



Parent Policies

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Table of Contents

Welcome.....	Page 3	NSF Cheques.....	Page 16
History.....	Page 3	Income Tax Receipts.....	Page 16
Mission Statement.....	Page 3	Withdrawal Process.....	Page 17
Our Philosophy.....	Page 3	Medical Information and/or Treatment.....	Page 17
Our Goals.....	Page 4	Contagious Illnesses.....	Page 17
Infant Curriculum Statement	Page 4	Medication Procedure.....	Page 17
Preschool Curriculum Statement.....	Page 5	Lice Policy.....	Page 18
School Age Curriculum Statement.....	Page 7	Injury.....	Page 18
Adventurous Play.....	Page 7	Field Trips.....	Page 18
Our Educators.....	Page 8	Clothing and Lockers.....	Page 19
Supervision and Ratios.....	Page 8	Nap Time.....	Page 19
Direct/Indirect Supervision.....	Page 8	Personal Items and Toys from Home.....	Page 19
Board of Directors.....	Page 10	Lost and Found.....	Page 19
Annual General Meeting.....	Page 10	Lunch and Snacks.....	Page 20
Fundraising	Page 10	Scent Aware Policy.....	Page 20
Enrollment.....	Page 10	No Smoking Policy.....	Page 20
Personal Records and Information.....	Page 11	Allergy Alert and Anaphylaxis Policy.....	Page 20
Confidentiality and Privacy.....	Page 11	Picture Taking.....	Page 20
Legal Orders and/or Guardianship.....	Page 11	Email, Internet & Electronic Devices Policy.....	Page 21
Hours of Operation.....	Page 11	Students and Volunteers.....	Page 22
Reduced Hours.....	Page 12	Parking.....	Page 22
Holidays.....	Page 12	Newsletters.....	Page 22
Daily Schedule.....	Page 12	Weather Conditions & Unexpected Closures.....	Page 22
Drop off and Pick Up.....	Page 14	Safety Procedures, Fire Drills and Evacuations.....	Page 22
Late Pick Up Fees/School Age – No Call Fees.....	Page 16	Parent/Guardian Involvement & Communication.....	Page 23
Fees.....	Page 15	Inclusion Statement.....	Page 23
Late Fees.....	Page 16	Behavior Management Policy.....	Page 23
Subsidy.....	Page 16	Code of Conduct.....	Page 25
		Additional Comments.....	Page 27
		Parent Policy Agreement.....	Page 28

Welcome to Woodlands Childcare Inc.

It is important that each family takes their time to read through and understand the following manual. This manual was designed to inform families of our Centre's policies and procedures. If you have any questions or require further clarification, please feel free to contact the Centre's Executive or Assistant Director.

History

For the RM of Woodlands, childcare has been an important and necessary service for the community. The development of a child care facility was a priority of the Woodlands Community Development Corporation (CDC) since 2007. The CDC conducted a needs assessment; it suggested that there was a need for approximately 30 additional childcare spaces in the area. These spaces were in addition to private home child care spaces that were already filled within the municipality. Without additional childcare spaces available, families would be unable to find childcare locally and forced to look for alternative care elsewhere. The creation of the Woodlands Childcare Inc. facility would begin to meet the demands for child care and in doing so, supported the continual growth in the community. The CDC formed a subcommittee to work on the project and began discussions with private childcare providers and other community stakeholders. The CDC worked closely with Interlake School Division, on plans for the new elementary school, demonstrating the need for childcare space and ultimately getting Public Schools Finance Board's approval to include the space in the new school project. The CDC has fostered the development of the subcommittee ultimately seeing the incorporation of Woodlands Childcare Inc.

On August 10, 2015 Woodlands Childcare Inc. officially opened its doors to 10 preschool and infant children and 4 staff. The program began to fill quickly bringing our Centre to capacity of 4

infants and 24 preschool children and a total of 10 staff.

In September, 2016 we expanded our program to include 15 school age spaces in the Woodlands Elementary School. The demand slowly grew and in September 2020, we expanded once again to include another 15 school age spaces for a total of 30 spaces.

With the high demand for child care, Woodlands Childcare Inc. continued to work hard to find solutions to help families with in the RM of Woodlands find more child care options. September 2022, we officially opened our Woodlands School Age Program to provide care to Every Other Day Kindergartens to attend on days that they were not in school.

We also opened our first satellite School Age Program in the Warren Elementary School. The School Age Program has 30 school and spaces and provides care to Every Other Day Kindergartens to attend on days that they were not in school.

Currently the Woodlands Childcare Inc. Board of Directors and our Warren Expansion Committee are embarking on a project for stand-alone facility adjacent to the Warren Elementary School where we will offer early learning and care to 8 infants and 32 preschool children.

We look forward to continuing to meet the demand for child care by providing much needed high-quality programming to the RM of Woodlands.

Mission Statement

Woodlands Childcare Inc.'s mission is to provide high-quality child-care options within the Rural Municipality of Woodlands, Manitoba

Our Philosophy

Our Philosophy is to provide a fun, safe, loving, inclusive and 'home like' early years learning

environment to children and their families located within the RM of Woodlands and its surrounding communities. We provide a positive, interactive and stimulating environment that encourages children to become independent and confident so that they can learn to their fullest potential. All activities are planned based on the children's interests, developmental abilities and their social, emotional, physical and cognitive needs. We respect children and each child is seen as a unique individual that is encouraged to be curious, inquisitive and creative. We believe that mutual respect and trust is the base line for healthy staff, child and family relationships.

Our Goals

- To provide an inclusive program that welcomes children of all abilities
- To encourage creativity through play and shared experiences
- To provide planned and spontaneous activities that challenge and spark curiosity in children to:
 - help them grow socially, emotionally, cognitively and physically
- Adhere to the Manitoba Child Care Program's Best Practices Licensing Manual for Early Learning and Child Care Centers
- Provide a unified program that meets the children's needs and interests
- Offer a safe and hands-on learning environment for children
- To provide an environment that will help children develop confidence, independence and self-help skills
- To promote positive interactions among children, their peers and their surrounding environment
- As a team of professionals, implement a program to allow each child to reach their full potential, focusing on creating a basis for learning through building

children's self-esteem and social skills to communicate well with others.

- Work cooperatively with families to support the overall development of their child
- Exist as an active partner with the Interlake School Division, other child care programs and the members that make up our community

Infant Curriculum Statement

In our Infant Program, we provide children with an inclusive and diverse play-based, developmentally appropriate curriculum. We believe that infancy is a time for infants to start learning through play and how to build strong healthy attachments and relationships with those around them. It is also a time for them to learn about themselves and how the world around them works by looking, touching, manipulating and exploring their surrounding environment hands on. We offer an environment where children feel safe, valued and comfortable.

