

PARENT POLICY MANUAL

HARSTONE CHILDREN'S CENTRE INC.

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WELCOME TO HARSTONE CHILDREN'S CENTRE INC.

Our Parent Policy Manual provides families with information regarding policies, schedules and our various programs. Please review it carefully and keep it as a future reference while your child is attending our programs. Continual and open communication between parents and staff ensures a healthy partnership; we look forward to getting to know you and are committed in providing quality care that every child deserves.

HISTORY

SARGENT LOCATION

Harstone Children's Centre – 905 Sargent location was started in the fall of 1977 by a concerned group of working parent families living within the Sargent Park Community. The Centre has held a variety of names since beginning in 1977. April of 1988 saw the name changed to Harstone Children's Centre Inc.

The parents who started the Centre in 1977 were primarily trying to provide a child care service that would meet the needs of working and single parent families with school age children. Since its inception, the Centre has grown and developed its programs to include both full time school age and kindergarten care. We currently are licensed for 24 pre-school children and 36 school aged children. We accept children ages 3 – 12 years of age. Preschoolers must be fully toilet trained. We service Sargent Park School. We also service Sacre Coeur, Isaac Brock, Wolseley & Greenway schools if bus transportation has been approved.

MINTO LOCATION

Our Minto location opened October 4, 1999. We were fortunate to be able to rent the building from the City of Winnipeg as it is a city owned recreation building. We are licensed for 32 pre-school children ages 2 – 5.

Minto has a large yard and it is surrounded by green space which allows us to promote healthy bodies, minds and spirits.

ALVERSTONE LOCATION

Alverstone location was amalgamated on April 1, 2004. Alverstone is our most unique location as it is in a house, making it very intimate, cozy and home like. We have our own yard to play and grow. St. Edward's School is next door so we also have access to the yard and playground for lots of gross motor play and fun.

Alverstone currently runs a preschool program and is licensed for 24 children ranging in ages from ages 2 – 5 years.

DOMINION LOCATION

We purchased 948 Sargent Avenue in October 2008. We were licensed for 32 preschool children and 4 infants in September 2009. Renovations began again in July 2019, converting to an infant centre which

opened in September 2019. In 2020 we had our yard space designed for infants to explore their surroundings safely. We are licensed for 20 infants and 4 toddlers.

PRINCIPAL SPARLING LOCATION

We are very fortunate to have been approached by Principal Sparling School to open a preschool & school aged program in order to help with the growing urgency of child care needs in the surrounding community. We opened in September 2013 with 24 nursery/kindergarten children and 40 school aged children. We accept children ages 3 – 12 years of age. Preschoolers must be fully toilet trained.

CLIFTON LOCATION

We were approached by Clifton school to open a site as the community was in need of child care. We opened our Clifton location in September 2019 with space for 20 children. We operate a mixed group of Nursery – Grade 6 children.

We accept children ages 3 – 12 years of age. Preschoolers must be fully toilet trained.

PHILOSOPHY

Harstone Children's Centre offers a safe, accessible and affordable child care program for the children in our surrounding area. The basic philosophy of the centre is to provide a warm, caring and homelike atmosphere.

We believe in offering the children choices, which allow room for growth within a stimulating and learning environment. These choices allow the children freedom within set limits. We encourage non-sexist, non-competitive, creative programming. We believe in mutual respect and each child is treated as a respected individual.

GOALS

The goals of Harstone Children's Centre are to have the children:

- Learn to make choices and decisions
- Develop self confidence and a positive self image
- Develop physically, intellectually, socially and emotionally
- Recognize the feelings and needs of others

POLICIES

PARENT PARTICIPATION

Harstone Children's Centre's entire program is built on the understanding that we are helping to parent your child. The decisions made by the staff and the Board of Director's of the Centre are always made with the best interests of all the children in mind.

All parents are members of Harstone Children's Centre Incorporated. It is the requirement of the Incorporations that members elect a Board of Directors yearly. As a member of our corporation, you are required to attend the Annual General Meeting to be held every March. It is imperative that parents and/or guardians attend, as we need to have a certain number for quorum.

