



**St. Andrews Childcare Inc.**

# Parent Manual

**Revised February 2026**

**\*Health & Safety Policies are subject to change based on current guidelines and regulations set by Public Health and Manitoba Early Learning & Child Care**

## **Vision Statement**

St. Andrews Child Care Inc. aspires to be an inclusive early learning program where children, their families, and educators work in concert with one another. This partnership creates a trusting, nurturing and reciprocally supportive environment where joy, play and learning are celebrated.

## **Mission Statement**

The mission of St. Andrews Child Care Inc. is to provide child care services to families who have children between the ages of 12 weeks to 12 years, serving the areas of West St. Paul, St. Andrews and North Winnipeg.

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## **Welcome**

We are pleased that you have chosen to bring your child to **St Andrews Child Care Inc.** Should you have any suggestions or concerns please feel free to share them with the Executive and Assistant Director's, Supervisor's, or other staff.

Our child care centres are licensed according to the Community Child Care Standards Act and follow all applicable regulations outlined in Manitoba's regulation 148/83. We have a combined maximum enrolment of 40 children ages 3 months to 6 years at our St. Andrews site and 53 children ages 3 months to 12 years at our Rivercrest site.

Inclusion of all children and their families is an integral part of the program. Ongoing communication with a child's parents/guardians promotes individual learning opportunities and consistency with family practices. Opportunities to maximize a child's individual potential are maintained both in the environment and through learning opportunities.

Staff consists of Early Childhood Educators, Child Care Assistants, and Inclusion Facilitators.

### **Executive Director**

The Executive Director is accountable to the Board of Directors for the daily operations of the Centre. The Executive Director has been delegated responsibility as specified by the Board to make the administrative and programming decisions as required. The Executive Director reports regularly to the Board at its monthly meetings. The Executive Director networks with community agencies on behalf of St. Andrews Child Care Inc.

### **Assistant Director**

The Assistant Director is accountable to the Executive Director and Board of Directors, and assists the Executive Director with the daily operations of the centre. The Assistant Director is delegated responsibility as specified by the Executive Director to assist in making administrative and programming decisions as required. The Assistant Director will act as Director in the event the Executive Director is absent.

## **Supervisor**

The Supervisor is responsible to guide and direct the team effort of Early Childhood Educators and Child Care Assistants. The Supervisor will ensure all ECE's and CCA's are provided with the tools required to complete their job duties successfully. The Supervisor will work in conjunction with the Executive/Assistant Director's to develop and implement strategies that ensure all directives support the goals and objectives of the Centre. The Supervisor is responsible for the floor management of the program. This includes scheduling, ordering supplies (such as toys, cleaning supplies, etc.). The Supervisor will act as Director in the event the Executive and Assistant Director are absent.

## **Early Childhood Educators (E.C.E.'s)**

E.C.E.'s are the primary caregivers of the Centre. They supervise and lead the children through learning experiences and activities designed to enhance their knowledge of themselves and the world around them. The individuals in these positions are critical to the provision of quality childcare to the St. Andrews Child Care Inc. membership.

## **Child Care Assistants (C.C.A.'s)**

CCA's assist the ECE's in providing quality care to the children at the Centre. They assist in directing and assessing the positive emotional, physical, social, and cognitive development of children by implementing appropriate activities and programs according to each child's individual developmental abilities, interest, and needs.

## **Inclusion Facilitators**

Inclusion Facilitators are the primary caregivers of children with additional support needs. They assist in creating and implementing goals that foster the child/children's emotional, physical, social, and cognitive development. Inclusion Facilitators work in conjunction with staff, administration, parents, and outside services (ex. School personnel, occupational/physical therapists) to ensure consistency with the implementation of the goals set. They also assist with CCA duties when it does not conflict with the care of the child with additional needs.

## **The centre is a NUT aware environment**

## **Our Philosophy**

- St Andrews Child Care Inc. provides each and every child with a nurturing environment.
- We are inclusive to all children and families and foster their need for Early Childhood Education.
- We believe that children learn through play and encourage choice, respect and a positive feeling about oneself.
- We encourage all children to accept and embrace the diversity of our community.
- We provide a variety of learning opportunities that build on strengths, ALL levels of development, opportunities for discovery, and current developmental practices.

## **Inclusion Statement**

St Andrews Child Care Inc. is an inclusive childcare centre that is committed to providing a meaningful learning environment for all children. The needs of children and their families are respected and supported regardless of individual ability, religious affiliation, cultural identity, and family composition. We adhere to accessibility, participation, and support for all children. Our team of Early Childhood Educators and Inclusion Support staff work collaboratively with families and early intervention specialists to provide a program that is varied, comfortable, and focused on the process of learning. We recognize that children's individual needs will vary, and we are committed to making adaptations to the schedule and/or environment to meet each child's needs.

## **St. Andrews Child Care Inc. Curriculum Statement**

St. Andrews Child Care Inc.'s curriculum is an Emergent based philosophy with the goal of becoming fully Reggio inspired. Emergent philosophy is a child guided play-based philosophy which focuses solely on the current interests of the children. A flexible daily schedule is posted as a guideline however, the main focus is always on the individual needs of each child and will vary from day to day. We encourage parents and families to learn more about Emergent and Reggio curriculum by following the link on our web page:  
[st.andrews.childcare.com](http://st.andrews.childcare.com)

## **School Age Curriculum Statement (Rivercrest site)**

School-age children are continuing to grow physically, emotionally/socially, cognitively, and linguistically. As they develop, they crave peer connection and information about the adult world. They thrive on friendships, alliances, challenges, and responsibility. When children are inquisitive about the world around them, staff will encourage them to seek answers, through continued questions, explorative activities, and research.

