



**OPERATING POLICIES**

**FOR**

**HERITAGE PARK CHILDREN'S PROGRAMS INC.**

**Parent Handbook**  
**Effective August 2023**

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## **HISTORY**

Heritage Park Children's Programs Inc. began as a small school age centre in 1986, licensed by the Province of Manitoba to care for 26 School Age Children. The centre is a non-profit, registered charity managed by a Board of Directors. Since 1986 the centre has grown to accommodate School Age, Preschool and Infant children, established a community outreach program, parent resource centre and a flex care program to meet the community's needs. In the fall of 2002 a second site was established in Jameswood School to offer Infant and Preschool care. In August 2023 a third and fourth site was established in Athlone School and Bannatyne School to offer Preschool and School Age care.

Existing for over 3 decades, the centre has graduated hundreds of children and benefited from as many parents who have given their volunteer time to assist with the management, fundraising and donations to the centre. Because of their participation the centre has prospered and become an integral part of family life.

The centre is currently licensed for 90 spaces within the rented space from the St. James-Assiniboia School Division within Heritage School, 42 spaces at Jameswood School, 66 spaces at Athlone School, and 56 spaces at Bannatyne School. The centre receives an operating grant from the provincial government. Parent fees, grants and donations support the remaining operating costs.

Heritage Park looks forward to continuing to meet the needs of the families existing in our area and ensuring your families receive the best quality of service we can provide.

### **Program Goals:**

The Board and Staff of Heritage Park Children's Programs sets the following priorities for your program:

A safe, respectful, homelike environment and relationships exist between children, staff and parents.

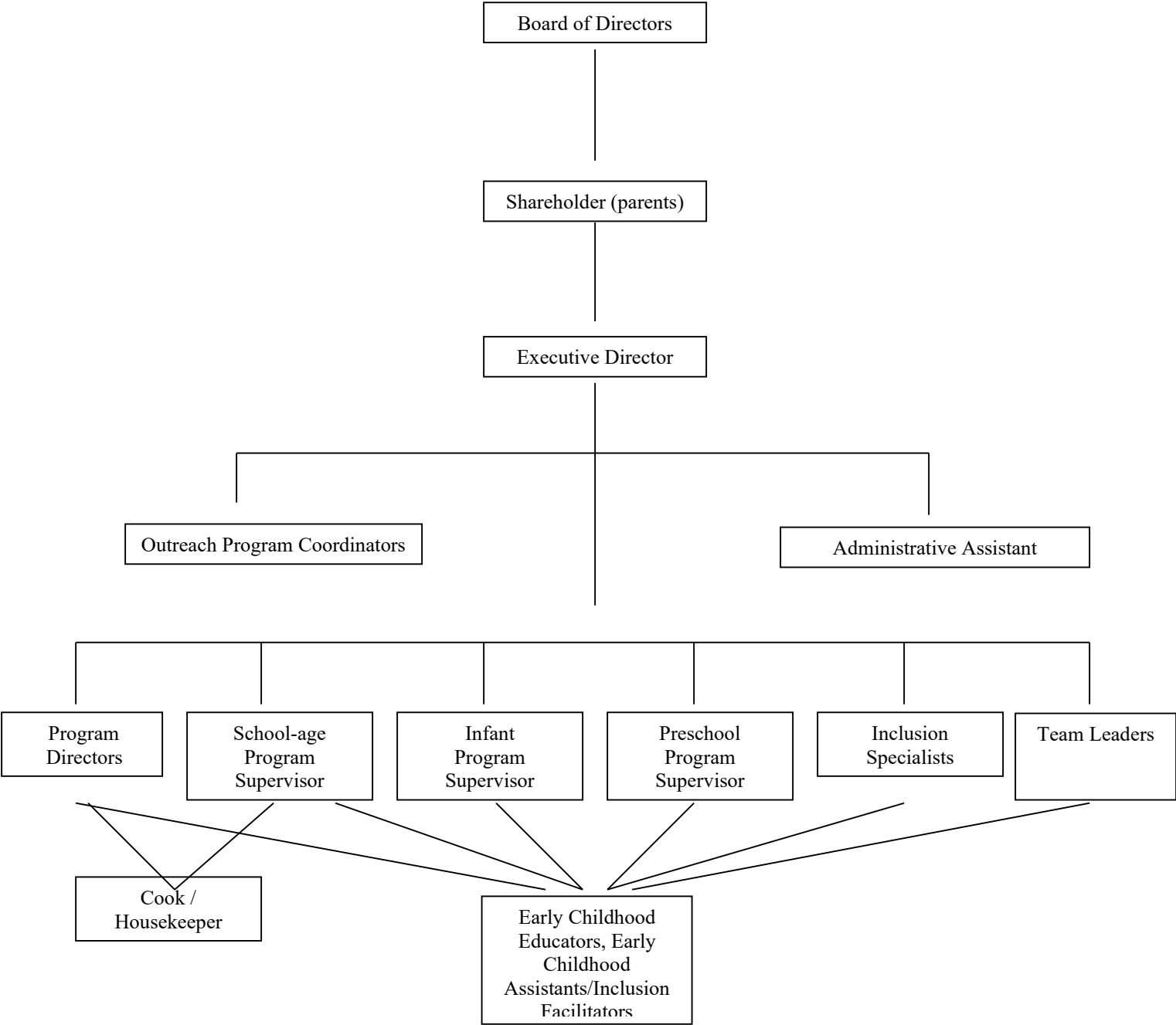
The centre continues to invest all profits generated on a yearly basis back into the program.

