



LAKEWOOD CHILDREN'S CENTRE INC.

INFANT PARENT'S POLICY

FACILITY NUMBER 3005

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 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 to and 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 childcare 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 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 preschool school to 3- and 4-year-old children in the afternoons, using a fourth room rented from the school division. The next year the preschool 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 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.

In 2020 Centre has received additional 46 unfunded spaces for School Age program. Lakewood Children Centre increased to 165 licensed spaces. In 2021 the Centre converted the Nursery School license into Preschool program.

In 2023 the Centre opened an additional 8 preschool spots.

In 2024 the Centre converted 16 preschool spaces into 12 infant spaces in the Ocean program. We have 72 preschool spots, 16 infant spaces and 79 Schoolage 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 30 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 INFANT PROGRAM GOALS

In our infant program room, we have 16 infants and 4 permanent staff with additional childcare assistants. We follow the **RIE** philosophy.

- Adequate and varied nourishment prepared in a safe and sanitary manner.
- Protective, preventative and prompt physical care.
- A small number of adults who have a consistent relationship with infants.
- Adequate rest.
- Frequent warm contacts with other children and adults.
- Caregivers who understand that infants are individuals who have rights for love, respect, and quality care.
- Consistency, regularity and order in routines.
- Variety, flexibility and change in the physical environment.
- Freedom to be challenged and stimulated by the environment.
- Protection from anxiety, fear, and freedom to express feelings.
- Responses from caregivers that is appropriate to the infant's behaviour
- Opportunities for small-muscle and large-muscle activities.
- A partnership relationship with parents and significant others.
- Working relationships with other professionals in the child related field.

A daily program should be unhurried, relaxed and provide ample opportunities for caregivers to cuddle and nurture, and to play and talk to all the children in the program. This is our goal.

We wish to provide sensory experiences, which are appropriate to the ages of the children. In the process, we allow opportunities to move about, play and use skills in a safe atmosphere, indoors and outdoors. We will also allow children to pursue activities that encourage development with age-appropriate limits and protection. The caregivers as team members in the child's day care community will continue to assess, change and develop the program and to grow personally and professionally in the process.

We believe that children learn about themselves, their environment, and the people around them through play. The children will be provided with play opportunities, and choices that are enriching, stimulating and challenging, as well as being FUN! The staff is present to nurture, guide, role model, provide care, stimulate, encourage, comfort and assist the children in their daily development. Varieties of toys are provided for the children based on their developmental level. These toys are changed and disinfected weekly, and toys that are mouthed by children are disinfected daily. We also believe communication between home and daycare is vitally important. Therefore, each day we Communicate with parents through face-to-face communications along with the childcare application the centre uses.

Each child in our Centre is a unique individual with varying needs. This is especially true of the infants who have varying schedules in terms of eating, sleeping and playing. Each infant in our care has their own or cot so they can go for a nap whenever necessary.

Each child is provided with their own locker in which to store diapers, wipes, etc. and a hook, on which jackets, bags, and ski pants etc. can be hung. Please label everything that is brought in for your child. As well, the staff will show you where formula, cereal, food/snacks and bottles can be stored in the eating area. Children's diapers creams are kept in their individual diaper cubbies. Please check and refill your child's supplies on a regular basis. Bottles are rinsed and sent home nightly to be washed.

As children become toddlers, their bodies change and gradually they move to one nap a day. When they are developmentally ready, they will move to a toddler schedule where they begin to

Lakewood Children's Centre Inc. Infant Parents policy

do things with a small group of their own friends. For example, eating together at a table, having teacher directed activities, playing in the sand and water tables in a small group, going outside to play at the park, and having naps on cots (with parental agreement). Each of these is an exciting learning opportunity for these toddlers who are developing new social skills and is implemented between 9:00 a.m. and 11:00 a.m. This program will also help to prepare the children at this developmental level for entry into a preschool environment when they turn 2.

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 Infants. The Centre operates year-round, Monday through Friday. 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 / LATE FEE FOR INFANT PROGRAM

The Infant Program is open from 7:00am to 5:30pm. We ask parents to arrive in time to dress their child and be out of the Centre by closing.

A child may attend the Infant Program for a **maximum of 10 hours per day**. It is the best interest of the child that this limitation is in place. The limitation also ensures that there are not too many children in the Centre at the beginning and the end of the day when child/staff ratios are low. Infant \$10.00 per day

Extended Day –An infant who is in our care for over 10 hours on any given day will be charged \$15.00 per day

If a child is not picked up by 6:00 p.m. it is our legal obligation to contact Child & Family Services.

