



PARENT POLICY BOOKLET

Effective September 2020

PHILOSOPHY STATEMENT

TLC's first focus is to satisfy the needs of each individual child and family within an environment that creates, nurtures and encourages growth and development. Staff well versed in child development will create an environment that encourages growth, learning, and fun. By forming partnerships within the community and surrounding area, we will be more aware of the needs that we will strive to fulfill.

Goal 1 Recognize play as a child's way of learning.

Objective: *Our program will be structured in such a way as to allow adequate time for free play.*

Goal 2 Recognize and enhance children's stages of development and learning in all the developmental areas.

Objective: *Provide necessary equipment such as art, music, puzzles, sand, water, construction, dramatic play and table top toys as relates to their particular stage of development. Ensure that adequate challenges exist to encourage growth and enthusiasm in new achievements for all children.*

Goal 3 We value the skill of independence and decision making, structure and routines, along with long periods of free play for socializing.

Objective: *Provide varied open-ended activities, both structured and staff initiated with freedom to choose where to play and how long.*

Goal 4 We recognize the importance of physical activity, social interaction, co-operation and structure when necessary.

Objective: *Provide stimulating and varied programming by use of gross motor activities, co-operative games, outdoor time, fine motor activities, arts and crafts, group discussions, etc.,*

Goal 5 We will encourage friendship and communication between children, staff, parents, and community members.

Objective: *Provide monthly newsletters informing parents about day-to-day operation of the Centre. Maintain an open-door policy regarding board meetings and encourage parents to participate. Promote daily interaction between staff and parents regarding their child's day.*

Goal 6 We will establish a safe, secure, happy environment for children, a place where they can be themselves, either in a group setting or a place where they can be by themselves for quiet reflective time.

Objective: *Provide a stress-free atmosphere where children can play safely, learn, share and develop apart from peer pressure and encourage free choices.*

Goal 7 Health and nutrition is one of our primary goals.

Objective: *We will provide a wide variety of food opportunities and encourage healthy choices at all times. Our menu will follow the Canada Food Guide.*

Goal 8 We will facilitate a sense of belonging within the community.

Objective: *Provide opportunities for community workers i.e. fire fighters, doctor, dentist or a farmer to visit our facility and talk with the children regarding their duties within the community and help them to see where they might fit.*

Goal 9 We will hire and maintain the recommended ratio of trained staff and will require that all staff are involved in professional development on a consistent basis.

Objective: *Hire trained staff to comply with regulations and beyond, and all staff must partake in a specified number of hours of professional training on a yearly basis, either through MCCA workshops or attending the MCCA Conference.*

Goal 10 We believe that all children need to have access to quality childcare and welcome those with special needs or challenges.

Objective: *We will strive to meet the needs of all children and families, seeking the training necessary to provide quality care in whatever circumstance and work very closely with parents to provide consistency of care.*

Goal 11 We value community partnerships.

Objective: *By forming partnerships within the community, we have a broader base to draw knowledge and understanding of the requirements within the community.*

Goal 12 We will prepare yearly evaluations of each child's growth and development.

Objective: *Provide encouragement and promote communication between staff and parents regarding their child's growth and development regarding daily activities, behavior, and general progress to assure that all needs are being met.*

Goal 13 We will to the best of our feasibility, provide flexible hours as deemed necessary in our community and surrounding area.

Objective: *Provide flexible hours as deemed necessary and financially feasible, in support of families that require flexible child care support hours.*

Our philosophy will be assessed on a yearly basis to confirm that it continues to meet the current thinking on the development of children and the emerging needs of the parents and communities that we serve. Feedback from parents, staff and the board will be necessary and valued.

Hours of Operation

TLC Centre will be open from 6:45 a.m. until 5:30 p.m. Monday through Friday.

Registration

Full time applicants will be given priority over part time. Full time is defined as a child who attends TLC five days per week. Part-time is defined as a child who attends on a regular basis, four or fewer days per week. A casual attendee is a child who is enrolled at TLC but does not attend on a regularly scheduled basis. If all spaces are full, applicants will be put on a waiting list. Enrolled part-time children will be given priority for available full-time spaces over new full-time applicants.

Upon registration 2 weeks of fees may be requested. Prior to commencement of care, an enrollment form must be completed and on file at TLC Centre.

Fees

Age of Child	Type of Care	Total Centre Fee
Infant (age 12 weeks up to 2 years)	Less than 4 hours per day	15.00
	4 hours to 10 hours per day	30.00
	More than 10 hours per day	45.00
Preschool (age 2 years –12 years)	Less than 4 hours per day	10.40
	4 hours to 10 hours per day	20.80
	More than 10 hours per day	31.20

- Billing cycle is 20 business days. Payment is to be paid 7 days upon receipt of invoice.
- If full payment is not received within 2 billing periods (40 days) of the invoice date, the account will be considered overdue and a **Demand for Payment** will be issued.
- Full balance must be received within 1 month of serving Demand for Payment. If the full payment is not received within this time frame, TLC Centre will file a Small Claim to recover the outstanding fees.
- At the discretion of TLC Centre's board of directors, the child(ren) may not be able to attend the Centre until fees are up to date.