Developmentally appropriate curriculum is developed and implemented with the children, which allow choices and challenges for each individual.

Staff will assist children in developing into self-confident, respectful and responsible citizens.

Each child is given the opportunity to develop physically, emotionally, socially and intellectually without prejudice of economic or environmental family circumstances.

**ORGANIZATIONAL STRUCTURE:**



## **STAFF**

Almost every aspect of our program hinges on the staff and their relationship with you as parents, and your children. If we are not effective with you as parents, our time with your children will not be very effective. Staff is selected based on level of qualification (two-thirds of all staff are educated at the E.C.E. II or III level), experience and ability to teach and love children.

Staff will work together as a team to ensure that all children's needs are met as quickly as possible.

Staff at Heritage Park Children's Programs (including substitutes) have all submitted to a "Criminal Records" check and have been checked against the Child Abuse Registry. This, along with the fact that all staff is trained in First-Aid and CPR, helps ensure a healthy and safe environment for your child.

## **Code of Conduct**

Heritage Park Children's Programs Inc. strives to provide a safe, caring learning environment for staff, children and families. We follow these Guiding Principles:

***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 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.

In order to achieve the above, it is imperative that each and every individual who is associated with our Facility abides by this Code of Conduct and conducts him/herself in a respectful manner. This includes licensees, owners, directors, managers, all other employees, children, parents, guardians, caregivers, and family members of children enrolled with our Facility. It also includes members of the Board of Directors and anyone else involved with our Facility. This includes, but is not limited to:

- Therapists, professionals/para-professionals
- Volunteers
- Practicum students
- Contractors/maintenance service providers
- School personnel

- Licensing coordinators and inspectors
- Courier drivers

We will actively strive to create and maintain an environment that supports the health, safety and well-being of everyone associated with our Facility by employing pro-active strategies and appropriate policies and procedures. This includes:

- Developing positive relationships, including making time to talk and listen
- Establishing clear, consistent, simple limits and stating limits in a positive way
- Providing explanations for limits, rules, procedures and policies
- Role-modeling and encouraging appropriate behavior
- Working together in partnership to solve problems
- Having realistic and developmentally appropriate expectations for behavior
- Ensuring our environment, our program and all materials used in our program meet the needs and interests of children and others associated with our program, and that they encourage appropriate behavior and reduce the potential for inappropriate behavior
- Establishing consistent, yet flexible schedules and routines that help children gain trust, security and self control

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

## ***PRESCHOOL AND SCHOOL –AGE CURRICULUM STATEMENT***

### **Program Outline:**

Our curriculum offers a balance of planned and free choice learning experiences throughout the day. The purpose of the curriculum is to provide an environment (interactions, play space, play materials and activities) to enrich all areas of the child's development socially, emotionally, physically and cognitively. We value and understand that children learn through play and so provide lots of free play time each day that is at least 45 to 60 minutes at a time. Social interaction with peers and educators are also learning opportunities as staff talk to children about ideas related to their play and participate in play together. All children's development is enhanced while engaging in our various learning areas. All educators plan a minimum of 5 learning experiences each week to be offered to the children on a daily basis. We talk to parents daily to build relationships with them and to share information about their child's learning and development. We also relay information about children's recent learning experiences through bulletin boards, newsletters, calendars, special notes and verbal communication.

### **In the Program these activities and areas consist of:**

**Creative & Process Art:** during these activities children learn listening skills, cooperation and sharing, enhance their fine motor development, gain pleasure in their environment.

**Music:** Whether through the playing of actual instruments, singing, dramatization or combined with movement activities music gives children a joy and confidence to function in social settings and emotional release.

**Dramatic Play:** Through dramatic play children can experience and learn about environments, people and occupations in our world. A variety of dress up clothes, props and areas are rotated monthly. Children also learn about the social rules of functioning in a family and larger group. Dramatic play is a crucial part in the experimentation of real life situations.

**Library:** Literature is an integral part of children's intellectual and emotional development. By providing age appropriate books in the centre children have an opportunity to learn early reading skills, language/speech development, and listening skills.

**Science Areas:** Science experience guide children towards problem solving and knowledge of their immediate environment. Areas such as the Science Table, Sand/Texture Tables, Water Area and Cooking Activities teach children early mathematical skills, problem solving skills and inquisitiveness to pursue the who, what, where and why's of our world.

**Fine Motor Areas:** These areas consist of small toys, puzzles, and games. In addition to assisting children with their eye/hand coordination these areas are conducive to cooperation and problem solving.

**Large Motor Areas:** Access to the school gymnasium and a large outdoor play space with climber baseball and soccer fields allow the children to ensure they receive ample physical exercise, development of sportsmanship, eye/foot coordination and cooperative skills. Along with sports equipment are provided balls, riding toys, outdoor art experiences, and sandbox toys.

**Field trips and special guests:**

Are offered throughout the year to extend and enhance our curriculum.

