

HARROW CO-OPERATIVE CHILDREN'S CENTRE INC.

PARENTS POLICY MANUAL

SCHOOL AGE CENTRE (FACILITY # 3038)

Location: 13 - 550 Harrow Street, Winnipeg, R3M 3A2

Phone/ Fax: (204) 453-0507

INFANT AND PRESCHOOL CENTRE (FACILITY # 101459)

Location: 611 Guelph Street, Winnipeg, R3M 2B6

Phone/ Fax: (204) 453-1477

Email: harrowdaycare@mymts.net

Executive Director: Mihaela Mujcinovic

REVISED: June 2017

GOALS

The staff at Harrow Co-op Children's Center Inc. (the Centre) are committed to:

- Provide a safe, clean and nurturing environment by planning and implementing daily schedules, activities etc. according to children's developmental needs and interests.
- Provide a balanced program of supervised activities which promote physical, social, emotional and intellectual development.
- Provide guidance through responsible role modeling.
- Treat each child as individual and encouraging children to express their feelings, ideas and imaginations freely.
- Maintain confidentiality with regards to the Centre and its families.
- Act as part of a professional early childhood educator team.
- Communicate openly with parents.
- Continually upgrade their education for the benefit of the children.
- Understand and enforce the rules and policies of HCCC Inc. and the Early Learning and Child Care.

The parents at the Centre Inc. are committed to:

- Develop an understanding of the policies and procedures in the Centre and adhere to them.
- Communicate openly with staff regarding their children.
- Support and play an active role in various ways such as fundraising, donations, volunteering, etc.
- Respect their child, other children, staff and all others actively involved with the Centre.
- Work with staff to solve any problems their child may be having at the Centre.

The children at the Centre are committed to:

- Develop to their fullest potential physically, emotionally, socially and intellectually by participating in regular activities and routines as well as attend field trips, outings and special events.
- Gain respect for themselves and others.
- Gain respect for another people's property.
- Learn to take responsibility for their actions.
- Develop an understanding of sharing and cooperation.
- Feel safe at the Center.

Our policies have been developed in the best interest of all children participating in the program. It is important that parents share a similar child care philosophy with the Centre; and, if a problem arises with these policies, parents must direct their concerns to the Executive Director.

PHILOSOPHY

The Staff and Director of the Centre are committed to providing a safe, warm and friendly environment with a program that provides a balance of sensory stimulation, rest and quiet activities for each child in our care. In such an environment with consistent relationships and loving caregivers we believe a child grows and develops to a maximum level, comfortably and without stress.

All Centre employees are actively involved with all children. The staff is committed to learning more about child development and various abilities and receives professional development training in current area of child development, research, theory and practice.

We support our families and develop relationships based on trust and respect. We work together with professionals who can provide their experience and knowledge of child development.

CURRICULUM STATEMENT PRESCHOOL

At Harrow Co-op Children's Centre Inc., we believe that play is the most important work of young children and we understand the importance of providing a play-based emergent curriculum. Emergent curriculum refers to planning and providing age appropriate activities based on children's interests.

THIS IS HOW WE ORGANIZE INTERACTIONS AND BUILD RELATIONSHIPS TO PROMOTE LEARNING AND DEVELOPMENT.

- ✓ We treat all children with respect. Staff greet children by name, and with a smile, at the beginning and end of the day to foster a sense of belonging.
- ✓ We maintain a positive attitude and are flexible when interacting with children in our care.
- ✓ Children are free to interact with the world around them, and they decide if they wish to play and how they wish to play.
- ✓ We offer opportunities to all children to learn through play by using their senses to explore materials. Social, emotional, intellectual and physical development occurs for each child at their own rate.
- ✓ We focus on meeting the needs of each child by observing them during play, and watching for experiences that engage children and interest them. We provide opportunities for play to be enjoyable, pleasurable and spontaneous. We are flexible to meet the developmental needs of all children, and plan our curriculum accordingly.
- ✓ We place importance on the process and not the end result of an activity.
- ✓ Our curriculum is both planned and spontaneous, incorporating celebrations and events significant to our families and community. Our childcare centre is fortunate to have staff members and children from diverse cultures, who speak additional languages and follow different traditions. We recognize the need for families and children to continue celebrating their traditions and events significant to them and encourage them to share their diverse cultures with our staff, children and centre. We help celebrate children's birthdays and we recognise and celebrate different holidays such as Chinese New Year, Kwanza and Hanukah.
- ✓ We provide large blocks of uninterrupted play throughout the day. This allows the children to become fully engaged in meaningful experiences. Our learning centres and activities are designed to encourage literacy, scientific discovery, creative art, sensory exploration, mathematical concepts, physical competence and positive social relationship:
 - a. Children learn about sinking and floating at the water table.

- b. Children learn about cause and effect when they play with sand or pour it on the floor.
- c. They develop a sense of community and a sense of belonging while baking a cake or cupcakes for their friend who is celebrating their birthday.
- d. They develop an understanding of balance while building with blocks.
- e. They learn about sharing and turn taking when playing a table game such as Monopoly.
- f. They enhance their hand eye coordination while playing catch with their friends.
- g. They develop social skills such as sharing and taking turns while talking about their “show and tell” at circle time.
- h. They learn to respect each other and the staff by taking turns and by participating in guided activities.
- i. Children learn skills such as negotiating, conflict resolution, independence and communication skills.
- j. Children are encouraged to use their imagination and creativity during play.
- k. During play, staff sit near children and ask open-ended questions to encourage friendships and the development of skills such as problem-solving and critical thinking.
- l. Staff are interested in what the children are telling them and show genuine care for the children.
- m. Even regular routines of the day provide opportunities for learning. For example, staff sit with the children at the lunch table and talk with them which helps develop language and social skills

WE ORGANIZE PLAY SPACES, PLAY MATERIALS, PLANNED OR/AND SPONTANEOUS EXPERIENCES. THIS IS HOW OUR SCHEDULES PROMOTE LEARNING AND DEVELOPMENT:

- ✓ We are flexible and spontaneous while still following a general structure. We allow children additional time if they so require completing a project. We believe that children prosper and learn best when transitions are kept to a minimum.
- ✓ Curriculum is guided by topics and concepts that arise from observing children to determine interest and curiosity. For example: we observe the children while they are playing and interacting with their peers and staff. Observations are documented on the white board, we take pictures of children interacting with the environment around them, and we ask open ended questions. The information gathered is then used by the staff to provide an interesting room arrangement, choice of centers and enticing projects.
- ✓ Early Childhood Educators coordinate the curriculum planning in consultation with each other, the children and their families. Staff are provided with opportunities to reflect and collaborate together during their weekly planning time.
- ✓ We change and update our toys and equipment, as well as art supplies and books once per month or as often as needed.
- ✓ We have two large playgrounds for wide open outdoor play, weather permitting. During outdoor play, we provide activities which children are interested in. To find out what children are interested in, we observe and ask open ended questions.
- ✓ We create an atmosphere where children are encouraged to speak up and talk about a variety of subjects which helps them use their language skills and develop self confidence in a group setting. We help guide children in appropriate interaction with others.
- ✓ Daily, our preschool groups have a circle time where they play games, sing songs and tell stories. They bring in a “show and tell” item each Friday. Young children enjoy this routine because it makes them feel secure in knowing what to expect next.

WE BUILD RELATIONSHIPS WITH FAMILIES AND CONVEY INFORMATION TO PARENTS/ GUARDIANS ABOUT THEIR CHILD’S LEARNING AND DEVELOPMENT.

- ✓ We maintain an open line of communication with all parents.
- ✓ Our staff recognize that parents and families are the most important people in the children’s lives. Staff work in partnership with parents by communicating with them during drop off and pick up time and by listening closely to understand what families need and want. Open and honest communication as well as mutual trust is essential to the parent-staff relationship.
- ✓ We provide information to parents about their child’s learning and development by displaying art creations that the children have made, photos taken of their children during play and through regular dialogue.
- ✓ Parents are welcome to visit the centre at any time. They are also welcomed to call and speak with a staff member about their child’s day.
- ✓ We speak daily with parents and keep them informed of their child’s development.
- ✓ Newsletters are sent home with each child to inform all parents of new and upcoming events.
- ✓ We recognize each child for their strengths and celebrate their similarities and differences with birthday celebrations and special occasion celebrations.
- ✓ Our office sends regular emails regarding any upcoming events. This helps us build a relationship with our all of our families.

WE PROVIDE ONGOING SUPPORT TO OUR STAFF:

- ✓ The centre supports staff’s ongoing learning by providing them with internal and external professional development and training, opportunities such as Early Childhood Educator Conferences, Manitoba Childcare Association workshops, CPR and First Aid.
- ✓ Staff receive weekly paid planning time.
- ✓ Caregivers in the preschool room come from diverse backgrounds and cultures and are encouraged to share their cultures in the centre. Children are exposed to a diversity of food through daily snacks provided at the centre. Pictures are displayed in the preschool room of the i preschool’s families. Diverse cultures are also represented in the toys and materials available to children. Examples of this include dolls of different nationalities, diverse play foods, and books that represent people of diverse cultures and nationalities.

CURRICULUM STATEMENT INFANTS

At Harrow Co-op Children’s Centre Inc., we believe that play is the most important work of young children and we understand the importance of providing a play- based emergent curriculum. Emergent curriculum refers to planning and providing age appropriate activities based on children’s interests.

THIS IS HOW WE ORGANIZE INTERACTIONS AND BUILD RELATIONSHIPS TO PROMOTE LEARNING AND DEVELOPMENT.