The program is designed to allow flexible, spontaneous activities based on the children's expressed interests. Staff provide an inclusive environment, with an understanding that each child is a unique individual with varied interests and abilities. Following an emergent based curriculum, our staff create an environment that helps guide the children's learning, enhances their knowledge, and meets their individual developmental needs. Each area of the space offers open ended materials where the children's interests drive the direction of the curriculum. Staff and children work together to expand on these interests. For example: staff provide the children with the flexibility to move materials to different curriculum areas, enhancing the play experience. Staff also add materials to different areas of the room to help expand the children's creativity.

The curriculum provides a balance from the more structured environment of school. Staff emphasize home-like and life skills-oriented activities, allowing unstructured time and privacy for reading, homework, or small social groups. Just like infant and preschool children, school age children continue to learn and grow through play. We allow children to continue to play rather than stopping them to participate in a planned activity. This philosophy makes the most of the teachable moments and creates enriched learning opportunities.

We provide a program which promotes personal responsibility, the development of self-help skills, and an appreciation of and respect for our natural environment.

Staff enhance children's problem-solving skills and encourage the children to work through conflicts with their peers by assisting them in identifying problems and brainstorming possible solutions. Staff encourage children to treat others with respect and kindness through role modeling, discussion, activities, and programs such as "Second Step", and "The Virtues". Staff strive to provide a

supportive environment in which children can develop their skills, talents, interests, and self-esteem.

Children are provided the opportunity to help staff in a variety of roles, which allows them the opportunity to enhance their sense of responsibility, independence, and cooperation. The children feel a sense of pride and fulfillment by participating in tasks such as: preschool and school age activity helper and snack helper.

The school age program provides a rich environment through staff support, observations, interest-based planning, and opportunities provided, which allow the children to grow in all developmental areas.

### **Preschool Curriculum Statement**

At St. Andrews Child Care Inc., we recognize that children learn through play. Staff encourage self-chosen play because it provides the children with endless learning possibilities. Children are provided with ample time throughout the day to engage in unstructured play. Large blocks of time, ranging from 45 – 60 minutes are available to allow children to engage in play that is of the child's choice and based on their interests. The schedule allows for flexible transitions, meaning that the staff are flexible in determining the necessity of the transitions. If most children are engaged in play, the children are given extra time to continue their play.

It is important to ensure that children are provided with meaningful interactions, a stimulating environment, and interesting play experiences throughout the day. To ensure that these are all interesting and relevant to the children, the staff will observe and document the children's play to help understand the needs and interests of the children. Those observations and documentations will then be used to determine what interactions would lead to more learning opportunities; what changes can be made to enhance the environment; and what play experiences would be both stimulating and enjoyable.

Relationships between children and staff, parents, and staff, and amongst the children themselves are continuously fostered by the staff at the centre. These relationships begin to develop when staff communicate openly and genuinely with the children and their families. By asking questions about the child's life, their morning at home, and the things that interest them, the caring relationship between the children and the staff are continually developing. Throughout the

day, the staff talk to the children about their play, their interactions, and the happenings of the day to introduce concepts and enhance their language. By using positive language, encouraging words, and helpful feedback staff are developing a trusting bond with the children in their care. Staff also ask children open ended questions to stimulate reasoning and enhance their critical thinking skills.

The staff in the centre are responsible for keeping the environment interesting and exciting, by providing a variety of play materials in the various learning areas. Materials are selected based on the children's developmental abilities, interests, and needs. Staff continue to observe children's interests and use of materials and equipment, so that they know when to change or add to the environment. When children are interested in a particular area, staff recognize the interests and find ways to expand on the play by adding new materials to the area to increase the play possibilities. When children show little interest in play areas and materials, staff will recognize that as a sign that the environment needs to be changed to bring out new play and learning opportunities. It is also important to understand the valuable skills that are learned in each of the play areas throughout the centre. For example, in the art area children learn fine motor skills, eye-hand coordination, and gain a sense of accomplishment. In the manipulative/table toys area, children learn sorting, fine motor skills, and classification of objects. The daily living area provides children the opportunity to practice problem-solving, imaginative play, and communication skills.

Staff within the childcare centre are keen observers of the children's play. Observation skills are used to recognize the children's interests, which is the inspiration for the planned experiences. Planning experiences based on the children's interests ensures that the interactions, environment, and experiences are child-centered and interesting to the children. Staff plan experiences based on what they observe children doing and saying while playing, but they also use spontaneous moments as learning experiences. For example, when a staff notices a child mixing colors while painting, they would use the opportunity to explain how mixing 2 colors together can create a new color.

All children are embraced and included in the childcare centre. The acceptance and respect for all children, and awareness of each child and family's uniqueness, fosters the development of self-esteem and self-confidence

within each child. Exposing children to the unique needs of the community can be done by enhancing the environment with toys, materials, and books that represent various ethnic backgrounds, developmental needs and abilities, gender, and cultures.

Building relationships between staff and families is something that begins with the first interaction. Using parents' names, asking questions, and showing a genuine interest in the family are the basis of a respectful relationship between staff and families. It's important that both the staff and parents recognize the value and important role each has in the life of the child. Parents are encouraged to share any news from home with the centre. The staff share the happenings of the day, as well as the child's learning and development with the parent verbally, in photos, and artwork posted in the centre.

The curriculum itself is constantly changing and evolving. The interests observed by the staff are used to inspire interactions, changes to the environment, and planned experiences. In addition to the interests, the staff are also observing the unique abilities and needs of each child. Bringing the two together (interests and abilities), staff are not only able to determine what interactions regarding the environment and experiences they will carry out, but also what modifications can be made to ensure full participation of each child. It's the thoughtful planning involved that will ensure children have an environment rich in opportunities for both play and learning.

### **Infant Curriculum Statement**

At St Andrews Child Care Inc., we believe and understand that the experience children have in our care plays a vital role on their growth and development. The Infant curriculum is based on two key components: care giving routines, and exploration and play.