Primary Caregiver refers to a staff that has received their diploma in Early Childhood Education II training. They work continuously within our infant program to provide consistency and work to build healthy attachments with infants in our program. Primary Caregivers set up numerous inclusive and diverse play choices, materials and equipment that are accessible to all infants, both indoors and outdoors. Materials and equipment are sanitized and rotated regularly by staff based on staff observations of the infant's interest and developmental stages. Primary Caregivers have weekly scheduled planning time to plan daily activities that stimulates the infant's interest. Our 'hands on' environment helps infants to be challenged, gain new skills, to be successful and reach goals. In order to support and enhance your infants social, emotional, physical and cognitive needs, our program provides fun, clean, safe, nurturing, educational and interactive opportunities for the

infant to be gently challenged at their own pace and developmental level. Infants will begin to feel competent and confident as they master new skills at their own pace. We offer flexible schedules and routines that work around the wants and needs of the infants in our care and their families. Primary Caregivers watch for infants napping, feeding and diapering cues and may have to adjust the daily schedule in order to meet the individual needs of each infant. We have regular Primary Caregivers that work consistently with the infants to provide regular caregiving routines, such as feeding, diapering, napping, etc., to help develop consistency, trust and secure attachments between the Primary Caregivers and the infant. For caregiving routines such as lunch time the Primary Caregiver will have all supplies needed prepared ahead of time but will get the infants to assist in placing out their items such as their chairs and lunch kits. During caregiving routines such as feeding, diapering, hand washing, etc., the Primary Caregiver's talk about what they are doing in positive and fun-loving tones. Primary Caregivers take the time to observe and listen to infants interacting with their peers, environment and during routines. They look for non-verbal and verbal cues the infants are presenting and in turn use verbal language to label the infants emotions, actions and to describe what the infant is experiencing. When interacting with infants, the Primary Caregiver's, focus on the infant, speak directly to them, explain what is happening and then wait for the infant to respond. Through positive interactions with their peers, Primary Caregiver and surrounding environment, each infant will gain confidence and independence, helping them to develop their social, emotional, physical and cognitive skills to their fullest potential. In turn giving them fundamental life skills to build on as they grow. Our Centre reflects different cultures, genders, races, ages and abilities through the stories we read, the books we have, the snacks we provide, posters on out

walls and the toys that are available to all infants in our care.

The Primary Caregivers are not only encouraged to build strong healthy relationships with the center's infants but with their parents and families as well. During the day Primary Caregiver's keep track of the infants feeding, diapering and sleeping routines in charts, electronic journal and face to face conversations with the parents to keep parents informed of any updates, concerns, or changes to routines they may be taking place. These forms of communication will be used daily by both the Primary Caregiver and the infant's parents to discuss things such as the infant's interest, developmental stages and milestones, activities and play that the infant participated in during the day. Open and honest communication between the Primary Caregivers and parents allows everyone to be aware of the infant's needs and the family's wants. The Primary Caregivers then have the firsthand information they need to provide the best care possible for the child. Woodlands Childcare respects and values the uniqueness of each child, family, staff member and the community as a whole. We recognize that the relationship between a child and their parents/guardians is the most important relationships in a child's life.

Preschool Curriculum Statement

In our Preschool Program, we provide children with an inclusive and diverse play-based, developmentally appropriate curriculum. We believe that preschool is time for children to explore, learn and discover through play. Children are exposed to 60-minute blocks of time each day for free play, which allows the children time to develop and expand their play based on their individual interests and needs. As trained Early Childhood Educators (ECE's) and Child Care Assistants (CCA's), we use our knowledge and skills to offer a balance of free play, group activities, routines and transitions to foster your

child's social, emotional, physical and cognitive developmental needs. We offer a flexible schedule that maybe adjusted based on the children's interests, unplanned events and the children's individual needs. We are dedicated to providing families and their children with a fun, safe, nurturing, educational, and interactive environment that allows for exploring and learning opportunities. This is an environment where children feel safe, valued, respected and comfortable.

ECE's & CCA's, set up numerous inclusive and diverse play choices, materials and equipment that are accessible to all children, both indoors and outdoors. Materials are sanitized and rotated regularly by Educators. Educators observe and document children during activities and free play looking for the children's their interests and developmental stages, Educators then set the environment to meets the children's needs and interests. Our 'hands on' environment helps children to be challenged, gain new skills, to be successful and reach their goals. Educators take the time to observe how children interact with their surrounding environment and implement both planned and spontaneous activities based on the children's interests and needs. During small, Educator lead group activities, children are encouraged to take turns, listen, and share their thoughts and ideas. Educator's sit with children at snack and lunch time to help guide children's conversations with one another to build on language skills and to ensure children are being safe and using their social skills in appropriate ways. These communication skills help children to develop socially and emotionally. Educator's model positive interactions and behaviors, as well as, observe and listen for opportunities to help guide children's interactions with one another and their surrounding environment. Through positive interactions with their peers, Educators and surrounding environment, each child will gain confidence and independence, helping them to

develop their social, emotional, physical and cognitive skills to their fullest potential. In turn giving them fundamental life skills to build on as they grow. Educator's help children to use their language to express their thoughts and label their emotions. Children learn to listen, self-regulate their behaviors, respect their environment and others thought and opinions, develop confidence and empathy, and build healthy positive relationships with their peers, families and Educators. Our Centre has a quiet reading area for children to relax and calm down, an art area for children to express themselves in an artistic manner, a dramatic play area for children to act out life scenarios and Educators plan activities that allow children to label emotions and to express themselves verbally. During free play Educator's interact with children by reading to them, helping them with their fine and gross motor skills, providing them with sensory activities and guiding them in dramatic play. When talking to the children, Educator's use the child's name, gets down to the child's level, maintains eye contact, validates the child's interest or feelings and helps them to find a solution. These steps help children to feel validated, heard and important which helps to build strong healthy and respectful relationships between children and Educators. Our Centre reflects different cultures, genders, races, ages and abilities through the stories we read, the books we have, the snacks we provide, posters on out walls and the toys that are available to all infants in our care.

Educators are not only encouraged to build strong healthy relationships with the Center's children but with their parents and families as well. Open and honest communication between Educators and parents allows everyone to be aware of the children's needs and the family's wants. Educators communicate verbally and in written form with parents, they also inform parents of activities children participate in by putting up pictures and posting documentation

for parents to read. Educators then have the firsthand information they need to provide the best care possible for the child. Woodlands Childcare respects and values the uniqueness of each child, family, Educators and the community as a whole. We recognize that the relationship between a child and their parents/guardians is the most important relationships in a child's life.

School Age Curriculum Statement

In our School Age Program, we aim to provide a play-based and developmentally appropriate curriculum. We strive to implement as many experiences and opportunities as possible for our children to explore and learn through play. Based on each child's individual play interest, our curriculum is tailored to fit the developmental needs of all children in our care. We believe that childcare is continuously learning and developing, based on this belief, our trained Early Childhood Educators must be flexible, creative and willing to follow through with changes in our program and curriculum. Educators will implement fun and creative transitioning children from indoor and outdoor planned and free play activities to clean up and meal times. With this being said, social, cognitive, emotional, physical and mental support will be taken into consideration. Through many opportunities and teachable moments, our Educators will take the time to teach, but not limited to, resiliency, problem solving skills, communication, emotional regulating, etc. The Educators will focus on the consistency and follow through rather than the end result. They will remain present throughout the journey until they feel ready that it can be child-led

A scheduled day is subject to change due to interests, time, spontaneous events and needs of the children. Our goal is to provide children and their families with a positive, nurturing, social, independent and educational-based environment, so that everyone feels safe, valued and comfortable. Our Educators will be in daily

communication with parents/guardians through our Fastoche system or in person.