- ✓ We treat all children with respect. Staff greet children by name, and with a smile, at the beginning and end of the day to foster a sense of belonging.
- ✓ We maintain a positive attitude and are flexible when interacting with children in our care.
- ✓ We provide infants with learning opportunities through play that encourage physical, social, emotional, and cognitive development within a safe, nurturing, and loving environment. Caregivers will support children individually, their own personal needs, as well as the needs of the whole group. Strong relationships are developed between the infant and caregivers to

- encourage trust and emotional bonds.
- ✓ Children are free to interact with the world around them, and they decide if they wish to play and how they wish to play.
 - ✓ We offer opportunities to all children to learn through play by using their senses to explore materials. Social, emotional, intellectual and physical development occurs for each child at their own rate.
 - ✓ We focus on meeting the needs of each child by observing them during play, and watching for experiences that engage children and interest them. We provide opportunities for play to be enjoyable, pleasurable and spontaneous.
 - ✓ We will help challenge and expand the play of infants by being on the floor at the child's level, engaging in play and conversation. Caregivers help to identify connections to other children and objects by speaking to children, singing, labelling toys/objects, saying children's names, and labelling actions. They also help to encourage empathy by labelling and talking about feelings.
 - ✓ We place importance on the process and not the end result of an activity.
 - ✓ Diapering and hand washing time is used as a one-on-one time to promote language by singing and talking to the infants.
 - ✓ Meal and snack times are used to promote self-feeding, independence, and social development through eating together with their peers. A schedule will be provided as a guideline to follow for when snacks, lunch are provided; however, if children seem hungry and cannot wait until lunch, lunch time will be moved up so that children can eat at an earlier time; same will be done with snacks. The program will remain flexible and will change with the changing need of the children. The goal of the program is to recognize that each child develops in their own way and at their own pace. Our goal is not to rush the children in order to provide lunch or snack at a certain time, but to meet each child's needs.
 - ✓ Diapering will take place throughout the day and when a child needs to be changed. To ensure that consistency between home and daycare occurs, we will work with families when their children are ready to start potty training.
 - ✓ Caregivers encourage infants to greet and acknowledge each other through verbalization and play.
 - ✓ Caregivers are careful to observe what the infants do, how they act and react, and pay attention to individual routines, interests, and dislikes.
 - ✓ Our curriculum is both planned and spontaneous, incorporating celebrations and events significant to our families and community. Our childcare centre is fortunate to have staff members and children from diverse cultures, who speak additional languages and follow different traditions. We recognize the need for families and children to continue celebrating their traditions and events significant to them and encourage them to share their diverse cultures with our staff, children and centre. We help celebrate children's birthdays and we recognise and celebrate different holidays such as Chinese New Year, Kwanza and Hanukah.
 - ✓ We provide large blocks of uninterrupted play throughout the day. This allows the children to become fully engaged in meaningful experiences.
 - ✓ There are four primary activity areas in an infant room.
 - Gross motor allows children to crawl, climb, ride and run. This area allows children to expand their skills and practice them as often as they want to.
 - The sensorimotor area allows children to explore blocks, water, sand, construction, and science as well as using their creativity to build, stack and construct.
 - The imitative area allows children to explore dramatic play. Although infants do not engage in complex imaginary play, materials such as babies, strollers, dishes, food and other toys will be made available to children for imitative play.
 - ✓ Language/ Concepts area allows children to explore music and reading as well as manipulate objects and practice fine motor skills. You may see children sing and dance, use musical instruments and creatively express themselves
 - ✓ During nap time caregivers will help the children fall asleep by rubbing, patting or rocking a child

to sleep. A caregiver will be in the nap area with the children that are asleep and will help them out of their cribs/cots once they are awake. Once awake the child can join the other infant group in play. Nap times are flexible for the individual needs of the infants as some infants need two naps. If a child needs 2 naps, the centre and staff will accommodate that need. If children need to go to bed earlier than indicated on the schedule, it will also be moved.

WE ORGANIZE PLAY SPACES, PLAY MATERIALS, PLANNED OR/AND SPONTANEOUS EXPERIENCES. THIS IS HOW OUR SCHEDULES PROMOTE LEARNING AND DEVELOPMENT:

- ✓ We are flexible and spontaneous while still following a general structure. We believe that children prosper and learn best when transitions are kept to a minimum. Staff will ensure that play schedule is flexible and meets the needs of the children. Activities will be provided daily; extended or shortened depending on needs of the group/ child. We understand that some children require more time to learn and explore; staff will observe the group and plan accordingly to the needs of that group.
- ✓ Curriculum is guided by topics and concepts that arise from observing children to determine interest and curiosity. For example: we observe the children while they are playing and interacting with their peers and staff. Observations are documented on the white board, we take pictures of children interacting with the environment around them. We ask parents open-ended questions to gather information about their children's likes, dislikes and interests. The staff will get to know the children in the rooms as well as their interests, difficulties and abilities. Based on ongoing observation, the staff will provide activities that are interesting to the children and that will help expand their skills.
- ✓ Early Childhood Educators coordinate the curriculum planning in consultation with each other, the children and their families. Staff are provided with opportunities to reflect and collaborate during their weekly planning time.
- ✓ We change and update our toys and equipment regularly and carefully to stimulate children's interests and curiosity. Many of the toys and materials available to the children are open ended, and can be used in a variety of ways. These materials extend a child's play and encourages creativity.
- ✓ We have a fenced in playground for the infants and toddlers in the centre. Climbers, tables and chairs, push/ pull toys and water/sand will be made available for outdoor play. Children will be able to explore the environment by walking, running, crawling and climbing.
- ✓ We create an environment where staff interact with children in a positive and welcoming manner. We understand that the way caregivers interact with the child is the single most crucial factor in the environment so we spend time with the children on the floor, speak slowly and provide simple directions.

WE BUILD RELATIONSHIPS WITH FAMILIES AND CONVEY INFORMATION TO PARENTS/ GUARDIANS ABOUT THEIR CHILD'S LEARNING AND DEVELOPMENT.

- ✓ We maintain an open line of communication with all parents.
- ✓ Our staff recognize that parents and families are the most important people in the children's lives. Staff work in partnership with parents by communicating with them during drop off and pick up time and by listening closely to understand what families need and want. Open and honest communication as well as mutual trust is essential to the parent-staff relationship.
- ✓ Parents are welcome to visit the centre at any time. They are also welcomed to call and speak with a staff member about their child's day. Parents/guardians are always welcome in the infant room and encouraged to observe, teach, and play with the infants.
- ✓ We speak daily with parents and keep them informed of their child's development.

- ✓ Newsletters are sent home to inform all parents of new and upcoming events.
- ✓ We recognize each child for their strengths and celebrate their similarities and differences with birthday celebrations and special occasion celebrations.
- ✓ Our office sends regular emails regarding any upcoming events. This helps us build a relationship with our all of our families.
- ✓ Caregivers will use pick up and drop off times to build relationships with parents/guardians, as this helps to accommodate the individual needs and schedules for every child to the best of their ability.
- ✓ Individual notes will be given to each parent/guardian about their child's day including activities the child was involved in, diapering, napping, and eating. Photos are displayed in the centre and scrapbooks with pictures and artwork are compiled for parents/guardians.

WE PROVIDE ONGOING SUPPORT TO OUR STAFF:

- ✓ The centre supports staff's ongoing learning by providing them with internal and external professional development and training, opportunities such as Early Childhood Educator Conferences, Manitoba Childcare Association workshops, CPR and First Aid.
- ✓ Staff receive weekly paid planning time.
- ✓ Caregivers in the infant room come from diverse backgrounds and cultures and are encouraged to share their cultures in the centre. Infants are exposed to a diversity of food through daily snacks provided at the centre. Pictures are displayed in the infant room of the infant's families. Different cultures are also represented in the toys and materials available to children. Examples of this include dolls of different nationalities, diverse play foods, and books that represent people of different cultures and nationalities.

1.0 SUMMARY OF HARROW CO-OP CHILDREN'S CENTRE (THE CENTRE)

- 1.1 Harrow Co-op Children's Centre Inc. (the Center) was incorporated as a not for profit School Age Centre in April 30, 1984. The Centre is fully licensed under Early Learning and Child Care (ELCC) and provides quality childcare for 46 children ages 3 to 12 years of age. Over the years the Centre has expanded to allow preschool and additional school age children. The school age program, located inside Harrow School, is now licensed as a 76 space Centre providing childcare to children 2 years to 12 years.

Since 2009, Mihaela Mujcinovic recognized the need in the community for additional childcare spaces and openly advocated for the expansion of Harrow Co-op Children's Centre Inc. to include infants and additional preschool spaces. In 2014, the Province of Manitoba and the Winnipeg School Division 1 approved the expansion and in summer of 2016, the building process began. Harrow Co-op Children's Centre (Infant and Preschool Centre) opened its doors on July 3, 2017 to 20 infants and 54 preschool children.

The Centre strictly adheres to regulations set out by the Manitoba Early Learning and Child Care to ensure it meets the necessary requirements regarding staffing, programming, nutrition and equipment.

- 1.2 As a licensed not for profit child care, fees are limited to the maximum allowed by the Early Learning and Child Care.
- 1.3 The Center is governed by a Board of Directors consisting of parents. The Harrow Co-op Children's Center Inc. Board of Directors is elected at the Annual General Meeting each spring.

- 1.4 The Centre is registered with Canada Helps at canadahelps.org. Canada Helps is a registered charity with a goal to make giving simple. Through CanadaHelps.org, anyone can donate online to our registered charity.

See Schedule A for Board of Directors, Board Meetings and AGM.

2.0 HOURS OF OPERATION

- 2.1 The Center is open Monday to Friday 7:00 am to 6:00 pm. All children must be picked up by 6:00 pm to avoid overtime fees.
- 2.2 If for any reason Harrow School is closed, the Center will also be closed. Parents will be contacted, or in their absence the emergency person, if the Center needs to be closed early due to inclement weather or for any other reason. Regular fees will be collected for these days.
- 2.3 The Center is not open weekends, civic and statutory holidays.
- 2.4 The Centre recognizes the following holidays: New Year's Day, Louis Riel Day, Good Friday, Easter Monday*, Victoria Day, Canada Day, Civic Holiday, Labor Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.
- 2.5 The Center closes at 1:00 pm on both Christmas Eve and New Year Eve (or as designated by the School Division). Regular fees will be collected for these days, as they are paid staff holidays.
- 2.6 *The Center may be closed the last Monday of March in lieu of Easter Monday and one day over the Christmas break in lieu of Remembrance Day. Parents will be informed in advance the exact dates of these closures. Regular fees are collected for these days, as they are paid staff holidays. These dates are set in accordance with the Winnipeg School Division #1 closure days for these holidays.

3.0 CRITERIA OF ACCEPTANCE

The Centre Manages Manitoba Online Child Care Registry wait list.

- 3.1 The Infant and Preschool Centre is licensed for children from 3 months to 6 years. The School Age Centre is licensed for children from 6 to 12 years of age.
- 3.2 When starting in the program, each child is required to be on a three-month trial period. If the Centre feels a child is unable to adjust to the program, the Centre reserves the right to ask the parents to make other arrangements.
- 3.3 Children enrolled in the School Age Program (located inside Harrow School) must be fully toilet trained and completely out of diapers or training pants.
- 3.4 Priority will be given to siblings of those children already enrolled at the Centre and children attending Harrow School.

