# OPERATING POLICIES

**FOR**

# HERITAGE PARK CHILDREN'S PROGRAMS INC.

**Parent Handbook**
**Effective April 2023**

**Jameswood Site**
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**Heritage Park Children's Programs Inc.**

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, Pre-school and Infant children. A community outreach program, parent resource centre and a flex care program has also been established to meet the community's needs.

Existing for over a decade, 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.

In the fall of 2000 Heritage Park Children's Program Inc. was asked to take over the running of the Day Care operated as part of the Stevenson-Britannia Adult Literacy Program Inc. In the fall of 2002, Heritage Park Children's Programs Inc, opened up its Jameswood Site. In 2004, we had expanded to 40 spaces meeting the students' needs of Jameswood Alternative High School, Stevenson Britannia Adult Literacy Program and Community needs.

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 Inc. – Set the following goals and objectives: (priorities)

- To help prepare our parents children for life.

- To provide an environment that will facilitate learning experiences that in turn will better help our children deal with themselves and the future. An environment that encourages creativity and expressions.

- To provide a safe, respectful, homelike environment in order to develop healthy relationships between children, staff and parents.
  - To organise and maintain a safe environment,
  - For centre staff to communicate effectively with parents
  - To work co-operatively with co-workers
  - To relate to children in a positive and effective manner
  - To respect the rights of children

- To continually invest all profits generated on a yearly basis back into the program.

- To provide developmentally appropriate curriculum for the children, which allow choices and challenges for each individual.

- To assist children in developing into self-confident, respectful and responsible citizens

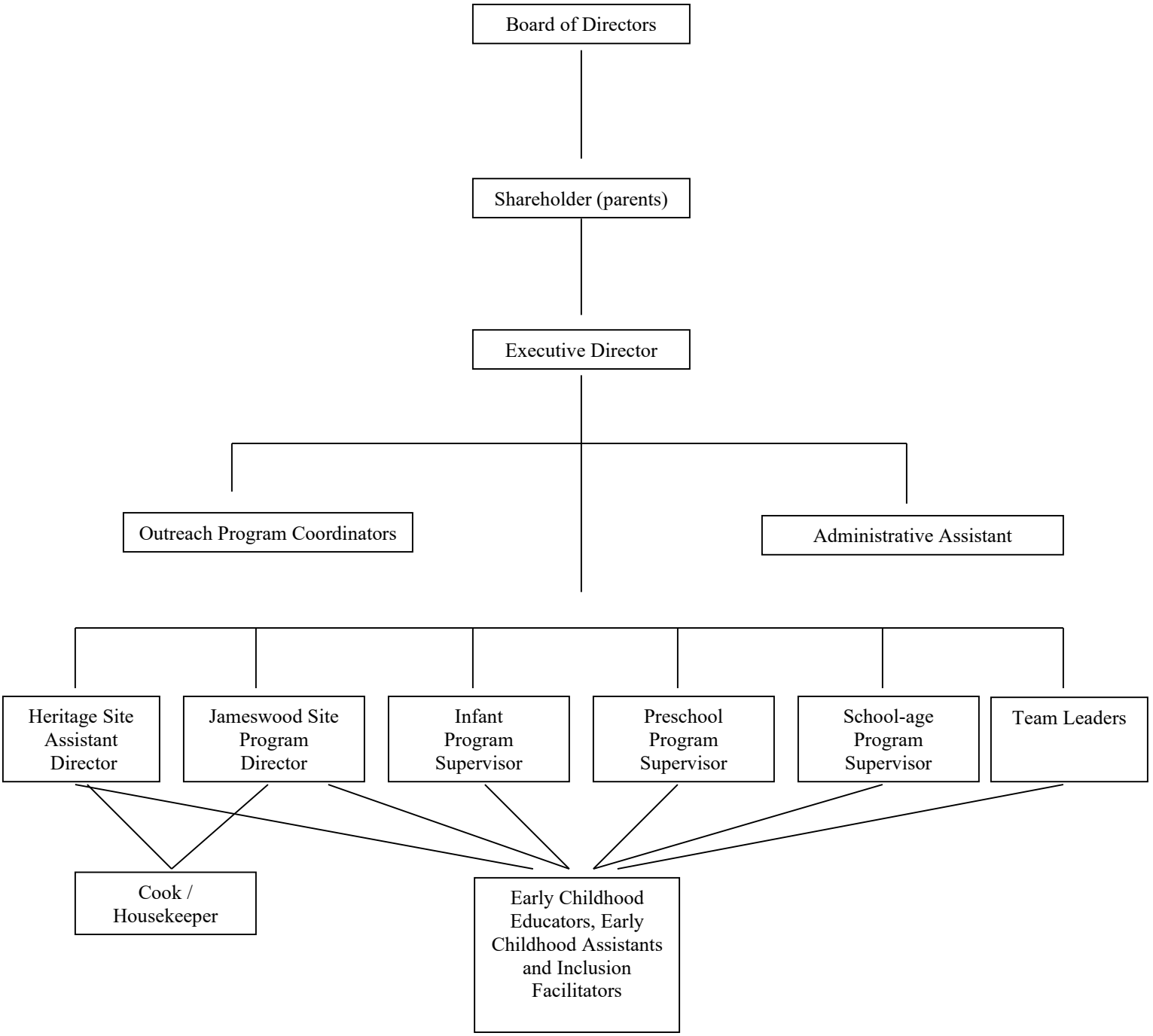
- To give each child the opportunity to develop physically, emotionally, socially and intellectually without prejudice of economic or environmental circumstances.