Educators set out various play and open-ended activities for the children to explore. Activities and our environment are inclusive and diverse, developmentally challenging for both indoor and outdoor settings. Equipment and materials are set up and/or reintroduced based on the interest of the children. Our materials and environment are cleaned and sanitized regularly. It is the Educator's job to observe and document in order to obtain a better understanding of the children's interests and in preparing planned and spontaneous activities. One of our goals in our School Age Programs is to unfold the minds of our next generation. By using a hand-on learning approach, we help our children to gain the knowledge, confidence and self-awareness in hopes of one day living an independent, self-efficient and successful life. Children will be encouraged to build on their language skills by labeling their emotions and will be guided through problem-solving situations with the help of an Educator. Educators will take part in meal time routines with the children, it is a great opportunity for togetherness, conversation and peer interactions with one another. The children will part take in daily routines such as, but not limited to: cleaning up, hand washing, signing in, etc. Our Educators will work on building a positive relationship with each child as an individual in order to better understand the child to help in self-regulating and labelling their emotions. With a strong and trusting relationship between Educator and child, we are better to gain a mutual respect for one another.

Adventurous Play

Adventurous play, sometimes referred to as 'risky play' is a natural part of children's play and can often be described as a thrilling and exciting activity, involving a risk of physical injury and play that provides opportunities for challenge, testing limits, exploring boundaries and learning about

injury risk. Involvement in adventurous play provides children with opportunities to explore and test their own capacity, access risks and manage situations, master new skills, extend their limits and learn life skills. Research shows that success and failure of adventurous play motivates children to try again and work out different ways of doing things, increases their physical and motor skills and teaches them about their own limits. Children will be supervised and supported by capable and confident adults.

- Climbing up high objects.
- Experiencing speed such as swinging, running, going down a hill on a toboggan
- Using tools such as saws, hammers, etc.
- Adding loose parts to their play such as rocks, sticks, etc.
- Being near risky elements such as fire or water
- Rough and tumble play with others.
- Disappearing games, such as hide and seek

Our Centre will actively strive to create and maintain an environment that supports health, safety and well-being of everyone associated with our program. Strategies in doing so may be:

- Creating positive relationships with children, parents/guardians, teachers, other workers within the building, etc.
- Making time to express concerns, have meetings, ask questions
- Role-model appropriate behaviours
- Explain and outlining rules, procedures and policies
- Setting realistic expectations for behaviours and general programming
- Maintain consistent proper guidance

Our Educators

Every part of our program pivots around our Early Childhood Educators and Child Care Assistants. Educators are selected on the basis of their

qualifications, education, passion and experiences working with children. It is regulation, set by the Manitoba Early Learning and Child Care Program that two-thirds of our staff be classified at an Early Childhood Educators II or III level, either a Diploma in Early Childhood Education or equivalent. All Educators must have valid First Aid and CPR training and certificates, as well as, complete and clear Criminal Record Checks, Vulnerable Sector Searches and Child Abuse Registry Checks.

All Educators are required to participate in at least 24 hours of professional development upgrading, training, workshops etc., throughout the year. In addition, Child Care Assistants, within their first year of employment must be registered and complete a 40-hour training course. The Centre’s ongoing professional development better equips our Educators with the tools and knowledge to teach and guide the children in our care.

Supervision and Ratio

Woodlands Childcare provides child care for children ages 12 weeks to 12 years of age. The groups are designed based on the needs and space availability according to the following staff/child ratios:

<i>Ages</i>	<i>Staff/Child Ratio</i>	<i>Max. Group Size</i>
6 weeks to 2 years	1:4	8
2 years – 6 years	1:8	16
5 years – 12 years	1:15	30
<i>Nursery School/Kindergarten Program</i>		
2 years to 6 years	1:10	20

At times staff may indirectly supervise the children throughout the room.

Direct and Indirect Supervision

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 during indoor and outdoor programming. Preschool (not including kindergarten) children are always directly supervised.

School age 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 school age program within the school and the developmental ages of the children, indirect supervision occurs on a daily basis. The following safety measures are in place to make sure that children return to the directly supervised area within a reasonable amount of time.

Washroom Use

When in the gym, the children use the washroom within the adjacent change rooms. When in the Multi-Purpose Room (MPR) or library, the children use the washrooms in the hallway across from the school's main office. When in the Kindergarten Room, children will have the choice of using the washroom located in the Kindergarten Room or the washrooms located in the hallway closest to the Kindergarten Room.

- The children must ask the staff and tell the staff when they leave and return to the room.
- The child is required to 'sign out', moving their name on the white board to be placed under 'Hallway/bathroom'. The staff monitors the time and if children do

not return within a reasonable amount of time (5 to 7 minutes), a staff checks on them from the doorway or requests assistance from the staff in the preschool Centre.

- Upon arrival the child will change their name to 'sign back in' by placing their name under the 'In' column on the white board.

Going to Water Fountains or Lockers

- The children must ask the staff and tell the staff when they return to the room.
- The child is required to 'sign out', moving their name on the white board to be placed under 'Hallway/bathroom'. The staff monitors the time and if children do not return within a reasonable amount of time (2 to 3 minutes), a staff checks on them from the doorway or requests assistance from the staff in the preschool Centre.
- Upon arrival the child will change their name to 'sign back in' by placing their name under the 'In' column on the white board

Moving Between Child Care Areas

- Children usually move between child care areas as a group with a staff person. At times, school age children may go to the preschool Centre from the school age room or from the playground or vice versa.
- At these times, staff notify each other to expect the children and then again when they arrive at the other area. The staff monitors the time and if children do not arrive within a reasonable amount of time for the distance being travelled (2 to 3 minutes), the staff checks on them from the doorway or requests assistance from the staff in the preschool Centre.

- Indirect supervision will occur only when child(ren) has been given specific permission and Educator believe that the child(ren) is mature enough to handle this type of responsibility. Educators are required to do periodic checks.

Should you have any concerns with the procedures described above, please discuss them with the Executive Director so that other arrangements can be made.

Board of Directors

Woodlands Childcare is governed by a Board of Directors consisting of a minimum of 5 persons and of whom 20% are parents/guardians of children attending the child care Centre. Parents are welcome and encouraged to join the Board of Directors. If you are interested in being a board member, please see the Executive Director.

Board members meet monthly to set policies, discuss finances, plan events such as fundraisers, and deal with Centre related issues. The Board of Directors is also responsible for hiring a Centre Executive Director to be responsible for the day-to-day programming and administration of the Centre if needed.

Annual General Meeting

Once you have enrolled a child in our Centre, you become a member of Woodlands Childcare. As a member, you are required to attend the Annual General Meeting (AGM). This meeting takes place once a year - 120 days following the year end, typically in the month of May. All parents are strongly urged to participate in attending the AGM. The AGM is also the time when Board of Directors are elected to manage the overall operation of the Centre. All information regarding upcoming AGM's will be posted on the Parent Board and included in our Centre's newsletter to ensure all families are informed. If quorum in attendance is not met for the AGM,

the Centre is unable to open the following working day for care until quorum is met.

Fundraising

Many fundraising activities take place throughout the year. All parents are asked to participate in fundraising and fundraising events. All fundraising money is put back into the program by means of special activities, supplies, new toys, and equipment for the children's programs. All fundraising suggestions are more than welcome and are always appreciated.

Enrollment

Our Infant program accepts infants from the ages of 12 weeks to 2 years of age, our preschool program accepts children from 2 to 5 years of age and our School Age program accepts children from 5 to 12 years of age. We have 4 infant, 24 preschool, 10 kindergarten and 30 school age spaces and maintain a waiting list.

When you are accepted and enrolling your child into our Centre, the following is due on or before your child's first day of daycare:

- Completed Registration Form
- \$100.00 non-refundable deposit dated for your child(ren)'s first day of daycare. If your child will be attending our program as planned, the \$100.00 fee will go towards your first bill.
- Completed URIS forms for children that have ongoing medical conditions or require ongoing medication
- Signed Parent Policy Agreement

At Woodlands Childcare, we maintain a waitlist that often exceeds the number of available spaces in our programs. Enrolment decisions are based on several factors, including the needs of the Center, position on the waitlist, and the discretion of the Director. Priority is given to the children of staff members and families who are already enrolled in the Center.

