

VCCI Parent/Guardian Policy

River Road

1-730 River Road

204.987.1595 (preschool)

204.987.1595 (school age)

Minnetonka

200 Minnetonka Street

(located in the school)

204.257.8109

Meadowood

515 Meadowood Drive

204.987.1590

vcci@mts.net



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Welcome

Welcome to Village Child Care Inc. While that's our official title, we typically call ourselves Village or VCCI.

VCCI's program is built on the understanding that it is an extension of the home, assisting you as a parent/guardian in caring for, teaching and nurturing your child.

You are welcome to drop in at any time and are encouraged to contribute your ideas. Outings and fieldtrips are a great time to join us. Other ways you can be involved include:

- being aware of and following all policies
- reading all notices, bulletin and posted messages
- keeping staff informed of anything that may be affecting your child
- showing respect and admiration for your child's work and creations
- being sure your child comes to day care well rested, in good health, with proper clothing for indoor and outdoor play with an adequate and nutritious lunch
- returning all requests for information promptly
- volunteering to be a board member

VCCI is licensed by the Provincial Early Learning and Childcare and follows all regulations set out in the Provincial Child Day Care Standards Act. The centre follows all necessary rules in order to maintain licensing. The government coordinator provides semi-annual licensing visits.

Our centres work to meet the requirements for the number of trained Early Childhood Educators (ECE) as determined by the province. There are several ECEs who have been employed in the center long

Philosophy Of VCCI

Village Child Care Inc offers a safe, accessible and affordable child care and early learning program for children three months to twelve years of age. The VCCI philosophy is based on the premise that child care should be an extension of the home, providing a warm and caring environment with play based learning.

We believe that children can learn and grow when provided with a stimulating environment. We employ warm and caring individuals who offer guidance and maintain a creative program.

We encourage age appropriate, non-sexist, non-competitive and creative programming that allows children freedom of choice and an opportunity to gain independence and responsibility, and to develop a positive self-concept.

We believe in mutual respect and each child is treated as a respected individual.

term. This continuity is an integral part of providing a quality, creative program. The ECEs participate in courses and workshops on an ongoing basis in order to keep their information in Early Childhood Education current.

A center bulletin is emailed bi-monthly. This includes: information relevant to your child, general matters of interest, upcoming events, menus, and so forth. Ideas and articles from parents and any information you would like to share with other parents are welcome.

Goals Of VCCI

- Develop a self-confident & positive self-image
- Learn to make choices and decisions
- Develop physically, socially, emotionally, and intellectually
- Develop a sense of responsibility
- Recognize and respect the needs and feelings of others
- Learn to express feelings and emotions in a positive manner

History of Village Child Care Inc.

1981	VCCI started by a group of parents in the Village Canadian Coop community with a preschool program
1982	School age program was added
1998	Meadowood site opened as second location (24 preschool and 8 school age spots)
1999	Acquired the entire building from Village Canadian Coop and expanded program to 32 preschool and 10 school age
2007	Minnetonka site in the school opened as third location (20 preschool)
2008	School age program was converted to an Infant program at Meadowood



What the acronyms mean

VCCI – Village Child Care Inc
ANCR/CFS – All Nations
Coordinated Response/Child Family
Services
ELCC – Early Learning and Child Care
ECE – Early Childhood Educator

1. Registration

Online Child Care Registry

The Online Child Care Registry helps families find and apply for licensed Child Care Programs within Manitoba.

For more information, and how to apply for Child Care please refer to the link below:
<http://www.gov.mb.ca/fs/childcare/occr/index.html>

Registration

Before any child is admitted to a VCCI Centre the parent/guardian must:

- ✓ Visit the centre with their child
- ✓ Review the Parent Policy
- ✓ Complete and sign all necessary VCCI Child Care registration forms

Registration is on a first come, first serve basis according to the centre's waiting list, with priority given to members living in the Village Canadian Co-op and children needing care on a full-time basis. Families with multiple children may be moved up the list if space is available for all of their children at one time.

Registration is accepted on a full-time basis. Parents/guardians wishing to explore part-time care should speak to the Executive Director or Site Manager. Part-time arrangements may require flexibility with respect to the days that their child attends.

Prior to enrollment parents/guardians are required to pay a registration fee as follows:

- ✓ Non subsidized families will pay a registration fee equaling one half of the regular fee per child for a four-week period.
- ✓ Subsidized families will pay \$40.00 per child for a four-week period.

Registration fees will be held in the parents account and given as a credit on their last invoice once notice of withdrawal is given.

It is the responsibility of the parent/guardian to inform the centre of their children's additional support needs. This includes use of any regular medication, consultation with any outside agencies such as Child Development Clinic, psychologists etc. on the registration form. This information does not preclude your child from attending the centre but is necessary in order to meet the needs of the family.

Catchment Area

Acceptance into VCCI does not guarantee space in a specific school unless the child resides in that catchment area. Registration and acceptance in a school outside of your designated catchment area is to be negotiated between the parent/guardian and the school.

