



SCHOOL AGE PARENT POLICIES BOOKLET

Revised October 6, 2022

Hours of Operation

TLC Centre Inc. School Age program will be open from 6:45 a.m. to 8:30 a.m. and 3:30 p.m. to 5:30 p.m. Monday through Friday on school days. On days when there is no school (in-service days, Christmas break, spring break, and summer holidays), the program will be open 6:45 a.m. to 5:30 p.m.

School Age Daily Schedules

School Days (Before School)

- 6:45 am – TLC Centre Inc. School Age opens
- 6:45 am – 8:00 am
 - Children finishing breakfast from home
 - Free Play at tables
- 8:00 am - Clean Up Time
- 8:10 am – Get ready for school
- 8:15 am – Leave the centre and walk to bus stop

School Days (After School)

- 3:50 pm – Staff meets children at bus stop
- 4:00 pm – 4:30 pm Come and Go Snack
- 4:30 pm – 5:00 pm
 - Outside play in backyard (weather pending)
 - Inside play areas open and planned activity option offered if children are interested
- 5:00 pm – Free Play
- 5:20 pm – Clean up time while children are being picked up, staff assist children if needed

Non School Days

- 6:45 am – TLC Centre Inc. School Age opens
- 6:45 am – 8:30 am
 - Children arriving
 - Free Play
 - Variety of areas open to offer variety of play options
- 8:30 am – 8:45 am Clean Up
- 8:45 am – 9:30 am Come and Go Snack
- 9:30 am – 11:00 am Outside play
 - In the backyard or if group decides could be at a neighborhood park

- 11:00 am – 12:00 am
 - Free Play
 - Getting ready for lunch
- 12:00 pm -1:00 pm Lunchtime (hot lunch if ordered or bag lunch)
- 1:00 pm – 2:30 pm
 - Free Play
 - Teacher Planned Activity offered
 - Gym curtain opened to play on gym side
- 2:30 pm – 3:00 pm
 - Come and Go Snack
 - Free Play
 - All areas are open
- 3:00 pm – 5:00 pm Outside play in backyard
- 5:00 pm – 5:30 pm Children being picked up

****Daily Schedules are flexible to meet the needs of individual children****

Registration

Children already attending TLC Centre Inc.'s preschool program will be given priority over community families.

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 Inc. School Age.

Inclusion Policy Statement

We accept and welcome children of all abilities. Indoor and outdoor areas are arranged so all children can move freely and make choices based on their abilities, interests and needs. Opportunities are provided for all children to participate in social free play and routines throughout the day. We believe that each child deserves an environment and experiences that promote growth in all areas of his or her development. We respect and value input from parents and encourage them to be part of the decision-making process for their child. We work with parents and early intervention professionals who have valuable knowledge and expertise to share with each other. We are committed to learning more about various disabilities and full inclusion as part of our annual training plan.

School Age Fees

- 1 School Age Slot: \$6.15 (before school OR after school care)
- 2 School Age Slots: \$8.60 (before school AND after school care)
- Full Day Care (for no-school days): \$20.80

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 Inc. School Age will file a Small Claim to recover the outstanding fees.
- At the discretion of TLC Centre Inc. School Age 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. Full day care fees will be charged for no-school days, including in-service days, Christmas break, spring break, and summer holidays. There will be no fee adjustments for 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. 5 and "*Sick Children*" on pg. 7 for more information)

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. If 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:

- Dropping their child(ren) at TLC Centre Inc. School Age, located in the gymnasium. TLC staff are not responsible for children being dropped off in the preschool centre.
- Guiding child(ren) to hang outdoor clothing and backpacks on hooks provided outside the gym door.
- Guiding child(ren) inside the gym and making sure the staff is aware they have arrived.
- Parent is responsible for child(ren) until contact with a school age staff is made at drop off, at which point, the staff will sign the child(ren) in on attendance, and the centre assumes responsibility for the child(ren).

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

- Picking up their child(ren) at the play spot designated on the gymnasium door.
- The Centre remains responsible for child(ren) until contact with parent is made at pick up, at which point, the staff will sign the child(ren) out on attendance, and the parent assumes responsibility for the child(ren).
- Taking home all the child(ren)'s things the only exception is indoor shoes can be left in a bag on their individual hooks.
- Taking the time to discuss how their child's morning or after school time went.