- **Infant Program**

Our Infant room accommodates up to 4 children aged 3 months to 2 years. When infants reach the age of 2, they transition to the Preschool room, provided a space is available. If there are no available spots in the Preschool room at the time of transition, children may remain in the Infant room until a preschool space opens up.

- **Preschool Program**

The Preschool program serves children aged 2 to 5 and offers 24 licensed spaces. Children typically remain in the program until they transition to kindergarten.

- **Kindergarten and School Age Programs**

We offer a combined total of 20 licensed spaces for kindergarten children (10 spaces at Woodlands and 10 at Warren) and 60 spaces for School Age children (30 at each location). Children already enrolled in Woodlands Childcare receive priority when moving into Kindergarten or School Age programs before we offer spaces to new children on the waitlist.

- **Waitlist and Space Availability**

Due to the limited number of spaces in each program, we are unable to enrol new children unless current children transition out of their respective programs. To ensure the Center remains fully occupied, short-term care contracts may be offered until a full-time space becomes available. This is particularly useful for filling summer spots before Kinders transition to school-age children.

- There will be a **1-week (7-day)** response period, during which we will be available via phone or email. If we do not receive a response within this time frame, we will move on to the next candidate.

- Once you reach the age of 12 years old you age out of your school age space.

Personal Records and Information

It is important that all information in our enrollment records stay current and up to date. Please keep us updated in writing if there are any changes to any personal information such as address, phone number, people who are authorized to pick up your child or people to contact in the case of an emergency. Parents will be asked to update their child's information at the beginning of each September to ensure all information is correct.

Confidentiality and Privacy

All information pertaining to your child(ren) and family will be kept confidential. Child and family information will only be released once written consent from the child's parent/guardian has been received.

Legal Orders and/or Guardianship

Woodlands Childcare requires copies of any legal documents in the event that parents do not reside with each other (eg. Custody order, restraining orders etc.) Please note: Unless we have the above-mentioned documents on file, we are unable to refuse non-custodial parent access to his/her child(ren).

Hours of Operation

The Centre is open Monday to Friday, 7:00 a.m. to 5:30 p.m. Please be advised that Educators do come in early in preparation for the day and stay later in the day to ensure the Centre is closed up properly. Educators are advised not to open the doors any earlier than 7:00 a.m. due to liability and insurance coverage. The Centre is open 12 months a year, with the exception of the following holidays:

New Year's Day
Louise Riel Day
Good Friday
Easter Monday *
Victoria Day

Canada Day
August Civic Holiday
Labour Day
National Day of Truth and Reconciliation
Thanksgiving Day
Remembrance Day
Closed annually between Christmas and New
Years

**Please note that if the Centre chooses to remain open on Easter Monday, they reserve the right to choose an alternate day throughout the year to close.*

The Centre also closes 2 or more consecutive days during summer holidays in compliance with our lease agreement with the Interlake School Division for their custodial staff to do a 'deep clean' of the Centre. Parents will be given sufficient notice of dates and if any changes occur.

All programs are closed the week between Christmas and New Years.

Reduced Hours

When Christmas Eve (December 24th) falls on a weekday, the Centre will operate on reduced hours, opening at 7:00 a.m. and closing at 3:00 p.m. depending on attendance. Parents will be surveyed in advanced asking for care required during the holiday seasons. Families will be notified in advance of any schedule changes.

Holidays

Taking your child(ren) out of daycare for holidays each year is a great way for children to spend quality time with their families. Just like adults need to take time away from work to rejuvenate, we recommend for children to take a break from daycare at some point during the year, depending on parent/guardian holiday schedule. Please submit all holiday times and notices to the Director in writing.

Please note that parents/guardians are responsible to pay regular fees during their children's time away from the Centre. If subsidized please be aware of your subsidy guidelines.

Daily Schedule

Toileting/ diapering is completed throughout the day as needed.

Outdoor play is weather permitting.

This daily schedule is a guideline and is adjusted to meet all the individual and developmental needs of the children and are subject to change as needed.

Infant Room

8:00 am

Infant room opens
Planned and spontaneous activities

9:00 am to 9:30 am

Come and go morning snack

9:30 am

Clean up

9:45 am to 10:45 am

Free Play outdoors or indoors. Come & go planned group activity

11:00 am

Group activity, diapering/toileting, and washing hands

11:15 am to 12:00 pm

Lunch time

12:00 pm - 2:30 pm

Nap time/Rest time with quiet toys for children awake, toileting/diapering

2:30 pm to 3:00 pm

Come and go afternoon snack

3:00 pm to 5:00 pm

Free Play indoors or outdoors

Come & Go planned activity

3:30 pm

Toileting/ diapering. Infant room closes and infants move into preschool room (Infant Room may remain open longer depending on Ratios).

Preschool Room

7:00 am to 9:45 am

Arrivals, Free Play and staff implement planned and spontaneous activities. Mixed ratios.

8:00 am

Infant room opens.

8:30 am

Toileting/diapering

8:30 am to 9:30 am

Come and go morning snack

9:45 am

Clean up and group time

10:15 am to 11:15 am

Free Play outdoors or indoors and come & go planned group activity

11:15 am

Clean up and hand washing

11:30 am to 12:00 pm

Lunch time

12:00 pm to 2:30 pm

Nap time/Rest time with quiet toys for children awake, toileting & diaper change

2:30pm to 3:30 pm

Come and go afternoon snack

3:00 pm to 5:00 pm

Free Play indoors or outdoors.
Come & Go planned activity

3:30 pm

Toileting/ diapering. Infant room closes and infants move into preschool room (Weather permitted Infant Room may remain open longer depending on Ratios).

5:00 pm to 5:30 pm

Clean up and quiet activities

School Age Program

Before + After School

7:00 am to 8:30 am

Drop off, free play, planned activity, and breakfast brought from home

8:30 am

School age children will be released to the supervision of the Woodlands OR Warren Elementary School staff and will join the school children playing outside. Kindergarten Program children will remain under the supervision of Centre staff until the buzzer rings to go inside.

3:30 pm

Kindergarten children not attending school for the day will go to the school age program with the school age staff.

3:40 am

At school dismissal time, school age children will walk themselves down to the MPR to join the other school age children and staff.

4:00 pm to 5:30 pm

Free play, planned activities, gym time, outdoor play, afterschool snack brought from home and pick up time

School Age Program

Inservice's

700 am

School-age Opens. Free play/planned activities
Come and go breakfast (from home)

915 am

Cleanup

930 am

Snack time

1030 am

Outside/Planned Activities

1200 pm

Lunch

1230 pm

Quiet Activities

100 pm

Free play

230 pm

Snack time

300 pm

Outside/Planned Activities

500 pm

School Age Closes. Preschool & School Age
programs combine.

530 pm

Centre closes

Drop Off & Pick up

Our Centre schedules Educators to meet the child/staff ratio regulations set out by the Government of Manitoba. It is extremely important that the Centre is fully aware of your families intended drop off and pick up times for your child(ren). Please inform the Centre if there will be any changes to the times that you drop off and pick up your child(ren).

