

Val Marie Early Learning Centre

Policy Manual

Revised January, 2018



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1. Our Philosophy

The intent of the Val Marie Early Learning Centre is to ensure the safety and well being of every child in our care. Our intent is to provide a warm, loving and inviting environment in which children are free to develop and emerge as individuals and to assist children in their exploration of the world around them through a variety of enriching experiences.

In addition to the above, we also encourage and adhere to the following:

a) Individuality, Creativity and Self-acceptance:

Children in the care of the Centre are provided many opportunities to express themselves in many forms of play and group activities. Furthermore, co-operation and personal achievement are stressed instead of competition.

b) Offering Varied Experiences:

Children will have the opportunity to participate in many different activities such as crafts, circle times, drama and gross motor play. These activities are part of each daily program plan.

c) Acceptance and Open-mindedness:

Getting along with others is of paramount importance in the Centre. Children are encouraged to participate meaningfully in groups and to learn how to communicate with each other in a positive manner.

d) Upholding the Policies and Guidelines of the Centre:

All Early Childhood Educators (ECEs), parents and children are to follow the appropriate guidelines for behavior. The Director of the Centre will make policies available to all parents and staff.

e) Equity:

The Centre is committed to the principles of equality and social justice. Children are encouraged to learn about accepting all peoples. No child, parent or ECE will be discriminated against by the Centre on the basis of race, gender, age, creed, political or religious affiliation, marital status or sexual orientation.

f) Fostering Parental Involvement and Governance:

The Centre is committed to a fair and democratic structure that recognizes the parent's role and responsibility in determining appropriate care for their child. Parents are encouraged to serve on the Board of Directors. Parents may attend any board meeting by notifying the Director or the Chairperson 24 hours prior to the aforementioned meeting.

2. General Information

- a) Contacting the Centre:
 - i) Our telephone number is (306) 298-2066
 - ii) Our Fax Number is (306) 298-2066
 - iii) Our Email Address is: VMELC76@gmail.com

- b) Hours of Operation:
 - i) Hours of operation are Monday to Friday 7:45 am – 5:00 pm.
Child pick-up is 4:45, to allow time for clean-up.
Late fees will apply at 5:01;
 - ii) The Centre will be closed all statutory holidays;
 - iii) The Center will be closed up to 2 days per year for professional development.
On these days fees will be refunded, pro-rated based the contract held; and
 - iv) In the event that no children are booked into the Centre for care on a specific day, the Centre will be closed.

3. Definitions

The following are terms commonly used at the Centre:

- a) Agreement for Child Care -The contractual agreement between parents and the daycare that sets the terms of childcare. This must be signed before a child may be accepted into the Centre.
- b) The Board of Directors (the Board) - the administrative body that governs the Centre and may be party to settling disputes. The Director is responsible to the Board.
- c) Child Care Attendance Sheets - monthly attendance sheets that record the total hours and days a child was at the Centre. This sheet is important in determining government childcare subsidies.
- d) Daily Attendance Sheets (sign in/out sheets) - sheets that record the time the child was dropped off and time of pick up as well as the person who dropped the child off and picked them up.
- e) Director - is the person who manages the day-to-day operation of the centre. The director reports to the board of directors, all staff report to the director.
- f) Early Childhood Educators (ECEs) - the centre employees who work with the children.

4. Centre Information

The primary function of the centre is to provide quality childcare. The Centre is licensed for infant care, as well as toddler and preschooler programs for 15 children aged 6 weeks to 12 years old.

a) Parking:

When dropping off and picking up children you may park on Centre Street and walk through the school playground. You may also park on First Avenue (except in the bus loading area between 8am & 4pm).

b) Smoking:

Smoking or the use of electronic smoking devices is strictly prohibited in the centre and on school premises, inside and out. This includes parents, visitors and staff. Smoking is strictly prohibited around children while staff and or parent volunteers are on off-premise excursions.

c) After Hour Use of the Centre:

The Centre is available for use after regular operating hours for activities directly related to or in support of the Centre. These activities can include (but are not limited to) ECE meetings, board meetings and in services. After hour use of an exceptional nature must be approved by the Board of Directors.

d) Laundry:

The Centre washes all of its sheets, blankets and linens on a daily basis, or as needed. Parents must provide an extra change of clothing for their children as personal clothing will not be laundered in the case of accidental soiling.

e) Lost, Stolen and Broken Items:

The Centre assumes no responsibility for any money, jewelry, clothing or any other item brought to the Centre. Parents are encouraged to label all children's belongings (such as clothing) and to leave toys at home. However, any security items such as stuffed animals, blankets and pictures are allowed if they make the child feel more comfortable and secure. Security items are welcome, however they are required to be kept in their lockers and used only at quiet/nap time.

f) Violent Toys:

The goal of the Centre is to promote a co-operative and non-threatening play environment. To meet this goal, it is our policy to prohibit toy guns and weapons or any other toy promoting violence from entering the Centre. It will be the discretion of ECEs to decide what constitutes a toy that promotes violence.

g) Student Internship:

Parents will be informed of when students will be in the Centre on practicum's or for observations. If a student desires to work with a specific child, the parents must first sign a permission form to allow the student to do so.

ECEs will always be in attendance when students are with the children in the Centre and will be accountable for the conduct of each student. A student will not count in the child/ECE ratios unless paid to substitute.

5. Using the Centre

a) Booking Care:

Drop-in and Before/After School Care can be booked by phoning the centre director or coming into the daycare and booking with the director or the supervising staff member. Care cannot be considered booked by leaving a message or by sending an email. Once you have confirmed your spot with the director, you are considered to be booked for care and cancellation requirements as set out below apply. Full and part-time care is set by contract and must be set-up by appointment with the director.

b) Rates and Contract Options:

All Full and Part-time fees are per month, drop-in fees are daily.