Additional information:

- Children will not be released to parents/guardians who appears to staff to be under the influence of drugs and/or alcohol. In these circumstances, the proper authorities will be notified.
- Parents are expected to directly tell the school age staff when they are leaving the centre with or without their children.

Withdrawal

TLC Centre Inc. School Age must be given 1 month notice prior to withdrawing a child. If daycare is not notified of any changes, parents will be charged accordingly. If a child is withdrawn from TLC Centre Inc. School Age, 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 8:00 a.m. if your child(ren) 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(ren). These people must be listed on the child's 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 school age 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 (who attend every day) will be allocated 10 vacation days per year, per child, where fees do not need to be paid. Part-time attendees (who do not attend every day of the week) will be given vacation days calculated on a prorated basis. Parents are required to notify the Director when they plan to use their vacation days. The year is defined as September 1st to August 31st. The vacation days do not carry over from year to year, and resets September 1st each year.

Parents of full-time school age children (who attend every day) will be charged their regular school day fees on all statutory holidays. Parents of part-time children (who do not attend every day of the week) will be charged their regular school day fees if statutory holidays fall on their scheduled day of attendance.

Families will be charged their regular school day fees 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. School Age 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.
- On December 31st (New Year's Eve) the Centre will close at 4:30 pm.

Clothing

- Please make sure your child(ren) has appropriate outdoor play clothes. When weather permits the Center will be playing outside.

Lunches and Snacks

- On school days afternoon snack will be provided by the centre. On no-school days, morning and afternoon snack will be provided by the centre.
- TLC Centre Inc. School Age offers Hot Lunch to families Monday to Fridays on in-service days and holidays. 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.

- If your child(ren) prefers not to participate in the hot lunch program they will be required to bring their own lunch. Their food must be sent in a container in which it will be heated if necessary and ready to serve.
- Only if your child arrives prior to 7:30 am will your child be served breakfast, which the parent/guardian must supply.
- We will provide water or milk for snack and/or lunch times.

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 Events

From time to time throughout the year, TLC Centre Inc. School Age 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 the Centre.

Health Information

It is the responsibility of the parent to inform TLC Centre Inc. School Age 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 Centre Inc. School Age 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 Centre Inc. School Age 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.

Sick Children

After 3 months of attendance, full-time children (who attend every day) will be allocated 5 sick days per year, per child, where fees do not need to be paid. Part-time children (who do not attend every day) will receive a number of sick days based on the days they are registered to attend each week. Parents are required to notify the Director when they plan to use their sick days. The year is defined as September 1st to August 31st. The sick days do not carry over from year to year, and resets September 1st, each year.

When is a child too ill or contagious to be brought to the TLC Centre Inc. School Age?

If your child(ren) is too sick to attend school, they are too sick to attend the centre. We are unable to keep a school age child or children at the centre during the day because the Centre closes during the day.

If your child becomes ill while in our care before school, after school or on in-services the parent or the emergency contact will be called and asked to pick him/her up. Your child/children will not be able to return to the center until they are 24 hours symptom free and able to participate in all indoor and outdoor activities.

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. School Age and shall be retained for the period established by law.

Behavior Management

If a school age 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.

If 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 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 Centre Inc. School Age, and will not tolerate behavior to the contrary.

Dismissal

With the Board of Director's approval, TLC Centre Inc. School Age has the right to dismiss a child/family for:

- 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

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

Indirect Supervision

Indirect supervision is defined as a period when a child is out of direct sight of the school age staff. This type of supervision is only applicable to school age children in grades 1 to 6 and may occur during the following times:

- Using the washroom's located in the church hallway outside the east end of the gym. A staff or an older child will check the washroom before another child enters to make sure there isn't anyone else in it.
- When child(ren) brings things to, or getting things from their lockers.
- When a staff walkie talkie to the preschool staff and a "helper" is sent to the preschool room to get an item or items (ice pack, paper, phone etc.)
- When the group is outside and a child needs to go inside to refill their water bottle or go to the washroom

Transportation

Transportation to and from TLC Centre Inc. School Age 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 to and from the Center by a parent or designated alternative. Once the child/children enter the building TLC Centre Inc. School Age takes responsibility of the child/children until they leave the building for school. Children will not be permitted to leave the Centre unescorted at any time. All children will be accompanied to the assigned bus stop in the morning at 8:25 am and met there after school at 3:50 pm on school days. Bus transportation arrangements must be made by the parent or guardian directly with Prairie Rose School Division prior to attending TLC Centre Inc. School Age.