Drop off

Children must be accompanied into the program by an adult or a person designated by the child's parent/guardian. Woodlands Childcare is not responsible for any child(ren) until the child has entered a supervised area, the parent/guardian has gained the attention of an Educator and the Educator acknowledges you. Educators will be responsible for signing children in and out daily on the attendance sheets through our Fastoche system.

Pick up

Only a person who is designated by the parent/guardian will be allowed to pick up the child. It is the parent/guardian's responsibility to inform the Centre Educators on who will be picking up their child from daycare. Educators will not release a child to go home with someone unless they have been notified by the parent/guardian. Please note: That anyone picking up a child from daycare may be asked to provide Educators with photo ID.

Children will not be released to anyone who may appear to be under the influence of drugs or alcohol. It is the responsibility of the Educators on duty to make this decision. An alternate pick-up person will be contacted from the parents approved list in this event.

In the case that a child is still in attendance after 6:00 p.m., and no word has been received by the parent, the following procedure will be followed:

- Efforts will be made to contact the parent/guardian
- If unsuccessful, alternate contacts will be contacted
- If unsuccessful, the Educators will contact the Director who will then decide if proceeding to the next step is necessary:
- In the event that no word is received and the child is not picked up by 6:30 p.m. Child and Family Services will be contacted. The Educator or Director will remain with the child until Child and Family Services arrive.

School Age Bus Students

In the event that school age children are taking the bus between the Woodlands and Warren Elementary Schools the following procedures will take place:

- Bus transportation must be pre arranged, organized and agreed upon between the parent/guardian and the Interlake School Division.
- Children will be released from the Woodlands OR Warren School Age Programs to board the bus when the school Principal or Interlake School Division teacher, who is designated for bus duty is present to indirectly supervise the transition for students to get on the bus. At that time, Woodlands and Warren School Age staff will release and sign out the school age children who are boarding the buses for transportation.
- Children who will be attending Woodlands OR Warren School Age Programs after school by bus will be considered to be in attendance once they are present in the school age program and signed in by the supervising School Age Program Educator.

Fees

The Centre follows the fee payment schedule as outlined by the Manitoba Child Care Program. The schedule is posted on the parent information board and will be indicated on your monthly invoice. If statutory or civic holidays fall on the day your child normally attends, you will be charged accordingly for those days. Regular fees will also be charged for any absences including vacation or illnesses.

The billing is done in a 4-week block. Invoices will be distributed on the Friday prior to the first day of the billing period, with fees being due the Friday, two weeks from start of the billing period. Fees may be paid by cheque, money order or e-transfer to the Woodlands Childcare Inc. account. Please make cheques or money orders payable to Woodlands Childcare Inc. Woodlands Childcare Inc. will not accept cash payments of any form.

Payments can be sent to the following email: woodlandschildcarepayments@gmail.com. We are set up for direct deposit- no password needed.

Overdue Accounts

Purpose

This policy outlines the procedures and consequences related to overdue accounts to ensure timely payments and maintain financial stability.

Scope

This policy applies to all account holders who fail to pay their outstanding balances within the specified timeframe.

1. Definition of Overdue Accounts

An account is considered overdue if it remains unpaid in full for more than 30 days after payment is due.

2. Interest and Fees

- a. A 4% interest charge or a \$2 overdue fee, whichever is greater, will be applied to any overdue balance.
- b. The interest rate and overdue fee are subject to change with prior notice to the account holder.

3. Suspension of Services

If an account remains unpaid for 60 days services may be suspended or terminated until the full outstanding balance (including amounts from the first and second month) is paid.

4. Legal Actions and Collections

The Board of Directors reserves the right to take legal action on all overdue accounts. This may include:

- a. Utilizing a collection agency to recover the outstanding balance.
- b. Filing a claim in Small Claims Court or the Court of Queen's Bench.

Review and Amendments

This policy will be reviewed periodically, and any amendments will be communicated to account holders in advance.

Effective Date

This policy is effective immediately and will be enforced for all accounts as of December 1, 2024.

Subsidy

Government subsidies are available for those families who wish to apply. An application for government subsidy is available either from Woodlands Childcare Inc. or you can apply online at www.gov.mb.ca/childcare.

It is the responsibility of the parent/guardian, to complete the information forms and forward them to the Subsidy Office. Please keep in mind that it may take 4 to 6 weeks for your application to be processed. All information requested in the package must be sent in, in order for the application to be processed. If you require

assistance in filling out forms, please contact the Director.

Please note that Subsidy does not pay for late fees, all late fees will be billed directly to the parent/guardian.

When your subsidy is ready to expire, the Subsidy Office will send you out a reminder notice. It is again, the responsibility of the parent/guardian, to renew their subsidy application by the due date. This will ensure continuation of subsidy benefits.

Parents under the subsidy program must pay their parent portion plus an additional \$2.00 per day (\$40.00 per billing period). Payment is required regardless of illness, absences or vacation. Subsidized parents are responsible for full fees for any absences over and above the absences allotted by the Subsidy Office.

Late Pick Up Fee

In the event that your child is not picked up on time, Woodlands Childcare reserves the right to charge a late fee of **\$10.00 per every 1 minute**, per child, that a parent/guardian is late for pick up. There will be a first-time written warning and the second time there will be late fee charges. Late fees will be billed directly to parents and are expected to be paid by the due date indicated on the bill.

School Age - No call fees

It is the parent/guardian's responsibility to notify the Centre if your school age child will not be attending the after-school program for the AFTER-SCHOOL PROGRAM. Parents/guardians must call to notify the staff at the Centre by 3:00 p.m. that their child will not be attending. First no call is a verbal and written warning. Each no call after the warning, families will be charged the \$25.00 fee per child.

NSF Cheques

All NSF cheques will be subject to a \$50.00 charge fee, which is due immediately, along with the replacement of the amount of the NSF cheque. Repeated NSF cheques will be brought to the attention of the Board of Directors and may result in loss of child care privileges.

Income Tax Receipts

All Income Tax Receipts will be emailed and/or printed out for all families in the month of February each year. Tax receipts will be handed out at no costs for those who are enrolled in the program. Tax receipts are used for Income Tax purposes. To re-issue a lost tax receipt or a tax receipt to someone who is no longer in the program, there will be a charge of \$20.00.

Withdrawal Process

Parents must provide the Director with a written notice of 2 weeks prior the child's last day. Parents are responsible for the two weeks of fees and any outstanding expenses before the child's last day at the Centre. If insufficient notice is given, the parent/guardian will be responsible to pay the fees for a two-week period beginning at the date of notice.

In the case where a child is not adjusting to the program, the Centre reserves the right to request that the parent/guardian make alternate child care arrangements for their child. Such a request would take place if all efforts to make the child comfortable are exhausted by the staff and the parent/guardian. This process would involve the Director, the parent/guardian, a member of the Board of Directors, a staff member and the Child Daycare Coordinator. Each child's situation will be reviewed and appropriate notice for withdrawal will be given.

The Centre has the right to instantly terminate childcare without notice in the following event:

- Harassment in the form of physical, verbal or mental abuse by the

parent/guardian or child to any staff member of the Centre

- Malicious damage or destruction of the Centre's or staff's property
- If there is a failure on the part of the parent/guardian to fulfill their fee commitments

Medical Illness and/or Treatments

All parents are asked to report any asthma, food or other allergy, health condition and medical treatments at the time of registration and to keep Centre informed if a change occurs once the child is already in the program. This is necessary so that all supports are in place to provide a safe environment for the child.

