

# Parent Policy



Effective: May 2022



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## Emergency Contact Numbers

### **Site 1 École Provencher**

(204) 232-7225

### **Site 3 Marion School**

(431) 887-8612

### **Site 4 - Prince Edward School**

(431) 331-6865

## Mission Statement

Little Voyageurs Learning Centre Inc. continually strives to meet the needs of its children, their families and those that impact their lives by being child centered, family focused and community oriented. We achieve this by:

- Offering age-appropriate programs focused in key developmental areas: social, physical, emotional and cognitive;
- Making every effort to achieve the highest possible standards set out by the child care industry;
- Offering a safe and stable environment by being respectful and inclusive to all;
- Incorporating children's experiences through teachable moments.

## Scope of Parent Policy and Amendment

These policies apply to all sites operated by Little Voyageurs Learning Centre and are subject to ongoing review and adjustment by the Board of Directors. Parents/guardians of children at Little Voyageurs Learning Centre will have one week to review the current policies after they receive them and to provide written consent to them. When these policies are changed, parents/guardians will have seven calendar days to review the document and return the signed declaration form. If the parent/guardian cannot agree to the terms, the parent/guardian must withdraw their child or children from Little Voyageurs Learning Centre without needing to provide the standard two weeks written notice.



# Little Voyageurs Learning Centre Sites

## Site 1

Site 1 has been in operation for 80 years (1937–present) and has been located at École Provencher for over 70 years. Over the years, the Centre has adapted as the needs in the community have changed. We currently offer service to 48 preschool children and 60 school age children.

### **Little Voyageurs Learning Centre Inc. – École Provencher Site 1**

320 de la Cathédrale Ave.  
Winnipeg, MB R2H 0J4

**Emergency Contact Number:** (204) 232-7225

## Site 3

Site 3 opened in 2018 in Marion School and has 4 infant and 24 preschool spaces.

### **Little Voyageurs Learning Centre Inc. – Marion School Site 3**

619 Des Meurons Street  
Winnipeg, MB R2H 2R1

**Emergency Contact Number:** (431) 887-8612

## Site 4

In March 2020, LVLC added the Prince Edward School Site 4 to our organization. Centre offers 10 nursery spaces per session, 10 kindergarten and 35 school age spaces.

### **Little Voyageurs Learning Centre Inc. – Prince Edward School Site 4**

649 Brazier Street  
Winnipeg, MB R2K 2N4

**Emergency Contact Number:** (431) 338-6365



## I. Definitions

<b>ACC</b>	Assiniboine Community College
<b>Board</b>	Board of Directors of Little Voyageurs Learning Centre Inc.
<b>Centre</b>	Little Voyageurs Learning Centre Inc. at all sites
<b>Child</b>	Includes the plural, children
<b>ELCC</b>	Manitoba Early Learning and Child Care
<b>EP</b>	École Provencher Site
<b>In-Service</b>	Any day during the school year where children have a day off from school other than statutory holidays.
<b>LRSB</b>	Louis Riel School Division
<b>LVLC</b>	Little Voyageurs Learning Centre Inc.
<b>MITT</b>	Manitoba Institute of Trades and Technology
<b>MPI</b>	Manitoba Public Insurance
<b>Parent</b>	Includes both parents and legal guardian(s)
<b>PES</b>	Prince Edward School Site
<b>RETSB</b>	River East Transcona School Division
<b>RRC</b>	Red River College
<b>School Holiday</b>	Winter, Spring and Summer School breaks
<b>USB</b>	University of St. Boniface

## Inclusion Statement

We accept and welcome children of all abilities. The principle of inclusion fully incorporates basic values that promote and advance participation, friendship and a celebration of diversity. We encourage all children to be active participants during their childcare day regardless of their abilities.

Our goal here at the Centre is that every child's physical, cognitive, social and emotional needs are met and developed on a daily basis, always taking into consideration their own personal rhythm and pace. We respect and value input from parents to make each child's day the best it can be. Our staff members are encouraged to advance their own knowledge by reading, taking workshops and listening to outside agencies' recommendations to the benefit of all children.

We work at adapting the Centre's physical space to make play open to all abilities. Children with all abilities are active participants, not just observers on the sidelines with an adult assigned to them to choreograph their every move. At the Centre, we feel it is our responsibility to ensure that each child can participate to their fullest ability. We are conscious when we plan activities, outings or events, that the needs of all children are taken into account. We will make modifications as necessary so that all children can participate fully in our program.

We hope that all parents understand that we want the children to succeed in all that they do. We want them to feel comfortable in a setting that will allow them to be who they are based on their personality and strengths, not on any special needs they may have.

We want to empower them to be their own unique person and feel confident that who they are is the most important thing in the world. We want the child to experience being a child in the same manner that any other child would experience the world around them.

Observation is an integral part of our work here at Little Voyageurs Learning Centre Inc. Observations by the Early Childhood Educators allows for enhanced, emergent programming consistent with the children's interests and developmental stages. LVLC employs a Child Enrichment Services Coordinator (CESC) to do observations in every program on a rotational basis. The purpose of these observations is to provide the Educators with a macro perspective of the strengths and needs of each child in program and provide the Early Childhood Educators with training, direction and insight to meet those needs. If a child is identified by the Child Enrichment Services Coordinator or the Early Childhood Educators as needing additional support for specific behaviours or to facilitate their inclusion, the Centre will contact the parents to discuss next steps.

Sites 1 and 3 are located in buildings with no elevator access; and the use of stairs is required to reach all of the childcare rooms. Unfortunately, due to our physical location, some abilities may not be able to be accommodated.



## Curriculum Statement - Infant Program

We consider play the most important job there is for infants, but we recognize that not all play is created equal. To provide for meaningful play, we have organized the infant room in our Centre to be welcoming and ready for play by all infants by having infant/toddler-sized furniture, see-through shelves, equipment that fits in their hands and that is available at their level. We have long periods of play where the infants can experiment with new items and discover the world around them. This play also fosters the early development of social awareness through interactions with their peers and educators. Play provides opportunities to infants for learning and allows them to develop socially, emotionally, physically and cognitively.

Another important aspect of our infant program involves building trust, security and attachment with each individual child. This relationship is achieved through getting to know each child's individual needs and wants through picking up on both their verbal and non-verbal cues. We also seek to achieve this aim by allowing families to bring in items such as soothers and bottles to allow for an easier transition from parent to educator. Our program has a rocking chair that allows us to have special one-on-one time with each infant. This one-on-one time provides security and comfort for infants throughout their day.

1. Exploration and play: We create play opportunities by reorganizing toys and equipment to meet the current needs and interests of the infants. Both educator-guided and spontaneous activities are available for infants throughout the day. We as educators narrate their actions, for example: "you're putting the block in the hole" or, "you're pushing the car up the ramp." This verbal reinforcement enhances the play experience of infants and increases vocabulary. We foster social interactions by providing group play opportunities such as rolling a ball back and forth to each other and to the educator or role playing in the house area e.g.: caring for the dolls like real babies. The room is organized with cozy areas, soft spaces, mirrors and gates that provide a safe environment for infants to play. We have a regular two-week rotation of toy changes, although we shorten or lengthen this allotted time depending on changing interest levels in toys. Transition times in this room are kept to a minimum to allow infants to move at their own pace and natural body rhythm. The infants in our program are exposed to different cultures, races, ages, abilities and genders through various means, including:
  - Life photos displayed on the wall at the infants' level
  - Various books e.g. "Where is my belly button" and "Read me a book," which depict people of different races
  - Different pretend ethnic foods e.g., sushi in the house area
  - Dolls of different ethnicities, genders and abilities
  - True-to-life figurines available at all times, depicting different cultures, races, abilities and gender
  - Different cultural items displayed in our room, such as a "ceinture fléchée," dream catchers and rain sticks

