



**LAKEWOOD CHILDREN'S CENTRE INC.**  
**PARENT'S POLICY**

**FACILITY NUMBER 3005**

Revised – June 2019

**LAKWOOD CHILDREN'S CENTRE VISION STATEMENT**

Our Board, staff, and families will work together to provide a safe, nurturing and stimulating environment for the children in our care, therefore helping parents maintain a healthy family in our community.

**LAKWOOD CHILDREN'S CENTRE MISSION STATEMENT**

To offer the highest quality of care and ensure the physical and intellectual wellbeing of our children by providing a comprehensive, stimulating and age-related program based on the mutual needs of the children, staff, and the families in our program.

To respect social, cultural, linguistic, racial and spiritual heritages of the families we serve and help families receive, or advocate for a range of services in our community that will ensure healthy families.

**LAKWOOD CHILDREN'S CENTRE HISTORY**

Lakewood Children's Centre began in the spring of 1982. Several working mothers within the community formed a steering committee and worked with the provincial government to create a credible non-profit, incorporated Centre that was accessible and affordable to parents within the community. After negotiations with the St. James School Division, two rooms were rented in Lakewood School and the Centre officially opened in September of 1982 with three staff and twenty-six children.

By 1984, all forty-eight of the licensed spaces were filled and five staff members were employed. It was decided at that time, through a needs assessment, to introduce a full lunch program. Later that year, a third room was rented from the school division.

In 1998, another needs assessment was conducted, and the Centre began to offer nursery school to 3 and 4 year old children in the afternoons, using a fourth room rented from the school division. The next year the nursery school was expanded to include a morning program. That same year the Centre increased its licensed spaces to 68 to further service the needs for care in our community.

In 2003 the Centre increased to 79 licensed spaces, 29 for pre-school children and 50 for school age children. The Centre had four program rooms, a storage room, and a room for the administration office and children's lockers. After careful fiscal consideration by the Board of Directors, the hot lunch program was discontinued but two nutritious snacks, and a serving of milk with lunch, are served each day.

In 2006, the Centre increased to 97 licensed spaces, 21 for pre-school children, 10 spaces for Nursery School and 66 for school age children. The Centre has five program rooms, and a room for the administration offices and storage.

In 2009, the Centre increased to 102 licensed spaces, 24 for pre-school children, 15 space for Nursery school and 63 for school age children. The increase in the enhanced nursery school spaces addressed the waiting list for Nursery School.

In 2016 Centre has received additional 24 spaces for Preschool program and 4 spaces for infant program. Lakewood Children Centre increased to 119 licensed spaces.

Hundreds of children have attended the Centre over the past years and our spaces are filled at any given time with full time, part time, and casual care. The Centre maintains a waiting list for all programs. The Centre now employs 28 full time and part-time staff. We have an excellent relationship with the school and our program information can be found on the school's web page and our web page at <http://www.lakewoodcc.ca>

We are very proud to remain an integral part of our school and community!

### LAKWOOD CHILDREN'S CENTRE GOALS

- To provide a safe environment that promotes safe practices for all children, staff and parents.
- To provide and model appropriate health and nutrition practices for our children, staff and parents.
- To create a developmentally appropriate environment for play and learning by managing spaces, materials and routines for all our children and staff.
- To organize a variety of equipment, activities and opportunities to promote all children's physical development.
- To guide intellectual development by providing activities and experiences that help develop levels and learning styles of all our children.
- To communicate with all our children by providing them with opportunities to understand, acquire and use verbal and non-verbal means of communicating thoughts and feelings.
- To promote all children's creativity by providing experiences that can stimulate exploration and expression of creativity through different mediums.
- To help build the self-esteem and sense of worth of all our children, staff, and families.
- To help all our children get along with others by modeling mutual respect among our children, staff and families.
- To model effective guidance techniques in an environment where all children can learn and practice appropriate behaviours.
- To build friendly, cooperative relationships between the children, staff and each family in the Centre.
- To continue to provide new, innovative, inclusive child care practices within our Centre.
- To advocate for a range of services for families in our community that reflect and support their diverse social, cultural, racial, and linguistic heritages.
- To maintain and enhance our Centre's ethical and professional standards of practice.

## LAKWOOD CHILDREN'S CENTRE INCLUSION STATEMENT

It is the goal of the board and staff to provide an inclusive, developmentally appropriate group experience for all children in a secure, stimulating and child-centered environment; recognizing that all children have specific abilities and needs.

The Centre will make every effort to accommodate children with additional support needs, to give all children the opportunity to develop physically, emotionally, and intellectually. To reach all children's fullest potential; Lakewood will work as a team, comprising of the Board, Parents, Consultants, and Staff, to provide and support an inclusive program meeting each child's needs.

To meet these varying needs the Centre will:

- Ensure the development of teams consisting of parents, consultants, and staff to meet regularly to ensure all areas of individual children's development is addressed.
- Ensure that supports are provided to each individual child to meet his or her varying needs throughout the day.
- Ensure that indoor and outdoor activities are provided for all children for full participation every day.
- Ensure the development of goals for children will be assessed and implemented based on the individual child's needs and development
- Ensure that all staff will be involved and work with all children.
- Ensure that consultative and parental assistance is available if needed to develop goals for children's development.
- Ensure that goals will be shared with all staff members in order to assist staff in providing appropriate activities and curriculum.
- Ensure that child to staff ratios may be enhanced based on the individual children enrolled within the program, as staffing funds are available.
- Ensure that all staff members are trained and in-serviced on inclusion and additional support needs through any educational opportunities within our field.
- Ensure that the team advocates and informs governmental bodies regarding the need for additional and /or timely resources to support all initiatives.

## **LAKWOOD CHILDREN'S CENTRE POLICIES**

The primary objective of the Centre is to meet the needs of families in the community by providing quality care for Infant, pre-school, kindergarten and school age children. The Centre operates year-round including school in-services, school winter break, school spring break, and during the summer. The Centre will accommodate requests for other than full time care only as space and circumstances permit. The Centre also offers part-time nursery school for 3 and 4-year old's during the school year. The Centre strives to follow and maintain the values found in the vision statement, the mission statement and the goals of the Centre.

## **HOURS OF OPERATION**

The Centre is open Monday to Friday, excluding statutory holidays, from 6:45 a.m. to 6:00 p.m. A late departure fee is charged for parents picking up their children after 6:00 p.m. (see fee section) and is strictly enforced. Children attending the Centre should be on site no longer than 10 hours. If a child is attending longer than 10 hours a 10 plus hourly rate will apply.

Nursery School hours are 8:45 a.m. to 11:15 a.m. and 12:45 p.m. to 3:15 p.m. Nursery School Parents will be charged a \$15.00 fee each time their child is either dropped off before class time or picked up late. We do not have the staff or a program room to accommodate Nursery school children outside of the assigned hours.

## **THE PROGRAM**

The Centre's program is designed to enhance all children's growth and development in all areas. The daily routine is flexible and includes well-supervised play activities (active and quiet), snacks, time allocated for lunch, rests, and clean-up, as well as optional organized activities.

Developmental goals are developed and included in daily activities and routines. Children with additional support needs are included in social free play and routines throughout the day. Any additional activities supporting a child with additional needs will be offered and provided to all the children within the program. An example would be a child who uses basic sign language as their communication. Staff and other children within the program will begin to learn and use sign language as well as speech thereby ensuring communication for all children.

The program incorporates the Centre goals and is approved by our parent Board of Directors.

## **INSURANCE**

Parents are strongly advised to carry a student accident insurance policy such as Blue Cross for each child. These policies are available through your child's school. If you are a parent of the Preschool or Infant program you may find more information with your local insurance broker. Lakewood Children's Centre carries - Manitoba Child Care Association Liability Insurance through Cox Morris Insurance. Our policy details are posted in the hall way bulletin board.

## REGISTRATION

### **Regular Program**

The Primary Caregiver / Custodial Parent is required to complete a registration package upon enrollment of each child and sign the appropriate consent forms which are part of this package. This package must be updated as changes occur and reviewed for accuracy annually in September. A \$25.00 non-refundable registration fee is required for each enrollment.