    - Physical – to gain an understanding and appreciation of the body, to develop large and small motor skills, to develop self-help skills, and to gain an understanding of health and hygiene.

    - Emotionally – to develop a positive self-concept, to grow in touch with feelings both positive and negative, and to develop decision making skills

    - Socially – to develop self-direction and independence, to learn how to express emotions verbally, to engage in individual, parallel and co-operative play, to respect the rights of other individuals, and to experience warm relationships with other individuals.
    - Intellectually – to develop auditory and visual discrimination, to develop expressive and receptive language, to develop an awareness of sensory discrimination, to develop problem-solving skills and to develop classification skills.

## ORGANIZATIONAL STRUCTURE:



## *PRESCHOOL CURRICULUM*

**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 aesthetic 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 centres 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 co-ordination these areas are conductive to co-operation 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 co-ordination and co-operative 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.

## Heritage Park Children's Programs Infant Curriculum Statement

Heritage Park Children's Programs offers a child-centred, family oriented, safe Infant program that promotes development growth of each child, socially, emotionally, physically and cognitively. 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 infant's development. We value and understand that infants 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 observe infants playing and adapt curriculum to their interests. Staff will interact as a play partner and help infants interact with other infants. Infants' development is enhanced while engaging in our various learning areas (music, drama, library, sensory, self exploration, and large motor area). All Educators plan a minimum of 5 learning experiences each week to be offered to the infants on a daily basis.

Connections between home and centre practices are established to maintain consistency in care and to provide parent support. Infants are given love, emotional support, affection throughout the day. Staff offer a warm, nurturing environment and as many one-to-one interactions as possible. Both diapering and feeding times provide additional opportunities for Educators to give individual attention. Diapering is a great time to talk and sing with the infants. Staff will hold younger infants while they are being bottle fed. Staff will sit with infants at meal times and show them how to use their utensils. At meal times we will turn the high chairs towards each other, so infants can socialize with each other. During nap time, infant's playpens are placed in the same spot every day, to give the infants a sense of security. Staff will help infants get dressed

and will narrate their actions, so infants can develop these self-help skills. We strive to satisfy each infant's need for a close physical and emotional attachment. We value the need for each infant's schedule to remain consistent with their schedule at home and try our best to accommodate this need.
Educators plan learning experiences and learning areas according to a weekly theme and incorporate infant's interests, ideas and needs. We choose theme topics based on what we think infants will be interested in or we may choose the topic based on what we've noticed of their interests during play. Then we provide staff-led learning experiences and learning areas. Infants will learn about their environment through exploration and discovery. Infants learn at their own paces by touching, tasting and vocalizing, and through their own play. Loose parts and open ended materials will be available for infants to explore. Diversity is taken into consideration while planning learning experiences and learning areas. For example, we include play materials of various cultures, races, abilities, genders and ages such as play food, dolls, books, and dress-up props, as well as celebrate special days such as Hanukah, Kwanza, Christmas and Multicultural Family night; so infants feel they belong but are also exposed to differences.

The room is designed with objects that hang for visual stimulation, textures and colors throughout, and manipulative toys that infants can grasp and mouth. As infants become mobile, pull-up and climbing structures will be offered, as well as tunnels to crawl through, mirrors to look in, and many kinds of toys that can be pushed, pulled, opened and closed. Walks and outdoor experiences are offered on a daily basis, weather permitting.