The childcare providers ensure that the infants are engaged through verbal and non-verbal communication. Responding to cues, as well as labelling interactions and feelings, are ways the caregivers nurture a trusting relationship with the child and contribute to their understanding of their surroundings. The caregivers also help the children to build relationships with each other by labelling the interactions to promote awareness and social development. The

staff are able to recognize opportunities when children can use additional support to connect with their peers. This can include planned experiences such as having the children finger-paint at a table and discussing the sensory experience. More simply, it can include inviting a child to play with another child using the musical instruments! By engaging the children in a common experience, we are promoting their social development.

The infant room is thoughtfully arranged to encourage the infants' exploration by having large open spaces, and easily accessible toys and materials to play with. The room includes a soft seating area with baskets of books, a soft climber to encourage gross motor skills, a table that is used for creative art, and a variety of toys and materials which are placed on low open shelves. These include musical instruments, as well as blocks, puzzles, and other materials that encourage fine motor development. Natural elements, such as plants, fish, and other objects are placed around the room to further enhance the environment and promote exploration. By allowing the children to experience nature, touch plants, and observe the fish moving and eating, they are learning to understand and appreciate living things which enhances their cognitive development. During outdoor exploration, the children are encouraged to crawl, jump, and dig, which promotes their gross motor development. These actions and experiences may seem so small, but to the developing infant they are so important!

A flexible daily schedule is posted as a guideline. However, the main focus is always on the individual needs of the child, which vary from day to day, and child to child. Therefore, each day is slightly different allowing the children longer periods outside if they are enjoying it, earlier lunches if they are showing signs they may be hungry, and an additional nap if they are tired. Our routines and transitions are flexible and always have the infants' best interests in mind. The routines are carried out in a way that is familiar and comforting to the children, which promotes their sense of security. During mealtimes, children are seated around a small table, or in a semi-circle with their food placed in front of them. It's a perfect opportunity to promote their social development by talking about the foods they are eating, which may be similar or different than their peers, labelling new foods, and textures such as 'crunchy crackers' and 'soft cheese'. In addition to mealtimes, the infants nap routine is carried out in the same way each day; each child's crib/bed is placed in the same spot, and each child is put to sleep in a way that is most comforting to them. Some

children prefer to fall asleep in their crib on their own, while others prefer to be rocked or have their backs rubbed. Keeping the routines familiar promotes their sense of security and enhances their emotional development. Diapering and dressing are also important routines within the infant program, and they are great opportunities for the caregivers to promote social skills and independence. By labelling actions (let's put on your jacket and zip the zipper), teaching new words (your shoes have Velcro, Velcro feels fuzzy), and singing songs, staff are enhancing the cognitive development of the infants.

Our caregivers understand that regular communication between the caregivers and the parents is an important aspect of understanding the needs of the child, and the family. Each day parents and caregivers share information verbally, in addition to journal writing. The daily journals are used to capture the child's day, including experiences that they had (such as going on a walk, stacking blocks, and dancing to music) as well as their routines (eating, diapering). The room also hosts a display board in which the children's playful moments are captured by camera and posted for parents to see. It's a wonderful way for the parents to see their child in action! Not only do we display pictures of the children playing in the centre, we also display pictures of each child's family, including their pets and extended family! We feel that it is important for the children to know that they are valued, and to have that reflected in the program. We also encourage families to bring in special objects that reflect their home life, such as cultural music, cooking utensils, and dress up clothes! These are some of the ways that we teach children about similarities and differences. By looking at photos, we can discuss siblings, pets, and even hair color ("he has brown hair, and you have blonde hair")

The infant program is a warm and nurturing space, with caring staff and engaging materials. It is a place where infants can explore, learn, grow, and develop into inquisitive toddlers.

### **Nature Statement**

We believe that nature exploration is an important piece of a child's development. Our program will consist of a variety of natural elements both indoors and outdoors, for children to explore, manipulate, create, and play! This will mean that the children will not always be clean, but the value of learning in

nature is worth so much more. **Families are asked to bring additional changes of clothing they find suitable for messy play.**

## **Circle of Security**

At St. Andrews Childcare Inc, it is our mission to provide a supportive and inclusive environment that children grow and thrive physically, emotionally, and mentally. Circle of Security is an amazing program that is used as an intervention strategy for caregivers. All strategies are focused on helping caregivers reflect upon children's attachment needs to promote secure attachment with a child. As stated on the 'Circle of Security Parenting Program' website, Circle of Security supports the following:

"At times all parents feel lost or without a clue about what our child might need from us. Imagine what it might feel like if you were able to make sense of what your child was really asking from you. The Circle of Security® Parenting™ program is based on decades of research about how secure parent-child relationships can be supported and strengthened.

Using the COS-P model developed by the Circle of Security originators, our trained Facilitators and staff work with parents and caregivers to help them to:

- Understand their child's emotional world by learning to read emotional needs
- Support their child's ability to successfully manage emotions
- Enhance the development of their child's self esteem
- Honor the innate wisdom and desire for their child to be secure"

If parents would like to know more information about this program, please check out their website. They have great animated short videos which provide a preview of what the Circle of Security Parenting Program is about.

<https://www.circleofsecurityinternational.com/>

We truly believe this strategy is a great tool for families and caregivers, so much so that we train all our staff from both locations on this process.

## **Loose parts**

Many play experts and early childhood educators, including St. Andrew's Childcare Inc., have adapted the theory of loose parts. Loose parts can be natural or synthetic. It is helpful to think of loose parts as something that will help children inspire imagination and creativity on their own terms and in their own unique way.