**Community Outreach**

Funded by Sponsors such as Winnipeg Foundation , Federal Summer Student grant program, NRN (Healthy Together Now) include a Community Kitchen, Family Support programs, Park projects, Family Holiday Celebrations, Diversity evening, Children’s Carnivals and more!

The centre fundraises to ensure that children are able to visit various recreational and learning sites outside the Centre throughout the year. Children visit museums, pools, farms, occupations and artistic events to ensure they become well founded, informed members of our society. Fundraising dollars also supports special visitors and events at the Centre.

**Family Resource Centre**

Funding by Department of Families/Province of MB.

**The Family Resource Centre offers:**

- **Great Expectations (Healthy Baby Program):**
  - Prenatal and Postnatal Programs
- Parent’s Support Group
- Music and yoga program
- Parent/Child Programs
  - Painting Rainbows
  - Run Bounce Jump
  - Kids in the Kitchen
  - Sticks N Stones
  - Family Drop in

**Centre Profile:**

**Hours of Operation:** 7:00am - 6:00 p.m.  
Monday - Friday  
52 weeks per year  
(except statutory holidays and closures deemed necessary by the Board of Directors. Closed 1 day in spring for staff training  
Regular billings will apply.

**Fees:** Maximum allowable set by Early Learning and Child Care Program.  
Fee subsidies may be available for those qualified by Early Learning and Child Care Program.  
See the Director for a fee schedule.

**Fundraising:** Developed and implemented Board of Directors and Executive Director



**Licensed No. of Spaces:** 66 spaces, ages 3 - 12 years old

**No. of Staff:** 10-12 depending on enrolment

**Financial Status:** Non-Profit Registered Charity  
**Audited on an Annual Basis**

**Fee Schedule:**

Fees are charged at the maximum allowable as set by the Province of Manitoba, Early Learning and Child Care Program. They will be charged to all families permanently registered in the centre whether or not your child attends.

This includes statutory holidays, family vacations or short illness. Parents who receive provincial subsidy are responsible to pay the designated parent portion and the centre charge of the additional \$2.00 per day. Your fees are an investment in the quality of the program and staff your child is entitled to.

**Fees are billed as follows:**

**Permanent Full time:**

- In advance for 4 week period as per Early Learning and Child Care Program billing schedule.
- Due date will appear on your invoice.

Fees must be placed in locked box. No cash payments over \$20.00 will be accepted. Parents paying cash must provide an envelope with their name and amount of payment. All envelopes are subject to verification. **The centre does not make change.** Cheques do not require an envelope. **EFT payments** are received through [admin@heritageparkchildrensprogram.com](mailto:admin@heritageparkchildrensprogram.com)

**Receipts:** are done on the date of the bank deposit and will be emailed out to families. Please save these for income tax purposes. There is a \$10.00 fee for duplicate and annual receipts.

**NSF Cheques:** Care may be denied until full payment plus \$20.00 NSF fee is received.

**Late payment fee policy:** Failure to pay fees on time will result in the following actions: Outstanding fees as of the last day of the current billing period will be charged a \$20.00 late fee. Families who set up a payment plan with the Executive Director one week prior to the last day of the current billing period, the fee may be waived. Outstanding fees that are 2-3 billing periods behind (without a payment plan) care could be terminated. Failure to meet the terms of the payment plan as discussed will result in suspension or termination of care. Regular fees will be charged during suspension.

After Withdrawal from the Centre – if a parent has an outstanding balance when their child(ren) is withdrawn from the Centre, the following steps will be taken:

- A 2% Interest Charge will be added monthly to the balance. Minimum acceptable monthly payments can be arranged through the Executive Director in writing. There will be a 4-week time limit to make these arrangements.

- After this time, a letter will be sent to the parent informing them of our next steps. These steps will include a 40% administrative charge added to your account, sending your account to our Collection Agency, and a final date by which full payment will prevent these last steps from coming into effect.
- If no response is received by the final date, the account will be sent to our Collection Agency. After this time, the parent(s) are required to make payments with the Collection Agency.

The following are the legislated fees as set by the Provincial Government:

**Children Ages 3 - 6 years (Grade 1)**

**10 hours plus \$15.00 per day**

**4 hours and over: \$10.00 per day**

**Children 6 years and over:**

**School Year:**

**1 and 2 periods: \$ 10.00 per day**

**In-service & School Holidays: \$20.80 per day**

**10 hours plus \$15.00 per day on school days and \$31.20 per day on in-service and holidays**

**Registration**

Families wishing to enroll their child at Heritage Park Children’s Programs Inc. must first visit the centre for a tour of the Centre and complete an application for care a minimum of 24 hours before the start date of the child(ren). In the interest of ensuring an easy transition for your child(ren) we recommend that your child attend the visit also. Parents are encouraged to ask questions and observe the staff during this visit.

**An Administrative non-refundable fee of \$50.00 (\$30.00 for subsidized families) is required before child(ren) are registered. Families must also pay half of their child care fees before their child (ren) start in the program. Parents can pay admin and child care fees while on their tour.**

In order to ensure that we are able to meet all the children’s needs in our centre all those children identified as requiring additional developmental support by either the Executive Director or an outside professional may be accompanied by supports and resources through Early Learning and Child Care. A child is registered into the program along with their Inclusion Facilitator and individualized assessment program must accompany the child. All children are fully integrated into the program and participate in activities to the best of their abilities. Failure to disclose information necessary to appropriate care of the child may be subject to immediate termination of care.