VCCI can only provide care for children who are enrolled in the schools where we are located. The centres do not have the staff required to meet additional buses or other transportation.

For more information on catchment areas in the Louis Riel School Division please refer to the link: <https://www.lrsd.net/Pages/Locate-a-School.aspx>

Parents/guardians living outside of the catchment area of the schools the center serves are required to speak to the school's principal and to apply to the Louis Riel School Division for acceptance to attend their chosen school.

If your child requires bus transportation to and from school, you must contact the Transportation Division of the Louis Riel School Division.

Ages Accepted

Our centers accept children 3 months to 12 years of age, in accordance with the license requirements of the Province of Manitoba.

Village Child Care Inc. is licensed by the Early Learning and Childcare for the following:

	Infant 3 months – 2 years	Preschool 2 – 5 years	School Age 5 – 12 years
River Road	n/a	25 children	38 children
Meadowood	8 children	32 children	n/a
Minnetonka	n/a	20 children	n/a

Hours of Operation

Location	Days open	Hours open
River Road	Monday to Friday	7:00 am to 6:00 pm
Meadowood	Monday to Friday	7:00 am to 5:30 pm
Minnetonka	Monday to Friday	7:00 am to 5:30 pm

2. Fees

Billing Schedule

The billing schedule is calculated on a 20-day cycle, as set by ELCC. Each year has 13 billing periods and invoices are calculated on a four-week period.

Fees are due two weeks after the receipt of the invoice. Payment may be placed in the parent fee box located in each playroom.

Fee Schedule

Returned Cheques*	\$30.00
Annual tax receipt	No charge
Program Support Fee – 1 child	\$10.00
Program Support Fee – 2 children	\$15.00
Program Support Fee – 3 children	\$20.00
Late pick up fee	\$10.00

*If this situation occurs, the center reserves the right to refuse payment by cheque.

These fees are subject to change.

Invoices will be emailed to parents at the beginning of each billing period.

Fees charged by the center will always be the maximum allowed by the Early Learning and Child Care. Subsidized parents/guardians are responsible to pay for any daily fees for absent days not covered by the Early Child Care Subsidy Program.

Forms of payment

Payments must be made by cheque or money order.

Unpaid Accounts

An interest charge of 2% per month will be added to all overdue accounts of families of children no longer attending VCCI.

All unpaid accounts will be settled by a collection agency. If your account is forwarded to a collection agency, there will be an additional fee added to the amount to cover the cost of the collection agency fees in the amount of 33.3%.

Provincial Subsidy

Manitoba Child Care Subsidy is available for parents/guardians and is assessed according to the family income and need.

Families who are unable to meet the full cost of care may apply for financial assistance through Early Learning and Child Care. ELCC determines the subsidized amount according to a sliding fee schedule. Please contact the Subsidy Clerk identified on your decision form if you have any questions regarding your subsidy.

Failure to comply with Early Learning and Child Care requests could result in the suspension of the subsidy, leaving the parent/guardian responsible for all fees. It is the parent/guardian's responsibility to provide all necessary documents and meet all government requests and deadlines to benefit from the subsidy.

For more information and to access application forms, please refer to the link below:
<http://www.gov.mb.ca/fs/childcare/index.html>

If the Provincial Subsidy Program has not approved your subsidy application on the first day of your child's attendance, you will be responsible to pay one half of the full cost of care until confirmation of subsidy is received.

Absent days

Fees are paid in all cases of absenteeism, including illness and vacations. The centre is closed on any holiday proclaimed by the Federal or Provincial governments and therefore will be closed on the following days:

New Year's Day	Good Friday
August Civic Holiday	Labour Day
Christmas Day	Remembrance Day
Louis Riel Day	Christmas Eve (closed at 1:00)
Canada Day	Thanksgiving Day
Victoria Day	Boxing Day
New Years Eve (closed at 3:00)	

Although Easter Monday is declared a Provincial holiday, VCCI remains open as most parents still require care on this day. As such, the centre will be open on Easter Monday and the staff are given an alternate professional development day in lieu of this day. Parents will be informed in advance of the closure in lieu of Easter Monday.

Program Support Fee

The Program Support Fee is in place to help cover some of the additional costs of operating the program. This fee replaces the Lieu of Fundraising fee. There will be an incremental increase to the fee over three years starting January 2020. 2020 rates will be as follows: \$10 for one child, \$15 for two children and \$20 for three children.

3. Attendance

Communication Regarding Absences

Parents/guardians are responsible for informing the center of any occasions when their children will not be attending. Parents/guardians may be contacted to confirm absences.

School Suspensions

Children receiving school suspensions are the responsibility of the parent/guardian and alternate care must be found for school hours.

Vacation Time



We encourage parents/guardians to ensure that their child has some “vacation time” away from the center at least once per year. Just as working parents need a break from their work, children also need a break from daycare.

If parents wish to withdraw their child for the summer months, the child’s name will be placed on the appropriate waiting list for care in the fall. No guarantee of available space is given. If possible, the center will fill the child’s space with a child looking for summer care only. Should this work out, parents are responsible to pay a \$50.00 fee to hold their space for the summer months.