### **Enrollment**

All children will be enrolled from the Centre's wait list in the order they appear. We do however support the Lakewood School in serving the children and families who belong to the surrounding community, including a naturally occurring proportion of children with additional support needs (7- 8% of the general population).

### **Summer Program**

Enrollment in the summer program is open to all children, 5 years to 12 years of age. Children attending the regular program are automatically enrolled for summer program. Enrollment is also available to all children who do not attend the regular program if space is available. Parents not wishing their child to attend the summer program must notify the Centre of their intent to withdraw their child by May 31. Parents can put their child on the waiting list for return in the fall, but this does not guarantee that a space will be available.

### **Age Accepted**

The Centre is licensed for 4 spaces for babies in the infant program, 48 spaces for children in the pre-school child care program, 10 kindergarten spots and 57 children in the school aged programs. Nursery school has 15 licensed spaces for 3 & 4 years old. The Centre can accept a child in the Nursery School of the age of 2 years provided they are toilet trained and turning 3 before December 31 of the registering year.

### **Supports for Enrolling Children and Families**

If the acquisition of training and supports are needed to accommodate children, we will make every effort to ensure that those supports are put into place before children begin attending our daily program. Parents are encouraged to check the Centre's program rooms and inform the director or program managers about any adaptive equipment, or enhancements to the program or ratio-enhancing staff that will be needed to support the registration.

### **Toilet Training**

Lakewood Children's Centre does accept children who are not toilet trained in our infant and preschool Ocean wing only. Bathroom times are scheduled throughout the day to encourage training. The staff will work along with parents or care givers to help the child with training. If your child is in diapers, you must ensure to keep an adequate supply of disposable diapers, wet wipes, powder / creams and at least one complete change of clothes at the Centre.

### **Rest Period / Nap time**

A rest period / naptime is part of our daily schedule. Children who are resting or taking a nap will be provided with a cot for their own use, as well as a sheet and a blanket. Parents may provide their own blanket if they want which will be washed weekly and will be required to stay at the Centre. A plush toy may be brought to help the child sleep.

After half an hour should a child not be sleeping, he/she will be given an alternate activity to do.

## **STAFF / CHILD RATIOS**

As required by Manitoba Child Day Care regulations, minimum staff to child ratio is:

- Nursery School and Kindergarten Program – 1 staff per 10 children
- School age Program – 1 staff per 15 children
- Pre-School Program – 1 staff per 8 children
- Infant Program - 1 staff per 4 babies
- Inclusion Program – 1 staff per 1 child

**A reduction of the ratio of staff to children may occur if a group of children are out on the school grounds and a child needs to return into the Centre for use of the bathroom or necessary first aid attention.**

**At all times our first consideration will be given to finding ways that the staff / child ratios will be maintained. E.g. taking a larger group of children inside or having “helpers” aid the staff.**

## **MOVEMENT BETWEEN PROGRAMS**

### **PLACEMENT INTO THE SCHOOL AGE PROGRAM IS NOT AUTOMATIC.**

It is important that you are aware that placement into the school age program will depend on the availability of space. Due to the capacity of the school age program we cannot guarantee your child will automatically have a space in the school age program.

We therefore strongly recommend that parents immediately place their child on the school age waiting lists in the area of their choice.

Information on school age programs within the city can be obtained through the following government website: [www.gov.mb.ca/childcare](http://www.gov.mb.ca/childcare). You can also call directly at (204) 945-0286.

Children accepted into our preschool Programs automatically have their names placed on the school age waiting list at the location they are enrolled at. We will make every effort to accommodate your child in the school age program once they are in grade one.

**FEE**

- Fees are solely the responsibility of the Primary Caregiver / Custodial Parent.
- Fees will always be the maximum allowed by the Manitoba Child Day Care Office. Parents of children who are fully or partially subsidized by the Government of Manitoba will be required to pay the additional part of the parent fees to the maximum amount allowed by the Manitoba Child Day Care Office. This amount is currently \$2.00 per day per child. This \$2.00 per day is not applicable to Nursery School fees that are fully subsidized. Regular fees will be charged whether or not your child attends. Subsidized parents are responsible for daily fees for absent days not covered by the Manitoba Child Day Care Office.
- Invoices are issued one week before the beginning of a four-week billing period and fees are due the Friday prior to the beginning of the same four-week billing period. Payment may be equally divided between a cheque dated on the due date and a cheque post-dated up to two weeks beyond the due date. Both cheques or other form of payment must be received by the 2<sup>nd</sup> due date. We accept cash, cheque, email transfer and auto debit (Rotessa).
- Please take special note that you may be asked to withdraw your child from the Centre if your fees are not paid on time. A reminder notice is posted three days prior to the 1<sup>st</sup> due date. If payment is still not received by the 2<sup>nd</sup> due date a late payment fee of \$15.00 is charged or notice of withdrawal may be issued within five days and the child/children will be denied care until payment is received in full. Outstanding accounts will be referred to small claims court or a designated collection agency.
- Late departure fees will be charged at the rate of \$15.00 for the first 15 minutes, plus \$15.00 for each 15-minute period thereafter for children picked up later than 6:00 p.m. For Nursery School parents, \$15.00 will be charged for a late pick up or for dropping your child off early and leaving them at the Centre. Late departure fees are strictly enforced and will be added to your account.
- Regular fees for statutory holidays are charged for all children in all programs who attend Lakewood Children's Centre at any time during the billing period that includes the statutory holiday. This is to cover operational costs.
- Nursery School fees will not be charged for any classes cancelled due to in-service days, Winter or Spring Break. Fees will be charged dependent on the number of days your child is registered to come. If you have registered for four days per week, parents will be billed for four days whether or not your child attends. The exceptions are in-service days. Regular fees for statutory holidays are charged for all children in all programs who attend Lakewood Children's Centre at any time during the billing period that includes the statutory holiday. This is to cover operational costs.

- Regular fees will be charged for two weeks following notification of withdrawal from the Centre whether or not the child attends.
- Government subsidies are available for those families who qualify. Forms may be obtained from the Centre and are to be forwarded upon completion by the parent to the Manitoba Child Day Care Office located at 114 Garry St. Subsidy forms are also available from there. Parents can also apply for subsidy online at [www.gov.mb.ca/childcare](http://www.gov.mb.ca/childcare). Parents can find out their subsidy eligibility by visiting the subsidy estimator online at [www.gov.mb.ca/see](http://www.gov.mb.ca/see).
- There is a \$40.00 surcharge for NSF Cheques *in addition to bank charges* that may be incurred for such cheque.
- Retain your receipts for income tax purposes. There is a \$10.00 charge for total annual receipts.

## FEE SCHEDULE

### **NURSERY SCHOOL**

- September - June - \$5.00 per session  
Session available Monday to Friday  
Monday Wednesday Friday  
Tuesday and Thursday

### **INFANT PROGRAM**

- October - September - \$ 30.00 per day

### **PRESCHOOL AND KINDERGARTEN**

- October - September - \$20.80 per day
- Statutory Holidays - \$ 20.80 per day
- Ten Plus hours a day - \$ 25.60 per day

### **SCHOOL AGE**

- September - June - \$10.30 per day
- School in-service - \$20.80
- Winter break and Spring Break - \$20.80 per day
- Summer - \$ 20.80 per day
- Statutory Holidays - Will be charged at the applicable rate
- Ten Plus hours' day - \$25.60 per day

### **ALL PROGRAMS**

- Sunscreen Fee - \$7.50 per month for the months with a high UV index. (generally, June, July, August)
- Late Departure - \$15.00 for first 15 minutes and \$15.00 for each additional 15 Minutes
- N.S.F. Cheque - \$40.00 plus bank charges
- Total Annual Receipt - \$10.00
- Registration Fee - \$ 25.00 (Nonrefundable)
- Past Due Payment - \$15.00 for initial balance, \$15.00 for subsequent carry over

**Please note for security reasons payment by cheque, e transfer or Rotessa is preferred. Payment can be left in the blue box located in the office of the Centre. Cheques will be deposited (after the 1<sup>st</sup> and 2<sup>nd</sup> due dates only). If you are paying cash, please make sure to enter the information in the log book and ask any available staff member to count the money and sign in the log book. Place the cash in an envelope, label it with your child's name and their program name, and the amount of money and insert in the blue box in the presence of a staff member. If you do not log the information in log book Lakewood Children's Centre has NO responsibility for the cash.**

### **WITHDRAWAL OF A CHILD**

Parents must provide the Director with written notice two weeks prior to the withdrawal of their child. Parents are responsible for those two weeks of fees, plus all expenses incurred before the last day the child attends the Centre.