- Overdue accounts may be charged interest.
- Parents who are not subsidized are responsible for the entire fee.
- For parents receiving subsidy, the fee will be calculated based on the Child Day Care Office subsidy approval.
- **NSF** cheques will be charged a \$30 fee. In addition, the cheques must be covered in cash on the same day received or daycare services will be postponed until cash re-payment is made in full. More than one NSF cheque will result in cash only payment.
- Fees must be paid for all registered days. Fees must be paid year-round, for all 12 months of the year. There will be no fee adjustments for in-service days, statutory holidays, storm days, summer vacation or illness/absenteeism. However, parents may choose to use their child's allotted holiday days and sick days throughout the year (please look at sections "*Vacation and Holidays*" on pg. 8 and "*Sick Children*" on pg. 10 for more information).
- Parents of full-time children will pay all statutory holidays. Parents of part-time children will pay if holidays fall on their day of attendance.
- Casual attendees that will not be attending a scheduled day are required to provide 48 hours notice to the Director. If notice is not received, full fees will be charged.

Fine for Lateness

Lateness is defined as pick-up after 5:30 p.m. The fine will be assessed as follows: \$5 for the first 10 minutes or less, and an additional \$5 for every 5 minutes thereafter. The amount will be added to the next invoice issued. If this becomes a habitual problem daycare service will be discontinued. In the event that no person arrives to pick-up a child and none of the emergency contacts can be reached, Child and Family Services will be contacted after 6:30 p.m.

Drop Off/ Pick Up

Upon arrival at the facility parents will be responsible for:

- Bringing their child into the building. TLC staff are not responsible for children dropped off outside.
- Removing the child's outdoor clothing and putting them in the designated storage area.
- Placing all food and lunch containers in the designated storage area.
- Ensuring the child has proper footwear on.
- Checking that there are adequate clothes and supplies for the day.
- Taking adequate time to reassure their child if they are upset by the parent leaving and settling them in before they leave.

- Informing staff on how the child slept the night or any other information which may assist them in caring for their child.
- Completing the child's daily sign in sheet.

Upon departure at the end of the day, the parent shall be responsible for:

- Dressing the child to go home.
- Picking up all soiled clothing, food left over, and containers.
- Reviewing clothes and supplies for adequate stock.
- Taking the time to discuss how their child's day went with the staff and enjoy a moment with their child at the centre before going home.

Additional information:

- As parents arrive to pick up their children they are asked to come in quietly so as not to disturb children at rest.
- Children will not be released to parents/guardians where it is felt the situation is dangerous to a child. In these circumstances, the proper authorities will be notified.
- Any artwork in your child's locker should be taken home daily. At the end of every week the artwork not picked up by parents will be discarded by staff.
- Parents are expected to directly tell the staff when they are leaving the centre with or without their children.

Withdrawal

The daycare centre must be given 1 months notice prior to withdrawing a child. If daycare is not notified of any changes, parents will be charged accordingly. In the event that a child is withdrawn from TLC, re-admission will be granted only if spaces are available. Prior attendance does not provide seniority on the waiting list.

Attendance

- As a courtesy, please notify the centre by 9:30 a.m. if your child will be away due to illness or unexpected causes. Fees will be charged for these days.
- Staff must be advised in advance of pick-up, if someone other than the parent is picking up the child. These people must be listed on the child enrollment form at the time of registration and will be asked to provide photo identification if they are not known by the staff.
- The centre will provide you with vacation/ holiday scheduling forms prior to holidays such as Christmas, spring break and summer holidays. You will

be required to indicate what days your child will attend. This will assist the centre with staff scheduling.

- A child will be withdrawn from our program after 10 consecutive enrollment days of being absent, during which no notice of absence has been provided to the Director. The director will make 2 attempts to contact the family, if no contact has been made, the spaces will be reallocated.
- Parents are required to provide two weeks notice of changes to fewer hours.

Vacation and Holidays

After 3 months of full-time, continuous care, full-time attendees will be allocated 10 vacation days per year, per child, where fees do not need to be paid. Parents are required to notify the Director when they plan to use their vacation days. The year is defined as July 1st-June 30th. The vacation days do not carry over from year to year, and resets July 1st, each year. Part-time attendees will be calculated on a prorated basis. Parents will be charged regular fees for statutory holidays.

Families will be charged for the Statutory Holidays listed below:

- New Year's Day
- Louis Riel Day
- Good Friday
- Victoria Day
- Canada Day
- Terry Fox Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Special Closures:

- At the discretion of the Director & the Board of Directors, TLC Centre Inc. will close one day during the Christmas holidays, in lieu of Easter Monday.
- On December 24th (Christmas Eve) the Centre will close at 12:30 pm and parents will be charged for a full day of care.
- On December 31st (New Year's Eve) the Centre will close at 3:00 pm and parents will be charged for a full day's care.

Clothing

- Your child will need comfortable play clothes. Do not wear good clothes as messy play and paint are common daily activities. The child should have a full change of clothing that will be kept in his/her storage area. A separate pair of runners for indoor use must be provided so your child is never bare foot in case of an emergency.
- All your child's clothing and articles must be labeled including all outerwear, boots, hats, mitts, etc. Make sure all of your child's articles are taken home every night.