All fees are payable in advance.

An additional fee of \$10 will be added to the drop-in rate if advance notification is not received.

Age	Part Time Hours	Full Time Hours
Infant I	25	46.25
Infant II	25	46.25
Toddler	25	46.25
Preschool	25	46.25
Kindergarten	25	**
School Age	25	46.25

**Must commit for entire school year September - June (10 months). This rate includes a full day (7:45 – 5:00) Non-School days including PD days, schedule changes, and holidays; as well as before and after school care. If full time care is required, and cannot commit to entire school year then preschool full time rate applies.

All fees will be subject to an increase at a rate of 5% per annum.

Age Groups:

Infant I:	6 weeks – 6 months
Infant II:	7 months – 17 months
Toddler:	18 months – 29 months
Preschooler:	30 months – Sept they start Kindergarten
Kindergarten:	enrolled in Kindergarten
School Age:	Grade 1+

Children move into a different age category the month after their birthday. i.e.: Your child's birthday is April 13, the next age category rate would apply for May. The daycare director will automatically change the rate you are billed, there is no need to change your contracts.

Our rates all include meals while they are at the centre, early learning programming, and supervised access to many school facilities (gym, kindergarten room, craft room, etc). The centre will **not** provide diapers, wipes, formula or special dietary food needs (i.e.: gluten free products, etc). We will provide regular balanced snacks, meals, and milk for all children at the daycare.

i) Full Time:

Hours: Full time rate includes a full day of care 7:45 am – 5:00 pm, Mon – Fri, except statutory holidays.

Priority: Any child registered at full time rate has highest priority, over part-time and drop in care. In the event that registering a child in full time causes a part-time spot to be dropped, you will be required to commit to and pay for a minimum of two months of care.

Contract Terms/Cancellation Policy: Contracts are deemed to be month-to-month, from the 1st-31st of each month. To begin or change a full time contract requires 30 days notice from the 1st of the month that you would like to begin or change.

i.e.: to begin or change a contract effective March 1 notice would have to be given to the director of that change before February 1.

ii) Part Time:

Hours: Part time rate is for up to 25 hrs scheduled hours per week. Part-time contracts must be approved by the director, as not all times/days may be available. A part time contract of 25 hours per week may include non-consistent days from week to week, providing the dates are specified for the whole month and indicated on your childcare agreement one week prior to the beginning of each month. If at any time you require care outside of the days designated on your contract/childcare agreement, drop in rates will apply. Advance notice is required for all drop-in rates. An additional fee of \$10 will be added to the drop-in rate if advance notification is not received.

Priority: Part-time contracts are second in priority, and contracts may be cancelled by the director with 30 days notice (in order of seniority) in the event that the times/days are needed for a full time contract.

Contract Terms/Cancellation Policy: Contracts are deemed to be month-to-month, from the 1st-31st of each month. To begin or change a part-time contract requires 30 days notice from the 1st of the month that you would like to begin or change.

i.e.: to begin or change a contract effective March 1 notice would have to be given to the director of that change before February 1

iii) Drop-In Rate:

Booking: Drop-in care can be accommodated on a day-by-day basis as approved by the director. We will do our best to accommodate drop-in care however; not all drop-in requests can be accommodated depending on staff availability, planned programming, and the amount of notice given.

Priority: Full and Part-time Contracts have priority over Drop-in and Before/After School Care

Notice: If you require guaranteed drop-in care, one weeks' notice and prepayment are required. An additional fee of \$10 will be added to the drop-in rate if advance notification is not received.

Cancellation Policy: Once care is confirmed with director (via telephone or otherwise) – a one week notice must be given of cancellation or you will be billed for the day that was booked.

i.e.: Care is booked on Monday for Thursday, and you want to cancel on Tuesday – you will be billed for the care regardless if you use it.

v) Employee Childcare (taxable) Benefit:

The first child of a centre parent employee will receive free childcare. Each additional child will be charged one third (1/3) of the applicable rate. This is a taxable benefit.

c) Late Pick Up Fines:

- i) Late fines will apply to parents who have not exited from the Centre with their children by 5:00 pm. This is noted on the Parent Agreement;
- ii) If the parent is a minute to 10 minutes late, they are fined \$20. After 10 minutes, parents will be charged \$1.00 per minute until the child is picked up;
- iii) ECEs will note the time and date for each late arrival on the sign out sheet, and the sign out sheet must also be initialed by the parent or designated pick-up person. The director will bill the late fine according to those notes;

- iv) This is to act as documentation should a disagreement arise. Even in the case of a disagreement, payment must still be made. The parent may present his/her argument to the Board at the next Board meeting. Documentation must be produced during the parent's presentation to the Board to support his/her claims; and
 - v) Should a parent arrive late more than once in a six month period, the Board may decide to suspend childcare privileges.
- d) Payment of Fees and NSF Charges:
- i) The parent portion of fees is due on the first day of the month prior to care. Cash or postdated cheques are both acceptable modes of payment;
 - ii) If a cheque is returned to the Centre due to non sufficient funds, an additional \$20 fee will be charged. Should a cheque be returned NSF a second time, the parent will be put on a cash basis only for the next six months; and
 - iii) If full payment is not received by the seventh day of each month, the child will not be allowed to attend the Centre. Accounts unpaid after thirty days will be sent to collections.
- e) Government Subsidy:
- i) The Government of Saskatchewan offers a subsidy towards childcare fees in licensed childcare facilities. This subsidy is based on the parent's income. Amounts vary according to the child's age. More information can be obtained from the Director or by calling the Regina Subsidy office (1-800-667-7155);
 - ii) Parents are responsible for the full fee charged on the first day of the month prior to care. If part of that fee is subsidized then the centre will apply that subsidy amount to the parents account once it is received. The centre will not deduct the amount subsidized from rates due on the first of the month; once subsidies are received they will be applied to the parents account;
 - iii) On a child's last month of care, the Director will call the Subsidy office to ensure that the parent's subsidy will be approved until the last day of care. If the subsidy is not approved, the fees paid at the beginning of the month will be kept until the subsidy is sent to the Centre at a later date. Once a subsidy is received the Centre will reimburse the parent; and
 - iv) All parents are required to sign the Child Care Attendance Sheet each month. This sheet verifies the number of hours of attendance and the fee. Failure to sign the sheets will result in no subsidy being received in future.