Parents are encouraged to run for positions on the Board of Directors. Interested parents may request information from the Executive Director regarding Board expectations and to attend meetings.

Parents are more than welcome to drop in at the Centre anytime and to contribute ideas or offer suggestions and ideas to the Site Director or by general email.

Information regarding school breaks (spring, summer & Christmas holidays) will be posted in centre and on Instagram.

As we have as much contact with your child as you or the school, we would appreciate knowing any important information regarding your child (i.e. recent separation, death in the family, illness etc.). This information is kept strictly confidential and will help us in understanding and dealing with your child's emotional needs. Please also ensure all contact phone numbers and addresses are up to date and all changes are reported to staff immediately. Re-registrations must be filled out annually (in the spring) to ensure all information is current and up to date.

REGISTRATION

Parents are required to complete a registration form, agreement form and signed consents including URIS forms as needed upon enrollment of each child into the centre. A fifty dollar (\$50.00) non-refundable fee (per child) is required. Registration is done on a first come, first serve basis.

School age children	6 – 12 years
Pre school/kindergarten children	2 – 5 years
Infant children	12 weeks – 2 years

HOURS OF OPERATION

7:00 A.M. – 5:30 P.M. – Monday to Friday – All Locations

See listing of statutory closures under Section E – Fees)

The Centre doors will remain locked until the opening time of 7:00 A.M. The hours of operation change when needs for families' change.

FEES

Harstone Children's Centre has implemented an accounting policy for all parents regarding payment of parent bills. Fees are reviewed by the Board of Directors when required. Invoices are issued on the Friday prior to the beginning of the new billing period (4 weeks).

Fees are due one week after invoices are issued, unless arrangements have been made with Executive Assistant (204-783-6175). Families with monthly arrangements must include an extra 1/12 of invoice to cover 13th billing period. For example, a monthly invoice of \$200 would include an extra \$17. Invoices due during a holiday period are the parents/guardians responsibility to be paid on time regardless of whether the child is attending or not. One late fee of \$10.00 will be applied to all overdue accounts. Accounts not paid in full, will result in your child/children being suspended from the program. If your account is not paid in full after 2 weeks, your child/children will be withdrawn from the centre. Your account will then be sent to a collection agency .

All new registrations will be subject to a \$50.00 non refundable registration fee per child. Fees are charged regardless of child's attendance. School age children are charged for all in-services and holidays, regardless of attendance. We do not offer any holiday or sick credit time.

We charge the maximum fee as per Manitoba Early Learning and Child Care regulations.

Fee Schedule is as follows:

Infant	\$10.00 per day
Pre-School	\$10.00 per day
School Age	\$10.00 per day for 3 periods during regular school hours
	\$8.60 per day per 2 periods during regular school hours (applicable to Clifton expansion only)
	\$20.80 per day for all in-services & holidays

Summer program fees will be applied to help subsidize the cost of our summer program, including field trips and the cost of transportation. Fees are applied to the July invoice and cover the full summer program.

Government subsidy forms are available online at www.gov.mb.ca/childcare. Regular fees are charged for all statutory holidays, inclement weather closings and in-service days. Families applying or re-applying for subsidy are responsible for all fees incurred prior to approval.

Official Income Tax Receipts will be issued in February for the previous year. Please note, Federal Government Regulations only allow us to print receipts for parent fees incurred. Lunch program, late fees, and any additional programming fees are not included.

LATE PICK UP FEES

If your child has not been picked up by 5:30 P.M., a late fee of ten dollars (\$10.00), per child, per fifteen minutes (or any part thereof) will go into effect. This payment is to be made in cash and will be given directly to the Staff as wages for having to stay late.

This late fee is to be paid in cash (within 5 business days) directly to the staff member who was required to stay with your child/children. Parents are required to sign a late fee agreement at the time. All children should be out of the centre at 5:30 P.M Staff cannot leave the centre until all parents and children have left.