2. Educator routines: The core underlying principle of our routines is flexibility. By flexibility we mean that we actively work with parents to establish individual routines for all infants. This approach allows infants to eat and sleep when they need it, not when it is convenient for the Centre. Our room has an open concept design to enable the educator to monitor napping infants while still moving freely throughout the room. Children all have their own highchairs and cribs for the sleeping and eating routine. While changing diapers we speak directly to children about each step in the diapering process, allowing them to be part of the diaper-changing routine. Occasionally, a toy or bath book is provided during this routine to help calm/focus the active infants. The routines are tailored to the age of the infant, as this is a time when their developmental needs change quickly. Staff in that room take ongoing training and workshops pertaining to infant development e.g., Babies in Bloom and infant networking groups, and are therefore aware of appropriate routines for infants. The room is divided with gated areas to provide separation for activities that allow infants to roam freely while the older toddlers can be involved in a guided activity such as painting.
3. Learning opportunities: Families are encouraged to bring family pictures, food and culture-relevant items to help children identify with their home life within the childcare setting. Educators who identify with the cultural group to which children belong will speak to those children/parents in their maternal language. A variety of materials are presented to allow exploration at current development stages but also more advanced material to promote learning, as all infants are not at the same stage. For example, stacking rings and shape-sorting toys provide infants the opportunity for the development of fine motor skills through trial and error, which eventually will lead to success. Other learning opportunities we make use of are those that occur when we take infants for walks or to the park. During such walks, we encourage the following sorts of learning:
  - Physical - crawling/walking in the grass/snow
  - Social - speaking with friends, developing language, learning about their environment and the people in it (such as the mail person)
  - Emotional – experiencing contentment, happiness and joy. Some of our older infants who have begun to walk will experience moments of success and independence when they walk to the park on their own.
  - Cognitive – seeing the colours of the cars, leaves growing/falling, bugs.

The educators' role during these play routines is to provide a stimulating atmosphere where they are directly involved in the play e.g., in a game of peek-a-boo or indirectly by allowing the infants to independently explore their surroundings and toys within a safe and secure environment. Learning opportunities are simple but valuable. Community for infants is the school and the volunteers who spend time with them from the current school and surrounding programs.

We pride ourselves on developing relationships with all infants, parents and extended family members. We enjoy hearing the day-to-day living experiences of the child outside of the Centre. We make time for discussions with parents at drop-off, pick-up or anytime in between to share information about their child's learning and development. Our open-door policy is really that: we invite parents to come in, sit down and tell us anything that is important for us to know so that we can provide the best program possible for their children. We greet every child and parent by name. Every staff member communicates with families in different ways.

You may find a note in your child's lunch box or on your child's locker, be invited into discussion at pick-up, or even receive a phone call during the day regarding your child's recent learning experiences. Educators in the infant program continually document important information about the individual infant's day within a communication book that all other staff working in the room must read. This continuity is ensured through initialing each entry. Staff members also verbally communicate with one another on an ongoing basis. We also chart napping and diapering schedules. We try to maintain as much consistency as possible in primary staff to create an atmosphere of trust between educator and child, as well as to introduce infants to all staff members, to better prepare them when a transition is necessary.

Other ways we get to know our families are:

- Visits prior to enrollment and Centre tours
- Opportunities for parents to volunteer

## Curriculum Statement - Preschool

We consider playing the most important job that there is for children but believe that not all play is created equal. To provide for meaningful play, we have organized every room in our Centre to be welcoming and ready for play, with child-sized furniture and equipment that fits in the hands of the children and is available at their level. We have long periods of play when children can grow their ideas and create wonderful uninterrupted moments in developing friendships, sharing skills, experimenting with toys/objects and discovering the world around them. Play provides opportunities for children's social, emotional, physical and cognitive development.

We get to know the children by listening when they speak to us. We get close to them and acknowledge what they are saying. These interactions help children develop a sense of belonging and mutual respect is developed. We also observe children at play. These observations are used primarily to guide staff on the following:

1. Designing learning centres in the rooms that are engaging and attractive for the children. We create new play opportunities by re-organizing toys and equipment to meet the current needs and interests of the children. These opportunities also provide for peer learning while the children share tasks and prepare for play. For example, we noticed a child pretending to go grocery shopping, so we provided empty boxes of grocery supplies, play-money and a cash register as items in the drama centre. During this type of role play, children develop skills of money recognition and the concept of purchasing.
2. Planning activities that are of interest to the children and that meet their developmental needs. For example, we observed children categorizing items by color, so we offered them many groups of items with a variety of colors to enhance the activity. During this experience, children learned about color matching, patterns and counting.
3. Providing a daily schedule appropriate for children's learning and development. The daily schedule is used as a guideline only, it is flexible as we believe there needs to be room for spontaneous activities to take place. For example, after four days of very cold weather we noticed an opportunity during a window of warmer weather to bring toboggans and coloured water outside to play in the snow and eliminated circle time in favor of longer outdoor play.



We are proud to be able to provide service that represents diversity and inclusion, not only in the families we serve but in the staff we hire. Multi-cultural pictures, items, books and dolls are part of our everyday materials that the children can experience in their environment. Our staff are also culturally diverse, allowing many children and families the opportunity to communicate in their first language.

We pride ourselves on developing relationships with all children, parents and extended family members. We enjoy hearing the day to day living experiences of the child outside of the time spent at the Centre. We make time for discussions with parents at drop-off, pick-up or anytime in between to share information about their child's learning and development. Our open-door policy is really that: come in sit down and tell us all that's important for us to provide the best program possible for your child. We greet every child and parent by name. Every staff member communicates with families in a different way. You may find a note in your child's lunch box, on your child's locker, a discussion at pick-up or even a phone call at home regarding your child's recent learning experiences. We try to keep the primary staff as consistent as possible to create an atmosphere of trust between educator and child. We introduce all children to all staff, to better prepare them when a transition is necessary.

Community for the preschool children is learned through the relationship we develop with the school, the community walks and parks and the discussions that take place along the way.

## II. Hours of Operation

Site 1 École Provencher – Open Monday to Friday, 7:00 a.m. to 5:30 p.m.

Site 3 Marion School – Open Monday to Friday, 7:30 a.m. to 5:30 p.m.

Site 4 Prince Edward School (School Age Program) – Open Monday to Friday, 7:00 a.m. to 5:30 p.m.

Site 4 Prince Edward School (Nursery Program) – Mon, Wed, Fri, 9:15 – 11:15 and/or 1:15 – 3:15.

All sites are closed on the following days:

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

If any of the above listed days, except Remembrance Day and National Day for Truth and Reconciliation, falls on either a Saturday or Sunday, the Centre will close on the date as selected by the ELCC. These days will be posted in advance.

The Centre reserves one day per calendar year closure for staff professional development. Parents will receive a minimum of 8 weeks notice and will not be charged for this day.

The Centre will close at 1:00 p.m. on Christmas Eve and New Year's Eve.

Parents will still be charged the full daily rate, applicable to your child's program, for the above listed days.

**Prince Edward School Site 4 is closed Winter break, Spring break and Summer break and parents are not charged.**

## III. Emergency Procedures

### Emergency Centre Closures

Parents will be contacted by email, text, or phone call using our online childcare management system (Fastoche) if severe conditions (such as floods, blizzards, heavy hailstorm, water shut-off, fire, etc.) prevent the Centre from opening or continuing its operation. If children are at the Centre, they must be picked up immediately.

The Centre will also be closed if schools are closed due to inclement weather conditions. Please tune in to CJOB (680AM) or visit their website at [www.cjob.com](http://www.cjob.com) for School Division closures.