- 3.5 The Centre does not guarantee a childcare space to children moving from infant to preschool or preschool to school age. At least two weeks' notice will be provided to families if spaces are not available to accommodate the move up.
- 3.6 The Center does not guarantee a school age childcare space for children attending full day kindergarten program. In the event that a school age space is not available, parents are required to pay for a preschool space.
- 3.7 Priority is given to families who require full time childcare services. Parents who register their children are committed to paying full time fees even if their circumstances change and they no longer need full time care.
- 3.8 Part time children are accepted only if there is space available or if a spot can be shared between two or more families. In the event that the spot cannot be shared the parent can occupy the space until another family is found or until it is required by a full-time child at which time they will either have to utilize the space fulltime or withdraw their child from the center.
- 3.9 Full time Infant and Preschool is considered 4 – 10 hours per day.
- 3.10 Full time School Age Program is considered two or three slots per day which are before school, lunch and after school.
- 3.11 There may be situations where the Center may require additional time and staff to be able to accommodate children's special needs. Parents are expected to be honest, open and upfront with the Center and disclose their child's allergies, behavioral concerns or additional support needs so that the Center can be prepared and able to accommodate those needs. If those needs are not disclosed, the Center reserves the right to delay registration until the Center is prepared and able to accommodate the child's needs.

4.0 REGISTRATION

- 4.1 Parents must complete a child's registration package for each child before they are enrolled in the Center.
- 4.2 A deposit and a membership fee must accompany the registration form in order for enrollment to be completed.

5.0 DEPOSIT AND MEMBERSHIP FEES

- 5.1 A deposit of \$208.00 (preschool and school age spaces) and \$300.00 (infant spaces) is required by all at registration time. The deposit will be returned when there are no outstanding fees and proper written notice is given.
- 5.2 A \$20.00 non-refundable membership fee per child is required by all at registration time. Membership is at the discretion of the Board and they shall be empowered to revoke membership should the obligations of membership not be filled. The Board shall be empowered to convey, by unanimous vote, an Honorary Membership upon individuals who have displayed a keen interest in the Centre.

6.0 WITHDRAWAL FROM THE CENTRE

- 6.1 Parents must give two weeks written notice **to the Director** when they withdraw their child. Failure to give this notice will result in the maximum daily rate being charged for a period of 10 operating days after notification.
- 6.2 The Center will issue two weeks written notice in the event that The Center requires a child to be withdrawn. The following exceptions apply: in the event of an unpaid bill, notification is given according to payment policy.

7.0 CHARITABLE DONATIONS AND FUNDRAISING

- 7.1 Charitable Donations are encouraged and gratefully accepted. A tax receipt will be issued at the time of donation. Gifts in kind that have been agreed to by the Director are also appreciated. A charitable donation receipt will be issued for the fair market value of the gift. Our registered charity number is 131309817RP0001.
- 7.2 To continue to provide the best environment for the children, the Center must supplement revenues received from parent fees and government funding with regular fundraising activities.

8.0 FEES

- 8.1 Fees are determined by the Early Learning and Child Care.
- 8.2 The Centre charges the maximum regulated daily parent fee for care based on a regular eight (8) hour work or study day. Travel time to and from the Centre is considered, however, if a child is in attendance for more than 10 hours, the Center charges an additional fee of \$10.40/ preschool / school age child and \$ 15.00 / infant child for care over ten (10) hours. Care of 10 hours or more must be approved by the Director.
- 8.3 Fees may be paid by debit, cheque or money order. The Center does not accept cash.
- 8.4 Fees are due within 14 calendar days of billing.
- 8.5 Fees are charged all year round, including statutory holidays and regardless of child's attendance.
- 8.6 All invoices and receipts are emailed. Please ensure your email address is up to date.
- 8.7 If the child is moving from Kindergarten to Grade 1, fees change when the school year starts.
- 8.8 Payment can be dropped off in the payment box.

Schedule B for the Current Schedule of Fees.

9.0 ADDITIONAL CHARGES FOR LATE PAYMENT

- 9.1 Due dates are listed on each invoice. **If payment is not made in full** on the Monday following the due date, a \$5.00 late fee will be added to the bill. This fee will be charged for every day the account goes unpaid beyond the due date. Note, if the next business day is a stat or holiday, fees must be paid in full on the due date to avoid late fees.
- 9.2 **All fees, including late charges must be paid in full by the end of the billing period.** The Center may terminate childcare services if the account is not paid in full by 12 noon on the last business day of the billing period. The Center will take legal action to recover the fees.
- 9.3 The Center has the right to fill childcare spaces and will do so once childcare services are terminated.
- 9.4 If parents have difficulties paying fees, they should discuss payment arrangements with the Director.
- 9.5 If fees are frequently late, the Board may be consulted and parents may be asked to withdraw their child from the Center.

10.0 FEES DURING ILLNESS AND IN-SERVICES

- 10.1 If the child is ill, parents will continue to be charged the regular daily rate.
- 10.2 School holidays and in-service days are billed at the in-service day rate for all school age children. These fees apply whether the child attends or not.

11.0 FEES DURING VACATION

- 11.1 Parents are responsible for notifying the Center when their child will be on vacation.
- 11.2 Regular full fees are charged during vacation periods.

12.0 INCOME TAX RECEIPTS

- 12.1 The Center will issue one income tax receipt by the end of February. The parent's account must be at \$0 balance to receive a tax receipt.
- 12.2 A \$20.00 charge must be paid prior to receiving a duplicate tax receipt.

13.0 NSF CHARGE

- 13.1 A charge of \$25.00 will be billed to parents for any dishonored cheques.
- 13.2 Debit, certified cheque or money order will be accepted as form of payment to replace ANY

dishonored cheques.

14.0 SUBSIDY

- 14.1 Subsidy approval is granted by the Early Learning and Child Care. The Center has nothing to do with the decision made by that office, nor can it influence the decision in any way.
- 14.2 Parents may apply to the ELCC Office to have their fees subsidized. Subsidy applications can be completed online at www.gov.mb.ca/childcare. Forms are also available from the Centre Director.
- 14.3 Parents are responsible for the full cost of care until the subsidy decision is received by the Center.
- 14.4 Parents are responsible for renewal of subsidy application. The Center will bill full fees if subsidy approval is expired.
- 14.5 Families who transfer from another center must inform the subsidy office of the start/transfer date of the child to the Center.
- 14.6 If evidence of subsidy approval is not presented prior to enrolment, parents are responsible for the full cost of care until subsidy approval is received by the Center. The account will be adjusted accordingly once subsidy approval is received. Payment will not be refunded to the family; a credit will be allocated to the account.
- 14.7 Full fees are charged if allowable absences are exceeded by the family, if subsidy is suspended and if the subsidy expires.

15.0 CARE DURING SUMMER MONTHS

- 15.1 Parents who do not require care during the summer months (July and August) may withdraw their child from the Center. A two-week written notice must be provided to the Director prior to end of school year. The Center does not guarantee a spot for anyone who withdraws for the summer months.
- 15.2 Parents who wish to maintain their childcare space during the summer months, whether or not the child attends, must pay their fees on time and regularly.
- 15.3 The Center does not sub-lease childcare spaces. There are no exceptions.
- 15.4 The Center fills spaces with children from the online waiting list
- 15.5 All parents are responsible to provide a hat, a water bottle, bug spray and sunscreen for their children during the summer months. These items must remain at the Centre and parents must ensure their children have access to them daily. Staff will assist children with applying the sunscreen and bug spray, but will not be responsible to provide these items or to remind parents of their responsibility.

16.0 ATTENDANCE

- 16.1 Parents must notify the Center before 8:30 am if child will not be attending.
- 16.2 If child is too sick to attend regular school classes or to participate in outdoor activities then child is too sick to participate in regular day care activities and therefore will not be permitted to attend.
- 16.3 Nursery/kindergarten children who attend the center for half days must arrange the time of attendance with the Director prior to enrollment. Changes to this schedule must be made with the Director. Two weeks' notice is required for changes to child schedules.

17.0 DAILY ARRIVAL AND DEPARTURE

School Age Centre (550 Harrow Street location). There is free parking on Ebby Street. Parents are welcome to use this street when dropping off and picking up from daycare.

Infant and Preschool Centre (611 Guelph Street). When dropping off and picking up your child, please park your vehicle in one of the designated parent drop off spots only. Be mindful of other parents who will be dropping off and picking up their children and only use spots for 10 minutes max. If you are planning to stay at the Centre longer than this, please park on the street. Please do not leave your car idling, we are an idle free zone. We ask that all parents abide by the rules with respect to parking.

Harrow Co-op Children's Centre Inc. provides emergent curriculum programming. There are routines, a program guide and schedules to maintain and follow. We ask that all parents show respect for the program and ensure their children arrive prior to 10:00 am. Children attending nursery and kindergarten during the morning hours, as well as grades 1-6 are required to arrive to the Center prior to 8:45 am. Any child arriving later than 8:45 am must be escorted directly to their classroom by the adult accompanying them.

- 17.1 Parents must drop off and pick up their own children unless they have made other arrangements with the Center. Parents must make sure the child is signed in by a staff member. The Center assumes responsibility for the child only after they have been signed in by the staff member.
- 17.2 When parents arrive to pick up their child, it is expected that the child leaves with them. The Center's responsibility for the care of the child shall cease when the parent or designated other arrives to the Center. The staff signs out the child and parent assumes responsibility for their child.
- 17.3 Upon registration, parents fill out a "permission form" for each child enrolled, assigning other people permission to pick up the child. Anyone given permission must be in at least 12 years old. Please make sure that anyone authorized to drop off and pick up the child knows about the sign in and sign out procedures.
- 17.4 Staff may ask to see identification of anyone picking up the child. Any person(s) the staff is not familiar with will be required to show photo ID or the child will not be released to them.
- 17.5 Please give the Center permission ahead of time when someone else other than primary caregivers are picking up the child.

- 17.6 If a parent/guardian requires a person not on the list to pick up their child a written notice must be provided to the Center. Verbal permission will not be accepted.
- 17.7 Children will not be released, regardless of age, unescorted from the Center.
- 17.8 The Center will not release the child to anyone who appears intoxicated or otherwise incapable of caring for the child. The Center will call the emergency contacts; if they cannot be reached, the Center will call Child and Family Services.

18.0 LATE PICK UPS

- 18.1 All children must be picked up by 6:00 pm.
- 18.2 If a parent picks up a child after 6:00 pm, they will be charged \$10.00 for every 0-5 minutes.
- 18.3 If an emergency arises and parents know they will be late, they should let the Center know immediately. Late fees will still be applied.
- 18.4 The Centre will assess late fees only until 6:30 pm. The staff on duty will make every attempt to reach parents or emergency contact person before 6:30 pm. At 6:30 pm the Center is required to call Child and Family Services Agency to apprehend the child. Parents must pick child up there.
- 18.5 All payments are to be made before child is reinstated into the day care. Appeals must be in writing within 24 hours to the Board of Director's. Payment must be made regardless of an appeal and if your appeal is granted all or part of your money will be refunded.
- 18.6 If the child is frequently picked up late, the Board may be consulted and parents may be asked to withdraw their child from the Centre.