Harstone Children's Centre Staff will be responsible for your child until 7:00 P.M.. After that point, if the alternate cannot be reached, Child and Family Services will be called to report a child in need of care. If a parent picks up their child after 5:30 P.M three times in one calendar year, Harstone Children's Centre may ask the parent to withdraw the child. Parents will be given two weeks notice to find alternate care for their child.

SUBSIDY RENEWAL

Harstone Children's Centre receives a copy of subsidy renewal requests from the Manitoba Early Learning and Child Care at the same time as the parent. You are responsible to return your subsidy renewal forms to MELCC prior to expiry to avoid a lapse in coverage. If you have not been reassessed or your reassessment is not approved, you are responsible for all child care charges incurred. Please remember to attach a current pay stub to all applications to speed up the decision regarding your application. Families applying for subsidy are responsible for all fees incurred prior to approval. Full fee balances are due on due date. Failure to settle account in full, will result in children being suspended until payment or subsidy approval is received. Invoices will be adjusted once approval is received.

Parents are required to pay their fees for the following statutory days when the Centre is closed:

New Year's Day	Louis Riel Day	Good Friday	Easter Monday (taken at Christmas)
Victoria Day	Canada Day	Terry Fox Day	Labor Day
Thanksgiving	National Day of Reconciliation		Remembrance Day
Christmas Eve – closed at 1:00 pm		Christmas Day	Boxing Day
New Year's Eve – closed at 1:00 pm			

WITHDRAWAL PROCEDURES

The Centre requires two (2) weeks notice for withdrawal from the program. Without adequate notice, parents will be assessed for up to two weeks of fees from the date the notice was given.

HOLIDAYS

Families do not get credit for holidays taken. Fees are to be paid on a full time basis whether your child/children are present or not. Withdrawing your child/children for holiday purposes may result in their spot being filled and having to go on a waiting list.

MEDICATIONS AND SICK CHILDREN

No credit will be given for sick time.

Staff will only administer non-prescription drugs if accompanied by a doctor's prescription note or prescription label and a medical consent form is completely filled out and signed by parent/guardian.

No child two or younger will be administered any over the counter medications. Staff will not administer any medication if dosage requirements do not meet child's age.

Staff cannot administer prescription drugs if they are out of date.

Staff cannot administer prescription drugs unless they are in the original container accompanied by a medical consent from that is signed and dated by the parent, with specific instructions for administration. Signature of staff person who administered medication will be documented.

Please notify the staff of any dietary restrictions or allergies your child may have.

Sick children will not be accepted at the Centre. The Centre will call you if your child is vomiting, diarrhea (twice), or fever. Children diagnosed with a contagious or infectious diseases will not be accepted at the centre. If you are unavailable, your alternate or emergency caregiver will be notified. Picking up the sick child is to be done within thirty (30) minutes.

If your child becomes ill while at the Centre, you will be called and expected to pick him/her up within thirty (30) minutes. We will not accept sick children from the school during school hours. It is the responsibility of the school to contact the parent.

It is advisable to request the pharmacy to put medicine into two (2) bottles if you are intending to leave the medicine at the Centre. Please remember, we need the bottle with the original instructions.

If children are not well enough to participate in regular activities including going to school or playing outside, they should not be attending the Centre.

If your child has a communicable disease, you must follow the Public Health rules regarding incubation and/or isolation. As well, a doctor's certificate may be required upon re-entry.

We have a "no nit" policy regarding lice at all Centres. Infected heads must be shampooed with a medicated shampoo, and all nits combed out and removed from the head before returning to the Centre.

Please notify the Centre if your child will not be attending the Centre due to illness or for any other reason. The Centre will have no choice but to contact you at work if this is not done.

LIFE THREATENING CONDITIONS

In the case of medication that must be immediately accessible to a child due to life threatening circumstances such as an epi-pen, the medication must be adhered to as per URIS plan.

A child with a life threatening condition (ie. Diabetes, severe allergies or asthma) will not be admitted to the Centre unless they have completed a URIS application and Standard Health Care Plan.

URIS applications expire on a yearly basis and must be renewed prior to expiry date. Failure to reapply for URIS will result in medications being returned to parents as we are not liable to administer. Please note, twin injection epi-pens cannot be administered at the Centres.