Parent communication is an integral part of ensuring your child receives optimum care and the rights and needs of the larger group are respected.

**Programs Available**

**Full Time Preschool:**

## **Full time School Age:**

When preparing to enter Grade 1, we will make every effort to place the child in the School-age program when space is available. (Children who attend Kindergarten on a part time basis, must attend Kindergarten in the morning).

## **Withdrawal**

There is a mandatory two-week notice for withdrawal for all programs. This is to be given to the office in writing. If parents fail to give written notice they will be billed for 2 weeks past the day the Centre became aware that the child was not returning.

## **Lunches and Snacks**

Please send healthy snacks and lunch for your child. **Nut products (including peanut butter) are not permitted at the Centre.** We request parents also try and follow the Canada Food Guide to ensure their child's nutritional needs. Children will not be forced to eat their lunch and snack. Like adults children have various food preferences and as a staff we respect a child's right to refuse to eat something they don't like after they try it. All containers must be labeled with your child's name to ensure they are returned to you. The centre is not able to warm up lunches sent from home.

## **Child / Staff Ratio**

As required by Early Learning and Child Care the current regulations are:

- Ages:** 3 – 5 years = 1staff / 8 children
- 6 – 12 years = 1 staff / 15 children

## **Arrival / Departure Times**

a) The centre is not open before 7:00 a.m. or after 6:00 p.m. Parents exceeding our open and closing time will be invoiced the next day our late fee charge. Failure to pay the fee within 24 hours will result in termination of care. If a parent is still remaining in the building after 6:00 pm a fee of \$5.00 per 15 minutes late will be charged. (e.g.) arrive 6:30 pm = \$10.00 late fee.

**This fee must be paid by 6:00 the next day or care will be denied.**

**If child/ren are picked up more than twice late within one-month period, the Executive Director will review the cause of lateness and determine whether or not care will continue to be provided.**

b) Parent's responsibility: Preschool children require help dressing and undressing. Staff are unable to leave their group to supervise a child's arrival or departures in the locker area. In order to have a gentle start and end of the day all children ages 5 and under are to be undressed / dressed by their parents and brought to a staff person who will sign them in/out and greet parents. This time can be used for communication between staff / parents.

c) Parent's responsibility: School Age children and parents must ensure their child arrives at the centre

safely and are signed in by the School Age Program Staff. Grade 2 and up may be dropped off at the door, but the parent is responsible of the child in the hallway to the room until signed in by staff.

Centre responsibility: Staff will sign your child on our attendance sheets once contact has been made at which time the Centre takes the responsibility. Once the children are signed out of the Centre at the end of each day, our program is no longer responsible for them.

**The Board of Directors and Staff assume no responsibility for children who are:**

**1) Not signed in on the attendance sheet.**

**2) Leave the centre premises with or without parental or staff permission (School-age children).** If a child leaves the centre, we will contact the parent (or emergency contact if parents can't be reached), and the police.

Should your school age child wish to participate in extra-curricular school activities or help a school teacher unsupervised by the centre, a written note or verbal notice from the parent stating the time and purpose of the activity is sufficient.

d) When a parent is present in the centre, the child is no longer the staff responsibility or counted in ratio. Please ensure your child is supervised at all times in the hallways, locker area, outdoors area and gym by the person picking up or dropping off your child. Other parents may be confused and assume the child is lost or still the responsibility of the staff.

e) When using the buzzer system please identify yourself by name rather than your affiliation.(e.g.) "Joe's Mom" to ensure the safety and security of all.

**Our staff will not release any child to a parent or other adult who in the opinion of the staff on duty is:**

**1)** under 12 years of age.

**2)** under the influence of alcohol or drugs.

**3)** is physically or emotionally abusive to the child.

**4)** is not on the authorized pick up list or the staff have not been informed by phone or written note of alternate pick-up.

**5)** does not have custodial rights (providing the centre has a copy of the custody agreement).

Should the staff and/ or Executive Director make the decision that your child will be in an unsafe position with a particular adult we are obligated by law to inform the individual immediately and make alternate arrangement for safe pick up.

If the individual refuses the respect of the child's right to safety the staff will contact the city of Winnipeg Police and Department of Child and Family Services to deal with the matter.

**Indirect Supervision**

We require your signed permission to allow your child/ren to leave the room. Kinder and School Age children, depending on their age and developmental capabilities have been granted this trust by the staff. In addition, in order to meet the needs of the children for a variety of activities and privacy, we feel this is their right. I remind you that the policy of indirect supervision only applies to children who are school aged. Preschool children are supervised at all times.

**Children in the School Age Program to be indirectly supervised (not within visual sight) by staff during the following times: (Staff will conduct periodic checks on children).**

- a) during toileting or proceeding to the water fountain.
- b) in the hallway while moving to activities between rooms/gym/outside.
- c) when attending school activities.
- d) when proceeding to their school classroom.
- e) activities in the hallway

**Guardianship and Custody Restrictions**

- The centre must be given a copy of the custody order if the child is not to be picked up by the other parent.
- Children will not be released to persons other than parent unless:
  - parent gives prior written authority
  - parent telephones the Centre to give authority
- Parents must keep the list of people allowed to pick up the child current at all times.