Withdrawal

Two weeks written notice must be given prior to withdrawing your child. You will be charged the daily rate for each day less than two weeks if two weeks is not given. All fees owing must be paid when the two-week notice is given. The enrollment registration fee will be credited at this time.

A child will be considered withdrawn if they are absent for five consecutive days with no explanation. The invoice will include these days as well as the two-week notice. The program will attempt to contact the parent/guardian for clarification.

Closures due to Severe Weather

During any inclement weather, including a weather warning, parents/guardians should call before bringing their child to the centre.

If the Louis Riel School Division schools are closed due to weather, the centre will also be closed.

If serious weather conditions develop during the work day, a decision may be made to close the centre early. In this circumstance, either you or your alternate contact will be called to pick up your child immediately. Parents/guardians are responsible to pay regular fees on these days.

LRSD Weather Information:

<https://www.lrsd.net/About-Us/weather-station/Pages/default.aspx>

4. Illness

VCCI does not have the facilities or staffing required to care for sick children. Children who are too ill to participate in daily activities as usual should remain at home and help ensure the health and safety of all VCCI children and staff. Plan ahead and have back-up care for emergencies.

If a child becomes ill at the center prior to leaving for school, the parent will be notified and asked to make the decision as to whether the child will be sent to school or held back until the child is picked up by the parent/guardian or alternate care person.

If your child becomes ill during the day, you will be notified and must pick up your child as quickly as possible. If you cannot be reached, one of your emergency contacts will be notified.

When a child appears to have the symptoms of a high fever (flushed face, glassy eyes, skin hot to the touch) and shows signs of discomfort, a staff member will take the child's temperature. If the reading of the thermometer results in a fever, the parent/guardian will be notified, and a temporary sick area will be set up to make your child as comfortable as possible until your arrival.

In the case of suspected illness, the centre reserves the right to request a doctor's certificate stating that the child is healthy enough to be readmitted.



Vomiting/Diarrhea

In cases of repeated episodes of vomiting or diarrhea, the parent/guardian will be notified and expected to pick up their child immediately. The child will not be allowed to return until he/she is episode free for 24 hours.

Communicable Illness

If the illness appears to be communicable, the child will be isolated as much as possible and the parent/guardian will be notified to pick up their child as quickly as possible. All parents/guardians will be advised that their children have been exposed and the symptoms to watch for.

Public Health has provided child care facilities with illness and contagious guidelines, which we are required to follow. Parents/Guardians must follow the Public Health expectations regarding isolation periods. A child will not be allowed to attend the centre if he/she has:

- Strep throat
- Measles
- Mumps
- Scarlet Fever
- Pink eye with yellow or white discharge
- Impetigo
- Contagious disease
- Rash (unless previously diagnosed as non-contagious)
- Repeated diarrhea and/or vomiting (more than twice in 24 hours)
- Ringworm/scabies

NOTE: A doctor's certificate may be required before your child will be readmitted to the centre.

Administering Medication

Due to safety concerns, all medications must be handed directly to a staff member. It will be kept out of reach of children in a locked box or refrigerated as required.

Should a child resist taking their medication, VCCI will not force it upon them. The parent/guardian will be advised that the medication was not administered, and it will then become the parent/guardian's responsibility to dispense the medication in the future.

IMPORTANT: Do not place medication in your child's lunch bag or locker.



Prescription Medication

Staff will only administer medicine that has been prescribed by a doctor for your child.

Medication must be in the original container with the details clearly legible. It is recommended that you make a request of the pharmacist to package medicine in 2 labelled containers so that 1 can be kept at home and 1 at the centre. If your child requires medication during school hours, you must make separate arrangements with the school.

A daycare provided form must be signed and dated by the parent/guardian, and completed with the following information:

- Name of the child
- Doctor's name
- Dosage
- Must be current (not past expiry date)
- Time(s) of administration
- Duration required

Over-the-Counter Medication

Our staff can only provide over-the-counter medication to your child in the following circumstances:

- If a child is below the age of two and is vulnerable to develop fever seizures
- If a child over age two tends to develop fever seizures. In this case, the centre will require a doctor's note to authorize the administration of Tylenol.

The ELCC requires that the parents/guardians of these children provide a small, unopened bottle of Children's Tylenol clearly labeled with their child's name. Staff will administer the Tylenol as required and the parent/guardian will be contacted to pick the child up.

All parents/guardians must sign the release form for emergency care to ensure the care and safety of their child is not compromised. (See the signature page of Registration Package).

Emergency Care Procedures

Should a child require emergency care (defined as life-threatening, unconscious, broken bones, allergic reaction) an ambulance will be called. The child will be taken to the nearest hospital (at the ambulance driver's discretion) accompanied by a staff member. The City of Winnipeg will bill the parent/guardian directly for the ambulance service.

The Site Manager will notify the parent/guardian as soon as possible and advise the parent/guardian of the designated hospital. If the centre is unable to reach the parents/guardians, they will contact someone on the child's emergency contact list.