In the event of a closure after the opening of the Centre, parents will be contacted to pick up their child immediately.

The Centre has an enhanced safety plan for each site that outlines all emergency procedures. A copy of this policy is available upon request.

### Fire Drills and Emergency Evacuation Situations

Fire drills are held once a month to ensure the safety of all the children and staff. In the case of a fire or other emergency requiring evacuation of the building, children will be relocated to our designated place of shelter away from the Centre.

The designated place of shelter for Site 1 (École Provencher) is Collège Louis Riel, 585 St. Jean Baptiste St.

The designated place of shelter for Site 3 (Marion School) is LVLC site 1, 320 de la Cathedrale Ave.

The designated place of shelter for Site 4 (Prince Edward School) is St. Alphonsus School, 343 Munroe St.

**During fire drills, drop-off or pick-up of children is not permitted.**

### Lockdown Drills and Situations

Lockdown drills are held twice a year and are coordinated with the school. This practice drill is to ensure that all children know what to do in the event that there is a violent offender in the building. During this drill, children and adults hide within the room and stay very quiet. No entry/exit from the building is permitted.

**During lockdown drills, drop-off or pick-up of children is not permitted.**

### Hold and Secure Situations

In the event of a hold and secure situation (when there is a potentially threatening incident occurring in the neighbourhood), all doors for the building are locked and no entry/exit is permitted while the hold and secure is in place. Staff and children may move freely within the building.

## IV. Arrivals and Departures

### General

All our sites, excluding Prince Edward School (Site 4), have buzz/video monitoring entry systems. These systems record while monitoring. In general, recordings are for internal use only, but video footage may be requested and reviewed by law enforcement in the case of criminal investigations or for any other purpose approved by the Board.

The specifics of how to gain entry to the site where your child will be registered will be discussed with you during parent intake meetings.

In addition, parents need to adhere to the following guidelines during drop-off and pick-up:

- Outdoor footwear must be removed before entering the drop-off/pick-up room. Currently, removal of outdoor footwear for adults is not required at Site 4 (Prince Edward School).
- Arrival and departure times should remain consistent to ensure that the Centre maintains ratios. All families will be asked to provide their drop-off/pick-up times upon enrollment. Please notify the Centre the day before for one-time only variances in drop-off/pick-up times. The Centre requests a two-week written notice if the parent's arrival and departure times will be permanently changed and must be approved by the Executive Director.
- When entering the Centre, we ask that you go directly to pick up your child.
- Parents need to ensure that they are dropping off in the right place. Please be aware that to maintain proper adult-child ratios, children are moved from room to room and that parents may need to drop-off and pick-up children in different locations from their regularly assigned room.
- Children may also be reassigned to different groups in order to better serve the collective needs of the children in our care. Parents will be given a one-week notice when this happens.
- To prevent interruption of the program, we ask that the parent drop off the child before 9:30 a.m. and pick up after 3:30 p.m.
- Please note that after 9:30 a.m., if you are unable to gain entry to one of our sites, you must call that site's respective cellphone number to gain access.
- In the event that the child's group has left on an excursion after the 9:30 a.m. drop off time, it is the parent's responsibility to drop off the child to their group.
- Please text or phone the Centre by 9:00 am to advise if your child will be absent for the day.
- The parent must communicate directly with a staff member during drop-off or pick-up. The Centre will not take responsibility for a child who is sent to Centre alone. Under no circumstances will a child be allowed out of the Centre without being accompanied by a parent or an authorized person.
- At drop-off, the parent is responsible for ensuring that their child is undressed of their outdoor clothing and has their indoor shoes before leaving the child in the Centre's care.
- During drop-off and pick-up, the child is the parent's responsibility as long as the parent is in the Centre.

- No child should be at the Centre for more than 10 hours without prior approval of the Executive Director. In instances where the child is at the Centre for more than 10 hours, the over 10-hour fee will apply.
- No drop-off will be permitted in the École Provencher school age program after 8:25am on regular school days.

## Authorized Pick-up Persons

When registering a child, the Centre requires a list of people who are allowed to pick up the child in an emergency situation. These names are only used in an emergency.

If the parent would like another person to be allowed to pick up a child, without a phone call, an authorized pick-up form must be signed in advance and must be approved by the Executive Director. This form is only used for long-term arrangements.

Notice (preferably in writing) must be given in advance if arrangements have been made for someone other than a parent to pick up the child. **Under no circumstances will the child be released to a person not authorized by the parent.**

Alternate pick-up persons will be asked to provide photo identification when they come for the child. On subsequent pick-ups photo identification may not be necessary if a staff member recognizes said person.

The Centre will only contact an alternate pick-up person in emergency situations when the Centre cannot reach the parent.

According to *The Community Child Care Standards Act*, no child 11 years old or under may pick up.

## Late Policy

Timely pick-up (whether by parents or by anyone else designated to this task) is required to maintain a child's space in the program.

When picking up a child, please allow sufficient time for pick-up activities (i.e., putting on outerwear) so that you have left the Centre by the respective closing time.

If you anticipate being late, please advise the Centre as soon as possible. If the late period extends beyond 15 minutes of the Centre closing and we have not heard from the parent, the following steps will be taken:

- A contact person listed on the child's Information Document will be called to pick up the child.
- If the Centre has been unable to reach the parent or an alternate pick-up person by 7:00 p.m., the Executive Director will call Child and Family Services.

A late fee of \$15.00 is charged for pick-up or being in the Centre after closing time. After 15 minutes an additional \$1.00 is charged for every additional minute the child is late to be picked up. The parent will be required to sign a form of acknowledgment at time of pick-up.

After the second late incident, the parent will receive a written warning. After the third late incident within a 6 month period, the Centre reserves the right to terminate services. Two weeks' notice will be given to the parent.

The clock in the room where the child is picked up is the clock that will be used to determine a late pick up.

## V. Daily Routine

### Personal Items Required

To the best of our ability, children who arrive clean will go home dirty and tired, but HAPPY. Therefore, please make sure that the child wears appropriate play clothing depending on the season. Outdoor play is an important element of all our programs (infant, preschool and school age), to give the children the opportunity to move freely and to enjoy fresh air. It is imperative that parents send all appropriate clothing as listed below on a daily basis according to the season. The children go outside every day except when weather conditions are inclement, such as when the temperature with wind chill is -25 degrees Celsius or colder, and in the summer when the UV index and humidex are in the high range.

The following are items required year-round for the child of the Centre:

Infant and Preschool	School Age
Lunch bag with an ice pack	Lunch bag with an ice pack
2 sets of changes of clothing (including socks and underwear)	Change of clothing (recommended Kindergarten/Grade 1)
Running shoes (no flip flops permitted)	Backpack
Diapers and baby wipes (if not provided, parents will be charged)	Running shoes (flip flops permitted in the summer)
Child size backpack	Water Bottle (recommended)

Please note: if a change of clothing is required but has not been provided, the parent will be called and required to either pick up the child or bring in clothing.

### All Programs

It is very important to dress the child according to the season as many of our activities include outdoor play. In addition, please supply the following according to the season:

Winter	Spring and Fall	Summer
Warm outerwear (winter jacket & ski pants)	Raincoat	Hat (covers entire head)
Toque	Rubber boots	Water bottle
Mitts (preferably waterproof and with strings)		Bathing suit
Warm boots		Towel
Neck warmer		Flip flops only permitted in school age

Please remember to label all of your child's belongings. The Centre will not assume responsibility for lost or misplaced items.

Parents are expected to keep their child's locker tidy and check it every day for wet and dirty clothes.