We will try to talk to parents daily to build relationships with them and share information about their infant's learning and development. We also relay information about infant's recent learning experiences through bulletin boards, newsletters, calendars, daily journals, special notes and verbal communication. We offer a home like environment that is flexible and adaptive to each individual infant's needs.

**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.

Infant and Pre-school 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 Inc (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 behaviour
- Working together in partnership to solve problems
- Having realistic and developmentally appropriate expectations for behaviour
- 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 behaviour and reduce the potential for inappropriate behaviour
- 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 behaviour at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for appropriate behaviour and consequences for inappropriate behaviour.

**Community Outreach**

Funded by Sponsors such as Winnipeg Foundation and NRN (Healthy Together Now), Federal Summer student grant these programs 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 centres outside of 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**

Funded by Department of Families

**The Family Resource Centre offers:**

- Great Expectations (Healthy Baby program)
    - Prenatal and Postnatal Program

- Parenting programs (such as Nobody's Perfect)
- Parent's Support group
- Cooking Club
- Sewing Centre
- Parent/Child programs
    - -Painting Rainbows
    - Kid's in the Kitchen
    - Run, Bounce, Jump
    - Sticks N Stones
    - Family Drop in

## Centre Profile

**Hours of Operation:** 6:30 am – 5:30 pm
Monday - Friday
(Except statutory holidays and closures deemed necessary by the Board of Directors. Closed one 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.

**Snacks:** $2.00 per day (Optional)

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

**Licensed No. of Spaces:** 12 infant – Age 12 weeks to 2 years old
28 pre-school – 2 years to 5 years

**No. of Staff:** 15 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 next to parent mailboxes. No cash payments over $20 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

and money orders do not require an envelope. **EFT payments** are also accepted through admin@heritageparkchildrensprograms.com

**Receipts:**
Are done on the date of the bank deposit and will be placed in parent mailboxes for pick up. 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 (effective: April 2, 2023):

**Infant 12 weeks – 2 years**:
**10 hours plus $15.00**
**4 – 10 hours $10.00**

**Children Ages 2 – 5 years:**
**10 hours plus $15.00**
**Under 10 hours $10.00**

**Registration:**
Families wishing to enrol their child at Heritage Park Children's Programs Inc. must first visit 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. The application must be complete and signed. **An administrative non-refundable fee of $50 ($30 for subsidized families) is required before the 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**

Attendance each day for more than 4 hours per day.

When Infants are preparing to enter Preschool Program (2 years and up), we will make every effort to place the child in the Preschool Program when space is available. **If space is not available in our Preschool program your child may be transferred to our Heritage Site or you may be asked to seek alternative care.**

**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 notice they will be billed for 2 weeks past the day the Centre became aware that the child was not returning.

**Lunches and Snacks:**

Following the Canada Food Guide the centre provides 2 snacks daily, for a fee of $2.00/day. Parents may opt out of the snack program, but must provide an alternative healthy snack for snack times. Our Snack Menu is posted on the parent board and are reviewed annually.

**Please send a healthy lunch for your child**. Milk will be provided free of cost on a daily basis. 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. 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 labelled with your child's name to ensure they are returned to you. We do not have space to put your child's lunch in the fridge, please put ice packs in lunch bag. The centre is able to warm up lunches sent from home but will not cook lunches ex. in a can, etc. due to the large amount of children attending the centre on a daily basis.

****Nut products (including peanut butter) are not permitted at the centre.**

**<u>What To Bring To the Centre?</u>**

To assist your infant/pre-school in having comfortable days while at Heritage Park Children's Programs, please ensure they have the following items present at the centre:

- Three (3) changes of clothing. Parents should check their child's locker daily. If the change of clothing has been used, make sure that a fresh change of clothes is brought to the centre the following day.

- Soft-soled shoes, suitable outdoor clothing as children must be dressed appropriately to the weather for outdoor play

- Parents are encouraged to provide clothing which promotes independence

- All clothing should be clearly labelled. The centre is not responsible for lost clothing.

- Children not toilet trained - A bag of diapers, box of wipes, diaper cream or any other necessary diapering accessories (powder will not be applied due to the hazard of children inhaling/ingesting the dust).

- A comfortable toy (a soother – infant only)

- (Infant only) – Formula/breast milk in prepared bottles. All infant foods are supplied by the parents/guardians (cereal, formula, jarred baby food etc.) Bottles of formula must be pre-mixed and ready to use. Glass bottles are not permitted due to safety issues. Cartons, containers of milk, bottles and leftover baby food may be stored in the infant room refrigerator. Please label each container or item with your child's name.