Loose parts are materials that can be moved, carried, combined, redesigned, lined up, and taken apart and put back together in multiple ways. Loose parts can be used alone or combined with other materials. There is no set of specific directions for materials that are considered loose parts. The child is the direction. Open ended materials, environments, and experiences encourage problem solving and are child centered. Children involve themselves in concrete experiences while using loose parts, which leads to explorations that occur naturally, as opposed to adult directed. However, adults do play important, intentional roles in preparing, guiding, and documenting open ended learning experiences.

## **Board of Directors**

The Board of Directors of St Andrews Child Care Inc. is a volunteer-based group which consists of parents and community members who govern St Andrews Child Care Inc. They are responsible, in conjunction with the Executive Director, for the fiscal and overall operations of our two centres.

Becoming a Board Member requires a time commitment to attend monthly meetings, and participate in ad hoc committees and special events. Should you wish to become a member of the Board of Directors, please inform the Executive Director. Members are selected based on vacancies and skill sets required for board functions.

## **Confidentiality**

All children's files are considered private and are for the staff/directors use only.

Any parent has the right to examine their child's file and must request permission to do so from the Executive Director.

All files are the property of St. Andrews Child Care Inc.

A photograph and video release form providing parental consent will be requested at the time of enrolment. Please review the Photography Policy.

Staff will not discuss any child or family outside the Centre.

Staff and families are expected to adhere to St. Andrew's Child Care Inc.'s Code of Conduct.

### **Important Information**

- Hours of operation- 7:00 am - 5:30 p.m. Parents are required to directly inform a staff member when arriving and leaving the centre.
- If you arrive after 5:30 pm, you will be charged a late fee. Please see Pg. 18 "Late Fees."
- Your child needs to have a change of clothes and indoor shoes at the centre.
- Families will use their key fob to enter the centre, removing their outdoor footwear by the foyer. They will walk their child/children to their room/rooms. Parents will assist the children with getting their outdoor clothing off and indoor shoes on, and say their goodbyes at that time, and staff will lead the children to the sink area to wash their hands.

**The Centre will be closed on the following holidays. You are required to pay full fees on these days.**

The following days are designated as statutory holidays under Manitoba Legislation Laws.

- New Year's Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Louis Riel Day

The Centre will also recognize the following additional days as holidays:

- August Civic Holiday
- Remembrance Day
- Boxing Day
- Easter Monday OR a day determined at the Executive Director's discretion for conferences, in lieu of Easter Monday.
- National Day for Truth and Reconciliation **(If on a weekday)**

The Centre will operate with reduced hours on the following days:

- December 24 (7:00am-1:00pm)
- December 31 (7:00 am-4:00pm)

### **Professional Development Days**

Manitoba Early Learning and Child Care is now giving centres the opportunity to close for up to five professional development days, structured similarly to school in-services. All families will be informed a minimum of six weeks prior to a professional development closure day. The closures will be at the discretion of the Board of Directors, Executive Director and Assistant Director, and won't necessarily align with school in-services. **Families will not be charged childcare fees for any professional development closure.**

### **Locked Door Policy**

All entrances to the centres are locked. Upon arrival and departure, parents will use their key fob to enter the centre. Parents are asked not to give their key fob to other people/visitors who may be picking up their child. Visitors will be required to ring the bell using the intercom system.

When parents arrive at the centre and enter the foyer, they will remove their outdoor footwear and walk their child/children to their room/rooms where a staff will be there to meet them, take them to wash their hands, and help them get settled.

## **Legal Orders/Guardianship**

Parents must bring in supporting documents regarding custodial arrangements and visitation orders for us to have on file; this would include court documents and orders.

Discussions with the Executive Director (or designate) should take place if a situation could arise in which a noncustodial parent may request pick up of a child.

## **Staff cannot prevent the release of a child to a biological parent without a custody order.**

## **Parking**

We ask that all parents use the daycare allotted parking spots for all drop-off and pick-ups.

**Rivercrest:** Parking is not permitted on any side streets, including Allenford Drive and Pendennis.

**St. Andrews:** Additional parking is available at St Andrews Community Centre. Please do not obstruct the sidewalk ramp.

We recommend you allow for additional time should you have to wait for an available parking spot.

## **Policies of St Andrews Child Care Inc**

Payment Information:

**Deposit** – Upon accepting a child care spot, parents will be required to leave a non-refundable registration fee of \$100.

**Subsidy** - Prior to enrollment, parents who wish to apply for subsidy must do so. Any lateness in making a subsidy application, or in the reapplication process will result in the parent being responsible for paying the full daily fee for any days that are not covered by the subsidy approval, or if the expiration date has passed when reapplying.

## Fees

Age group	Price per day
Infant (under 2)	\$10.00
Preschool (2-5)	\$10.00
School Age (before and after)RELCC only	\$8.60
School Age (full day) RELCC only	\$10.00

**Fees are set by The Province of Manitoba - Manitoba Early Learning and Childcare and are subject to change.**

Parents will be invoiced in advance, for each month. Payment will be due, in full, on the first day of the month. For example, parents will pay on September 1 for the dates September 1-30.

Fees paid by cheque will be subject to our N.S.F. policy, if returned. The policy being that the parent will be responsible for paying the N.S.F fee, plus any additional bank charges.

### **Snack Fee**

St. Andrews Child Care Inc. charges a small monthly snack fee of \$20 per child, which goes towards offsetting the rising cost of groceries. If parents choose to pay this fee, the centre will provide morning and afternoon snack, and the charge will be added to their monthly invoice. Families who choose to opt out of our snack program, will be required to send both am and pm snacks for your children. Parents will be given a snack form, where they can indicate whether or not they would like to pay the monthly snack fee or provide the snacks themselves.

### **Late Payment Fees**

It is the responsibility of the parent/guardian to ensure that all fees are paid in full by the first day of the month. Fees received 5 days past the due date (without prior approval from the Executive Director) will be subject to a late fee of \$50.