ELIGIBILITY FOR INFANT PROGRAM

Children between the ages of 12 weeks and 24 months are eligible to attend our infant program. There are currently 16 infant spaces in the Centre:

Lakewood Children' Centre infant room was established to meet the needs of Lakewood School and Centre employees. However, we do give priority to children of siblings of children who are already enrolled in the Centre.

We will then fill spots children on our community waiting list.

Once an infant spot is filled with a community family, the family cannot be "bumped out" of the infant program by any other priority member.

MOVEMENT BETWEEN PROGRAMS FOR INFANT PROGRAM

It is important that you are aware that placement into the preschool program will depend on the availability of space.

Due to the capacity of the preschool, we cannot guarantee your child will automatically have a space in the preschool program. We therefore strongly recommend that parents immediately place their child on preschool waiting lists in the area of their choice.

Information on preschool programs within the city can be obtained through the following government website: <https://childcaresearch.gov.mb.ca/> .

Children accepted into our Infant Programs automatically have their names placed on the Lakewood Children's Centre preschool waiting list. We will make every effort to accommodate your child in the preschool program once they turn two.

Our Infant Program Coordinator, or the director, will notify you one month prior to your child’s second birthday to discuss whether a spot will be available in the preschool program when your child turns two.

SUPPLIES FOR INFANT PROGRAM

What we provide

- Milk for your child’s bottle while at daycare. *Please bring in a filled take home bottle/cup if you want your child to have something for the way home.*
- Bed sheets for cribs and cots.
- Bibs, spoons, bowls, and regular drinking cups while at the Centre.

What you provide

- Blanket.
- An emergency blanket for evacuation purposes, if needed.
- Diapers cloth or disposable: if cloth, extra plastic pants, and bags for soiled diapers.
- Diaper cream.
- Disposable wet wipes.
- 2 sippy cups
- Bottles and liners (if required for the bottle)
- Formula (if needed)
- Boxed cereal and snack food (if needed)
- Soothers (if needed)
- Lunches (we will warm up if required)
- Sunscreen (SPF 30 or higher)
- Mosquito Repellent (for children: <5 deet and NON-AEROSOL)
- Fever medication
- Extra clothing – **infant** – 3 changes **toddler** – 2 changes (change includes shirt, pants, or shorts, socks and underclothing)
- Seasonal clothing

<i>Spring and Fall</i>	<i>Winter</i>	<i>Summer</i>
Rain Coat	Winter Coat	Sun Hat
Splash Pants	Snow Pants	T-shirt
Rubber Boots	Neck Warmer	Shorts
Extra Socks	2 Pairs of Mittens	Bathing Suit
	Toque	Towel
	Winter Boots	Enclosed Footwear

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.

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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 lock lockers, 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.

STAFF / CHILD RATIOS

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

- **Infant Program** - 1 staff per 4 babies

The ratio of staff to children may be reduced the only time that this reduction may occur is if a group of children are out on the school grounds and a child needs to return into the Centre for bathroom or necessary first aid attention.

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

LUNCHES AND SNACKS

The Centre provides a nutritious snack. Infant children are served snack in between 9:00 until 9:30 a.m. 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 at a cost of \$6.00 to parents. This charge will be added to the next invoice.

Menus are posted on the Centre bulletin board and are sent via email to all families. Any time the menu items are not available, the staff will post the changes on the bulletin board, 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 facility. 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.

If any families are wanting to celebrate a special occasion, any treats brought into the centre must be pre-packaged store-bought treats with the nut-free symbol.

INSURANCE

Parents of the infant program may find information with your local insurance broker. Lakewood Children's Centre carries - Manitoba Child Care Association Liability Insurance through Morris Insurance. Our policy details are posted in the hallway bulletin board.

Walking FIELDS TRIPS & community walks

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 child: staff ratio is maintained.

Programs also Enjoy visitors brought 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, however a clear criminal record and child abuse check along with Commit to Kids: Foundational training will be required of all volunteers.

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.

Established emergency shelter will be in close proximity to 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.

Policy to Address Staffing Shortages

This policy developed in response to possible staffing shortages in the field of Early Childhood Education.

Lakewood Children's Centre Inc. strives to provide the highest quality care for your children. It requires an adequate staff ratio available on the floor to interact with and care for the children.

The Centre Management advertises frequently for substitute positions when required and provides trained Early Childhood Educators & Childcare Assistants. There may be occasions where Lakewood Children's Centre has insufficient staff to provide care for all the children enrolled in our program.