Lunches and Snacks

- Children are required to bring their lunch. Two snacks will be provided by the centre. Their food must be sent in a container in which it will be heated if necessary and ready to serve. We encourage a healthy balanced diet and ask that you keep this in mind when packing your child's lunch. Please cut up pizza pops, fruit etc., so it is ready to eat. **Please do not send chips, chocolate bars, juice boxes or sugary snacks with your child.**
- Please keep in mind that children are active throughout the day so please send an adequate amount of food. We will provide water or milk for morning, lunch and afternoon snack. Only if your child arrives prior to 7:30 am will your child be served breakfast, which the parent/guardian must supply.
- TLC offers Hot Lunch to families Monday to Fridays, the cost for this service is \$3.50 per lunch. This is an optional program, and Hot Lunch Menu forms are available monthly. All hot lunches are to be pre-ordered and pre-paid. Payments are to be made at the time the order form is submitted and can be done by cheque or e-transfer (to be kept separate from childcare payments). There will not be any reimbursement for hot lunch days that are missed. Hot lunch order forms and payment will be due approximately two weeks before the beginning of the reflective month. Hot Lunch contains 4 food groups as per the Canada Food Guide.

Sunscreen and Bug Spray

- Each spring a letter will be sent home to indicate the cost for Sunscreen and Bug Spray for the summer. This charge will be added to a future dated billing as indicated in the letter.

- Parents have the option to not pay the charge and supply their own sunscreen and bug spray. However, we would appreciate it if most families would participate in the program.

Special Requirements for Infants

- **Diapers:** Disposable diapers are to be supplied by parents if the child is not potty trained.
- **Food:** Formula must be provided and prepared by the parent. Each bottle must be filled and have a nipple. Formula will not be re-heated if a child only drinks 2 oz. out of an 8 oz. bottle. The rest will be thrown away. For this reason, 4 oz. bottles are recommended. Food must be sent in small-microwaveable containers.
- Staff directly supervises infants during rest times.

Toilet Training

Staff will assist in toilet training when parents and staff feel the child is ready. This should be stress free for the child. Parents should provide adequate changes of clothing to accommodate accidents during the training process.

Special Events

From time to time throughout the year, TLC may host special events for the children. These events may include holiday parties, BBQ's etc. Parents will be notified of these functions in advance, and all food will be provided by TLC.

Health Information

It is the responsibility of the parent to inform TLC Centre of the child's health information to ensure the required care and intervention is provided. In certain situations, a Unified Referral and Intake System (URIS) application may be required. Support from this program can assist with the development of a health care plan for the child and training of staff by a registered nurse. Potential applicable conditions include, but not limited to, life threatening allergies, asthma, seizure disorder, diabetes, and cardiac conditions.

Life Threatening Allergies (Anaphylaxis)

TLC has an anaphylaxis policy that is in place when a child is currently enrolled at the centre, or when a child about to enroll has been diagnosed with a life-threatening allergy. In these situations, it is important that the appropriate planning and staff training is provided. For children with anaphylaxis a URIS

form must be completed to ensure that an Individual Health Care Plan/ Emergency Response Plan is developed. The details of the TLC anaphylaxis policy are provided in the Enhanced Safety Plan, and clearly describes the roles and responsibilities of the parents of the child with the life-threatening allergy as well as other parents and staff.

All parents are requested to cooperate with the centre to eliminate allergens from packed lunches and snacks when required, and to encourage your child to wash their hands before and after eating, and refrain from sharing lunches and snacks.

Sick Children

After 3 months of full-time, continuous care, full-time attendees will be allocated 5 sick days per year, per child, where fees do not need to be paid. Parents are required to notify the Director when they plan to use their sick days. The year is defined as July 1st-June 30th. The sick days do not carry over from year to year, and resets July 1st, each year. Part-time attendees will receive the number of sick days that they attend in a week.

When is a child too ill or contagious to be brought to the childcare centre?

This is a question that may present itself during your child's stay in our care. In order to protect your child and the other children, the centre has adopted the following guidelines on illness as outlined in the Manitoba Public Health Guidelines. If at any time staff feels that the child is too ill or is contagious, staff must exercise the option of refusing to accept the child for care. It is good for you to have a backup caregiver (perhaps a friend or relative) available in case your child is too ill to be brought to care at a time when you are not able to stay home with your child.

Please keep your child at home if he/ she has:

- A temperature of 38 °C or over
- Diarrhea that is more frequent than usual
- Vomiting within the previous 24 hours
- Severe cold symptoms with sneezing, fever or runny nose that has a yellowish or greenish color
- Continuous cough
- Any contagious illness, including measles, mumps,
- Bronchitis
- Rashes that you cannot identify • Impetigo
- Ear, throat or other infection.
- If a child seems ill, pale, irritable, fatigue or listlessness.

- If being treated with an antibiotic, the child may return to the centre once treated with antibiotic for 24 hours.

When your child becomes ill while in our care, the parent or the emergency contact will be asked to pick him/her up. Children will not be able to return to daycare until they are 24 hours symptom free and able to fully participate in all indoor and outdoor activities.

We appreciate knowing about your child's health, symptoms of illness, and diagnosed illnesses to help meet the needs of your child and prevent the spread of illness at the centre. Please feel free to talk to the staff about any concerns you may have.

The following are some guidelines regarding specific conditions.