f) Change in Fees:

Any and /or all fees will be reviewed annually. Parents will receive at least one month's written notice of the change of rates. A new contract will be issued with each fee change.

g) Income Tax Receipts:

Parents will receive official income tax receipts for fees paid. A fee of \$1.00 will be charged to issue a paper copy of the receipt.

h) Application and Waiting List Procedures:

Applications are available from the director. Applications will be dated according to the date received. Spaces will be filled on a first come, first serve basis as according to the classification priority system outlined above.

Granting equality in access is important to the Centre. To ensure that this goal is met, we have implemented the following procedure in determining how spaces are to be filled.

i) Agreement for Child Care Services:

The applicant may sign the Agreement for Child Care Services provided by the Centre to enroll his/her child. The agreement cannot be shared between children. At the time of signing, the applicant must provide the Centre with a current address and phone number.

ii) All parents must enter into an agreement with the Centre regarding hours of care and fee payment. A Personal Information Disclosure Form will be a part of the contract agreement. All necessary forms must be on file before their child is permitted to attend the Centre.

For more information on the contract, please ask the Management.

iii) Obligations:

Also at the time of signing, the applicant will be made aware of his/her legal and financial responsibility according to the terms of the contract. If the applicant decides not to attend the Centre they are still responsible for the first month's fees and provide the Centre with a one month written notice of their intention to leave.

iv) Forms:

The applicant will also receive, at the time of signing, all necessary paperwork. The paperwork is to be completed before the first day of attendance.

i) Priority:

If the commitment is not full time, priority will be given to a full time applicant willing to commit to fulltime for a minimum of two months. The applicant with the lower priority will be given the option to pay full time fees or be bumped. Priority is: 1st- full time, 2nd -part time, 3rd – drop-in/before and after school care.

j) Failure to Attend on the First Day:

If a child, without any prior notification, does not attend the Centre on the first day of attendance, the following steps will be taken:

- i) The Director or Supervisor will attempt to contact the parent by phone. This will continue for seven days after the first attempt to contact the parent;
- ii) Should there be no contact by the second week, the Director will continue to call as well as draft a letter. This letter will serve to remind the parent of the financial obligation he/she has to the Centre. The letter will also specify a cutoff date by which contact with the Centre is necessary. This date will be seven days from the date of the letter; and
- iii) Should the cutoff date pass without contact the parent will lose the space in the Centre and will be charged the first month's fees as determined by the agreement for childcare. The collection of outstanding fees for the month they were charged will be forwarded to a collection agency if needed.

k) Child Withdrawal:

One month written notice is required if a parent decides to remove his/her child from the Centre. A fee covering one month of use can be paid in lieu of notice.

i) Asking a Child to Leave as a Result of a Problem:

The Centre will provide a parent with one month written notice of the withdrawal of his/her child if it becomes necessary to have his/her child leave because of a problem with the child. Re-entry will be based on the Board's approval.

ii) Asking a Parent to Leave as a Result of a Problem:

The Centre will provide a parent with one month written notice to withdraw all of his/her children who are enrolled in the Centre if it becomes necessary because of a problem with the parent. Re-entry into the Centre will be based on the Board approval.

The Board reserves the right to ask the parent to withdraw his/her child without notice if there is found to be just cause.

6. Board of Directors

The Val Marie Early Learning Centre is a non-profit organization governed by a Board of Directors. The Board of Directors is governed by their incorporating Bylaws.

a) Board Structure:

The Board of Directors consists of the following:

- 1 Chairperson
- 1 Vice Chairperson
- 1 Secretary
- 1 Treasurer
- 3 Members at Large

The Director will attend Board meetings; however, they cannot be present or vote during the Annual Performance Appraisal of the Director.

All Board members are encouraged to attend all meetings. Any member absent for two consecutive meetings without prior notification to the Chairperson or the Director is eligible to be removed from the Board by the other Board members.

Any parent may attend Board meetings as long as the parent who wishes to attend informs the Director of his/her intention 24 hours prior to the meeting. ECEs may send one observer to any board meeting as long as the ECE who wishes to observe informs the Director of his/her intention 24 hours prior to the meeting. However, any parent or ECE who is not on the Board may only attend the open agenda portion of any Board meeting. Only the Board may be present for the closed agenda portion of meetings.

There will be time for two presenters at each Board meeting, should it be requested. If a third person wishes to make a presentation the Director will bring his/her concern to the Board.