When there are insufficient staff members to care for your child, we will have to turn a specific number of children away to maintain a legislated child-staff ratio. Lakewood Children's Centre Inc. will use a rotating system that ensures that if childcare services are unavailable, it would be on a rotational basis that does not repeatedly or singularly affect the same families.

If the Centre is so understaffed that it must turn away children, staff will notify parents before they arrive at the Centre. Should we be unable to do so, daycare staff will notify upon arrival. It is also important to note that you will not be charged fees for days when the Centre cannot provide childcare for you due to a staffing shortage.

This policy has been added in the registration consents.

NUTRITION FOR INFANT PROGRAM

Our centre believed that parents and caregivers are responsible for what is presented to eat. Children are responsible for how much and even whether they eat.

"This philosophy is based on respect for children and a desire to give them control over what they eat so they can respond to their own body needs and learn to eat for the right reasons. Children's growth and development play a key role in determining their readiness for food as well as their interests in food and socializing. By accommodating children's development, caregivers ensure that individual nutritional needs are met, and that eating environment is designed to promote positive eating habits"

Healthy Foundations in Child Care-Pimento/Kernestead

Breast Milk / Bottle-feeding

- You may want to continue nursing after your infant is enrolled in the centre. Please know that you are encouraged and welcome to do so, and just as your child adjusts to drop off transitions they will in turn become familiar with this routine as well.
- Another option is to provide bottles with expressed milk or formula for your child. Caregivers will be privileged to share this time with your little one. Please note that the centre provides homogenized (3.25% M.F.) milk for your child to enjoy while they are in our care. If your child is no longer drinking formula or breast milk, we would be happy to fill the bottles that you send in for your child's consumption while in our care.

Semi Solid / Solid Food

To ensure that eating food is a positive experience introduction should be slow, respecting the infant's needs nutritionally and emotionally. Watch for the following signs of infant readiness to semi/solid solids:

- Sitting up in secure chairs with trays with a sense of stability
- Can move their head to indicate interest, refusal, hunger or fullness
- Child shows interest in utensils, can grasp a spoon
- Has shown interest in foods that others are eating
- Can co-ordinate their hand movements to pick up small objects

Parents know their children best.

Parents should introduce each food at home several times before it is offered at the centre.

- Toddlers love having a say, give them healthy choices! Offering toddlers a variety of healthy choices and being consistent in those choices allows your toddler to assert their independence and to choose healthy choices each time.
- Toddlers have a hard time sitting for long enough to eat a whole meal. Try to provide numerous opportunities for your child to nourish their body during the day.
- Set reasonable and consistent expectations for your toddler. Young children are learning to dump and pour. Be aware of where your child falls developmentally, they are not dumping their bowl to frustrate you or make a mess they are exploring cause and effect. There are other places where these skills can be practiced such as a sand table or toy basket. If your child is not ready for a bowl place their food on the tray or table in front of them. If they are not ready for an open cup give them a sippy cup. Meals times will be more enjoyable and relaxed.
- Toddlers may enjoy a food and then suddenly refuse it. This is known as a food jag, continue to intermittently offer that food, they will often return to enjoying it again.

Lakewood Children's Centre Inc. Infant Parents policy

- Toddlers want to be involved in their eating experience, often letting them have charge over a child sized utensil will encourage their desire to eat, groom their self-help skills and boost their self-esteem
- Introduce vegetables first in their diet, as well as at mealtime, when they are hungriest. Introducing sweeter foods first, such as fruit, will tend to train their taste buds to prefer these foods and can result in their refusal to eat a variety of foods.

Thank you for supporting us in our attempts to provide your child with a healthy start. If you have any information you would like to share with us or the other families in our centre, please bring it to our attention. We are always eager to further our learning!

NAP TIME FOR INFANT PROGRAM

Each child has their own crib or cot. Blankets, and "sleep pals" are provided by the family. The Centre provides sheets for cribs. To support our bed bug policy, these items will remain at the Centre during your child's stay in our program. They will be laundered once a week.

Children are aided to sleep either in the rocking chair in the ocean room or in their crib or cot within the nap room. A staff member stays with the children in the nap room until they are asleep. We aim to have a staff member in the nap room whenever possible while children are sleeping. However, due to ratio requirements, a staff member may not always be present in the nap room while children are sleeping. Once children are asleep, they will be physically checked on every 10 minutes using a timer and monitored at times when a staff member is unable to be directly in the nap room.