This information is to clarify our position in regards to restricting who picks up your child from the centre.

By law the natural parent has the right to pick up his/her child. The only way to ensure that the natural parent cannot pick up the child is by having a copy of the custody of restraining order in the child's file. The Centre only releases the child to the parent who has custody and without custody papers, we must release to both parents.

Any other person(s) (including relatives) listed on the "Cannot Pick Up the Child List" who is (are) not a natural parent(s) will be refused permission to pick up the child.

If someone who is on this list insists on picking up the child, we will telephone the police immediately and notify the parent who has custody of the child as soon as possible.

**Intoxication**

Children will not be released to any person deemed, in the opinion of the staff, to be under the influence of drugs or alcohol.

If the person picking up the child is deemed, in the opinion of the staff, to be under the influence, the emergency contact person will be contacted and/or measures will be taken to ensure the safety of the child.

### **Sick Children**

**If a child is not well enough to FULLY participate in the program (outside time included), the child should not attend the Centre.**

**If a child has a communicable disease, he/she will not be allowed to attend the Centre until the child is no longer contagious and, if requested, a doctor's certificate is provided.**

**If the child becomes sick at the Centre, these steps will be taken:**

- **child will be isolated and made as comfortable as possible.**
- **parent will be contacted and MUST make arrangements to have the child picked up.**
- **if parent cannot be reached, the emergency contact person will be called.**

**Parents will be notified of any injury and treatment of his/her child on the same day the injury occurs.**

**Lice:** Children with lice and/or nits will be sent home and will not be permitted back into the Centre until the child's hair is treated. **Children's hair should be checked daily for at least three weeks. It is the parents' responsibility not the staff's to remove the nits.** Lice is very frustrating and we are here for support. Please see us if you need information on how to get rid of the lice.

### **Bed Bug Policy**

**Objective:** To provide a standard of practice for management, staff, parents and children of Heritage Park Children's Programs when addressing the issue of bed bugs.

**Definition:** Bed bugs are oval shaped insects without wings that bite at night. They prefer to feed on human blood but also bite mammals and birds. Signs of bed bugs are bites or rashes on humans especially found around the face, neck, upper torso, arms, and hands. Physical signs such as blood spots on furniture, bedding, carpet or walls; and the bugs themselves.

**Responsibility:** Executive Director, staff and parents or legal guardians.

**Procedure:** Any parent or legal guardian who notices signs of bed bugs in their home or on themselves or their child; or has been in contact (through other sources) with bed bugs will notify the Executive Director/Program Director or her designate.

Any employee who notices signs of bed bugs in any area of the child care centre shall promptly notify the Executive Director or her designate.

If signs of bed bugs are confirmed at the Centre, the Executive Director shall promptly notify the Board of Directors and families will be notified.

In the event that the staff suspect that a child has insect bites (consistent with those of bed bugs) the parents or legal guardians will be contacted to pick up their child immediately.

Parents or legal guardians will be required to provide a doctor's note that clearly identifies whether or not the bites resemble those of bed bug bites.

If a diagnosis of suspected bed bug bites is confirmed by a doctor, the following steps must be taken before the child can return to the Centre:

- Confirmation, in the form of a written and signed report by a certified Pest Control Company, that the premises in which the child resides or co-resides has been inspected and found to show no signs of bed bug infestation; and or received a treatment to prevent or eliminate a bed bug infestation;
- An expectation that all other necessary measures are taken to ensure the removal and elimination of a bed bug infestation. This includes all Public Health recommend actions. Families will be provided with a list of recommended actions to take;
- The Centre will perform a daily visual full body inspection of the child (in a respectful and discreet manner) to monitor for signs of new bites which would indicate the bed bug infestation has not yet been remedied;
- If this is the case the child would be asked to leave until a second confirmation by a certified Pest Control Company can be provided.

**If the above measures are not taken, the Board of Directors reserves the right to discontinue care.**

**Privacy and confidentiality will be respected.**

### **Medication**

- \* Parents must sign a Medication Release Form **BEFORE** any medication will be administered.
- \* The medication must be in its original container and clearly labeled with the child's name, current expiry date, dosage, method to be administered and doctor's name.
- \* All medication must be given to the staff person by the parent, or in case of a School-age child arriving at the centre in the AM without parent accompaniment, the child may give the medication to a staff member. **(Reminder: an administration form must have been completed previously by the parent.)** The centre is not responsible for the administration of medication that has not been given to the staff person by the parent. Medication sent with children will be deemed the parent's responsibility until it is in staff's hands.

**REMINDER: Medication left in lockers/ back packs, jeopardizes the safety and health of other children who may have access to it. You will be held liable should an incident occur.**

- \* The Centre will not assume responsibility for any allergic reactions to medication or otherwise unless, it is listed on the child's medical form. It is a parental responsibility to ensure these forms are kept up to date.
- \* Medicine is stored in a place inaccessible to children and administered by the designated staff person.
- \* In the case of medication that must be immediately accessible to the child due to life threatening circumstances such as an epi-pen, puffers and seizure medication, the medication may be worn on the child's person (School-age child – 5 years and up), in the form of a fanny pack, provided it is in a sealed container and the pack is zippered closed at all times. Medication for five years and under will be locked up in the room.