If your child(ren) become ill while they are in attendance, we will notify the parent/guardian. The Director will decide if the child is too ill to remain at the Centre. Any child experiencing any of the following symptoms will be asked to be picked up immediately, either by the parent/guardian or someone the parent/guardian arrangements to pick up their child, from the Centre:

- Vomiting
- Diarrhea
- Fever – If a child has a temperature of over 38.6 °C (99.2 °F)
- Symptoms of any undiagnosed communicable illness
- Undiagnosed rash or sore throat we suspect may be communicable
- Sever upper respiratory infection (cough plus yellow or green nasal discharge)

If your child is unable to participate in our daily program and/or has any of these symptoms we ask that your child remain at home until they are free of these symptoms for 24 hours. Please inform the Centre if your child will not be attending for the day due to illness

Peanut-Free Policy

Woodlands Childcare Inc. is a peanut-free center due to a life-threatening peanut allergy that could result in an anaphylactic reaction if triggered. Our priority is to maintain a safe and inclusive environment for all children and staff members. We ask for your cooperation in protecting our community by carefully checking all food products brought into the center.

In compliance with guidelines from the Ministers of Education, Training & Youth, Family Services & Housing, and Health, Woodlands Childcare Inc. has developed a policy addressing life-threatening allergies. Anaphylaxis is a severe allergic reaction that can cause death due to airway obstruction or a sudden drop in blood pressure. This policy is intended to prevent allergen exposure and ensure the safety and well-being of everyone at our facility.

Parents must ensure that all allergies, food restrictions, and medical conditions are listed on their child's registration forms. Additionally, children prescribed an EpiPen must bring it to the center every day. When applicable, we will complete an application to the Unified Referral and Intake System (URIS) to further support children with specific health needs.

Thank you for your understanding and commitment to helping us create a safe and supportive environment for everyone.

Contagious Illnesses

Children who are ill with a contagious illness are not allowed to attend the daycare (ie. Measles, pink eye, impetigo etc.). The child must remain at home during the incubation period. Please contact and inform the Centre if your child is away with any contagious illness.

Medication Procedure

If your child is well enough to attend the child care facility but is required to receive medication, the following steps must be taken:

- Medicine must come in its original packaging
- Prescribed medication must be labeled with the child's full name, expiry date, dosage, time and method. If the medication is not prescribed (ie. Tylenol, Advil, etc.), it still must come in its original packaging.
- The parent/guardian must complete and sign a medication authorization form

In addition, the following precautions are to be taken by the Centre when handling medication:

- Medication must be given to a staff member, not kept in the child's locker or backpack.
- Medication will be stored in a locked box that is only accessible to the staff
- A written record will be kept of times and amounts of medication that is administered
- It is the parent's responsibility to remember to take the medication home at the end of the day. Reminders can be posted.
- There must be a plan for children who have ongoing medication

Lice Policy

If your child shows signs of lice or may have lice, you will be called to pick up your child immediately. Children who have lice must use approved shampoo treatment, have all the nits removed and be nit free before they can attend the Centre.

****Please note that parents/guardians are informed of any illnesses that are reported to the Centre that are contagious, however, the names of the child(ren) and family that they have affected are kept confidential****

Injury

At Woodlands Childcare Inc. we do all we can do to ensure this is a safe environment for your child(ren). That includes staff training in safety awareness, First Aid & CPR, frequent inspections of the building and playground, and yearly maintenance inspections by professional trained technicians. We use a variety of manmade and all natural materials during indoor and outdoor playtimes. From time-to-time children will be children and accidents will occur. When an incident occurs and we feel medical attention is necessary, we will call the parent/guardian or an emergency contact. If we feel that it is life threatening, we will call 911 first, then the parent/guardian. An injury requiring medical attention will have an incident report filled out and a copy will be sent out to the Manitoba Child Care Board and Child Care Provincial Office for investigation. Please note that our staff are trained in First Aid and CPR and their first priority is to attend to the needs of the child(ren) in the case of an emergency.

If in the case of an emergency an ambulance needs to be called, the parents are responsible to cover the cost of the ambulance charge.

If your child has a minor injury (bump, bruise, cut, scrape, etc.) and we feel that it does not require medical attention, we will administer First Aid and write up an incident report for parents to read, it must be signed by the parent and returned to the centre. If you have any further questions or concern, please contact the Director or Assistant Director. You may request a copy of the incident reports if needed.

Field Trips

We believe that it is important to expose the children to their local community. With this in mind, we may plan age-appropriate field trips throughout the year. When the opportunity

arises, we will also bring in guest speakers and/or visitors to share with the children.

If the Centre plans to do a field trip outside of the town of Woodlands, a letter and permission slip will be sent home for parents to read, sign and return. Parents may be responsible for field trip costs. Field trips are a great time for parents to volunteer their time to the Centre and to spend time with their child and their friends. If you would like to volunteer at the time of a field trip, please let the Director know.

If there is a field trip that you would rather your child not attend, please inform the Centre and we will plan to accommodate your child care needs.

Clothing and Lockers

Please have your child(ren) dressed appropriately to play and for the weather. We are a hands-on, play based program, meaning that children are encouraged to touch, manipulate and be creative, which may lead to getting a little dirty at times. We encourage parents to send their child(ren) in daycare clothes, meaning clothes that you will not be upset should they get paint or a spaghetti sauce stain on them. Please make sure that your child(ren) is dressed. This includes; sweater, jacket, rubber boots, hat, etc., depending on the season and day. Please ensure that all your child's belongings are labeled with their name or initials.

Each child needs on a daily basis:

- A pair of clean, indoor, non-marking sole runners
- Lunch kit
- A full change of clothes (socks, underwear, pants, shirt etc.) that can be stored in a backpack in their locker
- Infants or anyone still in diapers or potty training will need to bring diapers, change pad and wipes that can be stored

in the change table. You will be notified if supplies are getting low.

- Labeled sippy cup
- Naptime blanket and comfort item if needed

Each child will be assigned a locker labeled with their name to store their items. Please ensure mail and art are taken home each day to eliminate clutter.

Please note that teething items such as Amber Necklaces and/or bracelets are not permitted at the Centre.

Nap Time

During our daily schedule there is a time block for naps and quiet time. Children who nap will have their backs rubbed, rocked and put to sleep on their individual bed and nap times will be marked for parents to see. Children who remain awake will have access to individual or small group quiet time activities. After quiet time is over children will be allowed to continue with free play indoors or outdoors.

Please inform staff if you do not want your child to nap at nap time. As well please send them with a blanket and a sleep aide such as a stuffed animal if needed, these items can be stored at the facility.

Personal Items and Toys from Home

We ask that children keep their toys from home at home. When a child brings a toy from home it may get lost or broken and are seldom easily shared. If your child comes to daycare with a toy from home, we will send it home with the parent/guardian. The daycare staff assumes no responsibility for lost or broken toys that are brought from home.

Lost and Found

Please make sure that all your child(ren)'s items are labeled with their name. If we do not know

who the item belongs to, we will place it in the Lost and Found basket.

Lunch and Snacks

We are happy to be able to provide a snack option for our preschool and infants programs for a fee of \$1.50/day per child, (2) snacks, morning and afternoon, will be provided daily and will consist of healthy choices from the 3 essential food groups outlined by the Canadian Food Guide; fruit & vegetables, grain products and meats & alternatives. We will also be providing beverages at snack and lunch time as well. Our monthly snack menu will be posted for parents to see on the parent bulletin board in the Centre.

Families have the option to opt in or out of the snack program. If a family chooses to opt out of the snack program, they will be responsible for providing their children with 2 health snack options each day.

