90 minutes the emergency contact will be called.

ANY CHILD TOO ILL TO PARTICIPATE IN DAILY ACTIVITIES, INCLUDING GOING OUTSIDE, IS TOO ILL TO ATTEND THE CHILD CARE CENTRE. THERE WILL BE NO RESTRICTION OF ACTIVITIES DUE TO ILLNESS.

If you wish staff to administer medication for you, a medication release form must be completed and signed by the parent. The completed form must include doctor's name, phone number, parent's signature and specific number of days that the medication shall be administered.

All medication must be in the original dispensing container. Staff will NOT administer prescription drugs if they are out of date. Medication shall be kept in a locked cupboard or in a locked box in the refrigerator. **All medication brought from home must be prescribed by a physician and have a prescription label/doctor's note.**

****NO MEDICATION SHOULD BE LEFT IN A CHILD'S LUNCH KIT OR LOCKER****

Record of administration shall be kept.

Fever: Temperatures are taken auxiliary. If a child's temperature rises to 38.5 Celsius the child's parent will be contacted of the child's condition. At this time, it is not necessary for the child to be taken home. If the child's fever progresses to 39.0 Celsius or higher, the parent will be called to pick up their child immediately. Children should not return to the center until the fever has been cleared for a minimum of 24 hours.

We will only administer Tempra/Tylenol if:

- 1) Your child is under 2 years of age.
- 2) Your child convulses with fevers.
- 3) You provide a note from your physician stating that Tempra/Tylenol be administered at a specific temperature.

The centre will provide the Tempra/Tylenol for children under 2 only.

Chicken Pox: If the child is unable to cope, at the Director's discretion, the parents will be asked to remove the child from the daycare.

Measles (rubella): The child must be withdrawn for 4 days after the rash begins.

Whooping cough: The child must be withdrawn from the daycare until antibiotic has been taken for at least 5 days. If no treatment has been given, your child must be excluded for 3 weeks.

Conjunctivitis (pink eye): The child must be withdrawn from the daycare until after taking antibiotics for 1 full day.

Mumps: The child must be withdrawn from the daycare until at least 9 days after the swollen glands first appear.

Impetigo: The child must be withdrawn from daycare until after taking antibiotics for 1 full day.

Diarrhea: The child must be taken home after the 2nd incident in one day. The staff may request a swab be taken by the child's physician prior to returning to the daycare. The public health nurse department may initiate further direction in this area. Children shall not return to the centre until the issue has been clear for 24 hours.

Vomiting: The child will be watched to the severity of the illness. If the child is showing signs of further illness such as fatigue, fever, lethargy or continued vomiting, the parent will be called to take the child home. Children shall not return to the centre until a minimum of 24 hours after the last occurrence.

Lice: When the Centre becomes aware of a case of head lice on a child attending the Centre, staff will check all children at the Centre. Parents whose children are found to have one or more live lice will be required to remove their child from the Centre immediately for treatment and remain at home until the following day. Parents should follow the treatment instructions on any de-lousing kit.

When the Centre becomes aware that a child from the Centre has live lice, preventative measures will be taken to attempt to limit the spread of lice to others. Handouts/e-mails will be provided to all parents including information on the containment procedures at the Center, recommendations for prevention, treatment options and general literature about lice. During the outbreak staff will check for nits, live lice and suspected lice feces upon every child's arrival prior to their parent(s) leaving for the day.

In cases where a specific illness or condition is not listed in this policy manual, the centre will refer to the publication, *Well Beings: A Guide to Health in Child Care*, 3rd edition (revised), published by the Canadian Pediatric Society (2015), or the most current version, for treatment information and/or the number of days that children/staff are required to be excluded from attending the centre before returning.

INCLUSION

All children are welcomed into our program at Ashworth Children's Centre Inc. We offer an inclusive environment that supports children who require additional support due to physical, cognitive, social and emotional need.

The physical space and daily programming are arranged and altered to meet the needs of all the children in our care.

Children with extra support are included in all aspects and routines of our day and children are guided to be inclusive in their play with their peers. We strive to provide and adapt a program that meets the needs of each individual child and family.