For each additional 5-day period that payment is not received a subsequent \$10.00 late fee will be applied. If full payment is not received in the office within 10 calendar days of the due date a “request for payment” letter will be given to the parent/guardian. If payment is not received within 5 days of the “request for payment” letter, childcare services will be terminated.

All delinquent accounts will be referred to a collection agency for action. Any request for exception to any of the above policies must be discussed with the Executive Director for consideration.

Fees can be made by e-transfer, cheque, or cash.

Families will be provided with information on how to set up e-transfer during the orientation, if that is the chosen method of payment.

Please make cheques payable to **St. Andrews Child Care Inc.**

**Receipts** are issued for all fee payments. Yearly income tax receipts will be issued, and parents will be required to sign upon receiving.

Fees must be paid in case of absenteeism; this includes child illness, parent holidays, and stat holidays.

Fees are charged for all holidays recognized by Manitoba Early Learning and Child Care – as outlined on Page 14-15 under “Important Information”.

Two weeks written notice must be given prior to withdrawing your child from the centre. If notice is not given you will be charged two weeks fees payable immediately. All fees owing must be paid before the child’s last day.

St Andrews Child Care defines “Working Days” as Monday to Friday, regardless if the centre is closed on any of these days.

### **Part-time Care**

Given the financial needs of the centres, St. Andrews Child Care Inc. does not offer part time childcare.

## **School Age (Rivercrest site)**

Rivercrest Early Learning offers a 25-space school age program. **Because of the limited number of spaces available, we will not be able to guarantee spots for children moving from the Kinder program to the School Age program.** This is a full-time school age program, meaning that we provide before and after care on school days, and full day care during school closures (summer, winter, spring break, in-services and holidays). Parents will be charged the full fee of **\$10.00** for those days.

## **Communication:**

### **Lines of Communication**

The following outlines our procedures for parents / guardians to follow when additional information and/or concerns arise.

**Step 1:** Issues will be brought to the attention of the source/person immediately involved. Discussions will take place to seek out information and understanding. Discussions must take place away from the children.

**Step 2:** When this fails and the parties involved are not satisfied with results, the concern is to be brought to the attention (in the proper order) of the:

- Supervisor
- Assistant Director
- Executive Director
- Board of Directors

**The Centre strongly advocates the use of these lines of communication to foster teamwork and a pleasant work environment for all.**

## **Health and Medication**

Upon enrolment all families are required to fill out any important health information on the enrollment package which will aid the centre in receiving additional support in caring for their child, if required. If your child has any health concerns such as asthma, allergies, heart murmur just to name a few, the parent

will be required to fill out an application for URIS. A healthcare plan will then be put in place for your child and the staff will be trained accordingly.

## **Illness**

Illness is one of the greatest hardships for parents of young children in group care. Plan ahead for times when your child might become ill. Have an alternate caregiver for your child if possible.

The public health authorities have illness and contagion guidelines, which we are required to follow.

A child will not be allowed to attend the centre if he/she has:

- Pink Eye with yellow or white discharge – Child can return 24 hours after receiving antibiotic eye drops, that have been prescribed by the doctor.
- Impetigo – Children can return to daycare once they've been on antibiotics for at least 24 hours, or longer if deemed necessary by your health care provider
- Ringworm/Scabies – Children can return when treatment has started (the application of an oral or topical antifungal medication).
- A contagious disease such as Chicken Pox, Measles, or Mumps – Refer to current Public Health policies
- Strep Throat – Children can return 24 hours after receiving antibiotics.
- Head Lice – Children can return after receiving treatment with a pediculicide shampoo, if they are lice and nit free. Following up with a lice comb will provide a stronger chance of removing all lice and/or nits.
- Coronavirus and other contagious flus – Refer to current Public Health policies
- Hand Foot and Mouth Disease – Children can return when the blisters dry up, provided they have no fever.

- Croup – Children can return when fever has subsided for more than 24 hours, and cough is less frequent.
- A rash (unless it has been diagnosed as non-contagious by a doctor)
- Repeated Diarrhea and or vomiting accompanied by other symptoms (more than three bouts in 24 hours)

### **Medication Administration**

**We do not administer any cold/flu suppressants, such as Tylenol at the centres.**

Children who have received over the counter medication for cold/flu in the last 24 hours will not be permitted to attend the centre the following day. Prior to returning, they must be symptom free, or the symptoms must be steadily improving for a period of 24 hours without the assistance of over-the-counter medication, which can suppress symptoms such as fever.

Children cannot attend the centre if they are ill and unable to participate in the daily activities. Parents are asked to advise the centre immediately of the kind of illness your child has.

All serious illnesses are reported, as per Child Care Regulations.

Staff may administer prescription medication unrelated to cold/flu to children upon parent's request.

Medication must be sent to the centre in the original container given by the pharmacist and must have a current date and the child's name on the prescription label.

Parents must fill out a medication form before any medication can be administered.

The Centre and staff will not accept any responsibility for medication that is not administered.

## **Anaphylaxis Policy**

**\*\*This is a summary of our Anaphylaxis Policy. For more information, please review the full policy in our Safety Plan\*\***

The entire community has a role to play in ensuring the safety of children with a known risk of anaphylaxis in a community setting. To minimize risk of exposure and to ensure rapid response to an emergency, parents, children, and centre staff must all understand and fulfill their responsibilities.

St Andrews Child Care is “nut aware” meaning that we do not serve nut products to children or allow nut products in the facility at any time. This includes products that may contain traces of nuts or have been manufactured in a facility that manufactures nut products.

When a child has been identified as having a known risk of anaphylaxis, parents must inform the Director, who will provide the URIS application. Parents are responsible for completing the application which will be used to create an Individual Health Care Plan. This plan will be updated annually. Centre staff will receive annual training by a URIS nurse which will educate them on how to tend to children’s medical needs, including the use of an auto-injector.