## Sunscreen

All children at the Centre must wear sunscreen during outdoor play, unless a doctor's note indicates otherwise. The Centre provides sunscreen for all children for a nominal fee. For children with allergies or skin issues that require the use of a specific sunscreen, parents must inform the Centre and provide a bottle by May 1st of every year, and sunscreen for the child must be available at all times.

## Toys

The Centre recognizes that children enjoy bringing toys/items from home to show their friends. However, such toys/items can easily get lost or broken at the Centre, cause disputes or hurt feelings if another child is attracted to them. For these reasons, we ask that children do not bring toys/items from home except on specially designated days. On these days, please ensure that the child's toy/game etc. is labeled with their name, that it is not violent in nature, and that it does not consist of small pieces which could pose a choking threat to our younger children.

Absolutely no electronics are permitted in the Centre at any time, unless as part of the Centre's programming.

## Field Trips / Outings / Transportation

To learn about their community, children will be taken on field trips. Transportation for field trips will be by walking for nearby destinations. For destinations farther away, children will be transported on a bus. At no time will staff drive children in their own vehicles. Staff to child ratios are maintained at all times.

The parent will be asked to sign a permission slip in advance for a field trip. The permission slip will indicate the mode of transportation and the risks involved. If the parent does not wish for the child to go on a field trip, permission to stay behind will be granted if our ratios can accommodate, as staffing is based on ratios and we may not have staff available to stay back with the child. If a staff is not available to stay back with the child and the parent still does not want the child to attend the outing, the parent will be responsible for finding alternate childcare. A request to not attend must be presented to the Executive Director at least 48 hours before the commencement of the field trip.

If the child arrives late to the Centre on the day of the outing, the parent will be responsible for transporting the child to the outing or for making arrangements for care of the child until their group returns to the Centre.

The parent may be asked to cover the costs of a field trip/outing.

Local parks within walking distance are not considered a field trip/outing.

On all field trips, staff will carry the following information pertaining to all children on the particular outing:

- Child's home address and birth date;
- Name of the parent, address, work, cell and home telephone numbers;
- Name, address, and telephone numbers of the people to contact in case of emergency;
- Manitoba Health numbers of the child and name of their physician.

## Centre's Apparel

All infant and preschool children leaving the Centre during any outings are required to wear the item assigned (pinny or t-shirt) by the Centre to distinguish the group. This makes it much easier for staff to recognize the groups.

## Escorting Children to School

- School-age children will travel to and from their classroom unescorted. Once the school age children have left the Centre in the morning, the Centre will no longer assume responsibility.
- After school, the Centre will assume responsibility for the child, once they present themselves to the Centre. If the child does not present themselves at the Centre within 10 minutes of the dismissal bell:
  - We will call the office to see if the child was present, went home early or was picked up directly from school.
  - If the child was present, then the school will page for the child to make their way directly to the Centre. If the child does not appear in the next 5 minutes, the Centre will notify the school and parent. The Centre will work with the school to locate the child. Please note: the child remains the responsibility of the school during this time.
  - If the child was picked up early, a text will be sent to the parent, reminding them that they must notify the Centre when their child will not be expected at the Centre in the afternoon. Three instances of non-compliance of notifying the Centre of your child's absences may result in termination of services.

## Supervision of School Age Children Who Leave Without Permission

If your school age child leaves their supervised group, the Centre will remain responsible for providing the best supervision that is possible under the circumstances. If we are unable to locate the child or convince the child to return to the group, we will inform parents and expect them to come and take responsibility for their child's care and safety.

## Indirect Supervision for School Age Children (Kindergarten and up)

Children may be supervised in one of two ways: directly or indirectly.

**Direct supervision** refers to when staff are directly in the same room/area and able to see and/or hear your child. Children are always directly supervised while outside. Preschool (not including kindergarten) children are always directly supervised.

**Indirect supervision** refers to when the staff are not in the same room/area and may not be able to see or hear your child directly but are still monitoring your child's safety. Staff will take into account the age, developmental level and individual needs of each child as they determine the level of supervision required for each situation. As each child grows and develops, they need opportunities to practice independence and build self-confidence. Indirect supervision encourages these skills.

Due to the physical location of the Centre within the school and the developmental levels of the children, indirect supervision occurs on a daily basis. The following safety measures are in place to make sure that the child returns to the directly supervised area within a reasonable amount of time.

**In all situations described below:**

- Children must tell staff before they leave the directly supervised area;
- The child's name is written on a whiteboard, this indicates that they've left the room;
- Upon the child's return, the staff remove their name from the whiteboard;
- Staff are required to monitor the time, and children are only allowed to be away for the time necessary to complete the task.

**Washrooms and Water Fountains:**

- If the children do not return to the Centre or to the playground after using the washroom or water bottle filling station within a reasonable amount of time (3 to 5 minutes), staff go to check on them.

**Locker Area:**

- When children go from the designated room to the locker area, they may not be directly supervised.

**Running Errands:**

- When children volunteer to bring the snack bin or ice packs, get craft materials or any other age-appropriate task, the staff calls the room where the children are going to tell the staff the purpose of the errand and the children to expect. If staff cannot reach a staff person in the other room, the task will be put off until there are staff present in both rooms;
- Before the children leave the other room, the staff call to say that the children are returning;
- If the children do not arrive in either directly supervised area within a reasonable amount of time (3 to 5 minutes), staff go to check on them.

**Going Back to School Classroom:**

- When children need to go back to their school classroom to get a personal item within 15 minutes after school, staff call the school office. The children must report to the school office before going to their classroom. Children report to the school office before returning to the Centre;
- Staff call the school office if the children have not returned to the Centre within a reasonable amount of time (3 to 5 minutes). School staff go to check on the children.

## End of Childcare Services for School Age Children

At Provencher (Site 1) and Prince Edward School (Site 4), childcare services automatically end on the last day of your child's final academic year at the school, unless care is extended by prior written agreement with the Executive Director. In no circumstance will care be extended after your child turns 12.

## Extracurricular School Activity

The parent must advise the Centre if their child will be participating in after school activities offered by the school. The child will only be permitted a later entry into the program if the Centre has prior knowledge.

## Staff Ratios

Where children are cared for in separate age groupings during the majority of the Centre’s operating hours, the following ratios apply:

Age of Child	Staff to Child Ratio
12 months of age	1:4
2 years of age	1:6
3 years of age	1:8
4 years of age	1:9
5 years of age	1:10
6 to 12 years of age	1:15

The Centre exercises the right to implement Kindergarten and School Age ratios as designated by ELCC. Children may be moved into different groups throughout the day to maintain child-staff ratios.

## Marion School Site 3 - Infant/Toddler

### Infant Plan:

The four infants aged 12-24 months will be in their own designated space. This area is sectioned off from the main area by the means of a section of 24” high panels. Some of these panels serve as shelves or play spaces for the infants. As the panels are open the infants can see the preschool children and vice-versa.

When the infants are in the mixed-age group, we will use the pro-rating system to meet ratio. These pro-rated times will occur when infants are transitioning from the infant to preschool program. It may also occur during drop-off and pick-up times. During this time, the infants will have the opportunity to gain socialization skills while interacting with older peers, they will be able to play with different toys, and also if a sibling is in the program they will have the opportunity to spend time with them all while meeting their developmental needs.

In the infant space, the materials are appropriate for their age with no choking hazards. The materials are changed out to accommodate for the growing developmental needs of the infants. The area is carpeted to allow for free and natural movement and has a soft area for climbing.

The infant area is connected to the diaper changing area. This allows the educator to build a relationship with the child being attended to and monitor the whole group.

At feeding times, every infant has their own highchair which is located in the preschool area, which allows the infants to share their meal time with the older children. Napping, which occurs according to the need of the infant, takes place in their own designated crib which will be placed in the room, always in the view of one of the staff. To meet all caregiving needs, the infant curriculum is always implemented as indicated in the curriculum statement.