All the children are observed regularly to develop an emergent curriculum that meets the developmental, cognitive, social, emotional and physical participation of all the children. This includes field trips and special events as well as daily group activities.

The centre, parents and early intervention professionals form a team to share their knowledge and expertise in developing a program for each child. We respect, value, encourage and support parents to be an integral part of the team. Communication with parents is tailored to each family's needs and preferences (in person, by phone, or through a communication log book).

The centre is committed to providing professional development for all staff including workshops and resources on various disabilities and inclusion. With the support of the Board of Directors and the Executive Director the staff will attend specific training and learning sessions when appropriate. All staff members work with all children.

BEHAVIOUR MANAGEMENT

All children will be treated fairly with respect, dignity and affection.

Staff will role model appropriate behavior at each individual child's level of development using clear, concise and positive language.

Staff will guide children towards problem solving by encouraging them "to make a plan".

Rules and limits will be stated clearly and positively, consistently followed by logical consequences.

We give:

- Love
- Understanding
- Redirection
- Discussion
- Logic and Consequences
- Positive Reinforcement

Staff will not:

1. Permit any form of physical punishment, this includes:
 - a. Striking a child
 - b. Shaking a child
 - c. Shoving or spanking a child
 - d. Forcing a child to repeat physical movements.

- e. Force feeding a child.
 - f. Any action which results in physical injury to a child
 - 2. Permit any verbal or emotional abuse; this includes:
 - a. Any harsh belittling
 - b. Degrading response by an adult
 - c. No humiliation or undermining a child's self-respect.
 - 3. Deny any physical necessities, including:
 - a. Normal comforts of:
 - i. Shelter
 - ii. Clothing
 - iii. Food
 - iv. Sleep and bedding
 - v. Toileting
 - 4. Methods of behaviour management are dependent on the child's developmental level. i.e., ability to learn, understand, communicate and remember
- **Time out is used as a last resort****

Further information regarding behavior management is contained in the Code of Conduct section of this manual on page 18.

SAFETY - INFANT ROOM

Please remove your shoes and boots before entering our infant area. This is to protect our infants and keep our carpets reasonably clean.

In the changing area, never leave a child unattended. Please remember to wash your hands well before and after changing an infant. The staff will be happy to orientate you to posted diapering and toileting procedures.

Please provide an extra blanket that will be kept in the fire box and used for your child in the case of an emergency evacuation.

Information regarding diet, bowel movement, activities, naps, emotions and accomplishments will be posted daily.

INFANTS: Parents are responsible for providing diapers, wipes, diaper cream, formula, and baby food for your child. Families who do not provide the essential items for infants will be charged an additional fee of \$2.00 per diaper used, \$2.00 per day that centre wipes are used, and \$5.00 per infant lunch provided by the Centre.

PRESCHOOL: Parents are responsible for providing diapers, wipes and diaper cream if needed. Families who do not provide the essential items for preschool children will be charged an additional fee of \$2.00 per diaper used, \$2.00 per day that centre wipes are used, and \$5.00 per preschool lunch provided by the Centre.

CLOTHING

Please make sure that your child wears appropriate play clothes. In outfitting your child, keep in mind the changeable weather, your child's comfort and the activities he/she will be involved in throughout the day (painting, gluing, outdoor play, running, climbing and occasional food spills, etc.) Therefore, simple, washable, sturdy clothing with easy fastenings are recommended. **NO DRAWSTRINGS PLEASE, THEY ARE A CHOKING HAZARD.** We will remove them.

Each child must have an extra set of clothes (pants, shirt, underwear, socks) in their locker. **All clothing should be labeled with child's name.** Label clothing with a clothing marker.

Weather permitting, the children play outside every day. Please ensure that they are dressed for outside play. Please provide your child (ren) with the following:

Winter

hats
boots
mittens
toques
jacket
neck warmer

Summer

sun hat
swimsuit
towel
running shoes
shorts

Spring/Fall

splash pants
rain boots/coat
jacket
hats
extra socks

The above items are the minimum requirements for those seasons. Children are expected to have appropriate outdoor clothing for the weather conditions regardless of the season. For their own safety, children that do not have the appropriate clothing for the weather conditions may not be permitted to play outside. The Centre may contact the parents requesting appropriate clothing be provided for the day.