- Food and beverages for the days meals and snacks

- Tylenol/Tempra in an original container with the child's name clearly marked on it. (children under 2 years only)

- We welcome parents who are able to be involved in their child's feedings. For mothers who are able to continue breastfeeding during their work/school day, we will do all we can to co-

operate with your nursing schedule. Please check regularly to ensure your child has adequate food and milk supplies.

**Naps**

All infants under 18 months of age will have their own playpen and sheet. When an infant turns 18 months staff will discuss the child's readiness to sleep on a cot. Sheets for playpens and cots are numbered and laundered weekly.

Pre-school children who nap will have their own cot. Parents are responsible to ensure the child has blanket for naptime. Blankets must be laundered regularly. Children may bring a soft toy with them to nap with.

The child's personal sleep schedule will be respected and followed at Centre (infant only).

Bottles will not be given to the infants in the playpen or on the cots. If a child requires a bottle before nap, their caregiver will hold them while they drink their bottle.

**Evacuation Procedure**

In the event an evacuation of the building is needed or that the fire alarm rings, the staff and children will proceed toward the emergency exit, the Jameswood Alternative entrance (that is: following the directional signs outside each classroom).

In case of emergency (such as fire) children will be evacuated according to the route posted in the centre. If it is unsafe to return to the centre, the children and staff will proceed to Co-op Gas Bar on Ness and parents will be contacted to pick up children

We have monthly fire drills during which we practice and familiarize the children with emergency procedures.

**Child / Staff Ratio:**

As required by the Province of Manitoba the current Daycare regulations are:

**Ages:** 12 weeks. - 2 years = 1 staff /4 children
2 – 5 years = 1staff / 8 children

**Arrival / Departure Times:**

a) The centre is not open before 6:30 a.m. or after 5:30 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 still remains in the building after 5:30 pm a fee of $5.00 per 15 minutes late. (e.g.) arrive 6:00 pm = $10.00 late fee.

**This fee must be paid by 6:30AM the next day or care will be denied.**

**If a child/ren is picked up late more than twice 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: Infant and 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 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.

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 not signed in on the attendance sheet.**

c) 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.

d) 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.

**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. If the parent then comes too attempt to pick up the child we will telephone the police.

- 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 a parents' responsibility not the staff's to remove the nits.** Lice are 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 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 bud 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 remediated;
- 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.**

**<u>Medication:</u>**

- Parents must sign a Medication Release Form **BEFORE** any medication will be administered.

- The medication must be in its original container and clearly labelled 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. **(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 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, 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 will assume responsibility for the transportation and administration of medication on outings from the centre.

**Bottles/Soothers/Sippy Cups/Cloth Diapers**

Bottles and soothers will not be permitted at the Centre once the child is two years old. Staff will work with the parent to help wean the child off the bottle and/or soother. This will occur for a period of no longer than a month. Sippy cups will not be permitted at the Centre once the child is 2½ years of age. Same rules will apply for weaning the child off the sippy cup.
Cloth diapers will not be used at the Centre. Parents are required to supply their own diapers (Parents who do not replenish diapers will be charged $2.00/diaper).

**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 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 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.

**Television:**
The Centre does not provide for regular viewing of TV.
The Centre does use a DVD and TV to show movies occasionally.

**Non-Smoking:**
There will be no smoking allowed in the Centre.

**Parent's Role:**
We recognize that you as parent's, 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 staffs have 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 Director, or in her absence the Program Supervisors.

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**. <u>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.</u>** The Executive Director may chose to **deny care** to any family in which an individual displays inappropriate behaviour 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 behaviour 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, visits to 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.

**<u>Program Concerns:</u>**

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 it's

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 staffs 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 Director is not available, the Assistant 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 in appropriate behaviour. 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 staffs are bound by confidentiality laws to not discuss other children in the program to non-custodial adults. We will not discuss the behaviour 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, menus, daily activity schedules, behaviour management 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 areas 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 parents and early intervention professionals who have 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 are 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 behaviour 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.

**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 allegories)
- 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.

# Parent Handbook Form

**PLEASE SIGN AND RETURN TO THE CENTRE**

I, _____, have read the Parent Handbook of Heritage Park Children's
(please print name)
Programs Inc. (Jameswood Site) 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 child(ren).

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 or 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(ren) to participate in community outings on foot. Walking trips do not require a 24 hour notice.

Date: _____

Signature: _____