The Board will meet on a monthly basis with the possible exception of July or August.

b) Board Responsibilities:

i) Fundraising:

The board organizes events and social functions to raise funds for the center. The money raised is used for children's toys, excursions, etc.

ii) Maintenance:

The Board is responsible for the general upkeep of the Center. Its main responsibility is to organize any repairs or renovations that are required.

iii) Policy:

The Board is responsible for keeping the policy manual up-to-date, the board meets annually to review the manual and discuss any proposed changes. The Board will review the Employee Handbook as required.

iv) Annual General Meeting:

An Annual General Meeting of the Center will be held by April 30th. All parents are encouraged to attend. The Board of Directors is elected at the annual general meeting. They each serve a one year term. The Vice or Acting Chairperson will stay on (if possible) for a second term to ensure continuity.

v) Finances:

Monthly Financial Statement:

The Treasurers will prepare a monthly financial statement to be distributed to the Board on a monthly basis.

Petty Cash:

The Director is responsible for maintaining all petty cash and petty cash records.

7. Early Childhood Educators (ECEs)

a) ECE Duties:

The Centre understands that caring, responsive and able ECEs are a crucial element in creating a positive experience for the parents and their children during their involvement with the Centre. In order to create this positive experience, ECEs will be required to:

- i) Maintain a good, open communicative relationship with the parents of children in the Centre;
- ii) Help design an appropriate program to encourage and assist in the children's development while they are in the Centre, taking into account all foreseeable physical, emotional and intellectual development needs;
- iii) Provide adequate support to children and fellow ECEs in ensuring a safe learning environment;
- iv) Maintain up to date standards and practices and continue to train and upgrade skills and abilities;
- vi) Maintain a co-operative relationship with the community at large and participate in the community's development;
- vii) Maintain the physical space of the Centre so that it is free of hazards and potential dangers;
- viii) Document observations of children in order to monitor the development of children in the Centre;
- ix) Report all injuries, accidents and health concerns immediately to the Director, using the appropriate recording practices, and ensure that parents are informed of incidents on the same day of the occurrence;

- x) Adhere to all procedures and policies of the Centre;
 - xi) Report any suspected incident of child abuse to the Director; and
 - xii) Have and maintain current First Aid/CPR qualifications.
- b) Qualifications:
- i) The Director must have an ECE Diploma and other employees must have ECE I or II, or an approved exemption from the Government of Saskatchewan licensing branch. Any exemptions must be passed through the centre board committee prior to hiring. Staff will be required to enroll in classes immediately to complete the qualifications required;
 - ii) The cook must have a valid Safe Food Handling course certificate and a valid First Aid/CPR training;
 - iii) All employees must maintain a clear and valid criminal records search before being hired and during employment; and
 - iv) All ECE employees must attend two professional development sessions per year.
- c) Substitute or Casual Staff:
- If an ECE is absent, the director will find someone to cover the ECE's absence from the list of casual staff. All persons on the casual staff list must be qualified as outlined by the licensing branch.

8. Parents

Parents are an integral part of a child's positive experience at the Centre. The Centre, in recognizing this, encourages parent's participation to ensure that the Centre is able to provide the best possible childcare for all children. The Centre also encourages open communication in expressing concerns so that they made be readily dealt with. We want to make the childcare experience a positive experience for everyone involved.

- a) Parent Involvement:
- i) Parents are welcome at the Centre. We invite parents to observe, share ideas and see how their child is doing because parental involvement is an important part of personal growth for children. We also encourage participation in committees or in other areas to keep our facility comfortable for the children (fundraising, repair and maintenance and cleaning bees) as well as helping out with the operations of the Centre (serving on the Board of Directors, being a volunteer for field trips); and

- ii) All parents, whether on the premises with their child or helping out on outings, must follow the Center's guidelines on safety and behavior.

b) Drop Off:

The Centre assumes no responsibility for children who are not signed in and out on a daily basis. Daily sign in sheets are provided for this purpose. These sheets are used to keep track of children in attendance as well as for fire drills.

When parents drop off their children they must:

- i) Sign in at that time; and
- ii) record the time of drop off.

When parents pick up their children they must:

- i) Initial the attendance sheet and note the time; and
- ii) clearly verbally notify an ECE that they are picking up their children.

The Centre assumes no responsibility for children who have not been left with an ECE at the time of drop off. This includes children left inside the Center's doors, the school entrance or on the playground.

c) Pick Up:

The Centre prefers a child leaves with either a parent or an alternate who is listed in the child's file as an alternate pick up person or as an emergency pick person. The Centre will only allow a child to go with a person who is unlisted if the parent clearly informs the Centre that day that there will be a different pick up person. That new pick up person must be prepared to show identification to an ECE before the child may be allowed to leave with him/her.

All persons who pick up a child must be 16 years of age or older, unless the parent of the child gives prior written permission to the Centre to allow the child with that person. The Centre will not allow anybody under 12 years of age to pick up a child regardless of written permission.

d) Divorced/Separated Parents and Custody:

The Centre cannot forbid a parent to pick up his/her child unless that parent has no custody rights. If parents are divorced or separated, custodial parents must supply the Centre with a copy of a legal custody order. The Centre will not allow a non custodial parent to pick up the child. If the parent becomes aggressive or violent, the Centre will contact the police. However, ECEs will not put themselves in physical danger in order to prevent a release.

e) Visitation:

In centre visitations issued by the courts will be adhered to. Copies of visitation agreements issued by the court will be kept in the children's file and will be strictly adhered to by the centre and parents.

If no legal visitation order has been provided to the centre, visitation will be at the discretion of the Director, pending agreement of both parents and guardians. The Director will consider the previous visitation arrangements, as well as the safety and well-being of all children attending the centre, when making any decisions.

f) **Intoxicated Pick Up Person:**

If an intoxicated parent/pick up designate attempts to pick up a child and intends to drive a vehicle, ECEs will call for an alternate pick-up. Children will not be released to an obviously intoxicated person who intends to drive. In the event that this happens contacts will be called from the alternate or emergency list. RCMP will also be contacted, and the event will be reported. If the pick-up person refuses to accept the alternate arrangements, the event will be reported to social services.