Children are required to always wear indoor footwear for health and safety reasons. Indoor and outdoor footwear is expected to be safe and sturdy for gym and outdoor play, for example, running shoes or sandals with sturdy soles and straps. Slippers, flimsy sandals, and flip flops are not permitted for gym and outdoor play for safety reasons. During the winter and on wet rainy days children are expected to change from their outdoor footwear to their indoor footwear.

The daycare cannot be responsible for lost or damaged items. All items misplaced will be put in the lost and found box.

WEATHER SAFETY

At Ashworth Children's Centre Inc. we value outdoor play, and all the learning it provides. It is an opportunity to explore various activities through the change of seasons, providing

moments for discovery and exploration, while connecting to the land. The benefits of outdoor play support overall development in Gross Motor, Risky Play, Imaginative Play, and Connection and Collaboration through social interaction. The fresh air and movement is important for children's physical health, strengthening their immune system as they grow, while supporting their mental well-being. The outdoor environment gives the children the space they need to move and burn their endless energy, while also building strength and resilience.

The children and staff go outdoors daily provided the outdoor conditions are considered safe. The center will refer to the Environment Canada for Winnipeg (The Forks) to determine if the weather at a given time is appropriate for outdoor play. The following guidelines are provided to staff to limit outdoor play in given weather conditions. The staff may, at their discretion, determine that the outdoor conditions are not suitable for outdoor play if the weather does not exceed the stated guidelines.

As noted above, parents are responsible for ensuring children have appropriate/safe clothing and footwear for outdoor play, suitable for possible changes in weather conditions.

COLD WEATHER

Per ELCC Regulations, children should not go outside if it is colder than -25°C and, for warmer temperatures, the time spent outdoors should be limited per the guidelines of the school division the center is located in (Louis Riel School Division). With these guidelines in place, time spent outdoors will be limited as listed below.

- Children will not go outside if the temperature is colder than -25°C.
- No longer than 45 minutes if the temperature is -23°C to -24°C.
- No longer than 1 hour if the temperature is -16°C to -22°C.
- No longer than 1½ hours if the temperature is -7°C to -15°C.
- Staff will use their discretion regarding the length of time outside, including wind gusts, sunshine, and how the children are coping.
- Staff will use their discretion to assess the conditions of the sidewalks, roads, or other areas to ensure the safety of both children and staff.

Temperatures are considered with or without the windchill (ie children will not go outside if the temperature is -20°C with a windchill of -25°C). Any limits placed are for continuous outdoor play. Staff and children may come inside to warm up before returning outside for another play session.

WARM WEATHER

The use of sunscreen is encouraged throughout the year as the weather dictates. A bottle of sunscreen may be labeled and kept at the center for your child(ren). The center will supply sunscreen for any children that do not have their own. All sunscreen shall be

minimum SPF 30, whether provided by the center or the family. Spray sunscreens are not permitted at the center.

Time spent outdoors will be limited per the following guidelines. Temperatures shall be considered with or without the humidex.

- Children will not go outside if the temperature exceeds 35°C or the Government of Canada Air Quality Health Index for Winnipeg exceeds Level 10.
- Staff will use their discretion for appropriate time spent outdoors at temperatures below 35°C, including limiting time outdoors (especially between 11 a.m. and 3 p.m.), seeking shade, offering water, engaging in water play, squirt bottles, etc.
- Staff will use their discretion for appropriate time spend outdoors when the Government of Canada Air Quality Health Index for Winnipeg is Level 10 or less.
- Staff will use their discretion if the wind gusts exceed 65 km/hr (limit time outdoors, limit time to sheltered areas, etc).

TOYS FROM HOME

We ask that parents do not allow their children to bring their own toys from home to the daycare unless specifically requested. These toys get lost or broken causing unnecessary stress. Children may bring a cuddly toy to nap with if necessary. Check with the appropriate program to find out when Show & Share is for your child. **Please label all toys, blankets or Show & Share items with your child's name.**

CONFIDENTIALITY

Information about your child, verbal or written, will only be released under the following circumstances:

- 1) In the case of an emergency or injury to your child, information may be released to the police authorities or medical staff attending to the child.
- 2) At the request of a legal guardian of the child.
- 3) For the use of the regular staff of the daycare
- 4) In the case of suspected abuse, go to the appropriate Child Service Department.
- 5) To the child (ren)'s schoolteacher if parental permission has been granted
- 6) To other agencies with the parent's permission.