Nap times are flexible and according to the individual child's schedule and needs. Children need adequate rest. As children get older, we may work towards a more structured day with a regular naptime to prepare them for preschool. We work in partnership with parents to determine the appropriate time for a child to make this change.

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 late August / early 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 dependant on the space and program availability. We do however support the principle of serving the children and families whose characteristics reflect the surrounding community, inclusion a naturally occurring proportion of children with additional support needs.

Toilet Training

Bathroom times are scheduled throughout the day to encourage training. The staff will work along with parents or caregivers 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.

FEE

- Fees are solely the responsibility of the Primary Caregiver/ Custodial Parent.

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- 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. 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 postdated up to two weeks beyond the due date. Both cheques must be received by the due date. We accept cash, cheque, and pre-authorized payment.
- 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 issued three days after the due date and a \$15.00 late payment fee is charged. If payment is still not received, a notice of withdrawal is issued within five days and 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 minutes period thereafter for children picked up later than 5:30 p.m. 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.
- Regular fees will be charged for two weeks following notification of withdrawal from the Centre whether or not the child attends.
- There is a \$40.00 surcharge for NSF Cheque 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 additional request of income tax receipts, and \$30.00 for writing a letter or form on request.
- Government subsidies are available for those families who qualify.

Parents can apply for subsidy online at www.gov.mb.ca/childcare. Parents can find out their subsidy eligibility by visiting the subsidy estimator online at www.gov.mb.ca/see.

INFANT PROGRAM

- **October - September - \$ 10.00 per day**
- **Ten Plus hours a day - \$ 15.00 per day**
- **Statutory Holidays - Will be charged at the applicable rate.**

ALL PROGRAMS

- 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 the security reasons payment by cheque or pre-authorized payment is preferred. Payment can be left in the black box located in the main office of the Centre. Cheque will be deposited on and average of once per week. If you are paying cash, please make sure to enter the information in the logbook and ask any available staff member to count the money and sign in the logbook. It is advised by the Centre, put the cash in the white envelope label with your and program name, amount of money and insert in the black box in the presence of staff member. If you do not log the information in logbook Lakewood Children's Centre has NO responsibility for the cash.

TWO WEEKS PARENTS FEE DEPOSIT

Newly registered children/families are responsible for paying a 2-weeks withdrawal period fee prior to their start date. This is separate from the \$25.00 non-refundable registration fee. This deposit is non-interest bearing. The withdrawal fee will be held on account as a credit and when a 2-weeks withdrawal notice is received, this pre-payment will be applied against the account.

These fees **MUST** be paid prior to the start date or families will not be eligible for entry to the Centre on their start date. This applies to government - subsidized spots as well. Parents must provide written notice two weeks prior to the withdrawal of their child.

The fees are as follows:

Infant - \$ 100.00*

Provincially subsidized spots: Amounts will be determined on a case-by-case basis and communicated prior to the start date.

Any other expenses incurred before the last day will be the parent's responsibility. (ie field trips, special lunches etc.)

(*) rates given are the rates as of January 2024, these may be subject to change in accordance with The Community Childcare Standards Act

WITHDRAWAL OF A CHILD

Parents must provide the Director or program manager 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 childcare 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.

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. Infant Staff will collaborate with Preschool staff and parents to design and implement transitional strategies for children between Programs. 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.

ARRIVAL AND DEPARTURE PROCEDURES

Lakewood Children's Centre Inc. Infant Parents policy

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 attendance.

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.

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 outdoor footwear before entering into the daycare. 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

Infants drop off: 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 infant child into the Centre on the attendance sheet and assume responsibility.

Infant Pick-up: Once a parent or guardian arrives in the room or outside, staff will communicate with them and have the child signed out. At that point, staff is no longer responsible for the infant.

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.

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 & daycare will be locked at all times and parents are required to use the intercom system at the childcare 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.

PROGRAM SCHEDULE

Infant Program Schedule

- **7:00 - 9:15** - Free Play
- Diapering (9:00)
- **9:15 - 9:45** - Snack is offered
- **9:30 - 11:00** - Outdoor Play/ Walk (Weather Permitting)
- Free Play
- **11:00 - 12:30** - Lunch
- Free Play
- Diaper Change
- **12:30 - 2:30** - Nap Time
- Quiet Activities
- **2:30 - 4:00** - Diaper Changes
- Snack is offered
- Free Play
- **4:00 - 5:30** - Outdoor Play/ Walk (Weather permitting)
- Diaper Changes
- Free Play
- **5:30** - Centre Closed

This schedule is flexible to meet all of the children's individual needs and developmental levels. When necessary, the infants may be integrated into the preschool program throughout the day as needed. We feel this is beneficial for development, empathy and most importantly for the infants to become familiar with the staff and children in the centre.