The outdoor alcove adjacent to their play area will be used primarily for seasonal activities such as water and sand play.

The outdoor play space is designed for school age children; however, there is a large green space where the infants play. Equipment, such as balls, pails, shovels etc., is brought outdoors for play.

When an evacuation is required, there is one gate to exit from this area, placed in the most direct route to the exit doors from the room. Fire evacuations and evacuations to shelter will take place as per the Safety Plan.

### **Feeding**

Parents are to supply all meals and snacks for their infants, including infant formula. If your infant uses a bottle, please note that the child will be held during feeding times unless they can hold the bottle on their own. No bottle propping.

### **Napping**

Infants are assigned their own cribs. All bedding is supplied by the Centre. Infants remain in their crib until at least 18 months of age at which time they may transition to a cot. Infants are put to sleep on their backs; if they roll over during naptime we do not roll them back onto their backs. Blankets are kept to a minimum. No swaddling permitted.

### **Biting:**

Biting can be a normal part of child development. Safety for all children is of the utmost importance to us. When a child has more than three biting episodes in a short period of time, a meeting will be called with the parents to discuss ongoing strategies. If your child is bitten or has bitten another child and the skin is broken, Public Health strongly encourages the parents of both children to visit their family physician in a timely manner.

### **Toilet Training:**

We suggest that toilet training be started, in cooperation with the parents, between the ages of two and three when the child shows signs of readiness.

If you are interested in toilet training your child, please inform the staff a week prior to starting the process, to ensure consistency and success.

We ask that you follow these guidelines:

- Do not put the child in a pull-up;
- Bring the child to the Centre in underwear, as the Centre only uses diapers at naptime until child demonstrates proficiency;
- Notify the staff upon arrival that the child is in underwear;
- Bring extra pairs of underwear, socks and pants;
- Bring extra shoes (Croc style are perfect for this stage); and
- Be consistent in your training routine.

At all times where body parts are being discussed staff will use the proper names for genitals (i.e., penis and vagina).

### **Miscellaneous:**

Jewelry/necklaces (including teething necklaces) are not permitted in the infant room.

It is important to note that potty training takes place at Site 3 only, which is located in Marion School.

Marion School site is a transitional site. As soon as the child is potty trained, they will be scheduled to move to our École Provencher Site 1 at the next available opening. Refusal to move the child will result in termination of service. A two-week notice will be provided to the parents.

## **Prince Edward School Site - Nursery School Program**

L VLC operates a nursery school program in PES. This program is open to children who will be 3 years of age by December 31st of the current year up to and including 4 years of age.

Child must be able to use the toilet, no diapers or pull-ups are permitted.

The nursery program operates the same days as the Prince Edward School Kindergarten program, from 9:15-11:15 a.m. and 1:15 to 3:15 p.m. Parents will receive a schedule on a monthly basis.

The nursery program operates September to June. It is closed on all River East Transcona School Division PD days, and all other days indicated in “Hours of Operation & Centre Closures”.

## **Nap/Quiet Time**

### **Preschool child:**

The Centre’s routine is quite busy and can be tiring; we feel that a quiet time is beneficial to all of the children. Cots are provided depending on the age of the child. Bedding is also provided. After half an hour’s rest, any child who is not sleeping will be asked to play quietly. Children’s needs vary greatly depending on their age and individual schedules. The parent should feel free to discuss their child’s individual napping needs with the staff in the child’s room.

### **School age child:**

During full days of childcare, staff may schedule a quiet time of 30 minutes.

## **Property Misuse**

If a child has purposely damaged or destroyed the Centre’s property (that is, the child has been told that his/her actions will damage or destroy the property, and they continue with those actions), a report will be filled out, and a discussion for the replacement value of the item will take place with the child and/or parent.

## Birthdays and Special Events

The Centre recognizes that birthdays are a special time for children. The primary educator of your child's group will sing and recognize your child on that day, unless otherwise indicated by the parent.

The Centre has a no food, no gift giving and no goodie/treat bag policy.

Invitations to outside events or celebrations must be distributed by the staff. This helps to avoid any hard feelings if not all the children are invited.

The Centre also celebrates Le Festival du Voyageur, Saint-Valentine's Day, St. Patrick's Day, Canada Day, Halloween, and non-religious celebrations of Easter and Christmas.

## VI. Health

### Lunch and Snacks

The parent is required to provide lunch for the child. To promote a healthy diet as a life skill, the Centre encourages the parent to send nutritious lunches. Please do not send foods low in nutritional value (e.g., candy, pop, gum). The Centre will encourage the child to eat their meal, however no forcing/requiring them to eat their food in a certain order or all their meal will take place.

We are a nut/peanut-safe childcare Centre. No nuts or peanuts are permitted at Centre. If a product of this nature is accidentally sent in a child's lunch, the child will not be permitted to eat it and a note will be sent to the parent. Parents must be diligent in checking all food products to make sure that they are safe to eat prior to sending them to Centre.

The Centre will allow food that needs to be warmed in the microwave (to a maximum of one and a half minutes). The Centre cannot accept food that needs refrigeration. The Centre will provide cutlery.

Should the parent forget to bring a lunch for the child, the parent will be required to provide one by 11:00 a.m. The Centre is not responsible for replacing missing lunches. If absolutely necessary, the Centre will provide a lunch at the cost of \$5.00, which will be added to the balance of the family's account.

A morning or afternoon snack will be provided by the Centre. These will consist of foods from 2 of the 3 food groups. Snack schedules are posted on the parent bulletin. Parents will be responsible to provide a snack for any child who is developmentally not capable of eating the food on our menus or who has special dietary requirements or allergies. These snacks must be prepared in individual portions/bags and labeled (i.e., a.m. snack/p.m. snack).

### Food Allergies and Dietary Restrictions

All allergies and dietary restrictions should be listed in the child's file. Please keep both the supervisor and staff informed in the event of any change.

We are a nut/peanut-safe childcare Centre. No nuts or peanuts are permitted at the Centre, and none will be permitted to be eaten at the Centre. We also ask that parents with children who have allergies not send their child with items that the child has never consumed or that have not been tested for allergic reactions, especially in the case of items with disclaimers such as "may contain traces of nut products."

From time to time, the Centre will send out notices regarding other severe food allergies that are present and at that time parents will be advised of procedures to follow.

## URIS (Unified Referral Intake System)

All parents of children with asthma and/or anaphylactic allergies and other medical conditions must complete URIS forms prior to their child being cared for at the Centre.

Epi-pens/Asthma inhalers: If the child has an epi-pen and/or asthma inhaler, one must remain at the Centre while the child is in attendance. The child will not be allowed to stay at the Centre if there is no epi-pen and/or inhaler.

It is the responsibility of the parent to track the expiration date and provide a new one to the Centre prior to its expiration. The new epi-pen and/or inhaler must be at the Centre the week before the expiration date of the old epi-pen and/or inhaler.

## Medicine Administration Policy

If the parent needs staff to administer medication to the child, a medical release form must be signed and completed by the parent. All medication **MUST** be in the original dispensing container, must be prescribed by a physician and must have a prescription label. Staff will not administer prescription drugs if they are expired.

The completed form must include: doctor's name, phone number, parent's signature, dosage, why the medication has been prescribed, and the specific number of days that the medication shall be administered for. We also require disclosure of any other non-prescription or prescription drugs the child may be taking for precautionary measures.

Medication shall not be left in the child's locker or lunch kit and must be handed to a staff member.

The Centre will not administer Tylenol, Motrin or other fever-reducing medications without a prescription.

If the child is on any medications or has had a needle for immunization or another reason, the parent must tell the staff at the Centre in case of an emergency.