If insufficient notice is given, the parent/guardian will be responsible to pay the fees for a two-week period beginning at the date of notice.

In the best interest of each child, the Centre reserves the right to request that the parent make alternate childcare arrangements for their child if it becomes apparent that a child is not adjusting to the child care environment. Such a request shall be preceded by discussions with the director, parent / guardian, staff, representative from the Board of Directors as well as the Child Care Coordinator. Each child's situation shall be reviewed and appropriate notice for withdrawal will be given.

### **FIELDS TRIPS**

Field Trips are a component in each of our Programs and we see the value of all children attending field trips and outings. We believe in full participation of all children in all fieldtrips. Parents will be informed of the outing and may be invited to join the program group to assist in meeting the requirements of their individual child. We will work with parents to ensure accessible, safe transportation, to and from outings is provided.

The permission portion of the registration must be signed at the time of enrollment to cover all field trips. Lakewood defines a Field Trip as a trip away from the Centre which requires transportation such as a school or city bus, or car. Trips where children walk to parks located around the school area are not considered field trips. Parents will be notified a minimum of 24 hours in advance of upcoming field trips. In addition, a flexible field trip schedule is included in the summer package. Children will be expected to display safe conduct and good behaviour. Failure to comply may result in the removal of field trip privileges at the discretion of the staff involved. Children are not allowed to bring their own money to any of our field trips, unless discussed, approved, and communicated to parents prior to a Field Trip.

Nursery school children will be participating in some Field Trips each year. Parents will receive notification of up-coming field trips in the form of a letter or email at least one week prior to the tour. We may require Nursery School parents to transport their child to and from the assigned tour location. Late fees will be assigned for late pick up from Nursery School tours.

#### **Field Trips by Transit or Rented Bus:**

Children may be transported to field trips by Transit or rented bus. The children travel with the same child: staff ratio in effect. While enroute, they are required to remain in their seats. It is important to know that these forms of transportation do not provide seatbelts for the children. Staff will sit intermingled with the children to ensure their safety.

#### **Riding in Staff Vehicles:**

Although this is not a frequent practice, staff cars may be used in an emergency. An example would be if we needed to take a child to a hospital, and an ambulance was not necessary; or if a child needed to be transported to an outside school and they missed their bus, or in the case where a child needed to be transported back from a field trip ahead of time. **In the case of inclement weather in order to participate in a preplanned off grounds activity, the children may be transported in staff vehicles. In this situation parents will be contacted for permission by phone, email or text message.**

#### **Walking Field Trips:**

In most cases, parents will not be notified in advance of any walking field trips. Such trips are usually taken around the Crestview community (i.e. trips to the mailbox, nature walks, etc.). During these walking trips, the required staff to child ratio is maintained, and the children will usually walk in partners.

Programs also enjoy visitors invited into the center and experience visits to community places within walking distance to enhance their learning.

**Any parent wishing to volunteer to help will be welcomed, if they will provide valid criminal record check, and child abuse registry.**

## HELMETS

Parents are required to provide a CSA approved helmet for their child to wear if their child wishes to participate riding a bike, trike, and/or a scooter at the Centre as well as participating in any activity at a rink (skating, curling, roller skating). Please ensure to label the helmet with your child's name. Children without helmets will not be permitted to ride a bike/trike/scooter or participate in any rink activity. Sharing of helmets is not permitted.

## SICK CHILDREN

If your child will be absent for any reason, please inform the Centre immediately. It is also advisable to call your child's school to inform them of illness/absence.

### **Illness:**

If a child is sick when they wake in the morning, they are not to be brought to the daycare. The spread of disease in daycare is extremely difficult to control if parents do not adhere to this policy. If a parent brings their child to daycare ill, staff must ask the parent to wait while a Program Manager is called to talk with the parent and assess the situation. If a child becomes ill during the day, staff are required to report this immediately to the Program Manager who will contact the parents to arrange for pick up. Children are not to be left at the Centre when they are ill. This is in the best interest of the child who is ill, as well as the other children that this policy be strictly enforced.

If a child is sent home due to illness at any point in the day, parents will be asked to keep the child at home until all symptoms are gone, and parents have monitored their children's health for a minimum of one full day, OR a doctor's note has been obtained indicating that the child's condition is no longer contagious, and the child is well enough to return to daycare.

The following guideline Should be used to determine whether a child is not well enough to attend daycare:

- The illness prevents the child from participating in the program activities; OR
- The illness results in a greater need of care than the staff can provide: OR
- The illness will put the other children and staff at risk.

**Please note: We cannot provide care for children who are ill or otherwise unable to take part in our regular program, including field trips. Should this occur, the parent will need to find alternate care.**

### **Common Medical Conditions and The Policy Regarding Them**

- **Skin Rash** – Rash must be diagnosed, and proper treatment started
- **Diarrhea** – After the 1<sup>st</sup> incident of diarrhea, the parents will be notified as to their child's condition. After the 2<sup>nd</sup> incident in one day, the child must be taken home. Exclusion from the program is required until the diarrhea has ceased, and the child has had a normal bowel movement. The child should be free from diarrhea for a full day before returning to daycare. If a child is on medication such as Amoxicillin, diarrhea may be a side effect. In this case the staff should be made aware of this in advance. As well, non-contagious medical conditions causing diarrhea must be documented on file at the time of registration. Verification from a doctor may be required.
- **Vomiting** – After the 1<sup>st</sup> incident of vomiting the parents will be contacted to pick up their child. The child must be monitored at home and be free from vomiting for at least one full day before returning to daycare.
- **Elevated Fever** – If a child temperature is > 38.5 C parents will be notified, and the child must be picked up at daycare. Temptra/Tylenol may be given only to an infant to protect them from spiking temperatures until they are picked up. Fevers must be gone without the use of medication for 24 hours before returning. Mild temperatures in infants, which can be attributed to teething, will result in parent's being contacted for authorization to give Tylenol.
- **Cold** – If a child has cold symptoms, they may still attend daycare as long as they are well enough to cope with their day. Extreme coughing or fevers from colds may result in parents being asked to check with their doctor for other possible conditions.
- **Ear Infections** - A child may attend daycare after a full day on medication. If a child is not coping with their day or if a fever develops, parents will be contacted, and the child must be taken home.
- **Conjunctivitis** – (Pink eye or other eye infection) A child must be excluded from the Centre until an antibiotic has been given for a full day and all discharge has stopped.
- **Infections being treated with Antibiotics** – A child may attend the Centre after a full day on medication OR until the infectious period has ended. In the case of strep throat, the child must be away for a minimum of two full days on antibiotics.
- **Inability to Cope** – A child's inability to cope will be taken into account with any signs of illness or "atypical" behaviour. The Program Manager will make a decision to send a child home, based on their observations and their knowledge of the child's normal behaviour.

### **Communicable Diseases:**

When Children become ill with a communicable disease parents are required to notify the daycare. Staff must pass this information on to their Program Manager. Parents in the program will be notified by a posting after we receive conformation of two children with a common disease. Parents can be directed to contact Public Health for information about specific diseases and the conditions for re – admittance. We reserve the right to request a doctor's note before re-admission to daycare is approved. Staff will be informed of this requirement whenever necessary.

If your child has a communicable disease, Manitoba Public Health regulations will be observed. Please note, although a child may no longer be contagious, he/she may still be too ill to take part in the regular program and should remain at home. When children return to the Centre after an illness, parents and/or doctors may request that they remain indoors. The Centre can comply with this request only if staff is available to do so.