Parents must supply an up-to-date auto-injector for their child. Children are encouraged to wear their auto-injector if it is developmentally appropriate. If not, parents will supply an auto-injector which will be kept in an UNLOCKED cupboard and taken on all outings. Children are encouraged to wear a medical identification bracelet.

Children are encouraged not to share food or snacks with other children at the centre. We cannot accept any baked goods into the centre unless it is produced in a nut free facility. Arrangements for outside food must be made with a staff prior to entering the centre.

**Please refer to the centres Safety Plan for a detailed version of the Anaphylaxis Policy.**

## **Safety Plan**

The centre has adopted a safety plan which outlines evacuation procedures, conduct, protocol and safety guidelines for the staff and children for a variety of emergency situations.

**A copy is available at the centre, and on our website for parents to read. It's also included in the parent package families receive upon enrollment.**

In the event we are required to evacuate the building, our place of shelter for our St. Andrews site is St. Andrews Community Club, and for our Rivercrest site, Westwood Memorials. Parents will be notified and required to pick up their child at that location.

## **Photography policy**

As part of the documentation process, staff are encouraged to take pictures of children during play. The purpose of the photos is to highlight the learning that occurs at the centre, as well as to provide keepsakes for the children. Staff may take photos of the children on cameras/ipads belonging to the centre only, and never on their own electronic devices. Pictures may then be displayed within the centre, sent home with the children, or put in the centre's newsletters, etc.

Periodically we host students from local colleges who may also be required to take pictures as part of their documentation. Under the supervision of their mentor, students will be allowed to use photos for school assignments and documentation displays within the centre. Students will not be permitted to take pictures on their own electronic devices and must use the centre cameras.

Parents will be required to consent or reject the photography policy in writing.

## **Late Fines**

We use the Centre clock as our standard time piece.  
Parents will be charged \$15 per family for every 15-minute interval past 5:30pm.

All late fees must be reconciled on the following day with the Executive Director. Parents have the option to either pay in full or have the additional charge invoiced to their account.

You are expected to call the centre any time you are going to be later than usual.

If a child is still at the centre at 5:30, staff will make every attempt to contact parents and emergency contact persons. In the event that no one can be reached, staff are required to call Child and Family Services at 6:00 PM and notify this agency that a child has not been picked up. At 6:30 PM the staff will call Child and Family Services again and request for the agency to come and pick up the child.

### **Drop-off and Pick-up**

Parents/guardians are responsible for dropping off and picking up their child. However, if you cannot be at the centre before closing, you must make arrangements to have someone else pick up your child. Staff are only authorized to allow the child to leave with someone they have been notified about or are alternates on your pick-up list. Give staff the alternate's name and a brief description. Please keep centre staff well informed of anyone (new people) picking up your child or they will not be released. Unfamiliar persons coming to the centre will be required to provide picture ID. **Failure to inform staff and lack of supporting ID will result in the child not being released.**

**Children cannot be picked up by anyone under the age of 16.**

### **Bus Policy**

#### **Rivercrest**

Staff will be responsible for escorting children from the centre to the school bus. Once staff assist children in getting on the bus, care of the children becomes the responsibility of transportation, until the bus returns the children from school, at which time staff will meet them at the bus and resume care. In the event a child is not at the daycare at the time the bus arrives, or a child misses the bus at the school, parents are responsible for transporting their child.

In situations where the daycare and the school are open, however the buses are not running, parents are responsible for transporting their child between school and daycare. **St. Andrews Childcare Inc. is not responsible for the setting up or organizing of school bus transfers to and from the centre. Parents must contact the appropriate school division to do so.**

If an expected child is not on the bus during pickup, staff will call their parents/guardian, or an emergency contact to verify the child's whereabouts.

### **Transportation Policy**

Parents are responsible for dropping off and picking up their child from the centre. The parent is responsible for their child at all times while they (the parent) are at the centre. The centre staff assumes responsibility from the time the parent leaves until the time they arrive.

For field trips, staff may make arrangements to transport children using a charter bus. Parental consent will be required. Please see Field Trips/Special Visitors on Page 28 for more information regarding field trips.

Staff vehicles will not be used to transport children.

### **St. Andrews**

A staff will walk the kindergarten children from our St. Andrews ELCC centre to St. Andrews school and pick the children up after school. When dropping the children off, staff will bring children to the kindergarten entrance, at which time the schoolteacher will meet them. Once the teacher arrives, the care of the children becomes the responsibility of St. Andrews school. Staff at St. Andrews ELCC resume responsibility for the children upon pick up.

If an expected child is not present at school during pick up time, staff will confirm with the teacher or office to see if that child was present for class. They will then call the child's parents/guardian, or an emergency contact to verify the child was picked up.

## **Clothing/Lockers/Personal Belongings**

Upon enrolment each child will be given a locker. When parents arrive in the morning, they may take their child/children to their room, helping them to hang up his or her outdoor clothing. We suggest you provide a bag that can be hung from the hook in which you can place extra clothing. **It is important that names be written on all clothing, as no responsibility will be taken for misplaced clothing.**

The children must have a complete change of clothing, including shirt, pants, socks, and underwear, which can be kept at the centre in their bag, at all times.

All children must have a pair of indoor shoes to be left at the centre. Parents are required to provide all diapers, wipes, and creams.

For children who require naps, parents are asked to supply a warm blanket. Staff will wipe down beds, and launder blankets, sheets, and pillows weekly.

As per licensing requirements, the centre must provide daily opportunities for outdoor play and learning opportunities. Exceptions are made in the event the temperatures including wind chill reach -25 degrees, or during inclement weather such as storms.