The only exceptions to these rules are as follows:

- For infants under the age of two, the Centre requires that the parent supply a fever reducing medication to avoid febrile convulsions. At 38°C the parent will be contacted for pick-up. While awaiting the parent to pick up the child, if the fever reaches 39°C, the medication will be administered for temperature.
- Use of medicated cream for a diaper rash will be allowed.
- Use of over-the-counter pink eye medication is also permitted.

## Illness

The Centre's illness policy is in place to provide for the well-being of all the children and staff in the Centre. We ask that you do not bring an ill child into the Centre.

Each day, before attending the Centre, parents must complete any public health screening tools that the Centre's executive director determines are required. Further, the Centre's executive director may require that masks must be worn by children attending one or more of its programs.

Once the Centre calls a parent to request pick-up of a child due to illness, a one-hour grace period will be allowed in picking up the child. Any time longer than this will be documented. Continual delay in picking up an ill child (beyond 1 hour) may result in termination of services.



Any child too ill to participate in daily activities, including going outside, is too ill to attend the Centre. There will be no restriction of activities due to illness. Please note that in the event that a child is brought to the Centre three days in a row still displaying signs of illness, the parent will be requested to provide a doctor's note stating that the child is in good health before the child is allowed to return to the Centre.

This protocol includes but is not limited to skin rashes, open sores, and excessive itchiness.

A number of childhood infectious diseases must be dealt with in accordance with paediatric guidelines, generally established by reference to the Canadian Paediatric Society. By way of example the Centre's protocols for a number of specific illnesses is listed below, as of the date this Parent Policy was published. This list is for illustrative purposes, and not all infectious disease protocols are listed below. These protocols may change as the Centre receives further guidance.

- **Conjunctivitis (Pink Eye Bacterial)** – The child must be withdrawn from the Centre for a period of 24 hours from the start of antibiotic treatment. If the eye(s) are still inflamed, red and weeping, the parent will be asked to withdraw the child until these symptoms are gone. In the case of Viral Conjunctivitis, the child is permitted to attend.
- **Diarrhea** – The child must be taken home after the second incident of diarrhea in one day. The public health department may initiate further direction in this area.
- **Fever** – The parent will be called to pick up the child immediately if they have a temperature of 38°C (100°F) or higher.
- **Skin Rash** – The rash must be diagnosed and proper treatment started before the child can continue at the Centre.
- **Vomiting** – The child must be taken home after the second incident in one day or if the child is showing signs of further illness such as fatigue, fever, feeling run down or not participating in the program. Please do not bring the child into the Centre if vomiting has occurred during the night or upon waking in the morning.
- **Lice** – When there is a case of lice where a live bug is found, the child will not be allowed to remain at the Centre. The parent will be called and must pick the child up immediately. The child may return to the Centre when no live lice are present. All children will be checked periodically to prevent re-infestation or the spread of lice.
- **Bed Bugs** – To prevent the spread of bed bugs and to allow the Centre to develop an action plan, the Centre MUST be informed if an infestation has occurred in your home.

## Emergency Illness/Injury

In the event of a serious injury to the child, the child will be transported by ambulance to the hospital. The Parent will be responsible for the cost of the ambulance. The parent or emergency contact person will be called immediately.

For non-emergency situations when the child still requires medical attention, the parent or emergency contact person will be called and asked to take the child to a physician/hospital.

## Accident and Behaviour Incident Reporting

It is common for the children to get bumps, scrapes and other minor accidents during the course of the day. Sometimes children continue playing without realizing they are injured.

Please realize that the staff may be unaware of these minor injuries if the child does not react. However, the parent will be notified of injuries that reach the staff’s attention. For those injuries that are brought to the staff’s attention, the Centre will provide an **Accident Report** through our childcare management system for the parent to sign and return. Staff will also document any bumps, scrapes or other injuries the child had when the child arrived at the Centre and these will be discussed with the parent.

A **Behaviour Report Form** will be used to document incidents that are serious but did not require any first aid. This form will be sent through our childcare management system for the parent to sign and return.

## VII. Fees

### Fee for Services

Upon registering a child at the Centre, parents will be required to pay:

- A non-refundable administrative fee of \$30.00 per child to a maximum of \$50.00 per family.
- A \$200.00 refundable deposit per child, submitted with the registration forms.
- A \$100.00 refundable deposit per child, for the nursery program

These deposits will be refunded provided that:

- A two-week notice was provided.
- There is no money owed to the Centre. (Note: The refundable deposit cannot be used to pay for daily fees.)

If money is owing on the account after 5 business days, the deposit will be forfeited.

As a Provincially funded Centre, our fee schedule is set by the Province of Manitoba.

Program	Age/Grade	Current Daily Fees
Infant	9 months - 24 months	\$30.00
Preschool/Kindergarten	24 months - 5 years old	\$20.80
School Age Before & After	5-12 years old (K-6)	\$8.60
School Age In-Service & Holidays	5-12 years old (K-6)	\$20.80

Cost of nursery school program is \$10.40 per session, billed on the first day of the month based on the number of sessions that month.

If 10 hours a day has been exceeded additional fees will apply. The use of over 10 hours a day must be approved by the Executive Director.

## Procedures for Payment

All billing is done through our online childcare management program. Every parent requires an email address to receive the billing. In exceptional cases, a paper copy can be provided. It is the parent's responsibility to ensure they receive their invoice.

A list of the billing periods can be found in the parent portal on our website.

Billing periods are based on 20 day blocks. Fees are payable in full by the first day of each billing period set out in the invoice.

- If payment is not received within five working days of the invoice date the parent will receive a second emailed statement requesting immediate payment. At this point, a \$5.00 late fee per day will apply;
- If payment is still not received in the next five working days, which is ten days after the invoice date, childcare privileges may be withdrawn, with no appeal, pending full payment of outstanding fees or an acceptable payment plan arranged with the Executive Director;
- Individual payment plans may be arranged at the discretion of the Executive Director. The same procedures outlined above apply in the case of non-payment.
- If payment is still not received by the next billing period, termination of the child's spaces will occur and the Centre may turn over the account to a collection agency and/or file a Statement of Claim in court;

Fees may be paid by Electronic Funds Transfers, e-transfer (to [payment@littlevoyageurs.ca](mailto:payment@littlevoyageurs.ca)), or money order/certified cheque made payable to Little Voyageurs Learning Centre Inc. The funds are auto-deposited to the Centre's account.

Where the parents of a child are separated, the Centre can accommodate split billing for the purposes of convenience. However, where the Centre provides such split billing, the child's parents remain equally responsible for the entire amount. If EITHER parent fails to pay their entire portion, the child's space MAY BE TERMINATED and the amount owing collected as set out above.

An official tax receipt will be provided by February 28th of the following year. If the parent requires a summary of fees paid, a replacement tax receipt, letter to CRA or any other organization, one may be provided for a fee of \$20.00 at the discretion of the Executive Director. If a parent requires a letter from the Centre to verify a child's enrollment or attendance at the Centre for any purpose, a copy of the original letter with the request must be provided to the Executive Director.

Subsidized childcare is provided at the Centre; however, it is the parent's responsibility to complete all necessary forms and to comply with all government subsidy rules (e.g., absent days). Parents are responsible for all fees to the Centre until subsidy is returned completed to the ELCC and approval is sent to the Centre.

If at anytime there is a lapse in subsidy, parents will be required to bring the account up to date immediately. Accounts will be adjusted according to the document "Approval for Childcare Subsidy."

Overpayment of childcare fees will be refunded to the parent once the Centre receives the "Facility Summary Report" from the ELCC.