9. Grievance Procedures

Parent, ECEs and staff communications are extremely important to ensure the best childcare and maintain a supportive relationship between all groups. Mutual respect is a key factor to promoting clear and meaningful communication.

The following procedures will be carried out in the event of any grievance originating from parents, ECEs or staff.

a) When a parent has a concern with an Early Childhood Educator (ECE):

- i) The parent is to have a private, informal discussion with the ECE; if either the ECE or the parent feels that the situation is of greater gravity, they can request the presence of the Director during the discussion; and
- ii) If not settled at step 1, the concern can go to the Board of Directors as per the Board Hearings Process (see end of this section).

b) When an ECE has a concern with a parent:

- i) The ECE is to have a private, informal discussion with the parent. If the concern is of greater gravity, the ECE is to bring the problem to the attention of the director who will aid them in the grievance procedure;
- ii) If the matter is not resolved and if the problem continues, the Centre may provide that parent with one month's written notice; and
- iii) The parent may appeal the decision to the Board subject to the Board Hearings Process. If the parent addresses the Board as soon as possible after receiving notice, they can keep their child in the Centre until the end of the 30 days, or until the Board reaches its final decision, whichever is later. All Board decisions are final.

c) When a parent has a concern with the Director:

- i) The parent is to have a private, informal discussion with the director. If the concern is of greater gravity, the parent may request the presence of the board member at this first meeting or at a subsequent meeting; and
- ii) If the matter is not resolved to the satisfaction of either party, it may go to the Board subject to the Board Hearings Process.

d) When the Director has a concern with a parent:

- i) The director is to have a private, informal discussion with the parent. If the concern is of greater gravity, the parent or the director may request the presence of a board member at this first meeting;
- ii) If the matter is not resolved and if the problem continues, the Centre can provide that parent with one month written notice. The contact information for the Chairperson of the Board should be given to the parent should the parent wish to appeal the director's decision; and
- iii) If the parent chooses to address the Board on the issue, they are to follow the Board Hearings Process. If the parent addresses the Board as soon as possible after receiving notice, they can keep their child in the Centre until the end of the 30 days, or until the Board reaches its final decision, whichever is later.

e) Serious Concerns or Allegations:

- i) In the event that a parent has a very serious concern or allegation, they may be asked in writing to remove their child from the Centre until the situation is resolved;
- ii) Within two days of the concern there should be a meeting between the director, the parent, the Chairperson of the Board, and anyone else relevant to the concern. If all parties are not satisfied with the outcome, it will be heard at the next Board meeting subject to the Board Hearings Process;
- iii) It is also an option to any parent, at any time, to contact our Early Learning and Childcare Consultant, Karla Bakken, at (306)778-8531. The contact information will be posted inside the centre door; and
- iv) Re-admittance of the child to the center is subject to Board approval.

f) The Board Hearings Process:

Either disputant may take their concern, in writing, to the Board of Directors. The Board will then hear a presentation from both disputants at the next Board meeting. Both parties will then be asked to leave the meeting while the Board reaches its decision. The Board will inform both parties in writing of the decision. One appeal is allowed which will follow the same process at the next meeting. The decision on appeal is final.

10. While Attending the Centre

A child's well being is the first and foremost concern of the Centre. We strive to create a positive, safe environment for all children so that they feel confident and secure.

a) Children's Age Groupings and Supervisory Ratios:

Children who attend the Centre are put into age groupings so ECEs can respond to a child's needs more effectively and sensitively. In this way, ECEs can ensure a child receives appropriate care. All supervisory ratios are in Centre. For excursion ratios, see **Section R. Outdoor Activity**.

- i) Infants from 6 to 18 months of age. In this group, the supervisory ratio is 1:3 (2 ECEs to 6 children);
- ii) Toddlers from 19 months to 30 months of age. In this group, the supervisory ratio is 1:5 (2 ECEs to 10 children);
- iii) Preschoolers 31 months to 6 years of age. In this group, the supervisory ratio is 1:10 (2 ECEs to 14 children); and
- iv) 6 years of age or older. In this group, the supervisory ratio is 1:15.

For multi age categories the ratio is determined in accordance to the Licensing Manual.

b) Supplies and Clothing:

Parents are to provide the following items for their child:

- i) diapers (if used);
- ii) wipes (if used);
- iii) footwear that be worn inside; and
- iv) appropriate outdoor clothing.

For winter and summer clothing requirements, see **S. Outdoor Activity**. Parents are to provide a complete change of clothing for their child as well. This change of clothing is to be left at the Centre and is to include pants, top, underwear and socks. Children's clothing will not be laundered if soiled.

c) Nap/Quiet Time:

Quiet-time for all (older) children will be the one hour following lunch. Nap-time, for the younger children, will be determined by their own individual scheduling needs.

We recommend that parents bring their children in at least 20 minutes before lunchtime so the child has time to play before the lunch and naptime or after 1:30 pm so that the child will not have to nap.

d) Discipline Techniques:

The Centre disapproves of violence in any form. This policy also applies to corporal punishment of any kind. Children at the Centre are encouraged to work out their frustrations with constructive ways and communication, rather than aggressive behavior. If the need to discipline a child arises, the following steps will be taken:

- i) The child will be removed from a potentially hazardous situation and have his/her attention diverted elsewhere;
- ii) This failing, the child will be placed in a time out until he/she is calm; and
- iii) The ECE will then talk the child through the problem, assuring the child that the behavior is the problem, not the child.

e) Potty Training:

The Centre understands how difficult potty training is. We are also prepared to help with the training process. We suggest that parents begin training their child at home for about 4 weeks before starting at the Centre to make their child more comfortable with our efforts to help.