**Summer** - Please send a sun hat and safe footwear Ex. Sandals with a strap around the ankle (no flip flops).

Sunscreen and mosquito spray will **NOT** be provided by the centre. Parents are required to supply their own, and replace when expired.

**Winter** – Please send your child in warm clothes: a hat, ski-pants and jacket, or snowsuit, mitts, and warm boots.

In the Spring and Fall, please send the children with waterproof boots and splash pants.

Please remove outdoor footwear in the foyer before you walk onto the centre floor.

## **Nutrition**

The centre's both follow the Canada Food Guide. Each child will be given 2 snacks per day, comprised of 2-3 of the 4 food groups. This will be provided by the centres for those on the snack program and provided by the family for those who are not. Milk will be provided by the centre regardless of whether a family is on our snack program.

Snack menus will be posted weekly. If you have any questions/concerns, please speak to the Supervisor or the Executive/Assistant Director's.

For those packing their children's lunch/lunches and snacks, we encourage the use of child friendly packaging/containers which will allow children to open their food as independently as possible. Please include cutlery and an icepack (if needed).

## **Rivercrest Site:**

Parents are required to provide a healthy lunch each day. We encourage parents to supply foods from the 4 food groups. Please refrain from sending any products containing nuts into the centre.

We understand that some children arriving early to the centre may not have an opportunity to have breakfast in the morning. Children arriving before 8:15 will be able to have breakfast provided by the centre. Morning snack will be served between 8:45 and 9:00am for those that arrive later.

## **Toys from Home**

The centres strive to provide ample toys and equipment for children of all ages. We understand that your child might have a favourite toy that they wish to bring to the centre, but we ask that toys be kept at home to avoid being lost.

## **Fundraising**

Fundraisers take place at the daycare throughout the year. We ask that all parents take part in these events. All fundraising money is put back into the programs by means of special activities, new toys, and equipment. All fundraising

suggestions are welcomed and are always greatly appreciated. Please note that the Board of Directors has a functioning Fundraising Committee. If you would like to be a part of their efforts, please speak to the Executive Director.

### **Students/Volunteers**

From time to time, students and volunteers will participate at the centre. They will be used to enhance the program.

All students/volunteers will adhere to the centre's protocols.

### **Field Trips/Special Visitors**

Periodically staff may plan field trips to expose children to various environments. Parents will be given a minimum of 24-hour notice of field trips, and will be asked to sign a permission form for all outings (with the exception of outings within walking distance.) Parents may be asked to help cover the cost of the field trip. Any parent wishing to volunteer their time will be welcome to do so.

When the opportunity arises, we will also bring in speakers/special visitors for the children. All speakers/visitors will adhere to the centre's health and safety procedures.

Parents are responsible for providing their child with a bagged lunch (disposable) and for arriving prior to the posted departure time. Should your child miss the departure, it is the family's responsibility to transport the child to the destination.

### **Emergency Closure Procedures**

The Executive Director/designated alternate in conjunction with the Board of Directors will make every effort to keep the childcare centre open without compromising the health, safety, and wellbeing of children and adults.

However, the childcare centre will close in the following instances:

- If the centre is open but the weather becomes such that the centre needs to close, staff will contact parents to pick up their children.

St. Andrews and Rivercrest Early Learning & Child Care are equipped with a Severe Weather Radio, which will advise staff when severe weather is likely to occur in the area.

- If the centre has not yet opened, and the weather is such that it is determined not to be safe for staff or children to attend, the Executive Director will post a notice on the centre's website. Parents are required to check the website directly.
- If the Executive Director/designated alternate, in consultation with the Chairperson of the Board of Directors decide that the program cannot operate in compliance with the license issued by Manitoba Early Learning and Child Care.
- If the Executive Director/designated alternate, in consultation with the Chairperson of the Board of Directors decide they are not confident the organization can ensure the health, safety, and wellbeing of the children and adults.
- If ordered to do so by local authorities.
- If at any time the centre has no water, heat, or electricity, the centre will automatically be considered closed until service can be restored.

The decision to not open or close the centre will be made at the discretion of the Executive Director, in consultation with the Assistant Director, and Board Chairperson. Decisions will be made in the best interest of the safety of staff, parents, and children.

In some instances, parents will be informed that once closed, the centre may remain closed until some, or all of the employees are able to resume duties and in accordance with public health and licensing requirements. The centre may re-open on a staggered basis as staff recover.

The Executive Director/designated alternate will continue the essential tasks required to maintain the organization, including monitoring the situation, and

**implementing plans to transition back to regular business operations as soon as possible.**

No children are to be accepted into care until two staff members are in. Ratio on these days is 2:8, 3:16, 4:24, etc., thus allowing for one staff to be available to deal with phones and emergencies.

For the safety of yourself, children, and staff, please allow for extra driving time to ensure you arrive at the daycare on time. If you will be late, please advise staff as soon as possible.

Regular fees will not be charged for days the centre closes or does not open due to irregular circumstances. Ex. weather closures, mandated order by local authorities, health & safety concerns. If parents have already received their monthly invoice, any irregular closure days will be credited to their account and applied to the following invoice.

**Rivercrest:**

For school aged families, if Seven Oaks Transportation is not running, parents are required to transport their children to and from school. The centre does not provide transportation. School aged children are not able to stay at the centre for the whole day on school days, as staff ratios cannot accommodate full day care. If you would like to drop your child off during before and after school hours, you are welcome to do so.

**Air Quality Index**

With the ever-changing weather creating dryer conditions and contributing to an increase in forest fires, we are continually monitoring the air quality index. Currently, the children go outside if the index is between 1 and 4 (4 being in the low moderate range). If the index is 5 or above, we remain indoors.