See Schedule C for Late Pick-Up Policy.

19.0 FIELD TRIPS

- 19.1 All children are encouraged to take part in field trips arranged by the Centre. Field trips are planned to enhance the child's experience.
- 19.2 Parents may pick up or drop off their child from pre-arranged locations at specific times during field trips.
- 19.3 If a parent requests their child not attend a field trip they are required to inform the Center at least two days in advance. The Centre will try to accommodate the parents request by providing care in the Centre (if possible).
- 19.4 One blanket form will be signed for field trips upon registration. Spontaneous field trips may occur without notice. (i.e. walk in the neighborhood, to Grant Park mall, Carter Park, Fleet Park, Walmart on Taylor, etc.). These field trips are covered by the blanket form signed upon registration and additional permission form is not required.
- 19.5 Individual forms will be signed for any trips requiring transportation with a 24-hour notification

period of these trips.

- 19.6 Additional money from home is not permitted on field trips.
- 19.7 Parents will be notified in advance of all scheduled fieldtrips. Parents may be asked to cover any costs related to fieldtrips; the Centre will provide a donation receipt for those contributions. Written permission is required for participation in field trips.
- 19.8 While on a fieldtrip, the rules are congruent with what is expected of children at the Centre regarding the code of conduct and behavior management policy. Children's ages and developmental levels will be taken into consideration when guiding children's behavior. In the event of a problem with an individual child, the child will not be permitted to accompany the group on the next field trip. Parents will be notified on the day of the incident and will be provided an incident report.

20.0 INSURANCE

- 20.1 The Centre is open from 7:00 a.m. to 6:00 p.m. daily. Please do not ask staff to open the center prior to 7:00 am as we are not covered by insurance until that time.
- 20.2 The Center carries general liability insurance, but parents are encouraged to carry additional insurance for their child.

21.0 CLOTHING / TOILET TRAINING/ DIAPERS

- 21.1 Please send children suitably dressed to have fun. Children should not have to worry about getting their clothes dirty.
- 21.2 Please keep two extra sets of clothing in the child's locker at all times (pants, shirt, underwear, socks). This is necessary for all the children regardless of age. It is the responsibility of the parent to ensure that there always be a clean set of clothing available in the locker. All clothing should be labelled. Parents will be contacted should the child require a change of clothing and one is not available in their locker. Parents may be required to pick up their child.
- 21.3 Weather permitting, the children play outside every day. Please ensure that they have appropriate clothing. Winter weather requires hats, mittens (waterproof), neck warmers, snow pants, jacket and boots. Summer weather requires hats, shorts, splash pants, rain jackets, bathing suit and towel.
- 21.4 Harrow Co-op Children's Centre Inc. (Infant and Preschool Centre) accepts children who are not toilet trained. In order to help a child become fully toilet learned, it is necessary for the toileting routine to become consistent between home and day care. Toileting cannot be forced on to a child, but rather made into a pleasant experience. Each child will develop this ability at his/her own pace. Bathroom times are scheduled throughout the day to encourage training. Our staff will work with the families to help their child become toilet trained.
- 21.5 If your child is in diapers, you must make sure that you keep an adequate supply of disposable diapers, wet wipes, creams and at least two complete changes of clothing at the Centre.

*** Due to sanitary restrictions, we cannot accommodate cloth diapers.**

21.6 We reserve the right to charge \$1.00 per diaper used from Centre's reserve supply. This amount will be directly applied to your childcare bill.

22.0 LUNCHES AND SNACKS

Infant and Preschool Centre (611 Guelph)

***The Centre is dedicated to minimizing additional costs to parents, and would like to be able to provide snacks free of charge to all children enrolled. We are committed to cover the costs of snacks for everyone enrolled in the Infant/ Preschool Centre for the first 3 months of operation. We will re-evaluate the cost at the end of the 3-month trial period. If it is decided that snacks will no longer be provided free of charge, after the trial period, all parents will be informed. Parents will then be required to provide 2 snacks/ per day / per child, or purchase snacks from the Centre.**

* Please send formula, baby cereal and other infant foods if your child is not yet eating solids.

* If your infant and toddler requires a bottle before nap times or a pick me up throughout the day, please send additional milk with your child.

22.1 The Centre provides a variety of nutritious snacks twice a day. Although regulations require provision of only 2 food groups, Harrow Co-op continues to provide 3 food groups each snack. Milk will be offered at lunch time, and occasionally juice.

22.2 If your child has allergies they must be listed at the time of enrollment. If child develops any new allergies or food sensitivities during their time at the Centre, parents must notify the Centre in writing of the nature of the allergy (i.e. Develops rash etc.).

22.3 The Centre does not alter the snack menu to accommodate preferences.

22.4 The Centre does not serve peanuts or peanut products. Any nut products sent will be sent home.

22.5 The Centre does not permit hard candy, chocolate bars, chips, or carbonated beverages as they do not fit with the Centre's desire to teach children good nutrition. These items will be sent home.

22.6 There is clear evidence that childhood nutrition has a lasting effect on many aspects of health. Children need fresh, nutritional food and well-balanced meals. We encourage parents to send the following as lunch options:

- plenty of vegetables, legumes and fruits.
- plenty of cereals preferably wholegrain
- lean meat, fish, poultry and or alternatives.
- milks, yoghurts, cheeses and or alternatives.

Treats are not required, however, if you would like to send treats, please limit them to 1 treat preschool/ toddlers and 2 treats for school age. Additional treats will be sent home.

22.7 Parents who fail to provide a lunch for their child will be charged \$2.50 for each lunch provided. This will include a sandwich and a fruit. In the event of a child's refusal to eat the lunch provided the parent will be informed.

22.8 A microwave is available. Staff will heat up food if necessary. Please make sure containers are

clearly labeled and are microwave safe. Staff will not cut open cans or thaw out frozen food. Please do not send glass containers as they are not safe.

23.0 FOOD ALLERGIES

- 23.1 Peanut butter, all peanut and nut products are not allowed at the Centre at any time. The Centre will restrict other foods from the menu if children in the school have airborne allergies. See the child's room for other specific allergies.

See Schedule D for Anaphylaxis Policy.

24.0 ALLERGIES/ MEDICAL

- 24.1 All known allergies and medical conditions of any child entering the Centre must be disclosed at the time of that child's registration. The child's parents cannot withhold knowledge of any allergy or medical condition of a child.
- a) In addition to the disclosure of the existence of all allergies, the parents must fully and clearly explain both the nature of the allergy and the possible reaction.
- 24.2 If any allergic reaction may require the administration of any medical treatment (e.g. EpiPen, ventilator, etc) the parents must:
- a) Provide medical treatment for the staff to keep on the premises while the child is enrolled;
- and**
- b) Sign the medication form and a Unified Referral and Intake System (URIS) form.
- 24.3 If any allergy is either discovered or developed after the child has been enrolled in the Centre, the parents must alert the Director immediately.
- a) In the case on an allergy that requires medical treatment, the parent of the child must meet the conditions of clause 24.2
- 24.4 The Centre will make every attempt to accommodate any allergy and medical conditions, but reserves the right to refuse admission if the safety of the child or children of the Centre cannot be reasonably met. Please see anaphylaxis policy in safety plan.
- 24.5 Children are expected to be up to date in vaccinations.

25.0 SICK POLICY

- 25.1 If a child becomes ill during the day, parents or emergency contact will be contacted to come and pick up the child. The child must be picked up within 2 hours.
- 25.2 To ensure that corrective measures are taken to prevent the spread of illness, staff must be informed immediately if child has developed symptoms of an illness, or is diagnosed with a communicable disease.
- 25.3 If child becomes ill during school, child must be picked up from school. Sick children cannot stay at the Centre in lieu of going to school.

- 25.4 The Centre cannot care for Nursery, Kindergarten or School Age children when they are expected to be in school. If child becomes ill right before their program starts, staff will send them to class. The staff will inform parent and school teacher of the child's condition. Parent will be expected to pick up child from school.
- 25.5 Full day fees are charged for sick days. If parent is subsidized, they must contact the subsidy office and discuss child's illness with subsidy advisor. Subsidized sick time is not the responsibility of the Centre and is determined only by the subsidy office.
- 25.6 **Sick policy for common conditions are as follows prior to the child's return to the Centre:**

Skin Rash	The rash must be diagnosed and proper treatment has begun.
Diarrhea	After the second incident, the child must be taken home. The child must be free of diarrhea for 24 hours before returning to the Centre, and well enough to participate fully in the program.
Giardia(mucousy diarrhea caused by parasites)	The child may attend the Centre if they have been on medication for 24 hours.
Vomiting	The child must be taken home after the first incident in one day. The child must be free of vomiting for 24 hours before returning to the Centre, and well enough to participate fully in the program.
Elevated Temperature	When a child's temperature reaches 38.5 C or 101.4 F arrangements must be made to take the child home. The child may not return to the Centre until the fever is resolved.
Ear Infection	The child may attend the Centre after treatment has commenced, provided the child feels well enough to participate.
Infections being treated with antibiotics	A child may attend the Centre after 24 hours on medication or after the infectious period is over. i.e. Conjunctivitis (pink eye), strep throat, staphylococcal infection (impetigo), upper respiratory infection (bronchitis) has ended. All incidents of infectious illness will be posted on the door according to Early Learning and Child Care.
Scarlet Fever	The child may attend the Centre after 48 hours on medication.
Chicken Pox	The child may attend as long as the child feels well enough to participate in all daily activities.
Red Measles (Rubeola)	The child may not attend for at least 5 days after the appearance of the rash.
German Measles (Rubella)	The child may not attend for at least 7 days after the rash first appears.
Mumps	The child may attend after the swelling has disappeared, and the child feels well enough to participate in the daily activities.
Whooping Cough	The child may not attend for 3 weeks after the onset of the disease or for 1 week after starting appropriate antibiotic therapy.
Pin Worms	The child may attend the Centre if they have been on medication for 24 hours.

For further information on illnesses children may have, please refer to Manitoba Health.

- 25.7 If child has a communicable disease, parents must observe Public Health Regulations.