How to tell if a child is ready:

- i) Some signs that show a child is ready for training is if he/she tells an ECE he/she needs to go without being taken by the hand or prompted by any ECEs and if the child can, on his/her own, pull clothing up and down; and
- ii) A child may not be ready if he/she cannot be accurate about body functions, cries or has tantrums when on or going to the toilet and/or has more than one accident a day.

Training:

- i) Once a child starts training, we ask that parents provide several pairs of underwear, socks and pants, disposable pull ups are allowed. We will keep a few diapers of your child's in the Centre in the case that your child does not succeed the first time;
- ii) In training children, we encourage them to "try" to use the toilet. They will not be forced to sit on it. When they succeed they will receive a positive response (stickers, stamps, clapping hands);
- iii) There is no punishment for not using the toilet or not making it to the toilet;
- iv) Children who are not ready but show interest will be encouraged to sit on the toilet; and

- v) If a child is not trained after approximately a month, we will return the child to diapers. When the child shows signs of interest, we will try again.

f) Children's Records:

Each child's record must contain the following information:

- i) The child's full name and date of birth;
- ii) The names, addresses and telephone numbers of the child's parents, any person designated by a parent as a person to be contacted in an emergency if the parent is unavailable and the child's medical practitioner;
- iii) The child's medical history, including any allergy, illness, or any other medical condition disclosed by the child's parent or medical practitioner;
- iv) The child's immunization status;
- v) Any authorization provided by the parent of the child for an excursion involving the child's transportation, either walking or riding;
- vi) The Agreement for Child Care Services (which states the hours of operation and the fees to be paid). Also the Personal Information Disclosure Form, which is a part of the contract agreement.;
- vii) Any medication forms giving ECEs permission to administer medication at the Centre;
- viii) Any accident reports that occur while the child is in attendance at the Centre;
- ix) Any copy of serious or unusual or unexpected occurrence involving the child; and
- x) All records should be updated annually, including emergency and alternate pick-up lists.

g) Confidentiality:

Information in the children's files is to be considered confidential and is only to be shared between the custodial parent, the ECEs and the Childcare Consultant from Community Resources and Employment. No part of a completed file may be removed without the Director's written consent. No information may be released by the Centre without the consent of the custodial parent. This confidentiality agreement extends to any personal social media use.

h) Meals:

The Centre provides two nutritious snacks and a lunch a day for children aged 18 months to 6 years old. A weekly menu plan will be posted by the entrance doors.

Parents of children aged 6 months to 18 months will be expected to provide two snacks and a lunch daily. All formula bottle feedings must be supplied by the parent, as well as pureed or strained baby foods. The Centre does not allow any child to be fed by means of a propped bottle. Specialized foods required for dietary needs, need to be supplied.

i) Nutritional Guidelines:

All foods prepared at the Centre are in accordance with Canada Food Guidelines. Snacks will provide one serving from at least two of the four food groups. Lunches will provide one serving from at least three of the four food groups. Food prepared at the Centre will be served with the least amount of processing possible to preserve its nutritional value.

j) Kitchen:

Children are not allowed into the kitchen unless they are invited. Parents who bring their child into the kitchen will be held responsible for their child.

k) Allergy Policy:

i) Parent's Duty to Inform:

Parents must provide the Centre with information on any and all of their child's allergies. This information will be posted in the kitchen, and in the office. Parents must also inform the Centre of any changes in their child's allergies or if new ones arise.

ii) Food Allergies:

The Centre will attempt to accommodate all food allergies during the planning, preparation and service of lunch and snacks by making substitutions when necessary. Parents are not expected to provide an alternate food but may be asked by the Director to do so in some instances.

iii) Medication:

Parents must provide medication if their child has any possibility of suffering severe reactions to his/her allergy. This medication must be available at all times.

iv) Allergies and the Centre:

The Centre cannot guarantee that a child will not come into contact with an item or product that causes an allergic reaction. If a child has an allergy to a product that the Centre provides, we may not necessarily stop providing this product, but rather try to ensure that the child is not exposed to that product. If the Centre decides to not allow this product, notice of this decision will be posted at the entrances. All parents must respect any ban.

l) Preventative Health Measures:

- i) No child may attend the Centre if she/he is ill or contagious. The Centre reserves the right to refuse to accept an ill child into care;
 - ii) No child shall attend the Centre if she/he cannot actively take part in all components of the Center's program;
 - iii) If a child becomes ill during the course of the day, the parents will be notified and are expected to pick up their sick child right away. If a parent is unable to pick up their child quickly, they will be expected to send a designate. If the sick child is not picked up soon, a substitute worker will be called in. The wages for this worker will be charged to the parent. The worker must be paid for a three hour work minimum and will be paid the maximum number of hours he/she is with the child. The worker's wage payment must be made by the parent by the next working day or no childcare will be offered;
 - v) If a parent is contacted to remove a child, due to illness, a form may be sent at the time of dismissal to have a doctor confirm the child's state of health before being accepted back into the Centre for care; and
 - v) Parents are expected to notify the Centre if her/his child has been diagnosed with a communicable disease.
- m) ECE Health Policy:
- i) No ECE, parent, student or volunteer may work at the Centre if ill or contagious;
 - ii) All ECEs must submit proof of absence of active Tuberculosis;
 - iii) All ECEs must wear disposable gloves when handling bodily fluids, including when diapering;
 - iv) The Centre reserves the right to require ECEs to provide medical certificates indicating illness and/or fitness to return to work; and
 - v) ECEs diagnosed with HIV, AIDS or any form of Hepatitis may continue working in the Centre as long as she/he is not ill, as defined in q) Specific Disease/Illness Procedures.
- n) Medication Storage:
- All medications, other than Epipens and inhalers, must be stored in either a locked box, or the refrigerator. Epipens and inhalers must be stored safely out of every child's reach, but need to be readily available in case of an emergency asthma attack or allergic reaction.
- o) PRESCRIPTION Medication:
- i) ECEs are permitted to administer prescription medication to a child only if the parent has properly completed and submitted to the Centre a medication authorization form. In completing the form the parent must state the name of medication, dosage to be given and the specific time(s) of day that the

medication is to be given. Parents must sign the form. Once the medicine has been completed, the parent must sign the form again to verify completion;