- Staff will ensure medication goes outside and on field trips. A child with severe, life threatening

allergies or other medical conditions will not be admitted to the centre unless a URIS plan is developed. We encourage the child to wear a medic alert bracelet.

\* Parents will be responsible for making arrangements for transportation of medication to and from the school should the need arise. The centre holds no responsibility to ensure that medication is administered during school hours. We advise parents to confer with the school principal regarding divisional policies.

\* The Centre will assume responsibility for the transportation and administration of medication on outings from the centre.

### **Emergency Care**

\* In case of emergency a staff member will assess the situation based on their First Aid Training (which may include calling 911) and will contact parent or emergency contact person as soon as possible.

\* Parents will be responsible for the ambulance fees incurred by the emergency.

\* Parents **MUST** keep all information regarding contacting parents and emergency persons, as well as a child's medical information up to date at all times.

### **Insurance**

The Centre carries both centre and Board of Directors liability insurance. You may also wish to carry a policy separate from the centers such as Blue Cross or Employment Group Insurance Plans in cases of emergency.

### **Field Trips**

- Parents must sign a Field Trip Release Form for the child to participate in field trips (one form is signed for all field trips, when signing the Operating Policies)
- All children will participate in field trips unless otherwise posted.
- Children must be at the Centre 30 minutes before posted time.
- Advance notice of field trips (24 hours) will either be posted or sent home in letter form.
- Children and Staff will wear Centre t-shirts
- Ratios will be met at all times.
- Counting of children will be done regularly.
- When on the school bus, children will sit on their bums facing forward, and will follow school bus safety rules.

### **Pictures/Videos**

Pictures/Videos are taken of the children throughout the year for the use of the Centre only. Pictures/Videos will not be released to any person without written consent of the parent.

### **Non-Smoking**

There will be no smoking allowed in the Centre nor on School property.



## **Parent's Role**

We recognize that you as parents, are the most important people in your child's life. Therefore; we, as an extension to your child's home, welcome and encourage parents to become actively involved in the Centre.

## **Staff / Parents Communication**

In order to ensure that staff has access to the most up-to-date information, we require current copies of all custody, restraining orders, and any other legal documents, which will assist with the safe keeping of your child. An individual must be on the pickup list in order for your child to be released to them. The staff must be informed of exactly who is picking up your child that day either in person or by telephone. A message may be left on the answering machine. **The centre staff will play no role in custody or divorce matters unless subpoenaed by a lawyer of Child and Family Services.** Any questions must be directed to the Executive Director only. Staff will refer parents to the Executive Director, or in her absence the Program Director.

Communication with staff must be respectful and responsible at all times. Inappropriate comments about staff's personal appearance or conduct will not be tolerated. Safety of the staff is absolutely paramount in all cases of parent communication. **If at any time a staff member feels threatened or intimidated by parental comments the Executive Director will be informed. The staff will be supported fully should they wish to pursue criminal charges.** The Executive Director may choose to **deny care** to any family in which an individual displays inappropriate behavior towards staff members. Care will be terminated immediately, and a written report will be forwarded to the Board and appropriate authorities.

## **An example of inappropriate conduct would be:**

- making comments about a staff members personal appearance in a sexual/inappropriate way.
- using rude or foul language.
- threatening or intimidating a staff member when they are alone.
- approaching staff members outside of centre hours to discuss personal or centre business.

It is up to the Executive Director's discretion and the staff member as to when and how the public safety authorities will be involved in these matters. **We encourage parents to support the staff by reporting any behavior they have witnessed towards staff members in which they feel uncomfortable.**

Free Play is scheduled at the beginning and end of the day to provide time for informal discussions between parents and staff. Parents are encouraged to use this time. Reminder staff are still in ratio during these times, so communication should be kept to a minimum. We are open to setting up a meeting to further discuss issues.

The staff will share with parents their child's day.

Parents are encouraged to share any information regarding their child (i.e.) new pet, nightmares, visit to the doctor, moving, death in the family, etc.....

If parents would like a private discussion with the Director, feel free to call and set up an appointment.

Confidentiality of each child and his/her family will be respected at all times.

### **Program Concerns**

The Centre and staff are committed to working cooperatively with parents. Most of the time, problems or concerns can be resolved by cooperation and working together. We encourage parents to discuss any concerns they may have with the Director and staff before they become major problems. If an issue is not brought to the attention of the Director within 5 days of its occurrence, we will assume it has been resolved. Our staff will make time to listen to concerns, and our Director is available in the evening for meeting privately with families if needed.

**It would be helpful for all parties involved to:**

- **Identify the problem**
- **Brainstorm possible solutions**
- **Make a plan to implement solutions**
- **Set a deadline for change or meeting for follow-up**
- **Follow-up and review the situation**
- **Try again if necessary until the situation is resolved**
- **Make alternate arrangement if necessary**

The Centre staff, are available to discuss the day-to-day happenings. It is suggested that if parents have a question regarding something that occurred with a particular individual, it be brought up with the staff first in order to clarify the concern. The Director will serve as a third party if required to help resolve any issues.