- 25.8 Child may be prohibited from participating in some water activities as required by Public Health Regulations. (Chicken Pox, warts, or any other open sores).
- 25.9 Staff has the discretion to refrain child from participating in any activity as they may see fit.
- 25.10 The Director, or in the director's absence, senior staff, have full responsibility for determining when a child should be sent home due to illness. A child can be considered too sick to stay at the Centre according to the following criteria:
- a) severe difficulty in breathing, severe emotional distress
 - b) child's persistent complaint of pain, sore throat, ear ache

26.0 LICE

- 26.1 To avoid the spread of lice, children with nits or lice in their hair will not be allowed to attend the Centre.
- 26.2 Children with nits or lice in their hair will be sent home and cannot return to the Centre that day and until the child's hair has been treated and all lice and nits are gone. When a child is sent home, parent will be charged for that day. When the child returns to the Centre, parents **MUST** consult with staff who will check the child's hair **before the parent leaves the building**.
- 26.3 When lice are found in the Centre, daily head checks will be conducted on all children until no lice or nits are found. Parent must remain until the child has been checked and cleared. The Centre will conduct checks until no lice or nits have been found for 14 calendar days.

27.0 BED BUGS

- 27.1 Parents are required to notify the Centre immediately if they notice signs of bed bugs in their home or on themselves or children. General notification will go out to families to ensure that precautions are taken to avoid infestations in other homes and the Centre. Additional information can be viewed at:
http://www.gov.mb.ca/fs/childcare/pubs/bedBug_e_web.pdf
- 27.2 In the case of a bed bug infestation in a family's home, the child will need to change into clean clothes (left at the Centre) prior to entering the program and change once again upon leaving. The Centre may require medical consultation for "bite marks" and a doctor's note to determine if the marks are in fact bed bug bites.

28.0 EMERGENCY EVACUATION PROCEDURES/ CONFINEMENT

- 28.1 If there is an emergency, all children leave through the closest exit. The staff member in charge of each group brings the attendance sheet and emergency phone numbers. If children cannot return to the Centre, they will be taken to Centre's Place of Shelter. Parents are notified immediately and asked to pick up children from either location. If the parent cannot be reached, the emergency person will be contacted.
- 28.2 In the event that the staff/children are confined to the school the staff would contact parents/emergency contacts to inform them. The children will be made as comfortable as

possible ensuring all basic needs are being met. (i.e. food, warmth). (Flashlights, a couple of blankets and a radio are available to keep updated of any situation that may occur.)

- 28.3 In the event of a fire drill or an emergency evacuation, parent is required to fully participate and follow the direction of the staff.

29.0 MEDICINE

- 29.1 Staff will only administer medicine currently prescribed by a medical doctor, in its original container, and according to the prescription instructions.
- 29.2 Parents must complete a medicine form to indicate the time and dosage of medication that is to be given.

30.0 MEDICAL EMERGENCIES

- 30.1 If child is involved in an accident or injury at the daycare which requires medical attention an ambulance will be called, and the parents will be notified immediately. If parent is unable to attend, parent is responsible arrange for an alternative person known to the child and the Centre to attend to the hospital or clinic. One (1) staff will remain with child until parent/guardian/pick up person shows up.
- 30.2 In the event that an ambulance is called parents are responsible for the cost of the ambulance.
- 30.3 Accident reports are provided to parents for other accidents not deemed extreme or minor. Parents have the opportunity to view the report when picking up child. The accident report stays at the Centre. A copy may be made upon parent's request.

31.0 CUSTODY PAPERS/ RESTRAINING ORDERS

- 31.1 The Centre will assume that both parents have access to the child unless legal written notice is provided.
- 31.2 If parents are legally separated or divorced, they are asked to submit proof of custody arrangements when child is registered at the Centre, or when circumstances change.
- 31.3 Please provide a copy of the access schedule for the non-custodial parent. If custody papers are not provided to the Centre, the Centre will release the child to the parent.

32.0 REQUEST FOR AFFIDAVITS

- 32.1 The Centre does not wish to be seen taking a position in domestic disputes. Because evidence is generally available by subpoena, it is the general position and policy of the Centre not to furnish affidavits to parents in domestic disputes.
- 32.2 When employees are asked to furnish an affidavit related to matters arising out of their job duties, then the request is to be communicated to the Director. Staff will be required to attend

court or court proceedings only if subpoenaed (unless the subpoena is rendered void before the appearance).

The Centre follows the Early Learning and Child Care (ELCC) protocol “Understanding Custody Arrangements and Court Orders Issued by the Criminal or Family Law Courts.”

33.0 TOYS FROM HOME

- 33.1 Fridays are designated toy days at the Center. Children may bring a toy from home on Fridays.
- 33.2 Toys must be non-violent. If a toy or game has weapons or is considered too violent the staff will take it away from child. The toy/ game will be returned when child goes home.
- 33.3 Reading material is acceptable unless they are deemed to be associated with action figures, violent in nature or associated with computer/Sega/Nintendo games not suitable for the Center.
- 33.4 Electronic devices such as children’s cameras, video recorders, Nintendo DSI, cell phones, personal cameras and all other devices capable of taking pictures, and/or videos will not be permitted to be used at any time as they violate personal privacy as well as the Center’s code of conduct.

34.0 PROGRAMS

- 34.1 The Centre has a well-planned program which enhances children’s growth and development in all areas. As this is not a drop off centre, all children (infants, toddlers, preschool and school age children) are expected to arrive by 10:00 am the latest. We ask that parents respect our program and expectations and drop off their child before 10:00 am.
- 34.2 The Centre follows Emergent Curriculum. Staff observe the children and provide activities based on their needs and interests. Active and quiet play activities, cleanup, snacks, lunch and nap time (infant and preschool program only) are provided daily.
- 34.3 Staff to child ratios is determined as follows:
- School Age Rooms (6 to 12 years) 1 staff to 15 children
 - Preschool Rooms (2 to 6 years) 1 staff to 8 children
 - Toddler Room (18 – 24 months) 1 staff to 4 children
 - Toddler Room (2 to 3 years) 1 staff to 6 children
 - Infant Room (3 months to 2 years) 1 staff to 4 children

When preschool/ nursery/ kindergarten is combined with school age children a formula is used to determine the number of children per staff member.

- 34.4 Cribs, mats/ cots are provided for naps. Please provide a labelled blanket and item of comfort (stuffy/ teddy bear). The blankets and items of comfort will be sent home to be washed by parent each Friday. Parents are responsible to return them each Monday. The length of nap time is flexible. If parents have concerns, please talk to staff.
- 34.5 The Centre provides lockers for children to store personal belongings. The Centre is not

responsible for lost or stolen items.

- 34.6 The School Age Centre is located inside Harrow School. Harrow School provides nursery, kindergarten and grade 1-6 programs.

Please see Schedule E for Harrow School Program information.

35.0 TRANSPORTATION

- 35.1 Children will be transported by public transportation or rental buses for field trips.
- 35.2 Staff vehicles are not used to transport children.

36.0 RUN AWAY

- 36.1 It is the responsibility of the Center to provide for the care and safety of the entire group, and the Center staff cannot leave the group to chase/find a child who leaves/runs from the Center. Please ensure your child understands that leaving the Center or playground alone is not an acceptable option.
- 36.2 In the event of an exceptional circumstance, if a child does run off from the group or the Centre, staff will do all they can, to the best of their abilities, to keep the child safe. Immediately, the parent will be contacted and will be advised of the situation. The parent will be expected to come help with the search.

37.0 BEHAVIOUR MANAGEMENT

Regulations of the Early Learning and Care Program of the Province of Manitoba. Section 11(1) Guidance – Prohibited forms: A license shall not permit, practice or inflict any forms of physical punishment or verbal or emotional abuse upon, or the denial of the physical necessities to, any child in attendance at the child care center.

Each child is a unique individual and has feelings and needs that must be respected. Children in group care face numerous and various situations. Children are encouraged to learn how to express their feelings in an appropriate manner.

Preschool and School Age:

- 37.1 Staff will help children discuss concerns with one another when possible, it is important for children to begin to learn empathy. Children learn what they observe; we always do our best role model positive behavior by using soft speaking voices and kneeling to the child's level when speaking with them.
- 37.2 It is important for children to solve problems on their own. If adult intervention is required, we allow preschool and school age children to tell each other how they are feeling or explain their behavior.

Infant and Toddler Programs:

- 37.3 Follow daily routines to provide children with a sense of security and enable them to anticipate the change. Warnings are provided to remind children of the upcoming change.
- 37.4 If the situation arises where the child's behavior is not acceptable, the staff will use the following techniques:
- Redirection – The child will be removed from the situation and guided to another activity.
 - Labeling – Pointing out the emotions, feelings, and reactions of all children involved.
 - Ignoring – This is done when a child displays an unwanted behavior that is disruptive but non-threatening to themselves or others.

See Schedule F for Behavior Management Policy.

See Schedule G for Incident Reports

38.0 INCLUSION POLICY

See Schedule H for Inclusion Policy.

39.0 PUBLIC SPACE AND INDIRECT SUPERVISION POLICY

- 39.1 Visitor access is controlled and monitored in the School Age and Infant/ Preschool Centre.
- 39.2 The School Age Centre occupies space in an area used by a number of different groups, such as volunteers, service people, school staff and custodians. Parents must read, understand and sign the Indirect Supervision Policy attached to the registration package

See Schedule I for Indirect Supervision Policy.

40.0 CODE OF CONDUCT

- 40.1 Parents are expected to respect the Centre staff and also the work with which they have been entrusted. Verbal or physical abuse from parents, pick up person or any other individual (including children enrolled in the center) will result in immediate expulsion from the center.
- 40.2 Any concerns regarding staff should be reported to the Director. The Director investigates conflicts which arise between parents and staff. The Director has the authority to require parents to withdraw their child from the Centre and may consult with the Board of Directors.
- 40.3 Parents must read and follow the Centre's Code of Conduct

See Schedule J for Code of Conduct.

41.0 THEFT OF PERSONAL PROPERTY

- 41.1 The Centre is not responsible for any theft of, loss of, or damage to a child's personal property while the child is in the care of the Centre or at any other time.

42.0 HARRASMENT POLICY

- 42.1 Parents must read, understand, follow and sign Harrow Co-op Children's Centre Inc. Harassment Policy.

See Schedule K for Harassment Policy.

43.0 SAFETY PLAN

- 43.1 The Centre has an approved Safety Plan located in the office. Parents are welcome to read it at any time.

44.0 TECHNOLOGY POLICY

- 44.1 Parent must read, sign and follow Harrow Co-op Children's Centre Inc. Technology Policy.