Parents/guardians will be required to sign the accident/incident report. This will be reported to the ELCC.

Under no circumstances will staff transport a sick child in their own vehicles.

Non-Life-Threatening Events

In cases of non-life-threatening events (i.e. laceration) the parent/guardian/emergency contacts will be notified and are responsible to immediately pick up their child. In all cases, staff will use the best practices available to them. Parents/guardians will be required to sign the accident/incident report.

No Nit Policy

To reduce the spread of head lice, the centre will enforce a No-Nit Policy. A parent/guardian will be contacted and the child will need to be picked up as soon as possible.

The only effective measure against head lice is the complete and thorough removal of all eggs (nits). Once the child has been treated (hair shampooed with a lice shampoo) and there are no signs of live nits after 24 hours, the child may return to the centre. Staff will check the child's hair for 3 weeks after the first sighting.

5. Staffing

VCCI staff are professional Early Childhood Educators (ECEs) with post-secondary education in Early Childhood Education and Child Care Assistants (CCAs).

VCCI provides staff with professional development opportunities, by way of workshops and conferences, throughout the year to ensure their knowledge remains current and up to date.

Staff training

Prior to beginning employment with VCCI, staff are required to complete the following:

- First Aid/CPR Certificate*
- Child Abuse Registry Check
- Criminal Record Check

*First Aid (FA1: Emergency First Aid), CPR (Level C CPR/AED) is renewed every three years for each staff member at all VCCI sites.

The code of professional ethics shall apply to all trained Early Childhood Educators and Child Care Assistants employed in child care centres whether their position is a Director, Supervisor or Educator in the Province of Manitoba.

Practicum students

There are often students from various educational institutions who do their practical experience at the center. Their work is monitored and directed by VCCI staff. The students are never left alone with the children. This has been a positive experience as the staff and students can learn from each other.

6. Staff/Child Ratios

Child/Staff Ratio

Group	ECE:Child Ratio	Age
Infant	1:4	3- 24 months
Preschool	1:8	2-5 years
Kindergarten	1:10	4-5 years
School age	1:15	6-12 years

When children are in mixed age groups the staff will determine ratios by the formula provided by the Early Learning and Childcare. These ratios are in accordance with the Provincial Day Care Regulations. The centre works to reduce these ratios by applying for various grants that are available.

Child/Staff Ratio Exceptions

The staff/child ratios may exceed the above ratios as outlined in the Early Child Care and Learning Regulations and will be posted on the parent bulletin board.

School Escort

During the times the staff are escorting children to school or busses the staff/child ratios will not exceed the following:

Group	ECE:Child Ratio	Age
Preschool	1:12	2-5 years
Kindergarten	1:15	4-5 years
School age	1:20	6-12 years

A copy of approval for the group size variance from Manitoba Child Day Care is posted on our parent bulletin board.

7. Supervision

Direct Supervision

All Infants and Preschool children will always be directly supervised by VCCI staff. The staff will be in the same room/area and be able to see and/or hear the children at all times, including indoor/outdoor play.

Indirect Supervision

Indirect supervision occurs daily for kindergarten and school age children in our program. As children grow and develop, they need opportunities to practice independence and build self-confidence. Indirect supervision encourages these skills. The staff will consider the age, developmental level and individual needs of each child as they determine the level of supervision required for each situation.

Our sites practice indirect supervision with the following scenarios:

- Going to the washroom
- Moving between child care playrooms

8. Parents

Contact Information

It is the parent/guardian's responsibility to ensure that the centre has the most current contact information. This includes work, home or other emergency numbers as well as escort information, medical or other pertinent information.



We suggest that you carry a card in your wallet or purse requesting that the center be contacted should you become sick, injured or otherwise unable to speak for yourself, during the hours your child may be at the center. We will notify your alternate contact people to pick up and provide alternate care for your child.

Information cards are available in the appendix.

Guardianship and Custody

The primary responsibility of the child care program is to ensure the health, safety and well-being of your child. We do not get involved with disputes between parents/guardians. The Centre requires a copy of any legal documents pertaining to guardianship. Without such a form, either parent/guardian has access to pick up.

The centre is required to follow the Manitoba Early Learning and Child Care Protocol Understanding Custody Arrangements and Court Orders issued by the Criminal or Family Law Courts. Please discuss these issues the Site Manager or Director.

For more information please visit:

<http://www.gov.mb.ca/fs/childcare/resources/publications.html>

Parent Concerns

The centre and staff are committed to working cooperatively with parents/guardians. Problems or concerns can be resolved by cooperation and working together. We encourage parents/guardians to discuss any concerns they may have with the Executive Director or site manager. It is the expectation of the center that parents will always conduct themselves in a professional manner. Disrespectful behavior will not be tolerated and may result in loss of care.