- **Scarlet fever, strep throat:** The child should remain at home until he/she has completely recovered or until the child has been adequately treated with a suitable antibiotic.
- **Rubella (German measles):** The child has to remain at home until all spots disappear.
- **Infectious hepatitis:** The child should be isolated during the first two weeks of illness, or one week after the start of jaundice.
- **Diarrhea:** The child should remain at home until the stool is normal or until directed by a physician.
- **Chicken pox:** Child may attend if feeling well enough.
- **Mumps:** Child should remain at home until swelling subsides.
- **Impetigo, pediculosis, ringworm, and scabies:** Child should remain at home until treated to the satisfaction of a physician.
- **Whooping cough:** Child should not attend until at least 5 days of erythromycin therapy have been completed or cough is no longer present. All cases should be reported to public health as well as to TLC. Since it is highly contagious, children in contact with cases may also be treated.
- **Influenza:** Isolation not required unless ordered by Medical Officer of Health.
- **Croup:** Child should not attend if he/she has a fever, or is thought to still be contagious. If the child can't participate in regular activities, he/she should stay home.

Medication

- If medication needs to be administered at the daycare, it must come in its original container.
- Only prescription medications will be administered unless special arrangements have been made, and the prescription must be in the child's

name. Tylenol will not be given to children unless prescribed by a physician with prescription label attached.

- Parents must sign a medication sheet and include the name of medication, the dosage, and the time it must be administered. This includes diaper crème, etc.

Confidentiality

- No information regarding a child or their family shall be released to anyone other than required by law, or in the event of an emergency, medical information to medical staff or proper authorities.
- All children's files are stored in a secured and locked area. The director, assistant director and staff are the only ones who have access to any files.
- If a parent wants to look at their child's file, it is done upon request and an appointment with the director and staff will be set up to review. All files are the property of TLC Centre Inc. and shall be retained for the period established by law.

Supervision

- Children will be supervised at all times. When a parent has made contact with a staff member, and then leaves the room, a staff member will assume responsibility for the child. Children will NOT be able to leave the centre without a parent or guardian.
- When parents are in the presence of their child, they shall assume responsibility at all times.

Multi –Age Program

Our facility will function as a multi-age child care program in order to make the most efficient use of our time and staffing. Our primary concern is the safety of the children and therefore the equipment and resources available to the children will be safe for the youngest child in the play area.

The toddler room will integrate the infants, toddlers and preschool age children in the morning between 7a.m. – 8:15 a.m. At 8:15 am a staff will move the preschoolers into the preschool room. The infants remain in the toddler room until 8:30am when the infant room staff arrives and moves the infants to their own room.

At the end of the day this procedure will reverse. As staff and children leave for home, we will move groups together, keeping in mind that we use the room that

is set up for the youngest child in the group. The time frame for this is approximately 4:30 – 5:30 pm.

On school in-service days and holidays, depending on numbers, it is likely that the preschool and school age children will be integrated into a multi age program in the same area, but divided into two groups. At all times the staffing ratio will meet regulations.

TLC supports the belief that children benefit from social interactions with children of various ages and may be appropriately challenged with the developmentally appropriate equipment and resources available to them. Staff, within ratio, will guide and administer appropriate care to ensure safety to all children.

Behavior Management

If a child's actions are inappropriate, the staff will:

- Step in with a positive approach
- Find out what the problem is
- Encourage children to settle disputes themselves when possible
- Facilitate communication between children and ask them for solutions
- Listen, support and offer options as necessary
- Use guidance techniques that consider the developmental and chronological ages of the children
- Assist children to understand limits and encourage acknowledgment of these limits
- Exercise positive redirection as a form of guidance and discipline
- Provide simple, concrete consequences for a child so that the child will better understand what may happen if the action continues
- Provide children with an opportunity to independently choose an appropriate course of action, to help them develop self-control
- Be at eye level with the child using a quiet voice and short sentences to give the required directions, to alleviate confusion for the child
- Provide consistent guidance, choices, encouragement and patience to facilitate children in becoming more independent and gaining self-direction

If all this fails, an appropriate time-out space will be used (thinking time). We will not permit, practice or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance.

Physical punishment includes striking a child, either directly or with an object, shaking, shoving, or spanking, or grabbing or pulling a child by their limbs with excessive force. It also includes forcing a child to repeat physical movements, or any action carried out which results in physical injury to the child.

Verbal or emotional abuse includes any harsh, belittling or degrading response by an adult that would humiliate or undermine a child's self-respect.

This policy outlines the day-to-day response of our staff to behavior issues with the children. However, from time to time there may be situations for which additional procedures must be followed.

In the event that the behavior of a child is inappropriate including behavior that harms him or herself, another child or staff, or the equipment, the staff will write an incident report. This report will be discussed with the parent and kept in the child's file.

If inappropriate behavior continues and cannot be improved with the use of the Centre's policy, a meeting will be held with the parents to discuss an alternative plan. The Daycare Coordinator may also be contacted for additional support. Upon consent of the parent, the child may be observed by the coordinator or other professionals to determine a strategy for managing and improving their behavior. The Centre staff, together with the Board will establish a time line for implementation of the strategies. If no improvement has been made, the Centre will carefully evaluate the situation to determine if we have the resources to meet the needs of the child. If it is determined that the child's needs cannot be met, the child will be dismissed from the Centre.

The dismissal of a child from the Centre will only be done once all attempts have been made to improve the situation. However, the Board remains committed to our goal of providing a safe, secure, and happy environment for both the children and staff of TLC, and will not tolerate behavior to the contrary.

Dismissal

With the Board of Director's approval, the day care has the right to dismiss a child/family for:

- Serious illness of a child where the Centre cannot adequately accommodate the needs of the child.
- Lack of cooperation by parents
- Child's adjustment not satisfactory
- Delinquency of fee payment/non-compliance with subsidy requirements
- Absence for more than two weeks without notice, after a reasonable attempt has been made to contact the parents
- Continued inappropriate behavior which cannot be corrected after all steps in the centre's behavior management policy have been exhausted
- Continued disregard for centre policies

In the event that the reason for dismissal endangers the children, staff, or property of TLC, the dismissal will be immediate; otherwise, 2 weeks' notice will be given. The balance of any unearned fees paid will be refunded.