Parents will be responsible to make arrangements for transportation of medication to and from school. The Centre will not be responsible to ensure that medication is administered during school hours. The schools have different policies than the Centre.

ANAPHYLAXIS POLICY

The Unified Referral and Intake System (URIS), a partnership between the provincial departments of Health, Family Services and Housing and Education and Youth, supports community programs in the care of children with special health care needs when they are apart from their families.

URIS provides policy direction and assistance to community programs (i.e. school divisions, child care centres, family child care, nursery schools, recreation programs and agencies that provide respite service) to address the needs of children with life threatening allergies. As well, URIS provides funding to community programs for a nurse to:

- Develop an Individual Health Care Plan and an Emergency Response Plan for a child
- Provide child specific training to personnel in the community program involved with the child (e.g. family child care providers, early childhood educators, child care assistants, resource staff, custodians, bus drivers) and
- Monitor personnel in the community program involved with the child, as necessary.

Upon enrollment of any child with a life-threatening allergy, we will immediately initiate the process of an Individual Health Care Plan before the child can start at the Centre. This plan will include the Centre, the parents, as well as the Unified Referral and Intake System (URIS), which supports children and families with special needs. Through URIS the services of a health care professional such as a public health nurse can be obtained to develop a plan for the Centre to meet the needs of a specific child. Once the Centre is notified of a child having a life threatening allergy, an URIS application will be filled out for submission. Parents will be required to sign a Release of Information form on behalf of URIS before the application is submitted as well as any other pertinent medical release forms. When the application is approved the Centre will contact our Public Health Nurse and request training for all staff to ensure awareness within the Centre. We will request that an Individual Health Care Plan be developed for the child by a Public Health Nurse. Harstone Children's Centre will then follow the IHCP formulated for the child. The application and IHCP will be resubmitted annually.

Harstone Children's Centre will make every effort to ensure that we control as much as is reasonable and prudent, the entrance of potential allergens into the facility and to follow the IHCP. Because nuts a/o peanuts are the leading cause of anaphylaxis, we have singled out nuts and peanuts for specific attention. Please note, Harstone Children's Centre is a nut free environment and we will not accept any food products that contain nuts a/o peanuts; nut a/o peanut products; or was produced in a facility where it may have come into contact with nuts a/o peanuts.

Children at Harstone Children's Centre will not be allowed to share or trade food and are encouraged to wash their hands. As it is not possible to control all contributing factors, Harstone Children's Centre does not guarantee a peanut a/o allergen free environment.

Responsibilities of Parents:

1. Identify their child's allergy to the Centre Director upon enrollment of their child
2. Ensure that the epi-pen is located as per URIS Standard Health Care Plan
3. Provide the Centre with a second up-to-date epi-pen to Centre staff
4. May be asked to provide specialized foods
5. Submits all required documentation to the Centre
6. Participate in their child's IHCP to be updated annually
7. Provide support to the Centre staff as required
8. Must ensure all medication is at Centre at all times as per URIS Plan. Failure to provide will result in child not being admitted to centre.
9. Teach their child (age appropriate):
 - a. To recognize the first signs of an anaphylactic reaction
 - b. To know where their medication is kept
 - c. Communicate clearly when they feel a reaction starting
 - d. To carry their epi-pen on their person (fanny pack) when developmentally able as per URIS Standard Health Care Plan
 - e. Not to share any food or drinks
 - f. To understand the importance of hand washing
 - g. To cope with teasing and the feeling of being left out (special treats or parties)
 - h. To report bullying or threats to an adult immediately
 - i. To take as much responsibility as possible for their own safety

Responsibility of Director or Designate:

1. The URIS application is included in all enrollment/registration packages. All parents will be asked at the time of enrollment if their child has a life threatening allergy or anaphylaxis. They will be told at that time, that if their child develops an allergy in the future, the Director or Designate is to be made aware of this information immediately.
2. If the child has a life threatening allergy, a URIS application will be completed by the Director or Designate and the parent will sign the *Release of Medical Information* portion of the form. The URIS application will be emailed to the URIS Committee the day it is received. The original signed copy of the application will be kept in the child's file. A photocopy of the application will be kept at Head Office. The Director or Designate will make note on the calendar to follow up on the application if confirmation from the URIS Committee has not been received within two weeks.
3. Obtain a signed Release of Information Form from the parent
4. Annually submit an URIS application
5. Ensure parents have completed all the necessary consent and authorization forms
6. Identify a contact person to liaise with the contracted health care professional
7. Assist with the implementation of policies and procedures for reducing risk in the Centre
8. Work as closely as possible with the parent
9. Notify all staff of the child's known risks, the allergens and the treatment
10. Maintain an up-to-date emergency contact list and phone numbers
11. Ensure all staff have been trained in the use of an epi-pen
12. Ensure that all substitutes are informed of the presence of a child with known risks of anaphylactic and the appropriate response if necessary
13. Arrange an annual in-service through the Public Health Nurse to train staff and monitor personnel involved with the child

14. Ensure a IHC, which includes an emergency response plan, is completed annually
15. If it is not developmentally appropriate for the child to carry their epi-pen ensure there is an adult responsible for that child wearing a fanny pack with the pen inside as per URIS Plan
16. Ensure that safety procedures are developed for field trips and extra curricular activities
17. Develop procedures for dealing with bullying and threats

Responsibilities of child care staff:

1. Ensure you receive annual training for care of a child with anaphylaxis
2. Discuss anaphylaxis with all other children in age appropriate terms
3. Choose products that are safe for all children in the program
4. Follow policies for reducing risk in eating and common areas
5. Enforce rule about teasing and bullying
6. Leave information in an organized, prominent and accessible, yet confidential, format for substitutes
7. Plan appropriately for field trips. Ensure the epi-pens are taken on field trips and emergency response plans are considered when planning to be out of the Centre
8. Reinforce hand washing to all children before & after eating.
9. Facilitate communication with other parents.

SNACKS

Harstone Children's Centre offers nutritious snacks every morning and afternoon at all centres. The Centre will email a copy of the menu to all parents and post a snack menu on the parent bulletin board every month. Cost is \$1.00 per day, per child and fees are mandatory. Snacks are served with water or milk. Children with severe allergies may be asked to provide some or all snacks.

CHILD/STAFF RATIO

School Age	1 staff / 15 children
Pre-School	1 staff / 8 children
Toddler (24-36 months)	1 staff / 6 children
Infant (3-24 months)	1 staff / 4 children

These ratios are in accordance with the provincial Child Care regulations. The Centre tries to reduce ratios by applying for various grants that are available.

CENTRE INSURANCE

Although the Centre does carry an insurance policy, parents are encouraged to carry supplemental insurance to cover ambulance, dental and any other costs that are not covered in our insurance policy.

DEPARTURE AND ARRIVAL

Parents must deliver and pick up their children to and from the centre. The Centre WILL NOT be responsible for children who are not brought right into the Centre and delivered to a staff member or picked up at night by their parents. The Centre will be responsible for children once they have been checked in. Parents will be responsible for their children when they come into the child's room. Parents must advise staff when they are leaving the building with or without their children.

Please Note:

The front entrance to 905 Sargent is a no stopping zone from 7:00 A.M. to 9:00 A.M. and from 3:30 P.M. to 5:30 P.M. The Dominion location at 948 Sargent Avenue also has a no stopping zone from 3:30 PM to 5:30 PM on Sargent Avenue. Parking is available on the side streets.

Your child will not be released to any person who, in the opinion of the staff on duty, is under the influence of drugs or alcohol, or poses some potential threat to the safety of your child. Harstone Children's Centre will assume no responsibility for your child once they are released from our care. Parents must phone if someone else is picking up the child. If the pick up person is not listed on the information profile, or has not been at the Centre before, photo ID must be shown.

In case of emergency which would require evacuation of the Centre, children from the 905 Sargent location would be picked up at 948 Sargent Avenue and children from the 948 Sargent Location would be picked up at 905 Sargent Avenue.

Minto children would be picked up at Valour Community Centre – Isaac Brock site, located at 715 Telfer N. Street..