### **Administration of Medication:**

Whenever possible medication should be administered at home. If a child requires medication at daycare the following procedures must be followed:

- The parents must complete and sign a written medication form supplied by the Centre.
- All prescription medications must be provided in the original container supplied by the pharmacist or in the manufacturer's container in the case of non-prescription (patent) medication. Only dosages recommended on the medication will be administered. You must also provide a measuring spoon or cup.
- Staff are responsible for the administration of all medication. They will sign and date the medication form indicating the time and dosage given.
- Medication will be stored in a secure location designated by the Centre. Medication cannot be left in your child's bag or cubby.
- **Due to the potential danger of high fevers in infants, the Director or Program Manager may authorize the administration of Tylenol or Tempra should a parent or emergency contact person be unavailable.**
- A separate medication form is available for long term authorization of medications such as EpiPen's or asthma medication. Staff can provide these to parents. Staff may at any time request training on the administration of specific medication i.e. asthma puffers, EpiPen's etc.

### **Allergies:**

All allergies should be indicated on a child's registration form. Allergies are posted in each room for staff awareness. Food allergies are posted in each the kitchen area with a picture of the child and a note "Before you Feed Me Read Me". Staff are required to familiarize themselves with all allergies in their program and check for allergies before serving food to children.

A snack menu is posted on the fridge or bulletin board in each room. Parents should indicate any food, which the child are not allowed to consume due to allergies or other health concerns. Staff should check this daily.

EpiPen's and inhalers must be available at daycare always and must be kept current. Expired medications will be returned to parents.

If your child has been diagnosed with a life-threatening allergy and requires the immediate injection of adrenaline by auto-injector, the Centre will administer the injection according to its policy. Please see the Anaphylaxis policy for more details.

### **Peanut Allergies:**

Our Centre has children enrolled with severe peanut allergies. These allergies are life threatening and every effort is made to keep our environments free of hazards for these children.

Peanuts, nuts and peanut butter are strictly prohibited in all our programs. Any child who comes to daycare with peanut butter sandwiches will be given an alternative sandwich and a reminder note will be sent home in their lunch kits. Please place a note on the sandwich container if providing a sandwich using a peanut butter alternative. Staff will be made aware of the children with peanut allergies and will take reasonable precautions to ensure these children do not come in contact with nuts. Parents are asked to try to use due diligence in sending lunches which are safe if they come in contact with these children.

### **Head Lice:**

If your child is seen to have live head lice, we must call the parent for immediate pickup. The child can return 24 hours after a medicinal shampoo treatment. Parents are required to pick out the nits for a period of seven days, and during that time, if any live lice are detected, the parent will be called to pick up the child for further treatment. The Centre will provide the name and phone number of the current Public Health Nurse to parents who need help in controlling a chronic problem.

## **SUNSCREEN AND INSECT SPRAY POLICY**

In accordance with best practice and Child Day Care Regulation (Section 10 (4)) that states that all children are expected to have outdoor play every day, the Centre will provide children with SPF sunscreen with a sun protection factor of at least 15. The Centre will also provide insect repellent at the Health Canada's recommended level of Deet. (10% Deet level; no more than three times per day) The first summer invoice will reflect a \$15.00 charge, added to your child care fees to cover the cost of these products. If your child is allergic to the product on site, the parent will provide appropriate sunscreen in a labeled container for their child. If you do not wish your child to receive insect repellent, please notify the Centre in writing. Nursery School children will be provided with sunscreen at no cost, but parents will have to provide any product that is different from the product on site.

## **TRANSITIONS**

We will attempt to provide extra support to families during critical transitional periods, such as times when children and families move from one program or service provider to another. Staff will collaborate with school staff and parents to design and implement transitional strategies for children between school and Centre time. The Centre will provide a final report and meet with families and school personnel to facilitate smooth changes for children as requested. Communication between all parties will occur if the child is experiencing difficulties or at other times as needed. All possible resources, environmental adjustments, child development considerations and staff complements will be thoughtfully considered to assist a child within the program. Should removal from the Program be deemed necessary, efforts to assist parents with alternate child care will be made.

### CLOTHING

Because of fire drills and for safety reasons, all children must have rubber soled indoor footwear. It is advisable to keep one pair of shoes at the Centre. School age children may not return to their classrooms for shoes or any other forgotten articles after school is finished.

Weather permitting, the Centre offers outdoor time every day. Parents must ensure that appropriate play clothes for outside are provided in all seasons. It is advisable for all children to keep a change of clothing in their Centre lockers. The Centre will not be responsible for lost or damaged items. Since the Centre encourages creativity and freedom of expression, please understand that it is possible at any given time for a child's clothing to become soiled. Since the Centre's lockers are open or without locks, we encourage all of our children to leave their belongings in a zippered backpack or bag in their locker. The Centre will not be responsible for lost or damaged items.

**In the event the Centre has to provide your child with alternate clothing these items must be returned in a freshly laundered condition. If not, a \$10.00 fee will be assessed.**

### NO ELECTRONIC TOYS POLICY

Electronic toys such as Game boys, iPads, Nintendo Games, etc. will not be allowed at the Centre (excepting an occasional pre-planned staff monitored electronics day). This policy follows best practice for children's play and will address the issue of lost and/or stolen electronic items. The Centre may provide computer access to children within program rooms for educational purposes.

### LUNCHES AND SNACKS

The Centre provides two nutritious snacks per day. Children are served morning snack at 8:00 a.m. until 8:15 a.m. and at 3:25 p.m. until all children have arrived at the Centre. These snacks follow the Canada Food Guide and the Child Day Care Regulations. Please note, they are a snack sized serving and do not replace a meal. The Centre will provide a milk supplement with the lunch provided by parents. The Centre has microwaves for parents wishing to *occasionally*

send an item that requires heating, *but there is only one microwave for each program room*. Program Rooms may set individual rules about the number of days they will accept heat ups due to the number of children needing to eat within the assigned school lunch hour. Rooms will also set a number of days that they accept heat ups over the summertime as rooms will picnic and be away from the Centre during many lunchtimes. We request that parents send nutritious lunches that follow the Canada Food Guide. If a child does not bring a lunch from home, the Centre will provide a lunch, consisting of a cheese sandwich, a piece of fruit, some vegetables and milk, at a cost of \$5.00 to parents. This charge will be added to the next invoice.

For Nursery School Children, the Centre provides a nutritious snack each period the child attends. The Nursery School snack is either posted on the same menu as the posted child care snacks, or a different menu will be provided.

Menus are posted on the Centre bulletin board and in all program rooms and are available to take home on request. Any time the menu items are not available, the staff will post the changes in each program room, so parents may see the substitution that has been made.

Due to children with severe life-threatening allergies, the Centre has been declared as nut-free a facility as possible. Parents who pack lunches or snacks for their children must be respectful of this policy. If parents are unsure of what products may contain nuts the Centre can provide a partial list of such products.

## ARRIVAL AND DEPARTURE PROCEDURES

We will strive to ensure that the same hours of operation apply to all families and children of all abilities to meet all families' needs. We will attempt to have our Exits accessible and user-friendly for all children and families. Lakewood Children's Centre has permission to use Lakewood School's main wheelchair accessible doors for admittance to and from the Centre as needed.

Parents are required to escort their child into the program room and verbally announce their arrival. Staff must acknowledge their arrival and record their arrival in the sign in sheet.

Staff are expected to greet and welcome every parent and child as they arrive each day. This should be a time for a friendly exchange of information between caregivers and families. All messages passed on from parents must be written in the communication book in the room.

Staff may be required to assist children who are having separation anxiety. Staff should volunteer to assist the parent when they are ready to leave. Children are not to be left unsupervised in any room or in the hallway area. **If staff observe this happening, please stop the parent and instruct them about this policy.**

CHILD'S ARRIVAL Please try, as much as your schedule will allow, making arrivals and departures as unhurried and pleasant as possible. It will make a significant difference in your day and your child's. Please remove yours and your child's footwear before entering the room. Your child's outdoor footwear will go on their room's boot rack. Help your child into their indoor footwear.

Hand sanitizing procedures are consistently followed in the Centre to promote a healthy environment and decrease the spread of germs. Your involvement in this procedure is important. Mornings can be a busy time, so please expect staff to give a friendly reminder to help you to adjust to these practices. • Upon entering the room please head straight to the sink to wash your child's hands before they touch any of the toys etc. You may find it easier to leave your bags on the floor just inside the door, so your hands are free to assist your child. • Wash your own hands with soap at the same time as your child's. • Dispose of any paper towels in the recycle bin.