Outings

TLC Centre Inc. School Age will obtain parental permission for "walking" outings away from the Centre. Children, escorted by staff members will be properly 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.
- carry a cell phone in case of emergency
- 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 Centre 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. (Parental access to a child cannot be denied without a current court order)

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 Centre staff work hard to provide a safe environment for all children; however, we are aware of the nature of children and the reality is that accidents do happen. 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 any costs incurred by 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.

The Centre has an Enhanced Safety Plan available to review on request.

Emergency Evacuation Procedure

In the event of a fire or the need arises to evacuate TLC Centre Inc. School Age, the procedures will be as follows:

- The children will be led out of the gymnasium through the nearest safest outside exit, by staff. As the children are leaving the staff will count each child.
- The staff will ensure that they have the children's Information Cards and First-Aid Kit.
- The staff will lead the children to the south end of the church parking lot to gather.
- The staff 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 260 Main St. N), to meet up with TLC Child Care Centre and wait 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 Centre 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 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, TLC Centre Inc. School Age may close. Cancellation notices will be sent by Fastoche, posted on the Centres website (www.tlccentreinc.ca) and Instagram page (tlc_centre_inc) 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 TLC Centre Inc @ 745-1948 before arrival. If the Centre remains open and it's a regular attendance day for your child(ren) but your child does not attend, regular before/after school fees will apply. If the Centre is closed, regular fees will not apply. In the event of school closure due to inclement weather, there is no guarantee that TLC Centre Inc. School Age will be able to open for full day care, however, if it is able to open for full day care on these days, all children will be charged full day care fees. (All families must be charged uniform fees as per subsidy policy)

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 Inc. School Age. 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, as well as 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 due to utility failure and the Centre is not safe for staff and children to remain in the premise, parents will be notified and expected to pick 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.

Funeral Service

TLC Centre Inc. School Age space may occasionally need to be used for a funeral. In the event of a funeral, parents will be given 48 hours notification of cancelling the program. Parents would not be charged their daily fee if the program is cancelled.

School Age Entrance-Enhanced Safety Plan – Locked Door Policy

All families will enter through the main TLC Child Care Centre front door and walk through the preschool centre to the gymnasium door to drop off and pick up their school age child(ren).

As of April 1, 2011, we are required to always have a locked facility. 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 the Centre, “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 use the buzzer system.

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

Parent’s Responsibilities

- 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.

AGREEMENT

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

I have read, understand, and agree to comply with the Code of Conduct of TLC Centre Inc. School Age Centre

Date

Signature of Parent/Guardian

Date

Signature of Parent/Guardian

TLC Centre Inc. School Age

CODE OF CONDUCT

CENTRE NAME: TLC Centre Inc. School
Age

FACILITY NUMBER: 102730

LOCATION ADDRESS: 245 – 1ST Street NW

CONTACT PERSON: Kimberley Goerzen-Monk

PHONE NUMBER: 204-745-1948

EMAIL ADDRESS: tlccarmaninc@gmail.com

MAILING ADDRESS: Box 1589

CODE OF CONDUCT

At TLC Centre Inc. School Age, 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 ([See appendix](#)). 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.

Appendix: E-mail, Electronic Devices and Internet Policies

Children, staff and all others using our child care centre's computer and electronic devices must:

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

Inappropriate use 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 copyrighted works)
- ☐ using the technological resources for personal use without the centre's permission

Supervision and Monitoring

Authorized employees of the centre have the right to monitor the use of information technology resources and to examine, use, and disclose any data found. They may use this information in disciplinary actions, and release it to the police if it is criminal in nature.

Staff members' use of cell phones and other personal electronic devices

- ☐ Staff do not use cell phones and other personal electronic devices when they care for and supervise children.
- ☐ Staff make sure that anyone who may need to contact them during working hours knows to call the centre's phone number.
- ☐ If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the centre or a child's parents.
- ☐ If staff use a personal cell phone or other device to photograph or videotape children (with permission of the centre and parents), the data is downloaded onto the centre's computer and deleted from their phone or device.
- ☐ Information about children, parents, staff and the centre (including photos or videos) is not to be posted on:

- a staff member's personal web space
 - social networking web sites (for example, blogs, MySpace, Facebook, etc.)
 - public networking or file sharing sites (like Photobucket, Flickr, YouTube, etc.)
 - any other type of Internet website
- ❑ Staff do not accept children as “friends” or “buddies” when using social networking sites such as Facebook or MSN.