EMERGENCY PROCEDURES

Evacuation procedures are posted in the daycare.

PRIMARY EMERGENCY EXITS

- 1) **MAIN ENTRANCE OF THE CHILD CARE CENTRE (front of building)**
- 2) **BACK ENTRANCE OF THE CHILD CARE CENTRE (through preschool)**

- 3) MAIN ENTRANCE OF THE SCHOOL (front of building)**
- 4) BACK DOOR OF THE SCHOOL (past the office leading into the school yard)**

All staff follow assigned duties during an evacuation procedure. Contingency plans go into effect when staff are absent.

Monthly fire drills will be held by daycare to ensure the safety of children and staff. Parents are required to fill out the medical consent/employee transport form when enrolling. Should an ambulance or taxi be required, the parents will be billed for the service.

Yearly 'Shelter in Place' drills will be held by the Centre. 'Lock Down' drill may be completed in conjunction with them occurring at HS Paul. Information will be given to parents prior to these drills. Further information on these procedures can be found in the Safety Plan Manual (which is in the Parent Lending Library in Preschool Room)

GRIEVANCE PROTOCOL

All grievances by parents concerning Ashworth Children's Centre Inc.'s policies and procedures must be directed to the Executive Director. The steps to follow are:

1. Concerns/complaints will be verbally brought to the attention of the Executive Director.
2. If the verbal outcome is not satisfactory, the concern/complaint will be made in writing.
3. If the concern/complaint has still not been addressed, the matter should be directed in writing to the Ashworth Children's Centre's Board of Directors.

Postings, pamphlets, petitions, etc. must have the approval of the Executive Director and/or the Board of Directors before being displayed or distributed.

Discussions regarding your child/children's welfare may be discussed directly with your child's caregiver, Program Supervisor or Executive Director.

CODE OF CONDUCT

At Ashworth Children's Centre, we strive to provide a warm, caring home like atmosphere. We believe in mutual respect where people are treated as individuals. The following people are expected to behave in a respectful manner and comply with this code of conduct:

- Executive Director, Staff members, Board of Directors
- children
- parents/guardians of children enrolled.
- students, volunteers and all others involved in the 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 problems by talking and listening to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help.

Be Understanding of Learning

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

Developmental Capabilities of Children

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

Appropriate Use of Technology

All children, parents, staff and others involved in our centre must use e-mail, electronic devices and the internet according to our policies. 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 and 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, or psychological), including verbally, in writing or otherwise
- discrimination against any person or group because of their race, colour, 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 physical or mental 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
- providing explanations for limits
- working together to solve problems.
- modelling and encouraging appropriate behaviour
- including the code of conduct in the parent policy manual and the personnel policy manual

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 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:
- a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behavior.
- child and family services to access parenting supports.
- mediation services to resolve conflicts between adults.

- 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.
- the police to assist with threatening behaviour.

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

- suspending or dismissing a staff member
- 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.

TECHNOLOGY POLICY

Use of Cameras, Cell Phone Cameras, and Video Cameras

Parents/guardians cannot take photographs and videos of other people's children during Centre hours. During events planned outside of Centre hours (i.e., Family Fun Night, Graduation BBQ) parents are responsible for their own child(ren) and able to supervise this on their own. Any photographs/video of children cannot be published or displayed in print or digitally (i.e., websites) without the approval of all parents of all children featured in the photo/video.

Staff and students will only be allowed to take photographs/videos upon parent's approval and for Centre use or for educational purposes only.

Use of Email, Electronic Devices and the Internet

Staff, children, and all others using the Centre's computers and electronic devices must respect and protect the privacy of others and must respect and protect the integrity of all electronic resources. All intellectual property (ideas, creations, and copyrights) of others must be respected and protected. All communication must be in a respectful manner and the use, or discovery of the use of any threatening or inappropriate material, must be reported.