### **General Procedure**

**Nursery School:** Children are to be escorted into the Centre, and then escorted into their program room by a parent or guardian. Children are to be escorted into the Nursery School Room **no** earlier than 8:45 a.m. or 12:45 p.m. At that point the staff will mark the child into the program on the attendance sheets and assume responsibility.

**Pre-school:** Children are to be escorted into the Centre, and then escorted into their program room by a parent or guardian. At that point, the staff will mark the pre-school child into the Centre on the attendance sheet and assume responsibility.

**Note:** School age children cannot assume responsibility for their pre-school/nursery school aged siblings.

**School age: A.M. arrivals:** For school age children who come to the Centre before going to school, the Centre will assume responsibility for the children only after they have entered their program room and announced their arrival to the staff in that room. Centre responsibility ends when school bell rings at 8:25 am in the morning.

**Lunch and after school (p.m.) arrivals:** For school age children who are arriving at the Centre from school for lunch or after-school, the Centre will assume responsibility for the child *only* after they have entered their Centre program room and announced their arrival to the staff members in that room. Centre responsibility ends when school bell rings at 12:25 pm in the afternoon.

**If a school age child fails to arrive during the designated time, the procedure is as follows:**

- The Centre will contact the school to see if they know the whereabouts of the child.
- The Centre will check with school mates and the child's classroom teacher.
- The Centre will in every instance phone the parent to inform him/her that the child has not arrived at the Centre.

The Centre does not assume responsibility for the child at this point, as he/she has not been signed into the program by the staff. Please ensure that the Centre has reliable phone numbers where parents can be contacted around the lunch hour (11:25 - 12:25 p.m.) And after school (3:25 – 4:25 p.m.)

Only parents, guardians or other persons designated on the registration form will be permitted to pick up children. Other persons not designated on the registration form picking up children may do so *only with signed permission or a telephone call* from the parent or guardian and that person providing identification to the staff. Pick up persons must bring identification and will be asked by a staff to produce this ID. **Siblings under the age of 16 are not allowed to pick up children.**

Please help your school aged child to understand that he/she cannot leave the Centre unless they have a signed note from their parents stating when and where they may go, and for what period of time. (This applies to school activities such as choir practice; or sporting events that take place during child care time.) Children will not be allowed to wait in the outer hall for parents but must remain inside the supervised areas until parents arrive. Please notify the supervisor when leaving with your child so that your child will be marked out for the day on the attendance sheet.

School age children are absolutely not allowed to return to their classrooms / plaza for forgotten articles after school time (4:00 p.m.). This is in keeping with the security of the school and we ask parents to observe this rule when picking up their child.

Arrival and departure to and from the Centre by parents and children must be through the Centre doors. These are the southernmost doors facing Kay Crescent. Parents should directly pick up their child/ren from the program and inform the staff member to sign out the child from the attendance.

If a school age child becomes upset and leaves their program room or supervised group, the Centre will remain responsible for providing the *best supervision that is possible under the circumstances*. If the staff is unable to locate your child or convince your child to return to the group, they will call the parent and expect them to come and take responsibility for the child's care and safety.

If any child habitually runs away, and will not remain with a supervised group, the Centre may ask the parent to remove this child from care for sake of the child's, the staff's, and the other children's safety.

### **Intoxicated or Impaired parents or guardians**

A child will not be released to any person who, in the opinion of the staff on duty is drunk, appears impaired or poses some potential threat to the safety of the child.

### **Procedure for Enforcement of Custodial Rights**

In cases of separated or divorced parents, where it has been indicated on the registration form that the ex-spouse may not pick up the child from the Centre, it is necessary to provide the Centre with a copy of the court order or legal documents stating custodial rights. This is a regulation of the Manitoba Child Day Care Office. Without these documents the Centre cannot enforce the custodial arrangements indicated on the Centre registration form. All such documents will be held in the strictest confidence.

### **Intercom System**

Lakewood School will be locked at all times and parents are required to use the intercom system at the child care door for entry to the Centre. The intercom is located just to the left as you stand in front of the Centre doors. For safety and security reasons, the staff will not admit any unidentified persons. Parents or other care givers dropping off/picking up children will be expected to enter and exit by the Centre doors only, and to state their full name clearly, as well

as the name of any other person in their company. Please do not admit any people who have not identified themselves or who are not in your company.

### TRANSPORTATION POLICY

Manitoba Child Day Care regulations requires Centre to have a transport policy. This will tell you where your children are throughout the day and who is supervising them.

**6:45 – 8:25** Children are dropped off by parents or walk to the Centre. The Centre is not responsible for children until they have entered the program room and are checked in.

**8:20** School age children with proper permission indicated on their registration are allowed to be dismissed to outside where school staff supervises for 10 minutes until school begins.

**11:25** School age children arrive for lunch. Children walk through the school corridors and do not have to leave the school building in order to get to the Centre from classes.

**12:20** School age children with proper permission indicated on their registration are allowed to be dismissed to outside where school staff supervises for 10 minutes until school begins.

**3:25 – 6:00** Centre responsibility starts at 3:25 when child/ren enter into the program room. Centre responsibility ends when parent picks up the child/ren directly from the program and informs the staff to sign them out from the attendance.

During the program hours at the Centre, children (grade 1 to 6) have free access to five different rooms that are supervised by staff and access to Lakewood School's primary washrooms. While they are walking to and from these rooms, no staff is assigned to supervise in the hallway.

### LAKWOOD SCHOOL SUPERVISION

As the weather allows Lakewood School provides supervision for its students for 10 minutes at 8:20 a.m. and 12:20 p.m. prior to the commencement of school classes. On our registration forms Lakewood Children's Centre asks if you would like to provide permission to allow your child to leave the supervision of Lakewood Children's Centre to go outside during the times stated above. Read and understand the Transposition policy. (Permission attached in the school age and Kindergarten registration form)

### INTERMITTANT SUPERVISION

Parents understand that during the program hours at Lakewood Children's Centre, all program rooms are locked and access to these rooms is by staff with keys. Children coming down from the school area will be met by staff members who have keys to the room. School Aged children who are walking to and from the school area at times when school is in session or when coming

back or forth from the Centre encounter times when there is intermittent supervision. Children in the preschool (not including kindergarten) rooms are always accompanied by a staff member to the bathrooms, the gym, and any other space within the building; but while they are walking to and from these areas, no staff is supervising in the hallways. Read and understand the Transposition policy. (Permission attached in the school age and Kindergarten registration form)

### INDIRECT SUPERVISION POLICY

Children may be supervised in one of two ways: directly or indirectly.

**Direct supervision** refers to when staff are directly in the same room/area and able to see and/or hear the children. Children are always directly supervised while outside. Preschool (not including kindergarten) children are always directly supervised.

**Indirect supervision** refers to when the staff are not in the same room/area and may not be able to see or hear your child directly but are still monitoring your child's safety. Staff will take into account the age, developmental level and individual needs of each child as they determine the level of supervision required for each situation. As each child grows and develops, they need opportunities to practice independence and build self-confidence. Indirect supervision encourages these skills.

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

- When school age children (Grade 1 to 6) go to use the bathroom in the school hallway, the children must inform the staff and follow the procedure.
- When school age children (Grade 1 to 6) want to go use water fountain in the school hallway, they must ask the staff before leaving the room.
- When kindergarten and school age children (Grade 1 to 6) want to go to their daycare lockers in the hallway, they must ask the staff before leaving the room.
- In all circumstances described above:
  - The children are to leave the program room door open and tell the staff when they return from the bathroom, locker or water fountain.
  - The staff must take note of the time that the children left the room. If the children do not return in a reasonable amount of time (approximately 3 to 5 minutes from the bathroom or 1 to 2 minutes from their locker or water fountain), the staff go to check on them.
- In addition, there may be times that school age children (Grade 1 to 6) want to move to a different program room. The children must ask the staff. The staff communicates with the staff in the other room to let them know to expect the children and when they will arrive in the other area. If the children do not return in a reasonable amount of time, the staff go to check on them.