Families are responsible for providing their child(ren) with a lunch. Please make sure your child has their own lunch kit labelled with their name. We recommend putting ice packs in your child's lunch kit to keep their items cold if needed, as lunches will be stored in their lockers and not in the fridge.

At our Centre, we strongly encourage healthy eating, we ask that parents pack a nutritious lunch. We also ask that items such as candy, chips and chocolate bars remain at home.

Woodlands Childcare is a nut aware Centre & Programs, meaning we take extra precautions when dealing with food sensitivities and severe allergies.

Scent Aware Policy

Our Centre is a scent aware environment due to some children and staff having allergies. Parents please beware when putting on strong smelling essential oils, perfumes and colognes, as it may trigger an individual's sensitivity to the strong

scents. As well as strong smelling laundry detergents, body washes, shampoos etc.

No Smoking Policy

Smoking of any kind, including E-Cigarettes, vaping, etc. is not permitted on the school and daycare property at any time. Please refrain from smoking until you are off of school and daycare property.

Allergy Alert and Anaphylaxis Policy

When a child is diagnosed with a life-threatening allergy enrolls in Woodlands Childcare Inc. or is later diagnosed with an allergy or other condition that may require use of an adrenaline auto-injector (epi-pen) or other specific procedure, the following process will be followed:

- It is extremely important that the parent/guardian of the child inform the Centre of the nature of the allergy or condition and work with the Centre to develop appropriate plans
- Upon diagnosis the parents/guardians will meet with the Centre's Director to come up with a short-term safe plan to implement with the Centre staff until URIS (United Referral and Intake System) plan is set in place
- Parents/guardians will be asked to complete a URIS application form which will then be submitted in order for a plan to be in place and staff can be trained appropriately
- URIS applications are updated and submitted yearly. Staff will also be trained yearly on how to use the required form of treatment and each child's plan
- A child with a life-threatening allergy or condition will not be able to attend if they arrive at daycare without their epi-pen, puffer or any other medication they may require

Picture Taking

At times, staff will take pictures of the children using the Centre's camera and post it within the Centre for the children and parents/guardians to see. After these pictures are taken down, they are placed in a photo album which is kept at the Centre or given to the parents/guardians of the child that is in the picture. Please note: that all pictures are taken for Centre use only.

Email, Internet and Electronic Devices Policy

Children, staff and all others using our child care Centre's computer and electronic devices must:

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

Inappropriate use includes:

- intentionally accessing, transmitting, copying, or creating material that
- Violates the confidentiality of children, parents or staff of the center.
- Violates the center's code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass)
- Is illegal (such as obscenity, stolen materials or illegal copies of copyrighted works)
- using the technological resources for personal use without the Centre's permission

Supervision and Monitoring:

Authorized employees of the Centre have the right to monitor the use of information technology resources and to examine, use, and disclose any data found. They may use this

information in disciplinary actions, and release to the police if it is criminal in nature.

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

- Staff do not use cell phones and other personal electronic devices when they care for and supervise children.
- Staff make sure that anyone who may need to contact them during working hours knows to call the Centre's phone number.
- If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the Centre or a child's parents/guardians.
- If staff use a personal cell phone, camera or other device to photograph or videotape children (with permission of the Centre and parents), the data is downloaded onto the Centre's computer and deleted from their phone or device with a witness from the program.

Information about children, parents, staff and the Centre (including photos or videos) are not to be posted on:

- Staff members personal web space
- A social networking website e.g. blogs, My Space, Facebook, etc.
- Public networking or file sharing sites like Instagram, You Tube etc.
- Any other type of internet website.
- Staff do not accept children as "friends" or "buddies" when using social networking sites such as Facebook or MSN.
- Personal cell phones are to be locked up with staff's other personal belongings unless their immediate supervisor or the Assistant/Executive Director have given permission for emergency purposes.
- Any photos taken during business hours are the property of Woodlands Childcare

Inc. and photos can only be taken with Woodlands Childcare Inc. equipment.

- If a family/staff member request photos from an event, permission must be signed by the families of the children in the photos.

Students and Volunteers

On occasion, our Centre provides a work experience setting for high school, university or college students. In these cases, general observations may take place. These students are recommended by their teachers and are interviewed by the Centre Director prior to involvement with the Centre. In the case of volunteers, an interview will take place prior to volunteered time. At no time will any students or volunteers be left alone with a child or children and will not be considered part of the staff/child ratio. The same background checks that apply to employees, will apply to volunteers.

Parking

When dropping off or picking up your child(ren) from daycare please park in the parking spots provided or on the street. The Woodlands drop off loop is used for quick drop offs for the elementary school children as well, please drive carefully through this area.

Newsletters

We believe that newsletters are a great way to communicate with parents/guardians and keep you up to date on what's been happening at the Centre. Newsletters are sent out electronically, please feel free to print them off to use as a reminder for upcoming events.

Weather Conditions and Unexpected Closures

Preschool & Infant Programs

If there is an unexpected closure due to inclement weather or an emergency, parents/guardians will be notified by text message and email. If you are unsure if we are

going to be open for the day please call the Centre, a message will be recorded on the answering machine as early as possible. Please note that the Centre will close if there is a severe storm or weather conditions that may not permit children, families and staff to travel safely to the Centre.

The Infant & Preschool Programs will remain open on extreme cold days.

School Age & Kindergarten Programs

If the Interlake School Division cancels school for the day due to extreme cold weather and/or inclement weather the kindergarten & school age programs will be closed for the day.

Enhanced Safety Plan, Safety Procedures, Fire Drills and Evacuations

As part of the licensing requirements, Woodlands Childcare is required to have an Enhanced Safety Plan which contains all of our safety procedures and evacuation plans. This Safety Plan is available to families upon request and is posted on our parent bulletin board in the Centre. Along with the Enhanced Safety Plan, the Centre conducts monthly fire drills throughout the year with the Centre's children, as well as, practice fire drills in the fall and spring with the school, twice a year Lockdown Procedures and two full evacuations that are also done with the school. The evacuations and procedures will be discussed with the children in an age-appropriate manner, parents will be informed when we conduct a Lockdown Procedure so that further discussion can take place at home if needed. The Enhanced Safety Plan is available to parents to view at any time, please contact the Director if you wish to see it.

If ever we have to conduct any safety procedures or evacuations due to an incident, please know that the staffs first and foremost priority is to make sure that all children and staff are safe and accounted for. Parents will be notified of the

incident in an appropriate timely manner when the situation is defused and it is safe to do so.

Parent/Guardian Involvement and Communication

Woodlands Childcare staff believe that parent/guardian support and communication is important so that we can provide the best care possible for your child(ren) based on your child and family needs. Please inform staff about things that make your child upset, excited, scared, happy etc. as well as things such as lack of sleep, illness and injuries.

You are welcome to phone during the day to inquire about your child's day, concerns or to share information about your child. If you are unable to reach us by phone, 1-204-383-7503, we are either tending to another call or busy on the floor supporting the children, please leave us a message and we will call you back as soon as possible. If you would like, you can also text our Woodlands Fastoche system at 204-690-0772 or our Warren Fastoche system at 204-

All daily information such as our daily schedule, program plans, newsletter, snack menu, and licensing information are all posted to keep you informed and up to date.