See Schedule L for Technology Policy

45.0 CHILD ABUSE POLICY

- 45.1 In the event of suspected abuse or disclosure from a child; The Centre will maintain a written record of any incident, which affects the health, safety or well-being of a child, and keep it in their file. If it becomes necessary, these records will be made available to a Child and Family Agency. We are required by law to report suspicions that a child might be in need of protection.
- 45.2 Staff making a report will follow the procedures outlined in the manual "Child Protection and Child Abuse - A Protocol for Child Care Worker's, 1991."

46.0 RESEARCH POLICY

- 46.1 Any requests for research or other projects shall be submitted to the Director for approval. If approved, the parents will be provided with consent forms to sign; giving permission for their child to be observed, interviewed, filmed or assessed as part of the project.

47.0 STAFF CRISIS POLICY:

- 47.1 If a crisis in staffing due to employee illness or unforeseen circumstances should arise, the Centre will make all efforts to have all employees available including substitutes to operate the

center. Staff will be asked to work overtime to accommodate as much as possible.

- 47.2 Should there be a lack of employees to operate, parents will be contacted as soon as possible to find alternate care for their children. Parents with flexible hours will be asked to pick their children up or arrive later with their children to accommodate staffing.
- 47.3 The center may open/close at a reduced time frame. Parents will be notified. Parents may be denied care if the Centre cannot meet ratios.

48.0 VOLUNTEER TIME AND VOLUNTEER EXPECTATIONS

- 48.1 As a Co-op; the Center depends on parents and guardians to support the program by volunteering. Parents can volunteer doing various duties and jobs for the Center.
- a) Parents can volunteer during field trips (if volunteers are required). Proof of current and clear Criminal Record Check and Child Abuse Registry is required.
 - b) Parents can help fundraise for the Center by actively participating in the fundraising events which are held throughout the year. Parents who wish to participate as non-active fundraisers may donate money in lieu of participating.

See Schedule M for Volunteer Expectations.

49.0 RELATIONSHIP WITH STAFF POLICY

Personal relationships with families often lead to issues of perceived favoritism and a lack of privacy and personal life for staff. We want families to develop a respectful and professional relationship with all staff. Confidentiality is of utmost importance, any staff member or parent who breaches confidentiality will be immediately removed from the Centre.

- 49.1 Staff are not permitted to accept individual gifts from families. This is perceived as favoritism. On special occasions, parents may bring a gift which can be shared amongst all staff or individual gifts for each staff.
- 49.2 Please do not invite staff to children's birthday parties or ask staff to baby sit.

See Schedule N for Dealing with Controversial Issues.

SCHEDULE A BOARD OF DIRECTORS, BOARD MEETING AND AGM:

All parents are encouraged to attend board meetings. The Board shall meet no less than once every five weeks except during the months of July and August. Individuals interested in participating on the board should express their interest to the Executive Director. The Director will be able to provide further information regarding the board structure, job descriptions, duties and code of conduct for all board members.

The Board of Directors shall be made up of between 3 – 8 parent/members, elected by membership. There must be a quorum of 3 board members present to conduct business. A minimum of 20% of board members are to be parents of children attending the center. A quorum of board members may by majority vote to fill a vacancy on the board.

The Board of Directors has legal duties which they must follow:

- **Duty of Due Diligence:** Board members must be informed, attend and contribute regularly.
- **Duty of Loyalty:** Board members must act with honesty and in good faith; maintain solidarity and avoid conflict of interest.
- **Duty of Confidentiality:** Board members must respect the organization and its policies, the children and the staff and maintain confidentiality at all times.

No board member may be an immediate relative of an employee of the center. Board members must keep their accounts up to date by paying their fees on time. Special consideration is not given to any Board Members.

The annual meeting must be held every 12 months for the purpose of considering the annual report of the directors, the financial statements, the auditor's report, the election of the directors and the appointment of the auditors.

The board can call a general meeting at any time giving two weeks' notice to all members. The membership can also call a general meeting if it is the will of 25% of the membership. To conduct business at a general meeting a quorum of either 50% of the membership or the full membership of the Board plus three general members must exist.

Every member is entitled to one vote at the Annual Meeting and at all General Meetings. The signing officers of the Cooperative may execute and deliver proxies.

SCHEDULE B REGULAR FEES

Program	Regular Daily Rates per Child	In-Service, Holiday and School Holiday Rates per Child	Care for over 10 hours per child ** this amount applies 1 minute after care of 10 hours is reached.
Infant	\$30.00	\$30.00	\$15.00 plus regular daily fees
Pre-school	\$20.80	\$20.80	\$10.40 plus regular daily fees
Nursery	\$20.80	\$20.80	\$10.40 plus regular daily fees
Kindergarten	\$20.80	\$20.80	\$10.40 plus regular daily fees
Grades 1-6 (2-3 slots/ day)	\$10.30	\$20.80	\$10.40 plus regular daily fees

SCHEDULE C LATE PICK-UPS

All parents and children must be out of the daycare center by 6:00 p.m. sharp. **If a parent is late picking up their child late charges will be as follows:** for every 0-5 minute interval, a charge of \$10.00 will be charged to the parent (i.e.) if you pick your child up at 6:01 you will be charged \$10.00 and if you pick up at 6:08 you will be charged \$20.00 etc). The maximum amount charged would be \$60.00. **All payments are to be made before your child is reinstated into the daycare.** Appeals must be in writing within 24 hours to the Board of Director’s. Payment must be made regardless of an appeal and if your appeal is granted all or part of your money will be refunded. If staff are unable to notify the parent/guardian or emergency person child and family services will be called at 6:30 p.m. to pick up your child.

Dear _____:

AS YOU ARE AWARE YOUR CHILD WILL NOT BE PERMITTED TO ATTEND THE CENTRE UNTIL LATE FEE PAYMENT IS MADE.

ON (DAY & DATE)_____ YOU PICKED UP YOUR

CHILD(REN) _____ AT _____ P.M.

YOU OWE THE CENTRE (HARROW CO-OP CHILDREN’S CENTER) \$_____.

IF YOU ARE UNSURE OF YOUR CHARGES PLEASE REFER TO THE ABOVE POLICY.

THANK YOU FOR YOUR ANTICIPATED COOPERATION.

STAFF SIGNATURE _____ DATE _____

SCHEDULE D ANAPHYLAXIS POLICY:

Responsibilities of the parents of a child with anaphylaxis:

- Tell the Center director about the child's allergies and needs.
- Provide their child with an up-to-date auto-injector. If it is not developmentally appropriate for the child to carry it, parents should confirm the auto-injector is in a specified location (safe, UNLOCKED location accessible only to the adults responsible), or on the person of the adult responsible for the care of the child.
- Make sure their child has and wears a medical identification bracelet.
- Submit all necessary documentation as required.
- Provide the child care center with adrenaline auto-injectors before the expiry date.
- Make sure that auto-injectors are taken on field trips.
- Participate in the development of a written *Individual Health Care/Emergency Response Plan* for their child, which is updated every year.
- Be willing to provide safe foods for their child, including special occasions.
- Provide support to the facility and staff as required.
- Teach their child (as developmentally appropriate):
 - to recognize the first signs of an anaphylactic reaction
 - to know where their medication is kept and who can get it
 - to communicate clearly when he or she feels a reaction starting
 - to carry his or her own auto-injector on their person (for example, in a fanny pack)
 - not to share snacks, lunch or drinks
 - to understand the importance of hand washing
 - to report bullying and threats to an adult in authority
 - to take as much responsibility as possible for his or her own safety

Responsibilities of all parents:

- Cooperate with the child care center to eliminate allergens from packed lunches and snacks.
- Participate in parent information sessions.
- Encourage children to respect the child with a known risk of anaphylaxis and center policies.
- Inform the staff before food products are distributed to any children in the center.

SCHEDULE E HARROW SCHOOL PROGRAM

HARROW SCHOOL PROGRAM:

Harrow School will be responsible for children attending their programs at these times unless participating in a full day event with the school:

- ½ day Kindergarten 8:55 - 11:30 a.m. ½ day Nursery 12:55 - 3:30 p.m. **may change
- Full day Kindergarten and School Age 8:55 am - 12:00 noon and 12:55 - 3:30 p.m.

RELEASE OF CHILDREN TO SCHOOL AND ARRIVAL OF CHILDREN FROM SCHOOL:

Departing to school (Before School Care):

When the school bell rings, children line up and are dismissed from the daycare. Staff mark all children out on the attendance sheet at the point that they exit the Centre. Full day Kindergarten, and grades 1 – 6 walk down the hall independently and are expected to go straight to their classrooms. The children are no longer under the care of the Centre and the school becomes responsible for them.

Lunch time:

When the school bell rings, children return to the Centre to eat their lunch. Upon arrival to the Centre, the staff mark the children in on the attendance sheet. At that time, the children become the responsibility of the Centre. When the school bell rings, children line up and are dismissed from the daycare. Staff mark all children out on the attendance sheet and children walk down the hall independently until they reach their classrooms. Children are no longer under the care of the Centre and the school becomes responsible for them.

* Note: If your child attends the school lunch program, they are expected to go to the lunch room where attendance will be taken by the lunch room supervisor. When the bell rings, they are expected to return to their classroom.

Arriving from school (After School Care):

Children are dismissed from school once the school bell rings. They are expected to return to the Centre where a staff will mark them in. Once the child is marked in, the Centre becomes responsible for them. If after 5-10 minutes your child does not arrive at the Centre, a staff will first call the school office to ensure that the child was in attendance. Once attendance is confirmed, a staff will contact you immediately to notify you that your child has not arrived to the Centre. Parents will be asked to help with the search of the child.

Children in ½ day Kindergarten and Nursery are walked to and from their classrooms daily by a Centre staff.

EXTRA CURRICULAR ACTIVITIES:

When children participate in extra-curricular school supervised activities, clubs, school lunches, patrol etc. the Center must be aware of the days and times. Parents are responsible to either verbally inform or provide a written note informing the Center of their child's participation in such events. It is understood that in these circumstances, children are discharged from care and that the Centre accepts no liability or responsibility for the children once they are released to attend these events. In the event that a parent has not provided the Center with permission, the staff will verify participation in these events through the school permission letter. ***Children enrolled in after school events are expected to participate until event ends. *** On school hot lunch days children are the responsibility of the school. The Center staff will go outside to assist in supervision at 12:30 unless children remain in the school, then staff will join the classrooms to help.

SCHOOL SUSPENSION POLICY:

It is the policy of the Centre not to permit children who have been suspended from school to attend the Centre during the school hours of suspension. Parents must be aware of this policy and cannot request care during the school suspension hours as this will not be provided.

GUIDANCE — PROHIBITED FORMS

Section 11(1)

A licensee shall not permit, practice, or inflict any form of physical punishment or verbal or emotional abuse upon, or the denial of any physical necessities to, any child in attendance at the child care centre.