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.

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

- Must be diagnosed, and proper treatment started.

• Fever

- Over 38.5C child must be picked up.
- 38.0-38.4 Parents should be notified via text or call, but not mandatory to pick up.
- Exclusion from program until fever (Over 38.5) has been gone for a minimum of 24 hours.
- Tylenol may be given to an infant to protect spiking fevers until picked up.
 - Mild temperatures attributed to teething
 - Parents will be contacted for Tylenol authorization.

• Diarrhea

- Notify parents after 1st incident.
- After 2nd incident in one day Child must go home.
 - Exclusion from program until a full day without incident.
 - If due to side effects of medication, prior notice of given medication must be given.
 - If due to other medical condition, office must be aware and noted in child's file.

- **Vomiting**

- o Parents must pick up after 1st incident of vomiting.
- o Exclusion from program until child has been a full day without incident.
- Staff may use discretion if it is believed vomiting was caused by cough.

- **Conjunctivitis (Pink eye or other eye infection)**

- o Exclusion from program until antibiotic has been given for a full day AND all discharge has stopped.

- **Strep Throat**

- o Exclusion from program until 2 full days of antibiotics.

- **Ear Infections**

- o Exclusion until 1 full day on medication.

- **Infections being treated with Antibiotics.**

- o Exclusion until 1 full day of anti biotics OR infectious period has ended.

- **Cold**

- o May still attend daycare if they are able to cope with their day.
- o Extreme coughing or fever may result in parents being asked to check with their doctor.

- **Inability to cope**

- o Program Manager will make the decision, based off their knowledge of child's usual behaviour.

Communicable Diseases:

When Children become ill with 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 confirmation 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:

**All medication will be stored in a secure location designated by the Centre.
Medication cannot be left in your child's bag or cubby.**

Prescription Medication:

Parents must fill out one of our medication forms in order for the Centre to administer prescribed medicine. Medication is required to be in the original dispensing bottle with the prescription label. Staff will not administer prescription drugs if they are out of date or without the prescription.

Non-prescription medication (e.g., cough syrup)

May only be given when accompanied by a physician's letter stating the child's name, expiry date, time, and method of administration. For safety reasons, please give the medication directly to a staff member. Do not leave medication anywhere except in the hands of the staff.

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.

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

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.

- 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.

A snack menu is posted in the main hallway each week, and emailed to families. Parents should indicate any food, which the child are is allowed to consume due to allergies or other health concerns. Staff should check the daycare app for the daily menu.

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 the contact with nuts.
- Parents are asked to try to use due diligence in sending lunches which are safe in case they come in contact with these children.

Head Lice:

Staff reserve the right to assess a child's head in a private environment away from peers as a part of our routine health check

- Live head lice:
 - Parents called for immediate pick up.
 - Exclusion for 24 hours after medicated shampoo has been given.
 - Parents must pick up nits for a period of 7 days.
 - If any live lice are seen during this period, parents must pick-up immediately.

BEHAVIOUR

General information

After discussion with 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 a 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 inclusion Support 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:

Lakewood Children's Centre Inc. Infant Parents policy

- 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 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 nonaggressive 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 parents' 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.

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 guardians 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:

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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, centres, 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 other 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 parents 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 / spending / sheltering or helping in the centre. **Cameras will not monitor the inside of washrooms**

Security Fobs

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 \$20 is required for security fob/pass.

Deposit of 50% will be returned to the family once the child is no longer in the infant and Pre School wing 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 \$ 25.00 per Fob.

PARENTS COMMUNICATION AND INVOLVMENT

Daily communication between parent and staff will be child and family centered focus on the child's strengths. Communication can include verbal reports or 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 in order to share information about the child and the discussion of the goals for that child. We value and respect parental and family input and 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.

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- We encourage active participation by parents on the Board of Directors and any committees formed for the benefit of the Centre.
- We encourage parent to participate in panels, workshops, advocacy or training events that are provided for staff members.
- We welcome comments, questions or suggestions from parent 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 us providing the best quality care for your children. The Centre has an answering machine that parents can use to leave messages about their children's attendance and a text message service where they can report absences also. Phone messages are written down and shared with appropriate staff. Staff check messages and emails 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 out 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 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.
- Board members must complete Commit to Kids: Foundational Information for Safeguarding Children from Sexual Abuse training (available online).

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 childcare. 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 896-7980, E-mail executivedirector@lakewoodcc.ca