Inclusion Statement

Woodlands Childcare accepts and welcomes children, families and staff of all abilities and dynamics into our program. Our Centre and curriculum are designed and adapted to be inclusive to everyone who attend our facility. We believe that every child deserves to have access to a curriculum that supports their physical, social, emotional and cognitive developmental needs. We ensure that all materials in our environment are diverse and accessible to all children. Adjustments are made to routines and transitions to make learning experiences positive and successful for all children. If a child is enrolled with or later diagnosed with an

additional support need, the Centre staff work diligently with the family of the child and other professionals involved to ensure that appropriate supports are in place so that we can provide the best care possible for your child and family.

Opportunities are provided daily for children to work on building strong healthy relationships with one another and the staff in all areas of our indoor and outdoor Centre's through free play and small group activities. Our environment is arranged and activities are planned so that it is accessible to children of all abilities and is able to meet each child's individual developmental needs and goals. Staff spend time observing children interacting with the environment around them and interacting with each other. Observing children gives the staff the ability to know what the child's strengths are and what areas of development need more focus. In turn, it gives the staff a foundation for planning activities and room arrangement.

Our number one goal is to provide the best care possible to the children in our Centre and making sure their individual developmental needs are being met. In doing so, we encourage staff and families to communicate daily about the child's day and to have open honest conversations about their needs and development. We attend Individual Program Plan meetings with the parents of the child and other professionals, if needed. We work closely with other staff, teachers, Speech and Language Pathologists, Behavioral Therapists, Child Development Counselors, Public Health Nurse (URIS) and other professionals involved with the child. Goals and plans are decided together. Once a plan is in place, centre staff are made aware of the goals and plans so that they can implement it in their daily interactions and activity planning to be inclusive to everyone. Staff may be asked to participate in workshops that focus on certain developmental and programming areas based on a child's individual and/or the Centre's need.

Behavior Management Policy

The goals and strategies below have been developed with consideration being given to MELCC (Manitoba Early Learning and Child Care) regulations and an understanding of child development.

MELCC Regulation 9(1)

At Woodlands Childcare Inc. there will be NO forms of:

- Physical punishment includes striking a child, either directly or with an object, shaking, grabbing, shoving or spanking. It also includes forcing a child to repeat physical movements, force-feeding or any other action that results in physical injury to the child.
- Verbal or emotional abuse includes any harsh, belittling or degrading response by any adult (parent, employee, volunteer and student) in the Centre that would humiliate or undermine a child's self-respect.
- Physical isolation will be not used at any time.
- Denying physical necessities including normal comforts such as shelter, clothing, food, bedding or toileting will not be used.

At Woodlands Childcare we believe that all individuals who enter our facility deserve to be treated with respect and are required to treat all others and their property in a positive and respectful manner. Each child is treated as a unique individual who has feelings and needs that are to be respected. Staff encourage children to learn to express their feelings in an appropriate manner. All inappropriate and conflictive behavior will be dealt with in developmentally appropriate and positive manner at the time of the incident. Staff work with families to provide

behavior management strategies to create a safe, healthy and happy environment.

If there is a situation where a child is displaying unacceptable behavior it will be dealt with in the following manner:

1. A staff member will approach the child, getting down to the child's level, make eye contact, speak in a calm voice and ask the child what is happening.
2. The staff will listen to the child and others that may be involved.
3. The staff will then inform the child of the inappropriate behavior and how it may be making others feel.
4. The child will be encouraged to express their feelings about the situation and come up with a solution with the guidance of the staff, if needed.
5. The staff will then explain the behavioral expectations and if the child has found a solution to the situation or has changed their behavior, the child can return to play. If the situation cannot be corrected or resolved through discussion, and the behavior continues, the child will be removed from the area and redirected to another area.

Parents will be informed of incidents that inflict injury upon another person, or that are recurring in nature. In the case of recurring behaviors, it may be necessary to invite the parents/ guardians to meet with the Executive Director to discuss the situation and to develop a plan of action that can result in success for the child.

If all reasonable approaches are exhausted, the pattern of negative behavior continues and/or the child's actions are a threat to the well-being and safety of other children and or staff, the parents

may be asked to remove a child from the child care program. Depending on the severity of the behavior, a child may be placed on a suspension. Suspension and/or permanent suspension may occur when there are incidents that include physical violence, biting, persistent bullying or swearing, consistent disregard of a staff direction and guidance, verbal harassment of peers or staff and unauthorized departure from the grounds of the program.

Code of Conduct

At Woodlands Childcare, we strive to provide a fun, safe, caring and inclusive learning environment for all children, staff and families. We are committed to maintaining a positive atmosphere that believes in equality and respects diversity. In order to achieve our goals, it is expected that each and every individual who is associated with our facility abides by this Code of Conduct and conduct him/herself in a respectful manner.

Guiding Principles for Appropriate Behaviours

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 Responsible

We are responsible for our actions and words. We treat others as we want to be treated.

When we make a mistake, we make amends rather than excuses.

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.

Maintain Confidentiality

All personal information; not limited to addresses, phone numbers, living arrangements, medical details, etc. shall be kept confidential unless permitted to be shared by the individuals involved.

Developmental Capabilities of Children

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

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.

Children and adults are not allowed to put photos, audio or video recordings or information about the children, the children's families or staff on their cell phone, electronic device or the Internet without the person's (or parent's) written permission.

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 (E.g. hitting, pushing, name-calling, spreading rumours, gossip in person or by social networking internet sites, public networking/file sharing sites or any other type of internet website or cyber bullying)
- 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
- Inappropriate use of technology, including email, the internet and other technology, in keeping with the centre's policy on the use of technology.

Proactive Strategies

We actively strive to create an environment that supports the health, safety and well-being of the children, staff and families associated with our Centre by implementing pro-active strategies and appropriate policies and procedures. This includes:

- 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 making periodic reminders
- providing explanations for limits
- working together to solve problems
- modelling and encouraging appropriate behavior
- Continually striving to provide an inclusive environment for all children, staff and families
- being respectful, supportive of others, ethical in all decisions, and safe in our day-to-day experiences
- using a variety of techniques such as praise and criticism appropriately
- providing activities that encourage "community" amongst staff and families
- keeping families and staff informed

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:
 - o Using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
 - o Having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future. This may include a verbal or written warning to be added to the individual files.
 - o Developing a written contract with an adult or older child that outlines specific expectations and consequences
 - o Giving a written warning that outlines specific concerns and consequences if the behavior continues accessing outside resources for help, such as:
 - a behaviour 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 dismissing a staff member
- suspending or withdrawing child care 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

This code of conduct sets out the expectations for respectful behaviours within our facility and is meant to assist in maintaining a safe, caring learning environment for all who participate in our program.

Additional Comments

This manual, all policies and procedures have been developed for the protection and safety of the children, staff and families that are and have been directly involved with the Woodlands Childcare Inc.

We do our absolute best to meet all children’s needs during the hours in our care. If you have questions or concerns, please contact the Centre’s Director or Assistant Director.

Parent Policy Agreement

Please read, sign and return this sheet to the Director or Assistant Director as soon as possible as your child will not be enrolled unless all the following requirements are met and the parent policy agreement is signed. The following requirements are:

- As the parent or legal guardian, I agree to pay the child care fees as required
- I have read and understand the Parent Policy Manual and adhere to the policies
- Woodlands Childcare Inc. requires 2 weeks’ notice for withdrawal of a child from the program. Notice must be submitted in writing the day of notice.
- A registration form is filled out completely.

Please have this sheet signed, dated and returned to the Director of Woodlands Childcare Inc.

Mother/Guardian Signature

_____/_____/_____
Date

Father/Guardian Signature

_____/_____/_____
Date

Executive Director Signature

/ / /
Date