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.

The Centre's staff is committed to non-violence as well as helping children develop a positive self-concept, we **DO NOT**:

- Strike the children.
- Verbally, physically or emotionally abuse children
- Use inappropriate language near the children.

Guidelines for behavior management at the Centre:

- a) Support and Explain – Support the child in the appropriate use of the equipment/ activities. i.e. “try pouring the water in the cup, when water falls on the floor, it makes the floor slippery. Someone might fall and hurt themselves.”
- b) Caution and Warn – i.e. “The water needs to stay in the water table. If you can't keep the water in the table, you will have to play somewhere else.”
- c) Redirect – i.e. “The water table doesn't seem to be the place for you right now. Let's go and find something else for you to do. “
- d) Remove and Isolate –
 - to an adult's lap within the group (younger children)
 - to appropriate play in another area of the Centre
 - a supervised “away from it all” space if needed

Various circumstances may result in the child being removed from a group or area:

- a) Continuous inappropriate use of language, food, materials, i.e. “We do not like to hear those words at the snack table. When you are finished being rude, talking silly, etc., you may join us again”
- b) Continued behavior inappropriate for the situation. i.e. “Those children are listening to the story. When you talk loudly, they cannot hear”.
- c) Incident of physical aggression. The child will be removed from the room with staff communication and supervision until the child is ready to return to the room.

List of unacceptable behaviors:

- a) All forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments,

actions or visual displays that are intentional, hurtful and repetitive.

- b) Harassment, including behavior that degrades, demeans, humiliates or embarrasses someone.
- c) All forms of abuse (sexual, physical, or psychological) including verbally, in writing or otherwise.
- d) Discriminating against any person or group because of their race, color, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender determined characteristics, sexual orientation, marital and family status, source of income, physical or mental disability.
- e) Action that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone.
- f) Any involvement in gangs, possessing a weapon and substance abuse.
- g) Purposeful destruction of property of the daycare, school or others.
- h) Absolute refusal to listen to staff, lying or inappropriate language.
- i) Leaving the daycare premises without consent.
- j) Other ongoing behaviors that interfere with the wellbeing of other children.

* Continued occurrences of any of the above behaviors may result in suspension of the child from the program.

** Assaulting a staff member, possessing a weapon and substance abuse, will result in immediate suspension - no warnings will be issued.

*** If a child purposefully destroys something not belonging to them, they will need to work together with the center and their parents to ensure proper care of toys and equipment.

The Centre's procedure for dealing with the above list of unacceptable behavior is as follows:

- a) A letter will be sent home with the parent/guardian each time an incident occurs outlining details of the concerning behavior(s). This letter will need to be signed and returned the following day before your child is permitted to attend daycare.
- b) If the behavior occurs a second time the child will be suspended from the daycare center for two (2) days. A meeting will be set up and must take place with the parent/guardian before the child returns to the center. The purpose of the meeting is to outline a plan of action to prevent this from occurring again. The board of directors will be informed of the situation at this point.
- c) If the behavior continues to occur the child may be asked to leave the center permanently. The board will make this decision.
- d) The child will have this record removed from their file after 3 months without the concerning behavior occurring.

SCHEDULE G INCIDENT REPORT

Harrow Co-op Children’s Centre Inc. – Behavioral Incident Report Form

**Continue on back if necessary*

**If the injury was precipitated by another child, do not record their name as per privacy legislation*

Child’s Name: _____ Date: _____

Time of Incident: _____ Location: _____ Witness: _____

Relevant background information leading up to the incident: _____

Describe the incident: _____

Describe the impact of the incident:

Injuries to another child Staff injuries Property Damage Other

Details: _____

Child’s response to the incident: _____

Staff response to the incident: _____

Discussed with Parents?

No Yes: Which Parent, Which Staff, Date of Discussion, Parent’s Response: _____

Board Notified: Not Necessary Notified (Which member/when) _____

Follow-up Plans: _____

Staff’s Signature

Parent’s Signature

Director’s Signature

Completed form to be placed in the child’s file

SCHEDULE H INCLUSION POLICY

Children are our future. The Centre respects and supports the right of every child and their family, regardless of ability, to participate in activities, as full members of families, communities and society. The Centre supports the full inclusion of children who require additional support because of a physical, cognitive, social or emotional need. The Centre helps children develop friendships, a sense of belonging and respect for dignity and equality.

The Centre supports families and develops relationships based on trust and respect. We encourage parents to participate in the program by serving on the board of directors and include families in decision-making processes. The Centre works together with professionals who can provide their experience and knowledge of child development.

All Center employees are actively involved with all children in their care. The staff is committed to learning more about child development and various disabilities and receives professional development training in current areas of child development, research, theory and practice.

We believe that each child deserves an environment and experiences that promote growth in all areas of his or her development; therefore, we provide access to all equipment and activities to make learning experiences positive for all children. We consider each child's abilities and help them develop to their fullest potential.

*** In exceptional cases because of certain physical limitations of our building and space we may not be able to provide a program that serves the best interests of all children. Each situation will be looked at individually.

SCHEDULE I INDIRECT SUPERVISION POLICY

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

Direct supervision refers to when staff are directly in the same room/area and able to see and/or hear your child. Children are always directly supervised while outside. Preschool (including kindergarten) children are always directly supervised.

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

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

Going to Washrooms

The school age children use the washrooms in hallway near the main school entrance and the washrooms in the hallway close to the Rec Room. When they are in the playground, they use the washrooms closest to the building entrance. There are scheduled group washroom times but the school age children may use washrooms independently and not be directly supervised by the staff.

- Children must tell the staff before leaving the room or playground and tell the staff when they return. The children also take another child with them.
- Staff must write the children's names and the time they left on their list of children. Staff must monitor the time and watch for their return.
- If the children take too long (more than 5 minutes), the staff goes to look for them. When necessary to maintain staff-child ratios, the staff in the room may contact a staff in another area to go check on them.

Moving Between Child Care Areas

- School age children usually move between child care areas as a group with a staff. At times, school age children may go to go between the Gym/Rec Room and daycare rooms by themselves.
- Children must tell the staff before leaving the room and tell the staff when they arrive in the other area. The children also take another child with them.
- Staff contact each other to expect the children and when they arrive at the other area.
- Staff must write the children's names and their location on their list of children.
- If the children take too long (more than 3 or 4 minutes), the staff goes to check on them.

When children are playing on the outdoor playground, they (children in grades 1-6) are permitted to return to the **daycare / school** to use the washroom unsupervised. In all of these cases, it is understood that the children involved will go directly to the location and return directly back to the center staff. Parents are advised to be aware of this policy when registering their children, and discuss with the children the importance of compliance, as it is understood parents will have read this policy manual and taken into consideration this policy when registering their child/ren.

School age children will also be indirectly supervised when they go to their classrooms (to do homework, help teachers etc.), participate in school events (i.e. patrol, phones, field trips etc.) and when they go from the room to another play area (gym/rec room/indoors/outdoors)

Kindergarten children considered a school age child will have the same privileges as school age children.

Should you have any concerns with the procedures described above, please discuss them with the Director.

HARROW CO-OP CHILDREN’S CENTRE INC. CODE OF CONDUCT

At Harrow Co-op Children’s Centre Inc., 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:

- management and staff enrolled
- children, parents/guardians of children enrolled
- all others involved with our Centre.

Guiding Principles for Appropriate Behavior

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 material.

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.

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

Unacceptable Behaviours

The following behaviors by children, staff, parents and others involved in the 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 behaviour 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 or harm, including violent physical acts (with or without a weapon) and threatening someone
- any involvement in gangs or possessing a weapon will not be tolerated at the centre.

- an immediate suspension will follow the discovery of any type of weapon that may be used to cause bodily harm, substance abuse or assault on a staff member.

Appropriate Use of Technology

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

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 center 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
- modeling and encouraging appropriate behavior

Consequences for Inappropriate Behaviour

We will consistently respond to inappropriate behaviour by children, parents, staff and others involved in our center 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 labeling the person
- responding sympathetically and acknowledging feelings
- establishing natural, logical consequences

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

- using behavioral 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 Center
- contacting the police and/or child and family services (CFS), if the behaviour is illegal such as abuse or assault.

SCHEDULE K HARRASMENT POLICY

RESPECTFUL WORKPLACE POLICY

OUR COMMITMENT

Harrow Co-op Children’s Center Inc. is committed to maintaining a respectful workplace, free from harassment and discrimination, where employees can feel safe and where they are treated fairly, creating the freedom to focus on getting work done. We believe that diversity, acceptance of differences, and respect for others creates a working environment where people can have opportunities to make the best use of their skills, abilities and talents.

Harrow Co-op Children’s Center Inc. will not tolerate or condone any form of harassment or discrimination. It is the responsibility of every employee to conduct him/herself in a manner consistent with this policy.

WHAT IS HARRASMENT AND DISCRIMINATION? Harassment is defined as any unwelcome and offensive comments, behaviours or actions which may be deemed, by a reasonable person, to be offensive, abusive, humiliating, demeaning, or cause loss of dignity. The unwelcome comment or conduct does not have to be directed towards a specific person to be considered offensive. This includes, but is not limited to:

- Swearing
- The use of foul or profane language
- Name calling
- Inappropriate gestures

Sexual Harassment includes, but is not limited to:

- Verbal abuse including sexually suggestive remarks, jokes, innuendoes, or taunting
- about a person's body, attire, age, marital status etc.,
- Displaying of pornographic, sexually explicit, offensive or derogatory pictures,
- Practical jokes which cause embarrassment or awkwardness,
- Leering or other gestures,
- Requests for sexual favours, and,
- Unwelcome and unnecessary physical contact such as touching, pinching, patting, hugging, or sexual coercion, where an employee who refuses to submit to a social or sexual demand is penalized by loss of a job, raise, or employee benefit.

Discrimination includes treating people unfairly based on their:

Ancestry	Race
Ethnic or national origin	Citizenship
Political belief, association or activity	Religion or creed
Marital or parental status	Family status
Gender/ Sex (including pregnancy)	Age
Source of income	Place of residence
Sexual orientation	Physical or mental disability
Language	

WHAT IS NOT HARASSMENT? Reasonable, actions by managers or supervisors to help manage,

guide or direct workers or the workplace are not harassment. Appropriate employee performance reviews, counselling, coaching or discipline by the supervisor or Executive Director is not harassment.

RESPONSIBILITIES

Employees' Responsibilities: Every employee has the right to work in an environment free of harassment. All employees have the responsibility to treat each other with respect and to speak up if they or someone else is being harassed, or being treated with disrespect. All employees have a responsibility to report harassment, as soon as possible, to the appropriate person at Harrow Co-op Children's Center Inc.