Ashworth Children's Centre encourages parents to leave their child (ren)'s personal electronic devices at home. If the child (ren) brings cell phones or other electronic devices, they cannot be used by the child (ren) while at the Centre. Ashworth Children's Centre is not responsible for theft or damage to personal electronic devices.

POLICY REVIEW

This Parent Policy Manual will be reviewed yearly by the Ashworth Children's Centre Board of Directors. Updates and revisions will be made where applicable; the policy manual will be approved on a yearly basis by the Executive Director, Board President

and Chair of the Personnel Committee. The original manual with approval signatures is to be filed by the Executive Director.

APPENDIX A - INFANT CURRICULUM STATEMENT

Ashworth Children's Centre Infant Program is child-centred, family oriented and designed to promote a developmental approach to the social, emotional, physical and cognitive growth of each child. In our program, curriculum happens every day, all through the day.

We follow the "best practice" standards of quality care in all aspects of our program, including staff qualifications and training; health, safety and security; program requirements, room arrangement and the daily routine care and well-being of each infant enrolled. The room environment is designed to be warm, safe and inviting. We have a variety of plants, a pet fish, photographs of each child's family, plenty of pillows, blankets, soft chairs etc.

From the foundation of trust and security, we encourage independence and exploration. By arousing curiosity and interest, infants are motivated to engage in new challenges. Through regular observation, documented in individual portfolios, we keep track of developmental changes. The portfolio contains several pieces of artwork, developmental checklists, anecdotes and photographs. We then set appropriate goals that serve as guidelines in planning activities for the group and the individual child. We share these observations with families at our annual portfolio meetings.

Each child will learn about his/her environment through exploration. Infants learn at their own pace by touching, tasting, vocalizing, and through their own play. Our play schedule is flexible to meet the child's individual needs by giving each infant the opportunity to be in control of their own experiences and make discoveries on their own. Therefore, the infant's environment is set up to encourage discovery and diversity that is both planned and spontaneous. Music from around the world, dress up clothing, books and photographs around the room help to promote diversity by exposing the children to different cultures. The toys are rotated weekly, so the children are discovering "new" toys each week. Children spend time outside daily, weather permitting. We also try to incorporate the outdoors inside, by bringing elements of nature for exploration.

The room is designed with objects that provide textures and colours, and manipulative toys that hang for visual and manual stimulation, which each infant can grasp and mouth. For example, we display a variety of blocks of differing sizes, shapes, colours and textures. As the infants become mobile and are able to crawl and pull themselves up, they begin to use climbing structures, as well as tunnels to crawl through, mirrors to look in, and many kinds of toys that can be pushed, pulled, ridden, opened, closed, thrown and stacked. Staff enhances learning by expanding on what children are exploring and by being there to support the children as they learn and interact with each other.

We value the need for each infant's schedule to reflect their schedule at home. We follow the individual schedule of each child for sleeping and eating, although lunch and snacks are incorporated into our daily schedule. We offer different ethnic foods to all children to incorporate diversity into meals.

We strive to satisfy each infant's need for a close physical and emotional attachment. We provide primary care for each infant to help them adjust and feel secure with their main caregiver. As we forge this bond, we hope to become an extension of a family unit, working cooperatively to support both family and child. Connections between home and centre are established to maintain consistency in care. We communicate caregiving information verbally with families on a daily basis. We also post information on the parent's board, we document each meal, nap and diaper change, and we send photographs and monthly newsletters via e-mail.

Infants are given love, emotional support, and affection throughout the day. We provide a warm, nurturing environment with as many one-to-one interactions as possible.

Diapering, dressing, napping, and feeding times provide additional opportunities for learning because of the individual attention that is given (and the skills that are learned). Staff helps the children become independent in dressing up, using utensils while eating, and proper hand washing. Each day on their way to the nap room, children take off their shoes and place them in a basket in a small cupboard that they can reach by themselves. Throughout each of these learning experiences we engage in conversation, laughter, and comfort, while encouraging independence and new vocabulary, which enhances children's emotional and cognitive development.