Transportation

Transportation to and from TLC Centre is the responsibility of the parent. This can be either the parent or a properly designated alternate; however, your child must be legally accompanied by an individual over 12 years of age.

Children must be escorted in and out of the centre. Children will not be permitted to leave the centre unescorted at any time. Kindergarten and school age children will be accompanied to the nearest bus stop in the morning and met there after school. These arrangements must be made prior to attending TLC Centre.

Children will not be transported in private vehicles while under the care and supervision of TLC Centre staff. The Centre does have 1 car seat, which meets the guidelines for infants, toddlers, preschool and school age children. This seat is used for emergency purposes in case a child needs to be transported immediately.

Outings

TLC Centre will obtain parental permission for "walking" outings away from the Centre. Children, escorted by staff members shall be properly clothed and supervised. Staff members shall:

- inform the Director or other staff of the outing and when they expect to return
- carry the required general information card for each child participating on an outing.
- carry a First-Aid Kit as required by the Act.
- call the Centre to have a child picked up if they are unable to remain with the group for health or behavioral issues.

Changes in Family

Please notify the center if any changes are taking place within your family (i.e., marital status, divorce, separation, new baby, serious illness etc.). If the child's parents are not together, a copy of the most recent custody agreement or other court documents setting out custody arrangements need to be given to the Centre to be placed in your child's file. Parents are asked to discuss with the director what should be done in the event that the noncustodial parent arrives at a time not authorized by the arrangements.

Children can react very strongly to change even if they appear outwardly calm and indifferent. We can respond more effectively to your child's needs if we know what is happening within his/her home environment.

Accidents

Our Center provides a safe environment for all children; however, we are aware of the nature of children and the reality is that accidents do happen. It is common for children to get scrapes and bumps throughout the day. Children will at times continue to play without realizing their injury.

- All staff at the Centre have received his/her First Aid and CPR Certificate. Staff will be required to update their training as required by The Community Child Care Standards Act, Child Care Regulation.
- If any injuries occur and a child needs medical attention, parents will be notified as soon as possible. Parents/Guardians will be notified at pick-up if any minor injuries occur. A written record of the accident will be kept on file and will require a signature by the parent after the incident has been discussed with a staff member.
- Staff members will handle any injuries that can be treated by basic first aid.

Emergency Numbers & Procedures

Fire Department	911
Police Department	911
Ambulance	911
Poison control	911
Carman Memorial Hospital	(204) 745-2021
Children's Hospital	(204) 787-2306

In the event of an emergency

- An ambulance will be called if needed
- Medical information will be released to Medical Staff or proper authority as required by law.
- A Centre staff member will remain with the child until a parent or designated alternate arrives.
- Parents shall be notified immediately, advised of First Aid or Emergency measure taken and informed of where to pick up or meet their child. If the parent cannot be reached, the emergency contact person will be called.

- Parents are required to meet the staff member at the hospital at the earliest possible time.
- All costs, including ambulance and costs incurred by TLC Centre staff shall be the responsibility of the parent/guardian.

Emergency Evacuation Drills

The Community Child Care Standards Act requires that we have monthly Emergency Evacuation Drills. After every drill a staff member will document the date, time, number of staff and children evacuated. Records will be kept for one year from the date of each evacuation drill. Parents are required to participate in an emergency drill if it takes place while they are at the Centre.

Emergency Evacuation Procedure

In the event of a fire or the need arises to evacuate the center the procedures will be as follows:

- The children will be led out of each room through the nearest outside exit, by a staff member. Other staff will double check that all the children are accounted for.
- An appointed staff member will ensure that they have the children's Information Cards and First-Aid Kit.
- Staff are to lead the children to the south end of the parking lot and wait until the director and other children and staff members are gathered together. Extra staff will assist in the infant room or with Special Needs Children.
- The director or a staff member will call out each child's name for attendance making sure that every child is accounted for.
- The children will be led to the designated "safe place" Archway Dairy Solutions, until the daycare is deemed safe to return. The director will inform emergency personnel of the fire and evacuation and will stay on site until the situation is safe or under control.
- If the center is not safe for staff and children to re-enter, parents will be notified and expected to pick their children up immediately. In the event that of a centre closure prior to 12:00 p.m., half day fees will apply for those children in schedule. If the closure occurs following 12:01 p.m., full day fees will apply to those children in schedule.

Storm/ Inclement Weather

In the event of a storm or inclement weather, the Centre may close. Cancellation notices will be sent by Fastoche, posted on TLC's website (www.tlccentreinc.ca) and announced through the Town of Carman communication methods. The voice mail for the Centre will also be changed to relay the closure and if possible, a

note will be posted on the outside of the Centre notifying parents. If you are unsure if the Centre is open, please phone the Centre before arrival. If the Centre remains open but your child does not attend, regular fees will apply. If the Centre is closed, regular fees will not apply.

During the winter months, if weather conditions are severe or dangerous, a decision will be made by the Director and Chairperson to close TLC Centre. The decision will be made in the best interests of the safe transportation of the staff, parents, and children. Highway conditions, weather conditions and forecasts, and staff availability will be considered. The Director or Assistant Director will contact parents by email to inform them of a centre closure.