- ii) Medication must be submitted in its original container with a pharmacist's label stating the child's name and dosage;
- iii) ECEs cannot administer medication in excess of the stated dosage or medication that has expired. Medication must be directly given to ECEs for proper storage;
- iv) Immediately following the administration of medication, ECEs will record it on the child's medication form; and
- v) **ONLY** after the child has been on the medication for 24 hours can he or she return to the center. The ECEs can administer the medication, providing all the requirements from above are met.

If there has been an error in administering medication a report will be made to the Director as soon as the mistake is recognized. The Director will contact the community health unit or a pharmacist to ask about the medication's effects. The parent will also be contacted.

p) **NON-PRESCRIPTION Medication:**

- i) ECEs will NOT administer non-prescription medication to any child in the Center's care. It is a parental responsibility to come in and administer proper dosages to their own child; and
- ii) All non-prescription drugs, other than epipens and inhalers, must be stored in a locked box or the refrigerator.

q) **Specific Disease/Illness Procedures:**

- i) Fevers - At the onset of any fever, the parent will be contacted to remove the child until well. As per Public Health, a fever is defined as 37.8C/100F oral/tympanic or 37.5C/99.5 axillary;
- ii) Diarrhea and Vomiting - Any child with more than one occurrence of either diarrhea or vomiting must be removed from the Centre. Children must be symptom free for at least 24 hours before being allowed to return;
- iii) Skin Rashes - If a child develops a skin rash due to allergies or medication he/she will be allowed to stay unless more illness symptoms occur. If the cause of the rash is unknown the child must be removed from the Centre and assessed by a physician. The child may return to the Centre if the rash is determined to be non communicable, is under treatment or resolves itself;
- iv) AIDS, HIV, Hepatitis - children diagnosed with these illnesses may continue to attend the Centre unless they are ill as defined in the above sections. AIDS, HIV, Hepatitis - children diagnosed with these illnesses may continue to attend the Centre unless they are ill as defined in the above sections;

- vi) Communicable Diseases – the Centre will adhere to the regulations set by Public Health and Safety, as well as Infection Control for centres; and
 - vi) In the event of illness or suspected illness, the parent will be contacted, and if necessary, the child will be sent home at the Director's discretion.
- r) Safety and Accident Response:

General Precautions:

- i) ECEs and all other adults in the Centre will follow all regulations to ensure that children can enjoy a safe environment;
- ii) At least one qualified ECE will be present and readily available at all times that a child is on the premise;
- iii) Emergency phone numbers for the hospital, fire department, police, ambulance and poison control are posted by the telephone;
- iv) All equipment in the daycare and play yard is age and size appropriate;
- v) Equipment is maintained as required to ensure safety;
- vi) The Centre maintains a first aid kit approved by the local health department;
- vii) The kit is to be taken on all walks and excursions; and
- viii) Parents are asked not to allow their children to bring in coins or other small items into the Centre as they may pose a choking risk.

Fire Drills:

- i) Monthly fire drills are to be held at the Centre. Fire drill procedures are to be approved by the local fire marshal and posted at all major exits. The Director will keep a record of all fire drills held; and
- ii) During fire drills, children are encouraged walk out of the building themselves and be aware of all steps to be taken. In case of a fire all children will be taken to the Village Office, Park Office, or the North Side of the School Yard.

In the Event of Injuries/Occurrences:

Non-serious Injury:

- i) Should a child get injured while in the Centre, the parent will be called and asked to pick up his/her injured child.

Serious Injury:

- i) If the injury is of a serious nature (including but not limited to a child banging his/her head, having his/her leg bent inappropriately, having his/her shoulder made uneven, extreme bruising or extreme bleeding), 911 will be called;

- ii) If the injury is life threatening, the Centre will transport the child by ambulance. A staff member will accompany the child and the Centre will call the parent to have him/her go;
- iii) The parent will be responsible for the payment of the ambulance; and
- vii) A casual, parent or Alternate will be called in to take over the Val Marie Early Learning Centre (VMELC).

Documenting the Injury/Occurrence:

- i) A complete accident report is made as soon as possible after an accident occurs. The report is to be signed by the parent before the end of the day and, if necessary, discussed with the Director. A copy of this report is kept in the child's file; and
- ii) If a serious accident occurs, a serious occurrence report is completed (as per Community Resources and Employment requirements). This report requires a full explanation as to what happened and the action taken in response. The report is to be signed by the parent and then is sent to the Community Resources and Employment Child Care Consultant. The Consultant does a follow up to the report to verify the explanation. A copy of the report is also kept in the child's file.

iii) Power Outages/Unforeseen Emergencies:

The Center will close after one hour without power. Fees will not be refunded in the event the center is closed in an emergency or unforeseen emergencies (i.e.: power outage, weather, sewer). In the event that the daycare needs to evacuate in an emergency, children and staff will relocate to the R.M. Office or the Parks Canada Admin Office and parents will be called from there.

s) Outdoor Activity/Excursions:

Outdoor play is an important part of the Center's program. It is necessary for the health and well being of all children.