When the Executive Director is not available, the Program Director should be informed. Under **NO** circumstances should a parent approach any child(ren) or their parent(s), other than their own with a concern regarding a child's or other adults perceived inappropriate behavior. When a parent has a concern, please discuss the situation with a staff. If the parent is not satisfied, please follow the steps outlined above.

**It is in the best interest of the families and the program that issues are resolved in a respectful, honest manner. We want to provide the best quality of love and care for your children possible. This can only be accomplished by effective communication between all parties.**

### **Confidentiality**

**Please understand that the staff are bound by confidentiality laws to not discuss other children in the program to non-custodial adults. We will not discuss the behavior of other children with you, as you would also expect of us with your own child. Gossip about children and adults is destructive and tends to create larger problems than resolve them. We ask and conduct ourselves by the golden rule of "Treat others as you would expect to be treated". You will be contacted by the Executive Director to be given the opportunity to resolve any issues brought to our attention through outside sources.**

### **Parent Information:**

- a) The Centre posts staff schedules, daily activity schedules, reflective guidance policy, plus a variety of other information. Parents are responsible for reading and responding to (if requested) all these postings.
- b) Parents are encouraged to attend meetings held periodically throughout the year.

### **Parent Involvement:**

- a) Parents are encouraged to provide suggestions and comments regarding the program.
- b) The Centre recognizes each parent as an individual and that each parent become involved in one or more of the following areas, based on individual interest, time, etc..
  - providing a service i.e.: handyman, artist, seamstress, etc..
  - providing supplies or discount on supplies i.e.: paper, wood, sand, art supplies, etc...
  - setting up/ attending parent meetings i.e.: speakers, issues, etc...
  - volunteering time in the Centre
  - organizing/participating in fundraising
  - organizing/participating in social gatherings
  - becoming a member of the Board of Directors
  - any other method of involvement not mentioned above.

### **Inclusion Policy**

We accept and welcome children of all abilities. Our program supports the full inclusion of children who require additional support because of a physical, cognitive, social or emotional need. Indoor and outdoor arenas are arranged so all children can move freely and make choices based on their abilities, interests and needs. We make changes to our daily program to meet the needs of each child.

Opportunities are provided for all children to participate in social free play and routines throughout the day. We provide developmentally appropriate group experiences for all children and encourage the socialization of every child with peers. We believe that each child deserves an environment and experiences that promote growth in all areas of his or her development. We use program approaches that best meet the needs of each child and his or her family.

We respect and value input from parents and encourage them to be part of the decision making process for their child. We recognize the desires of the family. We support families by consulting with early intervention professionals. We work with parent and early intervention professionals who have4 valuable knowledge and expertise to share with each other.

Staff will receive professional development in current areas of child development, research, theory and

practice. Staff is committed to learning more about various disabilities and full inclusion as part of annual training plan.

### **Outdoor Play**

During the winter months, if it is colder than -25, with the wind chill, the children will not be offered outdoor play. During times of less than optimal weather, outdoor play is offered at the discretion of the staff.

### **Reflective Guidance Policy** (Previously known as Behaviour Management Policy)

All staff are required to adhere to the following Policy at all times when working with the children: We are committed to creating a safe and nurturing environment with an emphasis on building meaningful connections, creating trusting relationships, and encouraging positive interactions among ECEs and children. The centre believes in the application of Attachment Theory to our work with children. Our ECEs understand the importance of acting as secondary attachment figures for children by becoming their Safe Haven and Secure Base while they are attending our facility. All ECEs will receive training in the Circle of Security model. We have also incorporated neuroscience (our understanding of how a child's brain develops) into our guidance techniques and our reflections to ensure that what we are doing to support children is developmentally appropriate and meaningful.

We believe that every behaviour is purposeful. Therefore if a child acts in a manner that is inappropriate, it is the task of the ECEs to try to understand the need that the child is attempting to have met through their actions. Strategies are developed accordingly to each child's individual developmental level, their ability to understand, communicate, and remember. Our Reflective Guidance Policy is inclusive to all children and reflects our understanding of each child's unique needs and abilities. Our methods are based on ongoing assessment and a genuine understanding and respect for each child.

#### Steps we take towards Reflective Guidance include:

- Application of the Circle of Security Road Map to determine where and when children require our assistance.
- Support for children in their exploration. (Provide help when needed, delight in them, watch over them, and enjoy with them)
- Welcoming children to come back to us for emotional support. (Protect them, comfort them, delight in them, and help them to organize their feelings)
- Whenever possible meet their needs, and whenever necessary take charge.
- Always remain Bigger, Stronger, Wiser and Kind to make this a place where children feel safe and secure to explore, where children improve the ability to regulate their emotions with our help, where children develop resiliency, and where children learn the skills to get along successfully with others.
- Encourage children to express their feelings and share their thoughts with us.
- Honour each child individually and their family uniqueness.
- Reflection on our practice beyond the day-to-day routines to understand a child's behaviour. Reflection allows us to give deliberate thought to the child's actions with a view as to how we can improve this through emotional and social skill development. We believe this approach is an appropriate way to enhance the effectiveness of our practice and it also provide us with goals that we can work on relating to our relationship with that child.