## **Staff Shortage Policy**

**With communicable diseases, and other health and safety risks such as inclement weather, there is the potential for staff shortages. No children or staff may enter the centre with any symptoms that suggest infection, or that could be potentially contagious, such as the flu, Covid-19, or any other communicable disease. During times when we are experiencing inclement weather, the staff's ability to safely travel to the centre may be impeded.**

**St. Andrews Child Care Inc. strives to provide high quality care for the children in our centres. To maintain this care, and meet licensing requirements, we must have an adequate amount of staffing, in accordance with Manitoba Early Learning & Child Care regulations.**

**Although we employ casual staff to assist us when our permanent staff are absent, there may be occasions where St. Andrews Child Care Inc. has an insufficient number of staff to provide care for all the children enrolled in our programs.**

**Our first step will always be to call in casual staff, increase the hours of part-time staff, and utilize the administrative staff whenever possible to address staffing shortages.**

**However, in the case that these options cannot be utilized, and we experience staffing shortages, we will reduce the number of children in our care in order to meet the legislated child-to-staff ratios. Staff will try to contact families as quickly as possible to allow sufficient time to make alternate care arrangements.**

**Please be prepared and have alternate care arranged in case a scenario arises in which the centre must reduce the number of children in our care.**

**If we are required to reduce numbers, we will implement the following:**

- Ask parents to voluntarily withdraw their child/children for the day/or days.**
- If we must further reduce our numbers, the Director/designated alternate will choose, on a rotating basis which children cannot attend for the day/or days to meet child-to-staff ratios.**
- Finally, our last resort would be to close the centre for the day/or days until child-to-staff ratios can be met.**

**Families that are unable to send their children due to a staff shortage (whether they volunteer or are chosen by the Director/designated alternate) will not be charged for the day/days they are not at the centre.**

## **Behaviour Management Policy - Positive Guidance Techniques**

The Early Childhood Educators at St Andrews Child Care Inc. practice **Positive Guidance Techniques**. Our goal in behaviour management is to support children in the effort to resolve problems and gain self-control. We believe that all adults, including staff, parents, volunteers, and students, have a role to play in helping to create positive, healthy and appropriate environments for children.

This is accomplished through **consistency, positive language, modeling,** and by **having realistic expectations** which take into account a child's individual developmental capacity. Parents will be kept informed about concerns with behaviour so both the family and the centre can work together to provide a positive solution and outcome.

### **The staff will use the following methods of directing and redirecting behaviour:**

- 1.) Redirecting, suggesting an alternative activity or space.
- 2.) Using positive statements – Ex. Sit on the chair please instead of get down.
- 3.) Choices and logical consequences – lose opportunities if unable to follow guidelines.
- 4.) Reasoning
- 5.) Providing positive feedback.
- 6.) In instances where the safety of others is compromised, it may be necessary to remove the child or the other children from the situation.
- 7.) Consideration for a child's individual learning capacity and developmental level is **always** practiced.

St Andrews Child Care Inc. shall not permit, practice, or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities.

Physical punishment includes striking a child, either directly or with an object, restraining, shaking, grabbing, shoving, or spanking. It also includes forcing a child to repeat physical movements, force-feeding or any other action that results in physical injury to the child.

Verbal or emotional abuse includes any harsh, belittling, or degrading response by any adult (parent, employee, volunteer, and student) in the centre, which would humiliate or undermine a child's self-respect.

The denial of physical necessities includes normal comforts such as shelter, clothing, food, bedding, or toilet facilities.

With parental consent/parental direction, professional advice will be sought for recurring and difficult behaviour problems. We recognize the expertise of the child's family and the professionals involved and will provide families with resources, workshops, and training. Families will also be encouraged to seek information regarding other community resources and share information with the centre's staff.

In severe situations, after all attempts of forming and implementing a behaviour management plan have been made, a child may be suspended from the centre.

**All situations will be treated with the utmost respect for the child, helping them to learn through experiences. The child will not be judged, but rather guided and encouraged to learn and understand from each situation. It is important that everyone at the centre feel safe, and the parents feel comfortable knowing their children are safe in the centre.**

### **Incidents**

Our Centre strives to provide a safe, clean environment for children to play in. The staff will be on alert of potential hazards and take steps to ensure the utmost safety. However, knowing the nature of children, and that accidents do happen, we have established the following policy:

All staff are trained in Emergency First Aid and Infant/Child CPR and are required to update bi-annually.

Parents are advised to expect the usual amount of bumps, scrapes, bruises, and other minor accidents as a result of children coming into contact with each other and their surroundings.

All incidents that reach staff's attention will be recorded for parent notification. Parents will be notified when they come to pick up their child and will be shown a report outlining the incident which will require their signature.

Parents are advised that not all incidents reach staff attention. Many times, children will fall or bump into something and receive a bruise or a scrape, then get up and keep playing and not tell anyone what happened.

Children will be transported to Children's Hospital in the event of an emergency. Parents will be notified immediately if a child is taken to the hospital and be requested to meet the staff and child at Children's hospital.

**Parents must pay for the total cost of the Ambulance.**

**First Day Needs:**

Advance payment of daycare fees is mandatory on the first day in the amount of

\$\_\_\_\_\_ for childcare fees

A lunch with a variety of healthy/nutritious choices

Am/Pm snacks for those families who opt out of our snack program

Please use a freezer pack in the lunch kit to keep food cool, and a thermos to keep food warm

A warm sleeping blanket (if your child naps) to stay at the centre.

Complete change of clothes to be left in their locker everyday (please label)

Running shoes

Jacket/raincoat/rubber boots as needed

Your package information

Child registration information sheet

Administration of medication form for daily/emergency medication (Ex. inhaler)

URIS application in the case of medical conditions

Diapers, wipes, creams if necessary, which are replaced if expired.

Reminder: If your child's arrival changes for the day, please call by 9:00 a.m.