## VIII. Waitlist, Enrollment and Withdrawal Procedures

To be added to the waitlist at the Centre, parents must go to [littlevoyageurs.ca](http://littlevoyageurs.ca) to register. The Centre will then prioritize from that waitlist, considering the following factors:

- Siblings of children currently enrolled at the Centre.
- The length of time, on a continuing basis, the child's family has been attending the Centre and families wishing to resume service after a maternity/parental leave.
- The age of the child for the space available.

Please note that the infant, nursery, preschool and school age program spaces are managed separately. As such, **we cannot guarantee** that a space will be available when the child is ready to transition from one program to another or from site to site.

### Enrollment

To enroll a child at the Centre the parent will be given a registration package to complete. The registration package includes the following:

- Refundable registration deposit;
- Non-refundable administration fee;
- Fastoche TV Form (Site 1);
- Child Information Record Form;
- Privacy Protection Pledge;
- Personal Information Consent Form;
- Infant Fever Reducing Medication Form (if applicable);
- Indirect Supervision (School age children);
- Payment schedule;
- Fundraising Commitment Agreement;
- Parent Policy Manual;
- Acknowledgment and Acceptance of the Parent Manual Form;
- URIS forms (if required).

The registration package must be returned to the Centre completed with the admin fee and registration deposit within 7 calendar days of the intake meeting or the child's space will be forfeited. The child will not be able to attend the Centre without a completed registration package and the registration/administration fees paid (see section VII regarding Fees). The registration package must include information with respect to each of the child's parents, unless a custody order is in place granting sole custody to one of the child's parents and is provided with the registration package.

Part-time spaces may be available, subject to program capacity and demand, at the discretion of the Executive Director.

Kindergarten spaces are reserved for children who will be attending the school in which we are located. If the child is not enrolled in one of those schools by the end of the school's Kindergarten registration week, the child may be given a two week notice at any time to forfeit the space.

## Adjustment Period

Most children adapt well to group care. The Centre will make every effort to work with the child and the parent to ensure a positive childcare experience. However, should the Centre feel that the child is unhappy and is not coping well in the large group setting, or if the quality of care and safety of other children is being compromised, the Executive Director in consultation with the Board of Directors reserves the right to request that the parent make alternate child care arrangements. Four weeks written notice of termination will be given, unless there is a safety concern. In such a case, the period of notice will be adjusted to meet the needs of the specific situation.

## Custody Orders

From time to time there are families enrolled at the Centre who are engaged in child custody disputes. These conflicts within families can cause tremendous stress for both children and parents. The staff at the Centre recognize that we are in a unique position. We must offer support and understanding to parents and security and consistency to children, while remaining strictly neutral on all issues related to the custody dispute. Because this line we walk is often quite fine, we have developed the following list of expectations for the Centre staff and for parents.

If you are involved in a child custody dispute, you can expect Centre staff to:

- Focus on the needs of the child enrolled in the Centre. During times of family conflict, it is especially important that children have a place that is safe, consistent and impartial;
- Share information with respect to the child with each parent equally;
- Remain strictly neutral in all matters regarding the custody dispute. We will insist that parents resolve the conflict independently of the Centre and its staff;
- Follow the custody arrangements strictly as they are written in court orders or agreements.  
\*Please note - documents or written instructions from either parent's legal counsel are not acceptable and will not be honoured;
- Communicate regularly with both parents any problems or concerns regarding the effects of the custody dispute on the child, or problems or concerns with the custody arrangements as they impact the operations of the Centre. When parents are unable to resolve matters and their dispute becomes disruptive to the Centre, the Centre reserves the right to terminate services to the family.
- Offer to assist both parents in finding outside resources that might be helpful to them or their child.

If you are involved in a child custody dispute, the Centre will expect you to:

- Provide current court orders or agreements regarding any and all custody arrangements and access restrictions. The Executive director also may ask that you complete additional information forms for use by classroom and office staff;
- Refrain from involving the Centre or its staff in the custody dispute. Involvement of the Centre and its staff includes, but is not limited to, engaging in conversations about the dispute in the presence of children (including in telephone conversations); asking questions of staff or making statements to staff about the other parent; and putting staff in a position of mediating conflict between two parents, and/or their legal counsel.

Where parents are separated or divorced, both parents have equal rights to the child unless a custody order has been issued. Without a custody order, we cannot deny either parent access to their child. If a custody order is in place, the Centre must have a signed copy on file in order to withhold the child from the non-custodial parent. Please do not ask staff to enforce conditions when orders are not available. We have no authority to take any action unless the above requirements have been met.

Any court-ordered or court-recognized documents regarding child custody, care or parental rights must be on file at the Centre. Failure to provide this documentation will release the Centre of any responsibility regarding child custody arrangements between parents.

The Board of Directors and staff will not take sides in domestic disputes between parents; therefore, it is the policy of the Centre not to furnish Affidavits to parents in domestic disputes.

## **Withdrawal of Services by the Parent**

Two weeks written notice is required should the parent wish to withdraw the child so that arrangements can be made to fill the space. An amount equal to two weeks' worth of fees is payable in lieu of notice.

If the Parent has withdrawn the child and wishes to re-enroll the child, the child may be placed on the waiting list.

## **IX. Termination of Services by Centre**

The following circumstances will warrant termination of services:

- Non-compliance of any of the policies of the Centre;
- Non-payment of fees;
- Destructive and violent behaviour by a child or parent; or
- Abusive or threatening behaviour by a child or parent (including swearing or yelling).

Should services be terminated, there will not be a two-week notice charge. The parent will be liable for any outstanding fees according to the Centre's fee policy. A child will be considered withdrawn after five consecutive days absent if the Centre receives no notice or reason for the absence. During this time, the Centre will make two attempts to contact the parent and/or secondary contact person as listed on the registration form. The parent will be liable for any outstanding fees according to the Centre's fee policy. Extended leave will be at the Executive Director's discretion.

## **X. Code of Conduct for All Involved with Centre**

### **Code of Conduct and Behaviour Management**

At the Centre, we strive to provide a safe, caring learning environment for children, staff and families. We believe in equality and respect diversity.

All who enter the Centre are expected to behave in a respectful manner and comply with this code of conduct.

## Guiding Principals 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 Supportive of Learning

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

## Development Capabilities of Children

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

## 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), 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 verbal, 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, economic status, 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;
- Consumption of alcohol or drugs by parents before picking up their child. Children will not be released into the custody of anyone who appears to be under the influence of alcohol or drugs.

## 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 the 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 boundaries;
- Stating boundaries in a positive way and periodically reminding people;
- Providing explanations for boundaries;
- Working together to solve problems;
- Modelling and encouraging appropriate behaviour.

## Consequences for Inappropriate Behaviour

Consequences of inappropriate behaviour apply to children, parents, staff and all others that come in contact with the Centre.

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

- Reminding people of expectations and boundaries;
- 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 empathetically and acknowledging feelings;
- Establishing natural, logical consequences.

A **Behaviour Report Form** will be used to document incidents that are serious but did not require any first aid. This form will be sent through our childcare management system for the parent to sign and return.

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

- Attempting to understand what may be contributing to the 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 the parent 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 behavioural specialist or other professionals to help staff understand and reduce a child’s inappropriate behaviour;
- 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 withdrawing child care services because of a child or family member’s inappropriate behaviour;
- Suspending or dismissing a staff member;
- Not allowing the person to return to the Centre. In the case of a parent, the child will either need to be withdrawn from the Centre or an alternate pick-up person will have to be arranged;
- Contacting the Police and/or Child and Family Services, if the behaviour is illegal such as abuse, assault or threatening to another person.