Alverstone children would be picked up at Arlington Haus, located at 880 Arlington Street.

Principal Sparling and Clifton children would be picked up at 905 Sargent Avenue.

TRANSPORTATION POLICY

Harstone Children's Centre assumes responsibility for all children from the time they are dropped off by parent/guardian or school bus, until the time they are picked up by parent/guardian or school bus.

Parents are required to sign separate permission slips for all outings. Twenty four hour notice will be posted before departure. Please note, for long holidays such as the summer school break, calendars will be given out and one permission slip will be issued to be signed.

SARGENT LOCATION:

School age children are dropped off at school at the following times:

In the morning at 8:50 A.M. Kindergarten and nursery children are taken directly to their rooms and delivered to the teacher.

Kindergarten and nursery children are picked up at 11:25 A.M. at their room and brought back to the child care centre.

Sargent Park school age children are picked up at 12:00 (noon) and brought back at 12:50 P.M. Children are picked up at designated areas at the school at 3:30 P.M.

Children who take the bus are met at the bus at the scheduled pick up and drop off times dependant on bus route.

PRINCIPAL SPARLING & CLIFTON LOCATIONS:

Only children registered at Principal Sparling School and Clifton School may be registered with Harstone Children's Centre as transportation by means of busing is not available to another school.

Nursery & Kindergarten children will be walked to and picked up from their respective rooms.

School age children will be taken outside to play (weather permitting) at 8:40 am and will line up with their respective classrooms when the bell rings. School age children who walk from school themselves, must be picked up by an adult from the Centre. We will not release them to leave without adult supervision.

FIELD TRIPS

Children participating in field trips may travel in any of the following vehicles:

- Winnipeg Transit System
- Bus rental

EMERGENCY TRANSPORTATION

On occasion, children may need emergency transportation due to an accident or illness. Staff will use their own discretion as to the type of emergency vehicle required in these situations. The following vehicles are the possible vehicles that the staff will choose from:

- Ambulance
- Taxi

Children will always be accompanied by a staff person until the parent or guardian arrives.

In all situations, it is the responsibility of the parent to cover any costs while children are being transported. In an emergency situation, if time and circumstances allow, the staff person will contact the parent to ask the parents preference of emergency vehicle. However, in an immediate or life threatening emergency situation, staff will seek transportation first and then call the parent. In any emergency situation parents will be informed as soon as possible.

BUSING SITUATIONS

If a child misses the school bus on account of the parent, the parent is responsible for transporting the child to the school. The staff will assist the parent but the parent is responsible for the travel costs. (i.e. Taxi or bus fare)

Parents are responsible for transporting their children to school in the event buses are cancelled.

Parents are responsible for notifying the Centre when buses are cancelled and/or their child/ren's school has an in-service.

CUSTODY

Custody papers should be kept on file at the Centre. In the case where a parent comes to pick up a child, unless the papers are on file, the Police or staff cannot prevent a parent from removing their own child. We will call the primary parent to let them know the children are being picked up

STORMY OR INCLEMENT WEATHER

During any inclement weather, which includes a weather warning, parents should call the Centre before bringing their children. Children should also be brought right into the Centre to ensure that staff are available to care for the children. At any time there is a public announcement that the School Division No. 1 schools are closed, the Centre is automatically closed. Please listen to CJOB for details. In the event of a mid-day closure, parents will be notified by phone and email.

OUTDOOR PLAY

During the winter months, if it is colder than -25 degrees Celsius, either with or without a wind chill, the children may not be offered outdoor play. During times of less than optimal weather, outdoor play is offered at the discretion of the staff. Fresh air is an important ingredient and we will try to expose the children to outdoor play as often as possible. Children must have complete winter gear at the centre at all times (eg. Mitts, hats, boots, ski pants, etc)

MISSING CHILDREN

If a school age child chooses not to attend the program (i.e. going to a friend's house, playing outside, etc.) and does not check in with the staff, the following procedure will be followed:

1. Staff will check with the classroom teacher;
2. Staff will search the school and playground;

3. If the child still cannot be located, parents will be notified and are expected to attend the Centre as soon as possible.
4. One staff will assist the parent in searching for the child.
5. If necessary, police will be called to assist finding child.