Procedure for Concerns/Complaints

- Parents/guardians should make an appointment to discuss their concern with the Executive Director. Email addresses and phone numbers are available on the parent board.
- If the concern is not resolved, then either party (parent/guardian or Executive Director) should address the concern in writing.
- If the concern cannot be resolved to the satisfaction of both the parent/guardian and the Executive Director, then it should be addressed, in writing, to the chairperson of the Board of Directors. The Board's decision to resolve the concern will be addressed to the parent/guardian in writing.

Board of Directors

Our centre is governed by a Board of Directors consisting of nine parent/guardian members, five from the River Road site and three from the Meadowood site and one from the Minnetonka site. The Board meets regularly to set policies, plan events and deal with related child care issues. Parents/guardians are encouraged to run for positions on the Board of Directors.

Annual General Meeting (AGM)

VCCI conducts an AGM in the fall of each calendar year. This is an open meeting to all parents/guardians where we will discuss the business of the organization. The evening also includes prize draws and a wine and cheese gathering after.

All parents/guardians are members of VCCI. It is a requirement of the Incorporations Act and a regulation of the Early Learning and Childcare that the members (parents/guardians) elect a Board of Directors annually. Failure of parents/guardians to attend the Annual General Meeting may result in an inability to reach quorum and the meeting will not be able to proceed. Without an elected Board of Directors, the Center will lose its license which could result in the closure of all VCCI centres.

Communication regarding your child

As the centre spends a lot of time with your child, we would appreciate knowing any important information regarding your child (i.e. recent separation, death in the family, illness, etc.). This information is kept strictly confidential and will help us to assist your child in dealing with these issues with greater understanding.

9. Facilities

Repairs & Maintenance

There are times when renovation and maintenance are required. The centre will do everything that they can to give parents adequate notice. Safety of the children in the program will always be a top priority.

Damage to Center or Staff Equipment

When children, due to aggressive behavior, deliberately damage property or purposefully misuse equipment, it must be replaced by the parent with a reasonable replacement. If the equipment is not replaced by the parent/guardian, then the center will determine the cost of a replacement and the parent/guardian will be invoiced. The property must be replaced within ten days of the damage occurring. Re-occurring damage to property and equipment could be grounds for the center to ask the family to find alternate childcare.

10. Behaviour Management

Behavior Management Philosophy

The Philosophy of guiding children's behavior is used to promote socialization and to nurture the full potential of each child. A child's ability to be guided is dependent upon their developmental level. Our methods are based on a sound knowledge of child development, with understanding and respect for the child as an individual.

Unacceptable behaviours

Certain Center rules must be followed to ensure the safety and well being of all the children and the smooth operation of the programs. The following behaviors are unacceptable:

- Hitting other children or staff
- Intentionally destroying center equipment
- Foul language
- School age children leaving the center without permission
- Continual refusal to comply with center rules

Dealing with unacceptable behaviours

Many misbehaviors can be corrected by the child's understanding of the problem and a reconciliation with the people involved. Our goal is to encourage children to be responsible, encouraging mutual respect, cooperation, independence and self regulation. When unacceptable behaviors occur, the staff use the following techniques.

- Talk to the children and try to solve the problem together.
- Re-direct the child to another activity or area if he/she is having difficulty within a group or area.
- Direct the child to a “time out” to think about what has happened. After the “time out”, the staff will converse with the child about what has happened before they return to their activity.
- Remove certain privileges such as a play area or activity. This includes the principal of “logical consequences” meaning that the consequence is specifically related to the misbehavior.

Process in Dealing with Unacceptable Behaviors

If unacceptable behavior continues or escalates on a regular basis and in turn is becoming detrimental to the child, other children, staff or program as a whole:

Contact with the parents will be initiated to discuss the problem and to determine the best method of intervention. The center may ask permission to involve the child’s teacher, (school-age), and the school resources.

The ELCC coordinator will be contacted and the situation discussed. Early Learning and Child Care will be requested to offer the center support through referrals to outside professional agencies if needed.

If the problem continues the child may be suspended from care. The parents/guardians will receive at least two days’ notice before a suspension takes effect. The center may request that the parent/guardian seek outside professional resources.

If parents/guardians refuse to seek outside supports, or if all the behavior management policies have been exhausted, and the problem can still not be resolved, the parent/guardian may be asked to remove the child from the program. The parent/guardian will receive at least one-week notice. Whenever possible the Executive Director will assist the family in finding suitable alternative care.

Physical aggression towards other children or staff will not be tolerated. This continued behavior could be cause for immediate removal of the child from the center for the safety of all involved.

The center is committed to cooperation and encouragement for parents/guardians and children exhibiting unacceptable behavior. Most of the time, problems can be resolved through cooperation and working together to change the behavior. We will notify parents/guardians of our concerns through reports and follow-up personal contact.

11. Code of Conduct

VCCI encourages parent/guardian participation, and we invite you to spend time with your child in our centres. The success of our child care programs depends greatly on the parent/guardian's cooperation and support. All communications conducted with VCCI staff is expected to be done in a respectful manner.



Behaviour that includes verbal abuse such as yelling, swearing, threatening or intimidation is seen as disrespectful and is not tolerated.

For further information, see Code of Conduct on parent bulletin board.