## Child Abuse Protocols

Consistent with the definition in The Child and Family Services Act, the term “abuse” used in this policy is understood to mean:

An act or omission by a parent, guardian or a person in whose care a child is which results in:

- Physical injury to the child;
- Emotional disability of a permanent nature in the child or is likely to result in such a disability, or
- Sexual exploitation of the child with or without the child’s consent.

In accordance with licensing regulations, the Centre will not permit, practice or inflict, either expressly or by implication, any form of physical, emotional or sexual abuse on any child, by any person, while the child is attending the Centre. Any child abuse or suspected child abuse will be reported immediately to the appropriate authorities.

Please note that if there is a suspected case of abuse, the Centre does not notify the parent. The appropriate authorities will contact the parent.

## Addressing Concerns

To maintain a positive caring environment for all children, parents, and staff, we encourage open communication regarding any concerns that may arise.

- If a concern or problem arises, the following procedure must be followed:
- Speak with the child’s staff (if necessary, request a time when the staff isn’t supervising children);
- The staff will let the supervisor know of the issue and the supervisor may arrange to discuss it with the parent;
- If the issue remains unresolved, speak with the Executive Director;

- If the issue continues to remain unresolved, provide your concern in writing to the Board via the Executive Director. The issue will be discussed and you will be informed in writing of the Board's decision.

If a formal meeting is required to address a concern of a parent or management of the Centre, it will be scheduled between the hours of 9 a.m. and 3 p.m. Adhering to this time frame is important in order for the Centre to maintain the proper level of staffing ratios.

## Confidentiality

No information, verbal or written, regarding the child or their family shall be released to anyone other than the parent of the child, except in the following circumstances:

- An emergency or injury to the child where medical information will be released to the proper authorities and medical staff attending the child;
- In the case of suspected abuse, to the appropriate child welfare departments;
- To share information with others as stated in our Privacy Protection Pledge.

Students from USB, RRC, MITT and ACC may attend the Centre as part of their studies under the direct supervision of our staff. They may be required by their instructors to record observations of a child. In some cases, identifying information such as gender and age may be shared with instructors as part of the process of assessment. For this purpose, prior consent is not required.

## Photo Taking / Videotaping

Parents may not take photos or videos of other children at the Centre or of any documents containing the personal information of other children, such as attendance sheets.

If parents would like lists of names of other children for invitations to parties or to arrange playdates, please ask the staff.

The Centre will not photograph or videotape any children without signed permission from parents.

Photo taking/videotaping permissions are given by the parent on the Privacy Protection Pledge Form provided with the registration package.

When the Centre hosts events such as carnivals and concerts, the Centre is not responsible for pictures or videos taken by other guests at these events.

## 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. Failure to do so can result in consequences and disciplinary action.

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 done in a respectful manner and the use or discovery of the use of any threatening or inappropriate material must be reported.

Inappropriate use includes, but is not limited to:

- Intentionally accessing, transmitting, copying or creating material that violates the confidentiality of children, parents/caregivers, staff, or the Centre itself;
- Intentionally accessing, transmitting copying or creating material that violates the Centre's Code of Conduct which includes messages that are pornographic, threatening, rude, harassing, bullying, or discriminating;
- Intentionally accessing, transmitting, copying or creating material that is illegal, such as obscenity, stolen material or illegal copies of copyrighted works;
- Using the Centre's technological resources for personal use without permission or for personal gain.

Staff may not use cell phones and other personal electronic devices when they are caring for and supervising children unless in circumstances approved by the Executive Director or Supervisor. Anyone who may need to contact a staff person during the staff person's regularly scheduled working hours must contact the Centre's direct line.

If it is necessary, and with the parent's permission, for a staff person to use a cell phone or other electronic device to photograph or videotape children, the data will be downloaded onto the Centre's computer and immediately deleted from the staff person's phone or device.

Information about the staff, children, parents and the Centre (including photos or videos) must not be posted on a child's, parent's or staff's personal web space, any social media platform or any public networking or file sharing site (e.g., Photobucket, Flickr, YouTube etc.) or any other type of website.

Staff must not accept children/families as "friends" or "buddies" when using social networking sites such as Facebook, Instagram, Snapchat, etc.

Authorized employees of the facility 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.

## Engagement of Services Outside the Centre

Parents shall not request babysitting services from staff members.

## XI. Communication

The Centre feels that communication with the parent is very important and attempts to accommodate this by using various methods.

The Centre mainly uses electronic communication. All parents must maintain a working email at all times and provide the address for that account to the Centre. Email is the Centre's primary method of communication with parents, and is used to send invoices according to the billing procedures. If possible, each parent should provide a cell phone number to the Centre for texting purposes.

The Centre maintains a website at <https://littlevoyageurs.ca>, which includes information on our sites, programs, fees, payment schedules, staff, and other important information for parents. Each Centre site has a parent information board posted in a visible area. This board offers information including daily programs, staff scheduling, discipline policies, a list of important dates, emergency procedures, as well as the *Community Child Daycare Standards Act*.

Staff may hand deliver some relevant notices to parents or post announcements on the classroom doors or in lunch bags.

Parents are additionally responsible for providing a current and working phone number where they may be reached within the hour. A parent will only be contacted on important matters. As such, refusing to be called at work is not an option. Once a year, the parent will be required to update their child's registration document. This will be sent out electronically.

If the Centre tries to contact the parent and the parent cannot be reached on three or more occasions, services may be terminated.

## XII. Parent Involvement

### General

We feel the Centre is an extension of the home. It is of the utmost importance to the success of the Centre that all parents be as involved as they can. This involvement may be achieved in a number of ways, such as:

- Volunteering as a member of the Board of Directors;
- Volunteering your help at the Centre (repairs, organizing);
- Offering any expertise you may have;
- Attending field trips;

Please note that a new Board of Directors is appointed or elected every March at the AGM. If you are interested in standing as a Board member or in any other volunteer activity, please see the Executive Director.

A few hours of each parent's time will make a difference.

### Fundraising

The Centre is a non-profit organization and, even though it receives provincial funding, the Centre still fundraises for specific projects.

To continue to grow and succeed, the Centre needs the support of every parent whose child attends these facilities. Therefore, we ask that each family participate by either donating \$8.00 on each billing payment or by getting involved in each and every fundraiser. The registration package contains the fundraising form. If you have any ideas of fundraising events that are fun and easy to organize, please contact the Fundraising Chairperson through the Executive Director. A charitable tax receipt will be issued prior to February 28th every year.

# Quick Reference Chart

## Items Brought to the Centre

### Year-round (divided by program)

Infant & Preschool	School Age
Lunch bag with an ice pack	Lunch bag with an ice pack
2 sets of changes of clothing (including socks & underwear)	Change of clothing (recommended Kindergarten/Grade 1)
Running shoes (no flip flops permitted)	Water Bottle (recommended)
Diapers and baby wipes (if not provided, parents will be charged)	Running shoes (flip flops permitted in the summer)
Child size backpack	Backpack

### Seasonal (all programs)

Winter	Spring & Fall	Summer
Warm outerwear (winter jacket & ski pants)	Raincoat	Hat (covers entire head)
Toque	Rubber boots	Water bottle
Mitts (preferably waterproof and with strings)		Bathing suit
Warm boots		Towel
Neck warmer		Flip flops (only permitted in school age)

## Emergency Contact Numbers

Site 1 – École Provencher: (204) 232-7225

Site 3 – Marion School: (431) 887-8612

Site 4 – Prince Edward School: (431) 331-6865

## Emergency Shelter

The designated place of shelter for Site 1 (École Provencher) is Collège Louis Riel, 585 St. Jean Baptiste St.

The designated place of shelter for Site 3 (Marion School) is LVLC site 1, 320 de la Cathedrale Ave.

The designated place of shelter for Site 4 (Prince Edward School) is St. Alphonsus School, 343 Munroe St.