If a preschool child goes missing, the following procedure will be followed:

1. Staff will search the centre and yard if applicable.
2. Staff will search surrounding area (parks, playgrounds etc) if on an outing.
3. If the child still cannot be located, parents will be notified and are expected to attend the Centre as soon as possible.
4. One staff will assist the parent in searching for the child.
5. If necessary, police will be called to assist finding child.

ABSENCES

Parents are responsible to inform the Centre of any times their children will not be attending. If we are not informed of your child's absence, we will be calling the parent or guardian at work.

FIRE DRILLS

Child Day Care Regulations stipulate that emergency evacuation procedures (fire drills) are practiced at least once a month for all children, staff, parents, etc. in attendance at the Child Care Centre.

CLOTHING

Children are required to wear indoor footwear at all times as per fire regulations. Children are expected to change from their outdoor footwear to indoor footwear upon arrival at the Centre.

Children must be dressed appropriately for outdoor play each day. The Centre cannot be responsible for lost and damaged items. Please label all clothing and footwear. Unmarked items may be labeled by staff. Check for missing items in the "lost and found". All unclaimed articles will be donated.

Pre-School children should have a complete change of clothing at all times. Anything can happen! You must have an extra set of everything (socks, underwear, shirt and pants) in your child's locker. It is an embarrassment to the children when they require a change of clothing and do not have them. There will be no lending.

Parents are responsible for their children's diapers and wipes. Please ensure your child has enough supplies plus some extra for every day. Reminder notices will be posted to your locker if supplies are low.

TOYS

The Centre cannot be responsible for toys brought from home. It is a Centre policy not to allow toys from home. Occasionally, the Centre will allow a "bring games from home" day where children will be asked to bring something from home. Please ensure all items are labeled with child's name.

TOILET TRAINING PROCEDURE

We strive to support your efforts of toilet training. A conversation between the centre and home needs to take place before training begins at the centre. The key signs of readiness include:

- The child is able to communicate that they need to use the bathroom and is willing to go.
- The child's diaper is dry for the majority of the day.
- The child is able to hold their bowels and bladder until they get to the toilet once they realize that they need to go.

If these signs are not present, your child may not be ready to toilet train at the centre. We encourage children to use the toilet regularly and will begin to introduce sitting on the toilet as soon as the children start to show signs.

When your child begins toilet training, we ask that you provide extra clothing and a take home bag for soiled clothing. Parents will be contacted during the day if we run out of clean clothes for your child.

NAP FOR PRE-SCHOOL CHILDREN

Nap time for pre-school children is approximately from 12:30 P.M. until 2:00 P.M. depending on age and location. Nap is optional and a parental choice. If parents choose for their children not to nap, a quiet group activity is provided for that time. If parents feel that they wish to have their child out of the nap room, the staff should be notified. If staff feel that the child is ready to give up naps, this will be discussed with the parent and a joint decision will be made. Removing a nap is usually a slow process of removing the child from the nap room two days a week and increasing days until the child is totally out.

ENHANCED SAFETY PLAN

In case of fire, natural disasters, threatening behaviour, etc. each centre has a "safe place" in the centre and a designated place of shelter, should evacuation be necessary. Please see staff to view a copy of the safety charter.

INDIRECT SUPERVISION FOR CHILDREN

School age children use the washroom without supervision. Children must tell staff when they are leaving the room. Staff monitor the time and go to check on the children if they do not return to the room in a reasonable amount of time (approximately 3 – 5 minutes).

THE PROGRAM

Your child's day is carefully planned by our staff, who provide a predictable, comfortable daily routine, with opportunities for choice and self-direction. Within the daily routine, meaningful, educational play experiences are offered. When planning activities, we consider the interests and abilities of individual children, so that successes and the enjoyment of participation can be shared by all children.

Our program is based on the knowledge of the stages of child development and promotes the total development of each child. By providing a wide variety of toys, play centers and activities, children get experiences that encourage their physical, social, emotional, creative and intellectual growth. Our program is flexible and provides opportunities which are not only age-appropriate but also individually appropriate for each child.