Unexpected Closures

In the event of an unexpected closure (hydro, water) and the Centre is not safe for staff and children to remain in the premise, parents will be notified and expected to pick up their children up immediately. In the event the closure occurs prior to 12:00 p.m., half day fees will apply for those children in schedule. If the closure occurs after 12:01 p.m., full day fees will apply for those children in schedule.

Enhanced Safety Plan – Locked Door Policy

In June 2008, Manitoba passed *The Child Care Safety Charter*, the first comprehensive legislation of its kind in Canada. Under the Safety Charter, early learning and childcare centres must develop safety plans and codes of conduct. These requirements strengthen early learning and child care (ELCC) in Manitoba by enhancing safety and positive learning environments. The TLC Centre Inc. Safety Charter is available for viewing in the Executive Director's Office and our Code of Conduct is attached at the end of this document.

As of April 1, 2011, we are required to have a locked facility at all times. In order to make it easier for parents to access our Centre at drop-off and pick-up times, we have upgraded our security system to include a "key fob" swipe entry system. Parents/Caregivers will be able to acquire a "key fob" and families can have up to 2 fobs. Upon withdrawal from TLC Centre Inc. "key fobs" are to be returned on the child(ren)'s last day of attendance. A \$20 replacement fee will be charged for any unreturned "key fobs".

Although parents are not required to have their own fob, it is strongly encouraged to facilitate easy access to the Centre and minimize the disruption to staff during busy pick-up and drop-off times during the day.

If you choose not to obtain any "key fobs" you may continue to enter the building with the buzzer system that is already in place. Anyone arriving during the day

will be able to push the button to speak with a staff member. After verifying the identity of the person at the door, staff will be able to remotely unlock the door.

Additionally, in the event you have other approved individuals dropping-off or picking-up your child(ren), they can continue to use the buzzer system.

The “key fobs” will allow access into the Centre from 6:45am until 5:30pm, Monday to Friday.

Child Abuse

The Centre, in accordance with The Community Child Care Standards Act, shall report any case of suspected child abuse related to a child attending TLC Centre Inc. to the Director of Child and Family Services or a designated Child Caring Agency as required by The Child and Family Services Act (1989) or any similar legislation.

Parent’s Responsibilities

- The Centre has an open house policy. Parents are encouraged to come and see what our programming is like during the day.
- The Centre will hold an Annual General Meeting and parents are asked to attend. This is a time for parents to speak up about their concerns and participate on committees.
- Please read all notes that are sent home with your children. This will keep you informed as to what is going on at the Centre.
- If you want to discuss any concerns about your children in full, it is best to make an appointment with the director and the staff. This will ensure full attention and privacy.
- It is important to immediately inform the centre of any changes to work and home phone numbers, or emergency contact information.

Indirect Supervision

Indirect supervision is defined as a period of time when a child is out of direct site of the child care staff. This type of supervision is **only applicable to** pre-school children (ages 3+) and may occur during the following times:

- When children are bringing things to, or getting things from their lockers
- When children are sent to use the bathroom (from outside or from the gym)

- When a classroom 'helper' is sent to get items from the office or another classroom (walkie talkies, ice pack etc.)

Indirect supervision will only occur when the staff believes the child is mature enough to handle this responsibility and when the staff has given specific permission for that specific occasion. Staff will monitor the length of time your child is absent during these times and will act to check on their whereabouts if they feel too much time has elapsed.

Photography

At the Centre there are times when pictures are taken to remember special activities, etc. We understand there may be circumstances where parents do not want their child(ren) photographed. Please specify your preference for photography of your child(ren) on the child enrollment form.

Appropriate Use of Technology

Children, staff, and all others (including parent volunteers) using TLC Centre's computers and electronic devices must:

- respect the privacy of others
- respect and protect the integrity of all electronic resources
- respect and protect the intellectual property (ideas, creations, and copyrights) of others
- communicate in a respectful manner and
- report threatening or inappropriate material

In appropriate use of computers or electronic devices includes:

- intentionally accessing, transmitting, copying, or creating material that
 - violates the confidentiality of children, parents, staff or the centre -
 - violates the centre's code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass)
 - is illegal (such as obscenity, stolen materials, or illegal copies of copyright works)
- using the technological resources for personal use without the centre's permission

Accessibility Policy

TLC Centre Inc. is committed to complying with the Accessibility Standard for Customer Service under the Accessibility for Manitobans Act.

In establishing the following policies, TLC Centre Inc. has taken steps to identify existing barriers to try to remove these, or if the barrier could not be removed, to provide alternate ways to access the goods or services, without any additional fees.

Our “customers” are the children we serve, as well as their caregivers and, during special events, their community supporters.

This policy does not affect program criteria.

1. Communication

TLC Centre Inc. will communicate with our clients in a way that takes into account the nature of any communication barriers.

- If an individual has trouble communicating with staff, staff will ask how they can help; for instance, by finding a quiet space or using pen and paper.
- Printed information will use easy to read fonts and colour contrast (black and white).
- Registration forms will be available in alternate formats, for instance 14 font versus 10, in print as well as electronically. Registration forms will be received online and by mail or in person.
- Clear signage will direct customers to the daycare.