12. Drop off and Pick up

Notifying staff at drop off or pick up

Parents/guardians must deliver and pick up their children to and from the centre. They must accompany their child/children right into the appropriate playroom and notify staff that they have arrived. The centre will not be responsible for children who are not brought right into the center or picked up at the end of the day by their parent/guardians. Parents/guardians are required to notify staff themselves when their children are leaving for the day. These measures are to ensure the safety of all children and to allow staff to know where children are at all times.

The centre doors will remain locked until the opening time of 7:00 a.m. The day care's clock will be used as the correct time.



Pick up by someone else other than a parent or guardian

Parents/guardians are required to notify the centre if their child is to be picked up by someone other than the parent/guardian. The child will not be released to any person other than those persons named by the custodial or primary care parent/guardian. If an authorized person is picking up:

- They will be asked to show identification. If a parent/guardian does not inform the centre that an alternate is picking up their child/children and the staff cannot reach the parent/guardian, the child will only be released to any alternate persons as indicated on the registration form.
- If the parent/guardian does not request that the center to release their child to someone other than those listed on pickup list by note, either by note or phone call, the centre will not release the child. If staff are unsure of the identity of the caller making the request, centre staff may return the call to the number listed in the centre's files.
- Text or email are not acceptable forms of communication, as staff do not regularly access those modes of communication.

Your child will not be released to any person who, in the opinion of the staff on duty:

- is under the influence of drugs or alcohol and poses some potential threat to the safety of your child. In this case, staff will call alternates listed in your child's file and they will be requested to pick up the parent and child.
- is under the age of 12 years.

VCCI will assume no responsibility for the child once they are released from our care.

Late Pick Up

If the child has not been picked up by the centre's closure time, a late fee of ten dollars (\$10.00) per fifteen minutes, or any part thereof, will go into effect. Parents/guardians are required to sign a late fee agreement at that time.

If a parent/guardian arrives right at closure and the child takes 5-10 minutes to dress and leave, the parent/guardian will be assessed a late fee. Staff cannot leave the centre until all parents and children have left. Although the staff appreciates being notified by parents/guardians if they are aware that they will be late, the late fee will still apply. Parents/guardians picking up their child/children after closure time more than three times may have care suspended.

No pick up

Regular late fees will apply if your child is not picked up by closing time. If your child is not picked up one hour after closing time, and VCCI is unable to reach an emergency contact, we are required, by law, to contact Winnipeg Child and Family Services. WCFS/ANCR will subsequently pick up your child. Should this situation arise, WCFS/ANCR can be reached through their general phone number 204.944.4200.

13. Transportation

Bus to and from school

Children who take a school bus to any school from the center are accompanied by a staff member to the bus stop to ensure that they get on safely. A staff member meets children at their bus in front of the centre after school. Attendance is taken as they arrive.

If a child does not arrive on his/her regular bus, appropriate measures will be taken to contact the school, bussing company and parent to determine where the child is. The centre is not responsible for children once they have boarded the bus or until the bus arrives at the centre.

Escort to and from School

Children attending Minnetonka School (River Road site) and Victor Wyatt School (Meadowood site) will be walked to and from school by centre staff.

If you are picking your child up directly from school for any reason, please notify the centre ahead of time so we know the whereabouts of your child should they not arrive at the center. Staff needs to be aware if they stay at school for extra curricular activities or patrolling staff.

Once children are dismissed from school, they do not become the centre's responsibility until they arrive at the designated daycare meeting spot. Children must go directly to the meeting spot after school. If a child does not arrive at the meeting spot after school, staff will work with the school to try to locate the child and the parent/guardian will be notified immediately. The centre will make every effort to locate the child but cannot be held responsible.



Transportation for Field Trips

For any field trips throughout the year, children are typically transported by a rented bus or the Winnipeg Transit System.

Rented Bus

We typically employ First Bus (bus company used by Louis Riel School division) as a mode of transportation which has a limited number of safety restraints. The bus will transport no more than the allotted number of children in which the bus is licensed to transport.

Winnipeg Transit System

The child/staff ratio will not exceed one staff/six preschool children or one staff/ten school age children.

14. Confidentiality and Privacy

Confidentiality

Our staff and Board of Directors are expected to keep all written and verbal information regarding the day care and its users strictly confidential. The Manitoba Privacy Act is binding for staff and does not allow them to discuss children in the program with anyone other than the child's own parents or guardian.

Pictures/Videos

From time to time the staff will take pictures or videos of the children or program. Any pictures/videos taken are for centre use. Pictures or videos taken by anyone else will not be allowed without the permission of the parents. (The signed Parental Agreement Form provides authorization.)

15. Emergencies

Safety Plan and Emergency Procedures

A comprehensive Safety Plan has been developed and is available for review should any interested parties want to read it. This includes emergency pick up locations.

All programs have regular fire drills and emergency evacuation practices. In the event of an actual emergency, staff and children will proceed to their site's designated emergency facility, where parents/guardians will be notified.