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

I \_\_\_\_\_ understand that my child/ren \_\_\_\_\_

may not be directly supervised and grant my permission.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **BEHAVIOUR**

### **General information**

Children must be toilet trained. **(Does not apply for the INFANT AND OCEAN PRESCHOOL WING)**

Disruptive behaviour will not be tolerated. After discussion between parent, staff, and child, the parent may be asked to remove their child from the Centre. The Behaviour Management Statement below has been drawn up as per Manitoba Child Day Care regulations. Please inform the Centre of any major disruption in your child's life (i.e.: illness, divorce, death, etc.) so that your child's behaviour will be approached in an understanding and suitable fashion. All such information will be strictly confidential.

If a child develops uncharacteristic behaviour problems while in the care of the Centre, every attempt will be made to identify the source of the problem and to assist and support the parent and child through development of specific behaviour management policies, and/or offering or guiding parents to parenting courses if necessary.

The Centre can apply to the Manitoba Child Day Care office for disability funding for a child if it is determined that they are in need of individual attention. If this application is not processed or if funding is not available, it may be necessary to remove the child from care.

If it is determined that a child is displaying excessively violent behaviour that is endangering him/her and/or the other people around him/her, the child will be isolated from the program and parents will be called for **immediate** pick up.

Children whose ongoing behaviour is violent and/or a safety concern for themselves, other children, or staff, will be removed immediately and without notice. Parents will be credited for any pre-paid fees after but not including the withdrawal date. Reapplication will be considered after professional assessment is completed for the child, and if appropriate resources are approved and available to the Centre.

### **Behaviour Management Statement**

This statement is comprised of two sections. The first section is the formal statement of the Behaviour Management policy as established by the Centre's Board of Directors. The second section is additional information concerning this policy.

**In accordance with the Licensing Standards for Daycares manual, the following is not permitted, practiced, or inflicted:**

- Physical abuse (spanking, hitting, pushing, shaking, etc.)
- Verbal and/or emotional abuse (belittling, sarcasm, ridicule, etc.)

- Force feeding (forcing a child to remain at the table to eat every last bite)
- Withdrawal of washroom privileges
- Withdrawal of food privileges

The goal of the Board is to provide an emotionally positive atmosphere for the children attending the Centre. Positive reinforcement and encouragement of appropriate behaviour is stressed. The Centre staff aims for consistency, fairness and warmth in their approach to the children. Creativity, independence and freedom of expression are encouraged, and a special emphasis is placed on the practices of fairness, equality and mutual respect.

Rules and regulations are kept to a minimum and are reviewed periodically with the children. These rules are designed to maintain an adequate level of program functionality and safety.

**Behaviours identified as violent, disrespectful, or unsafe are dealt with as follows:**

- Redirection.
- Discussion with program room's staff.
- If necessary, short term separation from the group, for a cooling off period;
- Logical or natural consequence to the misbehaviour (i.e., a child playing in an unsafe manner in the gym may be asked to leave the gym, or a child throwing toys about the room, may be asked to put the toys away and find something else to do).
- If these behaviours continue, the staff member and child will discuss the problem with the Program Director, Assistant Director or the Executive Director.
- If these behaviours continue on a regular basis, a meeting of parents/guardians, Executive Director and child may be convened. A recommendation may be made to seek outside help (counselors, psychologists, etc.).
- The Centre uses incident reports to apprise parents of any behavioural or accidental incidents involving their child.
- A staff member who is dealing with a violent child will approach a child in a non-aggressive manner to discuss the situation with the child.
- If the first staff member cannot convince the child to stop the violence, he/she will remove themselves and have another staff member approach the child in hope that redirection to another person will settle and cool the situation.
- If the child continues to be violent, the staff will remove the other children from the situation and get a Program Director, Assistant Director or Executive Director.
- At this point the Centre will call the parents to come and take responsibility for their child's care and safety.
- Children who run away from the supervised group or the program room put the safety of all children at risk. The Centre will remain responsible for providing *the best supervision that is possible under the circumstances*. If staff is unable to locate your child or convince the child to return to the group, the Centre will call the parent and expect them to come and take responsibility for their child's care and safety.

**In cases of persistent violence, extreme violence, or persistent unsafe behaviours, notification may be made to the parents/guardians that the Centre will no longer accept the child for care.**

**Parental/Guardian Roles and Responsibilities**

Parents should not approach children who are not their own, who are displaying disruptive behaviour or otherwise seemingly in distress. If your child has had issues with another child in the Centre, please approach a staff member and quietly discuss your concerns, please do not approach the other child. The Centre appreciates parents desire to ensure that staff are aware of the situation, however, it is in the parent's best interest and that of the child that they allow staff to handle the matter.

Parents are encouraged to discuss the behaviour management policy with the staff, Executive Director and/or Board at any time. The parents are in the best position to assist the staff in dealing with problems because of their knowledge of their own child's sensitivities, likes and dislikes.

**PROGRAM SCHEDULE**

**Pre-School Daily Schedule:**

**Time and activities are flexible for change based on children's needs, interests, & the weather**

**6:45 - 8:00**            -Children arrive at classroom; wash hands  
before free play, activities at learning areas

**8:00 - 9:00**            -Morning snack (Come and go)  
-Room-activities, Clean up time  
-Circle time (songs, stories, open discussions)  
-Outside play time-gross motor

**11:30 - 12:30**        -Lunch time and nap time preparation  
-Optional nap time, free play,  
gym or outside for non-nappers  
-Afternoon snack  
-Crafts and Activities  
-Outside play / gym play

**6:00**                    -Centre Closed

**Lakewood Children's Centre Inclusion Statement**

*It is the goal of the board and staff to provide an inclusive, developmentally appropriate group experience for all children in a secure, stimulating and child-centered environment; recognizing that all children have specific abilities and needs.*

*The Centre will make every effort to accommodate children with additional support needs, to give all children the opportunity to develop physically, emotionally, and intellectually. To reach all children's fullest potential; Lakewood will work as a team, comprising the Board, Parents, Consultants, and staff, to provide and support an inclusive program meeting each child's needs.*

**PROGRAM SCHEDULE**

**Kinder Program In-Service Day and Holidays Schedule:**

**Time and activities are flexible for change based on children's needs, interests, & the weather**

- |                      |  |
|----------------------|--|
| <b>6:45 - 8:00</b>   | -Children arrive at classroom; wash hands<br>before free play, activities at learning areas  |
| <b>8:00 - 9:00</b>   | -Morning snack (Come and go)<br>-Room-activities, Clean up time<br>-Circle time (songs, stories, open discussions)<br>-Outside play time-gross motor                               |
| <b>11:30 - 12:30</b> | -Lunch time and nap time preparation<br>-Optional nap time, free play,<br>gym or outside for non-nappers<br>-Afternoon snack<br>-Crafts and Activities<br>-Outside play / gym play |
| <b>6:00</b>          | <b>-Centre Closed</b>  |

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**PROGRAM SCHEDULE**

**Kinder Program Daily Schedule**

**Time and activities are flexible for change based on children's needs, interests, & the weather**

6:45- 8:25	Children arrive at the Centre, free play Come and go snack offered
8:25	Dismissal to School
11:25-12:25	Lunch program
12:25	Dismissal to School
3:25-6:00	Children arrive after school, come and go snack offered, free play, activity, gym, outside may be offered
6:00	<b>Centre Closed</b>

**Lakewood Children's Centre Inclusion Statement**

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**PROGRAM SCHEDULE**

**School-age Daily Program Schedule**

**Time and activities are flexible for change based on children's needs, interests, & the weather**

6:45- 8:25	Children arrive at the Centre, free play Come and go snack offered
8:25	Dismissal to School
11:25-12:25	Lunch program
12:25	Dismissal to School
3:25-6:00	Children arrive after school, come and go snack offered, free play, activity, gym, outside may be offered
6:00	Centre Closed

**Lakewood Children's Centre Inclusion Statement**

*It is the goal of the board and staff to provide an inclusive, developmentally appropriate group experience for all children in a secure, stimulating and child-centered environment; recognizing that all children have specific abilities and needs.*

*The Centre will make every effort to accommodate children with additional support needs, to give all children the opportunity to develop physically, emotionally, and intellectually. To reach all children's fullest potential; Lakewood will work as a team, comprising the board, Parents, Consultants, and staff, to provide and support an inclusive program meeting each child's needs.*