2. Assistive Devices

TLC Centre Inc. welcomes the use of assistive devices used by the children in our care or their caregivers. Care will be taken to create space for devices, such as walkers, and to not touch or remove these without permission of their owners. Staff will receive related training, including regarding any assistive devices available onsite (i.e., how to enlarge print on the computer used by the daycare).

3. Support Persons

TLC Centre Inc. welcomes support persons, there to assist a child in becoming familiar with the centre. The nature and duration of the support must be discussed in advance with the Director, including determining the role of staff and goals for independence, if applicable. Staff will receive related training.

4. Service Animals

TLC Centre Inc. is committed to meeting the requirements of The Human Rights Code (Manitoba) by allowing service animals, trained to meet the needs of persons with disabilities, to accompany our children and their caregivers wherever the public is allowed. The service animal must be controlled at all times.

The centre will ask registrants to identify both the need for service animals and any allergies to animals at time of registration to meet potentially conflicting requirements of the children. Staff will receive related training.

5. Maintain Barrier-Free Access

TLC Centre Inc. will maintain barrier free access to our services by ensuring that aspects of our facility that can facilitate access are maintained as intended. This includes maintaining the entrance free of snow and ice; and removing clutter from hallways.

6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities affecting customers disabled by barriers, TLC Centre Inc. will promptly post notices at the entrance if staff are able to do so (i.e., are on site), and send out through our Fastoche Management System. This includes notice when the space is affected by the unexpected use of odorous chemicals elsewhere in the building.

7. Feedback Process

TLC Centre Inc. will include a feedback process that welcomes suggestions on how to better serve our clients, including to enhance accessibility.

8. Training

TLC Centre Inc. will ensure that all staff are trained about how to provide accessible customer service in our centres. Topics will include an overview of The Accessibility for Manitobans Act and related impact of The Human Rights Code (Manitoba), as well as how to interact with persons with disabilities.

AGREEMENT

I have read, understand and agree to comply with the Parent Policies of TLC Centre Inc. as outlined in the Parent Policy Manual.

Date

Signature of Parent/Guardian

Date

Signature of Parent/Guardian

TLC Centre Inc. Infant Curriculum Statement

TLC Infant Room meets the developmental needs and schedules of individual children through verbal, written and visual communication with parents and guardians.

Digital photo frames and white boards are used to share general information and to provide parents with daily and weekly visual records of activities that children participate in. This information is supported by the information staff write on each child's daily communication sheet. These activities enable staff to establish a framework for "growing" relationships between centre staff and our families just by getting to know more about each other's days and interests.

Staff sit close to the children; getting down to their level when interacting and communicating to facilitate children's development through observation, warm interactions and a rich learning environment. "Baby sign language" with the spoken word is being integrated into the environment during play and daily caregiving routines ie: snack (would you like more).

Staff work to be attuned to the children's daily routines allowing them to adjust to accommodate children's routines and use a flexible schedule to meet the needs of individuals as well as the group as a whole. Allows infants to nap when needed and flex meal/snack time around their nap when required.

Transitions throughout the day are treated as opportunities to sing, talk about what comes before and after ie: before we get ready to go outside we all need to put one toy on the shelf who can remember the cleanup song / we are going outside , it looks a little chilly who will need help with their sweater, lets put on that blue sweater, can everyone find their shoes – while staff are helping it s a great time to talk about what we will do ie a stroller ride where we will go ; out to dig in the sand and then I have a digging song who can dig with me – get your shovel ready and use finger plays .

The Infant Space is organized to stimulate children in all areas of development as well as allowing for attainable challenges during their day to encourage and promote independence and individual growth. Equipment and toys are age appropriate to promote independence and autonomy. A combination of lower high chairs as well as those more traditional in height assist in accommodating individual needs and preferences while enjoying snacks and lunch.

Children seated in lower chairs depending upon the height required are either seated together at a small table or provided with individual trays similar to those on a more traditional chair. The children's chairs are adjusted to facing the group or each other to encourage friendly interaction between children as well as between children and staff. Assistance with their meal is provided while talking about what they have to eat; which is their favorite ie: "Wow you really love your yogurt it looks so yummy".

Low level shelves with a wide variety of toys as well as a climber; housekeeping; dramatic play the library and music areas are available and accessible at all times, these shelves have pictured and labeled baskets with adequate numbers of toys and materials present. Some materials are attached to the shelves and table tops to allow children to focus on using both hands to fully manipulate toys without having to hold them steady in one place to do so. Other toys and objects have a home but are treated more like loose parts to enable children to transport them around the room to an area of their choice for play (i.e. to a quieter /busier spot: dolls to use the small high chairs for "feeding" babies; playing instruments and manipulating items on the floor.

Staff balance the day with indoor/gym/outdoor play as well as quiet and active play. A Separate age appropriate outdoor space is available. Strollers and wagons provide further opportunity for field trips within the community such as trips to the park; annual agricultural fair.

There is opportunity for children to play in large groups (Climber, music, and housekeeping) as well as small quiet areas for small group or solitary play (cozy corner with a couch and access to stuffed toys, the library). The cozy corner is also a photo gallery for children in the room/centre and provides an opportunity for Infants to see photos of playmates and siblings.

Culturally diverse materials are made accessible and visible to the children. (Multicultural “baby” blankets, dolls play food and dress up clothes tap shoes for dancing) Kitchen Staff are always on the look out for food they feel children will enjoy for our hot lunch program and for those items that are a little different (perhaps based on what a staff member may serve at home) it is then that way on the menu. i.e.: Ham and pineapple pizza with homemade crust; apple muffins. When reading a story, staff may remark this is one of my favorites; food related: I bake these at home too they are so good or wow who made your great lunch it makes me hungry and that’s my favorite color what is yours.