Emergency Medical Care

In the case of injuries requiring minor medical attention, parents will be notified after the necessary first aid has been administered by staff. Parents/guardians may be asked

to pick up their child and escort them to their family doctor. Your alternate contact person will be notified if the parent/guardian cannot be reached to act on your behalf.

Should a serious injury occur, an ambulance will be called. A senior staff person will accompany your child to the hospital and remain with him/her until you arrive. The parent/guardian or alternate contact person will be notified immediately.

As per Provincial Day Care Regulations, the Early Learning and Child Care will be notified of any injury requiring medical attention.

16. Child Abuse Protocol

Safety and well-being of all children in the centre is paramount. If there is a suspicion or concern that a child may be in need of protection, VCCI staff are required by law to record and report all claims to ANCR/CFS.

This includes situations where there is a concern/suspicion for the following (but not limited too):

- Health & Safety
- Neglect
- Emotional & Physical Well Being

For more information please refer to The Child & Family Services Act:

<http://web2.gov.mb.ca/laws/statutes/ccsm/c080e.php>

Government of Manitoba's Child & Family Services Link: [https://](https://www.gov.mb.ca/fs/childfam/index.html)

www.gov.mb.ca/fs/childfam/index.html



17. Personal Belongings

Clothing

All children will be provided a space for them to store their belongings. All clothing is required to be labeled with your child's name to avoid any confusion. The Centre will not accept responsibility for lost or stolen items. In outfitting your child, keep in mind:

- the changeable weather
- your child's comfort
- the activities that the child will participate in during the day



Shoes are an important clothing item to assure your child's safety to prevent tripping and falls.

Parents/guardians are required to send each child with the following:

- Labeled backpack/lunch kit
- Spare set of clothes
- Indoor and outdoor shoes

If a change of clothing is unavailable, the parent/guardian may be called and asked to bring their child a change of clothing, as the Centre does not always have spare clothing available. Any clothing borrowed from the Centre must be laundered after use and returned promptly.

Summer	Fall/Spring	Winter
Shorts	Splash Pants	Ski Pants
Sun Hat	Rubber Boots	Winter Boots
Bathing Suit & Towel	Light Jacket/Sweater	Scarf
Runners or flat bottom shoes	Runners or flat bottom shoes	Hat
		Gloves/Mittens
		Winter Jacket

Sunscreen and Bug Spray

The Centre will supply sunscreen SPF 30+ and bug spray unless the child has special requirements. An additional fee may be charged for the costs of sunscreen and bug spray.

Toys from Home

We ask that parents/guardians not allow their children to bring their own toys to the centre from home unless specifically requested.

18. Toilet Training Support

Toilet training should be a joint effort between the home and day care. The parent/guardian must be willing to work with the center if training is to be successful. For more details please speak to staff regarding individual program procedures.

19. Inclusive Practice and Children with Special Needs

VCCI supports and welcomes the inclusion of children of all abilities in its programs. We strive to ensure active, meaningful participation by every child in all daily routines and activities. We are committed to enhancing our programs to provide developmentally appropriate group and individual experiences to meet the needs of each child as an individual. Planned activities and outings are designed to ensure participation of all children.

Both our indoor and outdoor learning environments are arranged so all children can move freely and make choices based on their abilities, interests and needs. We respect and value input from parents and encourage them to be part of the decision-making process for their child. With the consent of parents, we consult with early intervention professionals who have valuable knowledge and expertise to develop program plans suited to the children's needs.

Our staff regularly participate in professional development opportunities, including the opportunity to acquire additional knowledge in the care of children with additional support needs.

20. Programming

VCCI has a program centered on meeting the needs of children at various ages and developmental levels. The daily schedule is centered around play-based learning. It includes a balance of structured and unstructured activities. The daily routine is planned to include both active and quiet free play activities, staff directed activities, snacks, lunch, hygiene and clean up times.



All staff participate in planning the program and staff meetings are held regularly to formulate and develop program ideas. The program is evaluated on an ongoing basis as the children's needs change.

Children are encouraged to participate in their own way in all activities but we also respect a child's wish not to participate at times.

Our school age program gives children an opportunity to develop their social skills while taking part in activities which they enjoy, outside of their regular school day. We encourage the children's participation in developing their daily program.

We strive to have each day offer the children a variety of choices and activities that are stimulating as well as fun. We try to keep a consistent daily routine, which promotes the feeling of security in knowing what happens next.

Outdoor Play

The preschool children are expected to have outdoor play every day according to their daily schedule. Although school age children have outdoor time during school hours, we try to provide them with outdoor play on a daily basis.

As children will have outdoor play each day, it is the parents/guardians responsibility to ensure that their children are dressed appropriately. Please do not request that your child be kept indoors if they are in regular attendance.

Winter Outdoor Play Guidelines

We play outside every day, weather permitting in the Fall and Winter time. We will not play outside in the winter when temperatures reach -25C, or windchill -30C.