**PROGRAM SCHEDULE**

**School-age In-Service and Holiday**

**Program Schedule**

**Time and activities are flexible for change based on children's needs, interests, & the weather**

6:45- 11:30	Children arrive at the Centre, free play  Come and go snack offered,  Pre-planned outing, activity, gym or outside may be offered
11:30-12:30	Lunch time
12:30-6:00	Free play, pre-planned outing, activity, gym, or outside may be offered, come and go snack offered
6:00	Centre Closed

**Lakewood Children's Centre Inclusion Statement**

*It is the goal of the board and staff to provide an inclusive, developmentally appropriate group experience for all children in a secure, stimulating and child-centered environment; recognizing that all children have specific abilities and needs.*

*The Centre will make every effort to accommodate children with additional support needs, to give all children the opportunity to develop physically, emotionally, and intellectually. To reach all children's fullest potential; Lakewood will work as a team, comprising the board, Parents, Consultants, and staff, to provide and support an inclusive program meeting each child's needs.*

**PROGRAM SCHEDULE**

**Daily Schedule for Nursery School**

**Time and activities are flexible for change based on children's needs, interests, & the weather**

**A.M. Nursery School Schedule:**

8:45 .....Welcome/ Free Play, Circle Time,  
Activity Time, Clean Up  
Wash Hands/Snack Time  
Outside/Play time  
Story/Songs  
11:15.....Home time!

**P.M. Nursery School Schedule:**

12:45 ..... Welcome/ Free Play, Circle Time,  
Activity Time, Clean Up  
Wash Hands/Snack Time  
Outside/Play time  
Story/Songs  
3:15.....Home time!

**Lakewood Children's Centre Inclusion Statement**

*It is the goal of the board and staff to provide an inclusive, developmentally appropriate group experience for all children in a secure, stimulating and child-centered environment; recognizing that all children have specific abilities and needs.*

*The Centre will make every effort to accommodate children with additional support needs, to give all children the opportunity to develop physically, emotionally, and intellectually. To reach all children's fullest potential; Lakewood will work as a team, comprising the Board, Parents, Consultants, and staff, to provide and support an inclusive program meeting each child's needs.*

**Daily Schedule for Infant Program**

While we realize that infants need consistency, regularity and order in routines, we also recognize that each child has their own individual rhythm. Please keep in mind that we follow the children's natural schedules as much as possible so consider the following schedule only as a guide:

**6:45 - 9:15 AM.**

- Free Play
- 8:30 Snack is offered
- 9:00 diapering
- Clean up

**9:30 - 11:00 AM.**

- Outdoor play / walk (weather permitting)
- Free play

**11:00 - 12:30 PM.**

- Lunch
- Free Play
- Diaper Change

**12:30 - 2:30 PM.**

- Nap time/ quiet time

**2:30 - 4:00 PM.**

- Diaper Changes
- Snack is offered
- Free play
- Nap time quiet time

**4:00 – 5:30 PM.**

- Diaper Changes
- Free Play
- Outdoor / walk (weather permitting)

**5:30 Centre Closed (Infant wing)**

*This Schedule is flexible to meet all the children's individual need and developmental levels. Note: When necessary the infants will be integrated into the preschool program throughout the day as needed. We feel this is beneficial for development, empathy and most importantly for the infant to become familiar with all the staff and children within the Centre.*

**EMERGENCY EVACUATION**

Our Safety Charter approved by the Board of Directors and the Manitoba Government ensures that procedures and staff responsibilities regarding emergency evacuations are in place and posted in an accessible location in each program room.

We will attempt to use a user-friendly emergency exit if available in an emergency.

An established emergency shelter will be in close proximity to the Centre and safe and accessible for all children.

Crisis response procedures are reviewed by Staff and Board on a regular basis and adapted to the needs of the currently enrolled children.

**TECHNOLOGY POLICY**

The technology policy is meant to ensure that people's privacy and the confidentiality of information about the Centre, children, parents; guardians/caregivers and staff is upheld. Everyone involved with the Centre must adhere to this policy. Failure to do so can result in consequences and disciplinary action.

- Staff may use the internet when appropriate to access information needed to conduct Centre business and are responsible for using the internet in a manner that is ethical and lawful.
- E-Mail is to be used for business purposes only.
- All people using the Centre's computer and electronic devices must respect and protect the privacy of others and must respect and the integrity of all electronic resources.
- All intellectual property (ideas, creations, copyrights) of others must be respected and protected.
- All communications must be in a respectful manner and the use, or discovery of the use of any threatening or inappropriate material must be reported.

**PRIVACY POLICY**

**Policy Statement:**

Lakewood Children's Centre Inc. is committed to maintaining and preserving the accuracy, confidentiality, security and privacy of the information that is provided by the families, children, staff, and volunteers at the Centre.

**Required Information Collected:**

The information listed below is information required by the Manitoba Child Day Care office when enrolling a child at a licensed child care facility:

- Child's name, home address, date of birth, Province of Manitoba Medical Health Insurance numbers (Including the child's personal health identification number), and list of allergies, restrictions or medical conditions.
- Parents' or guardian's names, home addresses and phone numbers, place of employment address and phone number, any other phone numbers registered to the family.
- Legal custody orders (if applicable).
- Emergency contact's name, home address and phone number, place of employment address and phone number.
- The names of alternate pick-up persons to whom the child is to be released, home address and phone number, place of employment address and phone number.
- Family doctor's name, address, phone number.
- Records of any medical, physical, developmental, or emotional conditions relevant to the care of the child.
- Arrival and departure times of the child to and from the Centre.
- Written permission, from the child's parent or guardian, for the administration of medication. This includes the dosage, type of medication, method of administration, and time of administration.

**Additional Information Collected by Lakewood Children's Centre:**

This information may be collected by administration for the purpose of fee collection, communication to parents, obtaining resources for children, safety and wellbeing of the children or staff.

- Banking information for the payment of fees
- E-mail addresses for correspondence
- Attendance schedule
- Consent for various Centre activities, outings, field trips etc.
- Verification of attendance at school or institutions (for staff employment)
- Information from Children's Special Services and all their professional resource staff assigned to an individual case
- Information from St. James School Division Educational Support Services and all their professional resource staff assigned to an individual case
- Information from other institutions or services, and their professional resource staff that the family has been referred to for the care and treatment of their child.

All personal family information will be kept on file at the Centre for a maximum of two years after the date of withdrawal in accordance with provincial regulations.

Parents/guardians may have access to their and their children's personal information at any time upon request. In the case of custody orders/agreements, access to information will be granted according to the terms of the orders/agreements.

**Policy of Access to Information:**

All information collected is for the use of Lakewood Children's Centre Inc. and is never shared or sold to other businesses or individuals. Personal information will be used in correspondence with the Manitoba Child Day Care office for collection of subsidy fees. It will also be shared with third parties to whom the Centre has entered into a contractual agreement in order to fulfill invoicing, receipting, data base management and audit requirements. In these situations, confidentiality agreements are in place to ensure the protection of personal information.

With parental/guardian consent only, personal information will be released to other applicable agencies, centers, or individuals.

Within Lakewood Children's Centre, staff with administrative responsibilities including the Executive Director, and program managers have access to all personal information provided by families, while all other staff has access to child information records only.

Within Lakewood Children's Centre, the Executive Director, has access to all personnel files, while other staff has access to their individual staff files.

### **Storage and Security of Information:**

Personal information is stored and secured in a number of ways. Original registration forms and other personal information indicated above are kept in locked file cabinets and are secured daily. Much of this information is also stored electronically and in order to ensure its safety and security the Centre observes the following:

- All Centre computers that store personal information run anti-virus software that is updated at a minimum of twice a week. A virus scan is run weekly.
- All computer programs that store personal information require passwords, which are changed regularly and require user ids.
- In the case of third parties with which the Centre has entered into a contract with, daily backups are performed, and encryption is used in the transfer of data and use of third party software.

The Province of Manitoba Child Day Care Act requires that whenever a group of children leave the Centre, their vital information must accompany them. The information that is required to be taken with the children is:

- Child's Name, home address, date of birth
- Parent /guardian's name, home address and phone number, place of employment address and phone number, and another alternate phone number.
- Custody orders
- Emergency contact's name, home address and phone number, place of employment address and phone number
- The names of alternate pick-up persons to whom the child can be released to.
- Province of Manitoba Medical Health Insurance numbers including the child's personal health identification number.
- Allergies and restrictions
- Family doctor

This information is stored in booklets that are under the care, custody and control of the Centre staff.