Staff plant a small garden with the help of the Infants in the hope that they can tend it and later cook with something from the garden or simply enjoy the beautiful flowers that everyone helped to grow. TLC has consistent opening and late day staff to aid in providing consistency for both children and parents at drop off and pick up times.

TLC Centre Inc. Preschool Curriculum Statement

TLC Centre provides children with many opportunities for learning, exploration and experimentation that reflect all the children’s developmental capabilities and interests.

Studies have shown that children develop and learn best during play when the play lasts for at least 45-60 minutes at a time and allows them to choose who and what to play with.

Staffs observe children during free play and it is recorded using photos –later displayed in our digitals frames and by sharing with each other during the day as well as at regular staff meetings. They use the information gathered and their knowledge of children and their development to organize interactions, experiences, play space and material to provide a curriculum that meets the needs of individual children as well as the group as a whole.

Our daily schedule is consistent, but flexible, so we can meet the needs of all children. Transitions occur based on the schedule and the readiness of the children for the next event of the day and are used as learning opportunities such as the self-help skills of bath rooming, hand washing and getting dressed.

The materials available to children rotate based upon the interests of the children, the seasons and celebrations. For instance, during the winter when we take the opportunity on cold days to bring snow inside for the children to enjoy and see the changes to the snow as it warms up as well as observing what is left behind once it has melted.

Songs and stories are enjoyed and integrated throughout our day to enhance each child's learning and enjoyment of music. Alternate types of music such as easy listening and jazz are played while children begin to rest to enjoy and create an awareness of other forms of music.

Staffs build relationships with and between staff, children and families by having and encouraging warm and friendly conversations throughout the day. Staff stimulate children's thought process by asking questions such as "What do you think the snow will feel like once we bring it inside"? "After the snow sits in the water table for awhile who thinks it will change let's take a vote; how will it change"?

TLC

CENTRE

CODE OF

CONDUCT

CENTRE NAME: TLC CENTRE INC

FACILITY NUMBER: 100202

LOCATION ADDRESS: 249 – 1ST Street NW

CONTACT PERSON: Kimberley Goerzen-Monk

PHONE NUMBER: 204-745-1948

EMAIL ADDRESS: tlccarmaninc@gmail.com

MAILING ADDRESS: Box 1589

Carman, MB
R0G 0J0

CODE OF CONDUCT

At TLC Centre, we strive to provide a safe, caring, learning environment for children, staff and families. We believe in equality and respect diversity.

The following people are expected to behave in a respectful manner and comply with this code of conduct:

- Board of Directors
- Staff members
- Children
- Parents/guardians of children enrolled
- All others involved with our centre (volunteers, contractors, outside professionals)

Guiding Principles for Appropriate Behaviour

Be Respectful

We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We are respectful of the environment, equipment and materials.

Be Safe We work and play safely to help keep ourselves and others from getting hurt.

Be Cooperative

We solve our problems by talking and listening to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help.

Be Supportive of Learning

We learn to the best of our abilities and support the learning of others.

Developmental Capabilities of Children

We understand that it is normal for children to display inappropriate behaviour at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for behaviour and consequences of inappropriate behaviour.

Appropriate Use of Technology

All children, parents, staff and others involved in our centre must use e-mail, electronic devices and the Internet according to our policies. This protects people's privacy and the confidentiality of information.

Unacceptable Behaviours

The following behaviours by children, staff, parents and others involved in our centre are unacceptable:

- all forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive
- harassment, including behavior that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome
- all forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise
- discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone

Proactive Strategies

We actively strive to create an environment that supports the health, safety and well-being of the children by:

- having realistic and developmentally appropriate expectations for behaviour
- setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour
- planning a program based on children's interests and developmental needs
- establishing consistent yet flexible schedules and routines that help children gain trust, security and self control

We create a positive environment for children, parents, staff and others involved in our centre by:

- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits
- stating limits in a positive way and periodically reminding people
- providing explanations for limits
- working together to solve problems
- modelling and encouraging appropriate behaviour

Consequences for Inappropriate Behaviour

We will consistently respond to inappropriate behaviour by children, parents, staff and others involved in our centre by:

- reminding people of expectations and limits
- using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- talking only about the behaviour, not labelling the person
- responding sympathetically and acknowledging feelings
- establishing natural, logical consequences

Depending on the severity and frequency of the behavior, we will consider further steps such as:

- using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
- having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- developing a written contract with an adult or older child that outlines specific expectations and consequences
- giving a written warning that outlines specific concerns and consequences if the behaviour continues
- accessing outside resources for help, such as:
 - > a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
 - > child and family services to access parenting supports
 - > mediation services to resolve conflicts between adults
 - > the Manitoba Human Rights Commission for information and advice to resolve an issue informally or to make a formal complaint if the behaviour involves discrimination or harassment
 - > the police to assist with threatening behaviour In

extreme cases, we will take additional steps such as:

- suspending or dismissing a staff member
- suspending or withdrawing child care services because of a child's or family member's inappropriate behaviour
- in the case of a visitor not allowing the person to return to the centre
- contacting the police and/or child and family services (CFS), if the behaviour is illegal such as abuse, assault or threatening another person.