Summer Outdoor play guidelines

Outside play is a part of every day, weather permitting, in the summertime. Outdoor play time is limited during the hottest times of the day (11:00am - 4:00pm). UV index must be at a minimum between (0-5), with a humidex no greater than 38, as per Government of Canada legislation passed June 2017. Every precaution is taken to limit sun exposure. Drinking water is readily available to children.

Government of Canada Heat Advisories for Southern Manitoba:

<https://www.gov.mb.ca/health/publichealth/environmentalhealth/heatrating.html>

Summer Programs & Field Trips

The centre is open as usual throughout the summer holidays. The staff plan a variety of fun and educational activities and field trips. Parents will receive a summer package outlining the plan for the summer.

Naptime for Preschool Children



The majority of preschool children need a mid-day rest to restore all the energy expended during the busy day's activities. Although we will respect the parents/guardians choice not to have their child nap, staff may encourage parents/guardians consider options such as partial nap if a child appears tired and in need of sleep.

If parent/guardians choose for their child not to nap, quiet time is provided with books, puzzles and quiet games during this time.

Curriculum Statement

There are curriculum statements for preschool and infant and are available on the bulletin board.

21. Nutrition and Food

Lunches

The center will provide children with milk to go with their lunch. From November 1 to March 31 we will also offer a hot lunch on Fridays.

VCCI considers the safety of your child to be our main priority. We do not have the space in our refrigerators to store lunches. Some tips to consider when packing a lunch for your child include:

- A frozen ice pack and/or juice box to keep food cool
- A thermos to keep food warm
- Insulated lunch bag



The center is equipped with microwave ovens to heat children's lunch. We will re-heat foods for your child provided:

- The food has been pre-cooked
- The food is packed in a microwave safe container
- Your child's name is written on the container.

Village Child Care Inc. will not assume responsibility for ill effects of food that is supplied by parents. Please be aware that the children's lunches are not refrigerated.

Nutrition & Food

Nutrition plays an important role in the total physical and mental health of the children. VCCI follows the Canada Food Guide to ensure these needs are met. For tips on nutritious eating, please visit the Canada Food Guide.

The centre provides two nutritious snacks per day consisting of a minimum of two food groups. Milk or juice is provided at lunch as a supplement however parents/ guardians may provide their own juice boxes. Water is always available during the day and children are encouraged to help themselves. See individual sites for posted menus.

The following items are not permitted at our centres, and will be sent home if packed:

- Soda pop
- Gum
- Candy
- Peanuts/peanut products

NOTE: In keeping with ELCC Regulations, we maintain a “peanut free” environment at each of our locations. Peanut butter and peanut products are not listed on our menus and will not consciously be served.

Special Occasions

If parents wish to bring special treats into the centre for special occasions, please discuss with the site manager or program leader to make sure you are aware of any allergies or restrictions.

Allergies & Dietary Restrictions

Allergies can be life threatening and we make every effort to maintain a safe environment for both the children and the staff. We rely on parents/guardians to ensure that all food sent to the Centre meets the guidelines of the site that your child attends. You are responsible to advise the Site Manager if your child has any additional allergies that would require us to take precautions. The Centre cannot be responsible for allergic reactions that may occur while children are in our care. Where there are known allergies, you will be responsible to provide an EpiPen for your child in case of an emergency.

Please notify the centre of any dietary restrictions your child may have so that this information can be kept on record. Any allergies that your child has will be posted on site with a photo of your child and a list of their allergens beside. This makes it easy for the staff to identify during mealtimes. VCCI respects requests from parents/guardians regarding foods that meet religious requirements. Efforts will be made to accommodate these needs. In some instances, parents/guardians may be required to bring food from home.

Parent/Guardian Compliance Form

All parents/guardians whose child(ren) attend Village Child Care are required to adhere to all the policies as outlined in our Parent Policy. Please complete the information below and return this form to your Site Manager. This will be kept in your child(ren)'s file.

I/We _____ have read, fully understand, and agree to comply and adhere to all the policies as outlined in the Parent/Guardian Policy provided by Village Child Care.

I/We _____ agree and fully understand that failure to comply with any of the policies outlined in the Parent/Guardian Policy provided by Village Child Care may result in termination of child care services without advance notice.

Name of Child(ren)	Site Location

Name and signature of Parents/Guardians:

Name Signature

Name Signature

Date: _____


For Internal Use:

Name and signature of Site Manager:

Name Signature

Date _____

Appendix I

 <p>VILLAGE CHILD CARE INC.</p> <p>If I am unable to speak, my children are in the care of Village Child Care</p> <p>Site: _____</p> <p>Phone Number: _____</p> <p>Please notify one of the people listed on the back of this card so they can pick up my children.</p>	<p>Emergency Contacts</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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First Day Checklist:

- ✓ Registration fee
- ✓ Completed/signed registration form
- ✓ Signed Parent/Guardian Compliance form
- ✓ Change of clothing - labeled
- ✓ Knapsack - labeled
- ✓ Pull-up & wet wipes (if applicable)
- ✓ Indoor shoes
- ✓ Outdoor shoes
- ✓ Weather appropriate clothing - labeled