The Board of Directors is committed to provide a comprehensive privacy policy for all members of the organization. Therefore, this policy will be reviewed annually, and changes will be made to protect the accuracy, confidentiality security and privacy of the information that this organization receives.

## VIDEO SURVEILLANCE

At Lakewood Children's Centre education and development are important, but we know that nothing matters more than the safety, security and health of your child. That's why protection and preparedness are critical considerations in everything we do at Lakewood Children's Centre.

Security cameras (closed circuit television systems - CCTV) are installed in Lakewood Children's Centre to monitor school property, to assist daycare administrators in detecting and deterring unacceptable behaviour or activities, and to provide an historical record to assist in investigation.

### **Security cameras are used to accomplish three important goals**

- To enhance the safety of our kids and staff
- To protect daycare property against theft and vandalism
- To assist in the identification of intruders and of persons endangering the health, wellbeing or safety of daycare community members

Any footage is property of Lakewood Children's Centre and will only be shared with Board of Directors and / or police if required. Due to privacy act a parent request to view footage will not be met unless there is a court order.

Staff members or children enrolled at Lakewood Children's Centre in any program will be under video surveillance while visiting / working / sheltering or helping. **Cameras will not monitor the inside of washrooms**

## Security Fobs

### **New Infant and Preschool Wing Parents only**

To maintain the security and safety, Lakewood Children's Centre will issue Key Fobs only to the registered families of the Centre.

Upon registration, parents/guardians will receive a security fob/pass to permit entry only into the daycare to drop off and pick up their child(ren). A deposit of \$10 is required for security fob/pass. A maximum of two fobs per family will be issued to each family.

The deposit will be returned to the family once the child is no longer in the infant and Pre-School wing and only if it is in working order.

Parents/guardians are asked to use their fob/pass to enter the Centre. For security reasons, please do not open the door for strangers or other parents who do not have a fob/pass. If someone asks you to open the door for them, please contact a staff member and ask them to greet the individual. All visitors and alternate pickup people are required to ring the doorbell so that a staff member may greet them upon entry and check for identification.

### **Lost or Theft**

The families are responsible for reporting the loss or theft of any Key Fob to the Centre immediately. Lost or stolen Fobs will be immediately de-authorized to prevent any potential misuse of the device. Replacement Key Fobs will be issued at a cost of \$ 20.00 per Fob.

## PARENTS COMMUNICATION AND INVOLVMENT

Daily communication between parent and staff will be child and family focused and centered on the child's strengths. Communication can include verbal reports, written reports or phone communication if requested by the parent. When sharing information with other agencies, or other professionals, informed consent is required from the parent. When necessary, meetings may be called between family, Centre staff, and other service providers to share information about the child and to discuss the goals for that child. We value, and respect parental and family input, we encourage family members to participate in the child's day at the Centre and share their family's culture with other children and staff.

We encourage active participation by parents on the Board of Directors and any committees formed for the benefit of the Centre.

We encourage parents to participate in panels, workshops, advocacy or training events that are provided for staff members.

We welcome comments, questions or suggestions from parents and family members at any time.

Staff and parents have found from experience that without parental involvement we cannot achieve the quality of care that we feel is desirable. There are several ways that you, as a parent, can become involved:

**Communication:** Communication between parents / guardians and staff is key to providing the best quality care for your children. With this in mind the Centre will copy all documented incidents and reports each day. The Centre has an answering machine that parents can use to leave messages about their children's attendance. Phone messages are written down and shared with appropriate staff. Staff check messages regularly. ECEs and CCAs wear nametags using only their first names and qualifications.

**Donations:** occasionally the daycare may ask for donations of various materials. All parents can help contribute with supplies in this manner.

**Fund-raising:** In order to preserve the quality of our program it will be necessary to undertake at least two fundraising projects per year. The amount to be raised will be determined in the annual budget by the Director and the Board of Directors. Parents are asked to support the Centre whenever possible either by contributions of time in helping with the project or monetarily (if preferred). Charitable donation receipts will be issued upon request for donations of new or used articles (appliances, computers, etc.) at an estimated fair market value or for monetary contributions in excess of \$10.00. Parents who contribute to the United Way (etc.) through payroll

deductions and who request that their contribution is designated for Lakewood Children's Centre will receive a charitable donation credit for that amount. Throughout the year the Centre engages in various fund-raising activities, e.g. raffles, bake sale, Peak of the Market, Cash Calendar, etc. Fund-raising is very important to the Centre in that the funds raised are used to purchase new equipment and program supplies for the Centre. Parents can help a great deal by participating in these events.

**Parent(s) of a child with exceptionalities**, whether that exceptionality be medical, emotional, social, physical or cognitive, you know the skills and abilities your child has, the goals you have set out for your child and the level and quality of care your child requires. In accepting a child with exceptionalities into the program, the Centre assumes the parent will provide the necessary information and support for the child to reach his/her fullest potential in the program.

**Volunteerism:** Lakewood Children's Centre Inc. encourages parents to take part in our program by:

- Offering their special skills in a way that they feel is helpful. The Centre will put up notices or put requests in newsletters requesting help when it is needed.
- Joining us for special events or field trips.
- Bake with or for the children
- Join our volunteer Board of Directors
- Joining our fundraising committee

**Annual General Meeting** (AGM) Once you have a child enrolled in the Centre, you become a member of the Lakewood Children's Centre organization. As a member, you are required to attend our annual general meeting. This meeting takes place once a year.

**Board of Directors:** A Board of Directors, consisting of parents and community members governs Lakewood Children's Centre Inc. Should you wish to become a member of the Board of Directors, please inform the Director. Becoming a Board Member requires a minimum commitment of one meeting per month for a one-year term, as well as some extra duties during daycares special events. You may also choose to volunteer your time on one of the Board's standing committees. Speak to either the Director or any Board Member for more information regarding either of these rewarding opportunities. Parents/Guardians are welcome to attend board meetings. **Our organization cannot operate without an elected Board of Directors. \***

**Goals for the Board of Directors:**

- Board members attend a Child Care Centre Board of Directors Orientation or get the information from the childcare co-coordinator immediately following their election.
- Board members participate in workshops on board governance.
- Board members are familiar with Child Care Online at [www.manitoba.ca/childcare](http://www.manitoba.ca/childcare) and the information and applications available there, including The Roles, Responsibilities and Functions of a Board – A Board Development Guide, found under Publications and Information.
- Board members know about the Best Practices Licensing Manual for Early Learning and Child Care Centers, their Centre's bylaws and personnel policies, annual licensing checklists and comment sheets and the Manitoba Child Care Association's Code of Ethics.

### **COMMUNITY INVOLVMENT**

Lakewood Children's Centre liaises with our community to support our children and families. We hold memberships in the St. James Neighborhood Resource Network, we meet regularly with Lakewood School and the St James-Assiniboia Divisional personnel and other organizations within our community.

Lakewood's Management Team is supportive of inclusion and is able to educate community members about the importance of inclusive child care. Our goal is to maintain strong links with community programs to access services to assist us in meeting the needs of children and families using our services.

### **PROTOCOL FOR REGISTERING COMPLAINTS**

Parents may from time to time disagree with our policies or behaviour management practices and wish to register a complaint. Protocol for this is:

- Request for an appointment with the Executive Director to discuss the nature of the complaint.
- Agreement on a method of either compromise or correction.
- Review of results with the Executive Director at a mutually agreed upon time.
- If after this process the parent is still dissatisfied, the Chairperson of the Board of Directors should be contacted.

Please do not discuss concerns in the presence of children. Parents who use abusive language or are in any way abusive to the staff or children will be asked to remove their children from the Centre immediately.

### **QUESTIONS AND CONCERNS**

If you have any questions or concerns regarding any of the policies detailed in the preceding pages, please contact the Executive Director at:

Phone 204-832-5802, Fax 204-896-7980, E mail [ExecutiveDirector@lakewoodcc.ca](mailto:ExecutiveDirector@lakewoodcc.ca)

Revised – June 2018