#### Steps we take in the event that behaviour arises which compromises the quality of care for any child in the program:

- A child may be removed from the group/situation, with a staff, for a short period for a “time in”. This allows the staff to assist the children through co-regulation to return to calm so they are better prepared to cope with returning to the group. An ECE may use various techniques during a “time in” to assist in helping a child regulate their emotions. This may include deep breathing, quiet conversation, and a discussion about feelings. It is most important for the staff to remain **very calm**, use caring body language, and supportive verbal language. This time is not to be spent lecturing, teaching, or fixing problems. It is to allow the child to feel understood and accepted while they organize their feelings.
- If the behaviour becomes a source of ongoing concern, a more complete investigation of the child’s behaviour will be done as well as an analysis of our practice of support for the child. For example, it may be determined that more work may be needed during the “good times” to develop a stronger relationship with the child. Also, ECEs will examine parts of the program (i.e. busy transition times) that may be overwhelming to the child and look for ways to better support the child during these periods of the day.
- Strategies will be developed through the use of an Individual Care Plan. The plan will include details about possible triggers, the child’s responses (how they communicate dysregulation through their behaviour), the possible underlying needs that may not be met, and ideas to better support the child. This will be done in consultation with the Program Coordinator, the ECE, and the Director. Parents will be asked to meet with us to review this plan, provide additional input and insight, and help us seek solutions to support the child. Regular follow up with the family will be made part of each child’s ICP to encourage ongoing communication.
- If the centre feels that the child would benefit from outside resources, a recommendation will be made for a referral to an appropriate organization such as Child Development Clinic, Family Dynamics, New Directions, Specialized Services for Children and Youth, or an MELCC Behavioural Specialist. A request may also be made to provide additional staffing support for that group through the Inclusion Support Program if it is deemed beneficial for the child’s safety and well-being to have support beyond that which is regulated.
- If concerning behaviour continues and proves to be detrimental to the child’s safety and/or the safety and overall quality of care for all of the children in the program, or we feel that the child’s needs cannot be met within our programs, we reserve the right to ask parents to make alternative child care arrangements. We will also support parents, whenever possible, to find alternative care which is better suited to the child’s needs.

In accordance with the Community Child Care Standards Act 62/86 11(1), we will not permit, practice, or inflict any form of physical punishment or verbal or emotional abuse upon, or the denial of any physical necessity to any child in attendance at the Centre.

### **Damage of Centre/Staff Equipment**

When property is damaged by children due to aggressive behavior or purposeful misuse of equipment it must be replaced by the parent with a reasonable facsimile or the centre will determine the cost of a replacement and the parent will be billed. The property must be replaced within 10 days of the damage being done. Re-occurring damage of property and equipment will be grounds for denial of care.

In case of staff personal items being damaged such as eye glasses, watches, etc. the parents will be responsible for the deductible paid to the staff member directly.

### **Transportation Policy**

It is very important to your child's safety that the centre receive both bus times and bus numbers from the parent before the onset of the school year. Kindergarten children will be walked to their departure/arrival site. Parents are responsible for their children when they are in transit to and from the centre in the school bussing system.

Parents will be informed within 30 minutes of a child's bus or child not arriving in the centre. Please ensure you have all the pertinent phone numbers in order to contact the school and division bussing program.

Children will not be transported in staff vehicles except in extenuating circumstances such as a school age child missing a bus pick up or departure. Parents must give written permission.

### **Safety Enhancement Plan**

The purpose of the safety plan is to provide guidance and direction to staff and Board of Directors. This will help ensure the safety of the children, families, staff and visitors to our child care centre. It establishes clear and concise policy and procedures:

- to prepare staff on what to do in the event of different types of emergencies
- to evacuate safely to our designated place of shelter
- to shelter-in-place when it is safer to remain in the centre
- to close the centre due to severe weather, health related or other emergencies
- to ensure the safety of children with anaphylaxis (life-threatening allergies)
- to ensure safe indoor and outdoor environments
- to control visitor access

If you would like to read the whole plan, please ask the Director for a copy.

***PLEASE SIGN AND RETURN TO THE CENTRE***

***I, \_\_\_\_\_, have read the Parent Handbook of  
(please print name)  
Heritage Park Children's Programs Inc. and agree to abide by these policies.***

***I understand that failure to comply with these policies will result in termination of service from Heritage Park Children's Programs Inc.***

***I agree to pay all fees due to Heritage Park Children's Programs Inc. within 1 week from receiving an invoice. I understand that failure to pay these fees on time will result in immediate termination of care for my children.***

***Date: \_\_\_\_\_***

***Signature: \_\_\_\_\_***

***I give my child(ren), \_\_\_\_\_ permission to go on any outings planned by Heritage Park Children's Programs Inc. whether it be by city transit, chartered bus. The Centre will notify parents in a monthly calendar and will give a 24 hour notice as well. The date and time of the field trip will be posted outside of your child's program.***

***I give permission for my child to participate in Community outings on foot. Walking trips do not require a 24 hour notice***

***Date: \_\_\_\_\_***

***Signature: \_\_\_\_\_***