Winter:

- i) Children will not be taken outside when the temperature is colder than minus 20 degrees Celsius (ambient or with a wind-chill). Children will only spend short periods of time outside in cold temperatures; and
- ii) Parents will be responsible for providing appropriate clothing for their child. This includes a toque, a warm jacket with a hood, ski pants, winter boots, a scarf and mitts or gloves.

Summer:

- i) Children will only spend short periods outside if the temperature is above 25 degrees Celsius and/or the UVA reading is above 6. Children will not be taken outside at temperatures above 35 degrees Celsius. The Centre will provide

sunscreen for all children when they are let outside. A sun screen/ insect repellent form must be signed by the parents;

- ii) Parents will be responsible for providing appropriate clothing for their child. This includes a sunhat, walking shoes (preferably sandals or running shoes and not backless shoes), a swimsuit and a towel, light clothing, a raincoat and rubber boots when necessary and insect repellent if used; and
- iii) Rollerblades may be used by the children at the Centre providing all of the appropriate gear is worn. This includes a helmet, elbow pads, knee pads and wrist guards.

Excursions (Outings):

- i) General Excursion Information:

All excursions are to be approved by the Director. Excursions may be cancelled due to weather. Parents will be given advance notice of outings whenever possible. Emergency cards for each child going on the excursion will be taken on all outings as well as a first aid kit. The emergency cards contain emergency information for the children;

- ii) Permission Forms:

Parents must fill out a general permission form before their child will be allowed to go on any small or minor excursions. Special excursion permission forms must be signed by the parent and filed prior to any major excursion;

- iii) Excursion Supervisory Ratios (as per provincial regulations) laid out in CDC Licensing Manual.

- t) Children With Diverse Needs:

- i) Children with Special Needs:

The Center will accommodate children with Diverse Needs, provided the proper assessment procedure is followed and staff and conditions are available to accommodate the needs of that child. However, children with chronic conditions that do not hinder their ability to participate in the Center's program will not be denied care because of that condition.

- ii) Behavioral Change at the Centre:

Once children have been admitted into the Centre, they are encouraged to become a part of the regular program. If a child's behavior changes and they show signs of regression, delays in speech, aggression, or any other form of abnormal behavior, the ECEs will approach the Director. The Director will then observe the child and decide if this child needs more support and guidance. The parent will be informed about any changes in his/her child's behavior as well as the Directors observations.

- iii) Assistance Grants:

Ministry of Education has grant money available for children at the Centre who require additional support enrolled for more than 20 hours per month. If the Director has observed a child and he/she decides the child could use additional support, individual grants can be set up with input from Speech and Language, Child and Youth and the parent of the child with the diverse needs. These grants require the involvement of the Early Learning & Childcare Consultant. See the director for details regarding these grants.

iv) **Aggressive Children:**

An aggressive child is defined as a child who compromises the safety of any member of the Centre (this includes the child him/herself, other children or the ECEs) or a child who disrupts the Centre and compromises the ability of the ECEs to provide a high quality program.

The Center's Procedure for dealing with an aggressive child is as follows:

1. Behaviors will be documented and parents will be notified of the situation by the child's primary caregiver and/or the Coordinator and/or the Director;
2. An individual plan will be implemented to improve the child's behavior. This plan is to be first approved by the parent, the caregiver, the Coordinator or the Director, Speech and Language, Child and Youth and Community Resources and Employment; and
3. After the plan is implemented, the child's progress will be documented.

The Board reserves the right to ask the parent to withdraw his/her child from the Centre if the child does not improve significantly and to the satisfaction of the Coordinator or the Director. The parent will be given one month's written notice of the Board's decision.

A parent who refuses to take part in this process may be asked to remove their child with a one month's written notice.

u) **Photo Consent:**

While in attendance at the Centre, children may have their photographs taken. In order for these photographs to be displayed in the Centre, school and/or community, a Photo Consent Form must be completed for each child by the parent.

11. Child Abuse and Neglect

a) **Suspected abuse or neglect by someone outside the Centre:**

- i) The Centre, like any other childcare facility, has the responsibility to ensure the protection of all children and is legally required to report any suspected cases of child abuse. Abuse is defined as any form of physical, emotional, sexual or neglectful behaviors;

- ii) The Centre will document and report any evidence indicating child abuse. This includes unusual forms of sexual behavior by the child, lack of cleanliness and hygiene, lack of supervision by a parent or caregiver, unexplained physical bruising and violence, or severe treatment at home; and
- iii) If the ECEs feel a child is in need of protection, they will report any abuse to the director immediately. The Director will then document the information from the ECE and look at or talk to the child for clarification. Once this has been completed, the Director will then call the Child Protection Intake Line (306) 778-8219 from the office. If an ECE makes the call, she/he must notify the Director of the call made immediately.

b) Suspected abuse or neglect by an employee of the Centre:

- i) Parents or caregivers will document and report any evidence indicating child abuse, as defined above. They will report any abuse to the Director immediately. If the abuse is suspected at the hands of the Director, the parent or caregiver will report it to the Board immediately; and
- ii) In either case, the situation must be investigated further, and the child will be talked to for clarification. Once this has been completed, Child Protection Services are to be contacted by either the day care staff member, the board, or the parents.

c) Course of Action by the Board:

In the case of suspected abuse or neglect by an employee of the Centre, the Board may choose to implement one or more of the following precautions, depending upon the circumstances:

- i) Suspension with Pay; and or
- ii) Suspension without Pay; and or
- iii) Have employee work in different capacity in the Centre.

Refer to Grievance Procedures Section for the proper procedure to resolve complaints / problems.