Children, families, staff and the community are incorporated into our program, materials and experiences. We provide small group activities throughout the day for children to join in as they choose. For example, we have a "song bag" with items that correspond to children's songs. Children can take turns choosing an item and singing the song along with the group. This promotes their social development and relationships with peers. We have pictures of children and their families throughout the room, as well as daily conversations about families and life outside of the centre. We welcome staff from the Pre- School and School Age programs to join us and interact with the children. We also have photographs of staff throughout the room to familiarize the children with new faces. We incorporate the community into our program in various ways. We take bus rides, we display pictures of various community services and we read books and have daily conversation about the roles of community figures. The children are also given the opportunity to create relationships with the centre's milk men, mail carrier, school teachers, etc.

On a daily basis we work in collaboration with families to meet the individual needs of each child in order to provide a positive and rewarding childcare experience. We build a partnership with parents so that we can work together as a team. We invite them to participate in our fieldtrips as well as being part of the centre's functions, such as Family Fun Night, Annual General Meeting and the Family Barbeque.

By supporting the family's needs, by encouraging growth and learning in various ways, and also by building a special bond of love and trust with the children, we hope to become a very important part of your child's life, as they are a very important part of ours.

APPENDIX B - PRESCHOOL CURRICULUM STATEMENT

At Ashworth Children's Centre Inc. we believe that all children benefit from quality, inclusive childcare where each child is respected and treated as an individual.

All children are included and welcomed to participate in all aspects of the program which creates an appreciation for and an awareness of diversity. Photographs of the children and their families are posted throughout the centre so that they can learn about the differences and similarities that exist between us. All children have the opportunity to go for walks in the neighborhood and to participate in field trips so that they can become more familiar with the community. It increases their self-esteem and helps children develop into confident, caring, capable, eager and active learners.

Play-based learning is vital to children's development as it supports their social, emotional, physical, cognitive and creative development. Using a play-based curriculum which focuses on the needs of the children, their ideas, their interests, and their knowledge empowers and encourages children to share those ideas with their peers and gives them the courage to attempt and search out new adventures.

The curriculum happens every day, all through the day.

Staff observes children. We listen to what they say. We engage children in conversation by asking open-ended questions. We document their words and actions by writing down what they say and do.

We arrange the environment, which is divided into different learning areas such as drama, science, blocks, art, etc. to reflect their interests and developmental needs. For example, we may display different kinds of gourds, seeds and leaves in the science area accompanied by magnifying glasses to encourage exploration when the children notice changes in the weather on their daily outings. We rotate toys and props to reflect their interests, ideas and developmental needs. We arrange for speakers and special guests such as a Police Officer, or representatives from Pet Land to come into the centre.

We play with them by getting down to their eye level. We provide children with the opportunity to get to know each other by participating in small group play. Taking part in their play and playing with their peers allows them to learn how to negotiate for a turn or a toy as well as making friends. We take photographs and make documentation panels which are displayed in the centre, and we plan our curriculum based on their interests and developmental needs.

We share our ideas with the children as well and provide them with activities and experiences that challenge them and promote problem solving skills, role play, imagination play, social interactions such as taking turns, etc. These experiences may be planned or spontaneous depending on the children's interests.

The daily schedule and the accompanying transitions are consistent yet flexible and adapted to meet the children's needs.

We share documentation panels with parents so they can see what their children do throughout the day and what they are learning. Staff meets with parents to discuss the children's portfolios which track a child's growth and learning throughout the year. Some of the items included in the

portfolio are several pieces of artwork, developmental checklists, self-portraits, anecdotes, etc. We form a partnership with parents so that we can work together to help children achieve their full potential.

We encourage families to participate in the program by volunteering at the centre or accompanying their child on a field trip. We provide annual events for the families to get to know each other such as Family Fun Night, Pancake Breakfast, Annual General Meeting, and Potluck Kindergarten and Family Barbeque.

This is what children have known. This is what they carry forward and take with them so that when they begin school, they are ready, able and have a successful experience.

POLICY APPROVAL

Personnel Committee Chair

Signature

Date

Board President

Signature

Date

Executive Director

Signature

Date

Please sign and return this page along with your enrollment forms.

**I HAVE READ AND UNDERSTOOD ALL THE POLICIES
CONTAINED IN THE ASHWORTH CHILDREN'S CENTRE INC.
PARENT POLICY MANUAL AND AGREE TO CONFORM TO
THESE POLICIES.**

Parent/Guardian's Signature

Date