Employees are responsible to co-operate in the investigation of a harassment complaint. All employees are responsible for respecting the confidentiality of anyone involved in a harassment complaint. Anyone who investigates or gives evidence in a complaint investigation is asked to keep details confidential until the investigation is complete.

All employees have the right to file a complaint with the Manitoba Human Rights Commission. A complaint must be made within six months of the date of the last incident of harassment. To file a complaint or obtain information from the Manitoba Human Rights Commission, call 204-945-3007 or 1-888-884-8681.

Employers', Supervisors', Managers' Responsibilities: As an employer, *Harrow Co-op Children's Center Inc.* will ensure, as much as possible, that no employee is harassed in the workplace. *Harrow Co-op Children's Center Inc.* will not tolerate harassment and will take corrective action regarding any employee who harasses another employee. *Harrow Co-op Children's Center Inc.* will not tolerate any retaliation against anyone who has lodged a complaint or who has given evidence in a complaint investigation.

Managers/supervisors must set an example for appropriate workplace behaviour, and must address situations of harassment immediately on becoming aware of them, whether or not there has been a complaint. Each manager/supervisor is responsible for fostering a safe, respectful work environment, free of harassment. All employees, clients, suppliers and contractors will be treated with respect. A mutual level of respect is expected from clients, suppliers, and contractors.

We will not disclose the name of a complainant or an alleged harasser or the circumstances of the complaint to anyone except where disclosure is:

- Necessary to investigate the complaint or take corrective actions
- Required by law

This policy does not discourage or prevent anyone from exercising their legal rights.

PROCESS: Employees have the right and are encouraged to take direct, assertive action should they experience harassment, or discrimination.

Informal Process: The first thing you must do is tell the alleged offender that you find the behaviour offensive and unwelcome, and that they should immediately stop such behaviour. You can do so this in person or in writing. Telling the person to "stop" may be difficult to do, but frequently it is the most effective means of eliminating the problem. If you feel unable to deal with him or her directly, you can speak to your supervisor or the Executive Director. Your supervisor may speak to the alleged offender. Your supervisor may also arrange for mediation, in which a neutral third party helps the people involved

reach an acceptable solution.

Formal Process: If the informal round does not succeed, record the dates, times, locations, witnesses and nature of the incidents, particularly any incidents subsequent to the alleged offender being told the behaviour is offensive. Seek assistance and support from your supervisor or manager. Management will investigate any complaint of harassment or discrimination quickly and as confidentially as possible, and will let both parties to any complaint know the outcome of any investigation.

The following process will be followed:

- The employee claiming harassment/discrimination should submit the complaint in writing to any member of the management team. **Include the following information: what happened, when, where, what was said, who said what, witnesses, what you did at the time**
- Management will notify the alleged offender of the complaint, and will provide him/her with information concerning the circumstances of the complaint
- The alleged offender will be given an opportunity to respond to the allegations outlined in the formal complaint
- Management may attempt to resolve the matter through discussion, or may initiate a formal investigation
- If necessary, a formal, confidential investigation will be conducted by an outside, impartial investigator, and findings will be reported to management
- Management will inform the person lodging the complaint and the person being complained about of the results of the investigation

If, based on the balance of probabilities, the evidence supports the complaint, management will do whatever is necessary to stop the harassment/discrimination, and take disciplinary action up to and including dismissal of the individual responsible for the harassment/discrimination, as appropriate.

If the evidence does not support the complaint, no repercussions will occur for the person filing the complaint, if the complaint was filed in good faith.

All incidents and complaints will be taken seriously, but employees should remember that frivolous or unfair complaints are disruptive and unacceptable. Any employee, who is found to have filed a complaint that is considered frivolous, or that was filed with malicious intent, will be subject to disciplinary action and dismissal.

RETALIATION: Anyone who retaliates in any way against a person who has complained of harassment, given evidence in a harassment investigation or been found guilty of harassment, will be considered to have committed harassment and will be subject to corrective actions.

EDUCATION: Harrow Co-op Children's Center Inc. commits to making sure all employees and managers learn about harassment and understand our harassment policy.

MONITORING: Harrow Co-op Children's Center Inc. will monitor this policy and make adjustments whenever necessary. If you have any concerns with this policy, please bring them to the attention of the Executive Director.

NOTE: No record of the complainant, investigation or decision will go in the employee's personnel file if the complaint was made in good faith.

SCHEDULE L TECHNOLOGY POLICY

When using a computer and electronic devices children 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 center'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 center's permission.

Supervision and monitoring: Authorized employees of the Center 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 to the police if it is criminal in nature.

Use of Cell Phones and Other Personal Electronic Devices: Electronic devices such as cameras, video recorders, Nintendo DSI, cell phones, personal cameras and all other devices capable of taking pictures, and/or videos will not be permitted at the Center as they violate personal privacy as well as the Center's code of conduct.

- Children are not permitted to carry cell phones while attending the Centre. Director must grant permission; if a child must carry a cell phone for security reasons. The phone must be kept turned off and in the child's backpack at all times; otherwise, phone will be confiscated.
- Staff do not use cell phones and other personal electronic devices when they care for and supervise children. If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the Center or a child's parents.
- Information about the children, parents, staff and the Center (including photos or videos) are not to be posted on:
 - Social networking web sites (for example, blogs, My Space, Facebook, etc.)
 - Public networking or file sharing sites (like Photobucket, Flickr, You Tube, etc.)
 - Any other type of internet website
- Staff do not accept children or parents as "friends" or "buddies" when using social networking sites such as Facebook or MSN.
- Volunteers are expected to keep their cell phone off and locked away. Personal cameras and video recorders will not be permitted.

SCHEDULE M VOLUNTEER EXPECTATIONS

This information sheet has been developed for the following individuals:

- parents who wish to volunteer on fieldtrips or during school year
- high school students who volunteer for credit hours
- individuals who wish to enroll in the Early Childhood Education Program at either Red River College or University of Winnipeg/ Manitoba and require a minimum 20 volunteer hours.

Please read this information sheet carefully. This form explains what the Centre expects from their volunteers while on volunteer duty.

Should you have any questions, please direct your questions to the Director or the senior staff.

WE DO NOT:

Use physical punishment against children.

Emotionally abuse or berate the children.

Deprive the children of food or physical comforts

Use excess isolation as a punishment. (Unless food is thrown, then it is taken away)

WHILE ON DUTY AS A VOLUNTEER, YOU MUST:

Adhere to and follow Centre rules, policies and by-laws. Inform senior staff of your scheduled volunteer hours... ie... when you are expected to start and finish volunteering for the day.

Understand that employees respond first and that you can assist **if you are asked or needed.**

Stay in your assigned group. While on a fieldtrip or at the Centre, stay with your assigned group at all times. Inform a staff member before you intend to leave the group and when you have returned to the group.

Understand that you cannot leave the group/ room with your own child/ children at any time during the time that you are a volunteer (unless otherwise approved ahead of time).

Participate with the staff in the planned activities.

Understand that you will not be left alone with any children and you will not be counted as part of daycare staff ratios.

Take a break when a break is arranged for you. Usually, volunteers will take a break at the same time their group leader takes a break.

Be aware of the environment and individual children at all times and adjust supervision accordingly.

- Scan the room / area
- Count children
- Ensure areas not visible are supervised at all times

Keep cell phones off and locked away. Our staff do not carry cell phones on their person or use cell phones and other personal electronic devices when they care for and supervise children. Volunteers are expected to follow Centre rules.

Understand that smoke breaks or coffee breaks are not provided in addition to the lunch break. Please do not ask to receive additional breaks for a smoke or a quick cup of coffee. ** HCCC is a smoke free daycare. Smoking is prohibited on school property.

Maintain confidentiality at all times. As a volunteer, you may hear/ see sensitive and/or confidential information. Volunteers shall not release such information at any time either during or after their service with the Centre without written authorization from the Executive Director or his/her designated representative. Any unauthorized disclosure of sensitive and/or confidential information will result in legal action.

Keep all hot beverages in the kitchen. Hot beverages are not permitted on the floor * no exceptions *.

When volunteering on a fieldtrip, remember this:

As a Centre, we do not bring additional money for treats on fieldtrips. All children and staff bring their own lunches. Children do not have permission to purchase additional treats. So, if you are thinking about treating yourself to an ice cream cone, slurpee, French fries, etc. do so on your own break... unless you intend to purchase a treat for everyone present (children and staff). If you chose to buy a treat for everyone, please remember that prior permission must be granted by director or senior staff.

SCHEDULE N DEALING WITH CONTROVERSIAL ISSUES:

Controversial issues often become very personal and emotional. The way in which we deal with these issues requires careful consideration and varying perspectives.

The following principles are crucial for setting the climate:

- remain impartial, maintain confidentiality, be supportive and respectful
- focus on fact not fiction
- provide each individual with equal opportunity to express their concerns

It is necessary to consider the following factors when making a decision:

- what impact could the situation have on the Center, past practice, staff morale
- alternative solutions

The protocol is as follows:

1. **Speak to the staff person** involved. Failure to receive a satisfactory response then...
2. **Speak to the Director/ Supervisor.** Failure to get a satisfactory response then....
3. **Write a letter addressed to the Board Chair** detailing the complaint/concern, asking that the matter be discussed at the next Board meeting. **Provide copy of same letter to Director.**
4. Once the letter is received, it will be placed on the agenda for discussion at next board meeting.
5. **The Board Chair will respond to the complainant in a timely manner, after discussion with the Board.**

There are several ways to communicate with staff (Director or frontline staff) such as:

- a) in person with an appointment
- b) by telephone (204-453-0507)
- c) by fax (204-453-0507)
- d) by e-mail (harrowdaycare@mymts.net)
- e) message can be left with staff requesting a return call
- f) a note can be left under the office door or with a staff person.
- g) a message can be left on the answering machine, if calling and no one answers.

In the event of an emergency and the Executive Director is away, all staff have her cell phone number in order to be able to reach her.

This sheet is required to be signed before your child's first day of attendance.

- I agree to pay the \$208.00/ preschool and \$300.00/ infant deposit
- I agree to pay the \$20.00 non-refundable membership fee
- I have read and understand the Parent Policy Manual and agree to follow the policies;
- As the parent or legal guardian, I agree to pay the fees as required;

Mother/Guardian Signature _____ Date: _____

Father/Guardian Signature _____ Date: _____

Director Signature _____ Date _____

PLEASE RETURN THIS COPY SIGNED AND DATED BY BOTH PARENTS.