The Program Includes:

- Art
- Music and Movement
- Woodworking
- Puppetry
- Sensory play such as sand and water tables
- Science and Math
- Manipulative, table toys and puzzles
- Blocks and floor play
- Dramatic play and/or housekeeping
- Library and Quiet Area
- Indoor and outdoor gross motor equipment

FUNDRAISING

Harstone Children's Centre is a non profit child care facility. Fundraising is an integral part of a registered charity. Our annual budget sets fundraising goals we strive to achieve every year. To abide by not for profit accounting practices, all funds are to be e-transferred to a fundraising account at harstonefundraiser@shaw.ca in order to maintain transparency.

BEHAVIOUR MANAGEMENT POLICY

At Harstone Children's Centre, disciplinary action takes the form of positive guidance, re-direction and the establishment of well defined limits (suitable to the ages and maturity of each child). The environment itself is set up to discourage over crowding and to use all available space. Our message to children is that we respect them as people. Harstone Children's Centre behaviour management policies take into account the development capabilities of all children. Occasionally, a child may need guidance in developing appropriate and acceptable behaviour. We, at Harstone support the use of positive problem solving techniques, limited choices and concrete consequences for behaviour to provide such

guidance. We also encourage the development of empathy through the recognition of emotion and the use of words. By dealing with inappropriate behaviour and conflicts in a positive, nurturing and guiding manner, adults can help young children to begin to understand what behaviours are appropriate, as well as what behaviours are inappropriate. At the same time, adults are respecting the children's feelings, helping them to identify their feelings and encouraging them to find socially acceptable ways to express those feelings. Through positive guidance, children can begin to feel in control of their emotions and actions, to accept limits and to understand the reasons for those expectations. By encouraging children to be a part of the solutions not just "the problem" adults can help children to feel good about themselves and develop valuable problem-solving skills.

If a consistent or serious behaviour problem develops, you will be informed of incidents as they occur and will be consulted to develop a cooperative plan of action (involving both the parent and staff). If, after a suitable time period, there is no significant improvement, the centre may request you to participate in the consultation of outside professionals or organizations.

If we do not have your cooperation in helping to resolve your child's difficulty, you may be required to remove your child from the centre.

In accordance with the Manitoba Day Care Standards Act, we do not permit any form of physical punishment, spoken or emotional abuse or denial of physical necessities.

Physical punishment includes but is not limited to the following:

- Striking a child directly or with any physical object
- Shaking, shoving, spanking or any other forms of aggressive physical contact
- Requiring or forcing a child to repeat physical movements
- Harsh, humiliating, belittling or degrading responses of any form e.g. saying "you don't know how to listen" or putting a child in the corner
- Confinement or isolation of a child or children
- Deprivation of a child's basic needs, including food, shelter, clothing or bedding e.g. withholding meals, snacks or desserts or taking a child's blanket away at nap time

DAILY SCHEDULES

SARGENT - KINDERGARTEN/NURSERY SCHEDULE

7:00 – 9:00 AM	Main room is opened with an organized activity. Activities include art, science and drama. Kindergarten children are walked to school at 8:40 a.m. Snack is offered.
9:00 – 10:00 AM	Pre-school group time - themes and emergent curriculum used. Organized activities to include music, drama, story time, science, art.
10:00 – 11:00 AM	Children go outside, weather permitting. Gym is used in bad weather
11:00 – 11:45 AM	Free Play. Kindergarten and Nursery children are picked up at 11:30
11:45 AM	Lunch is served for kindergarten & nursery children
12:00 – 12:45 PM	Free Play/Organized activity offered. PM kindergarten & Nursery children are walked to school at 12:40 PM
12:45 – 1:30 PM	Clean up and quiet time. Children have individual play and rest time on a mat.
1:30 – 2:00 PM	Pre-school group time - themes and emergent curriculum used. Organized activities to include music, drama, story time, science, art.
2:00 – 3:00 PM	Outside time. Gym will be used if weather is not permitting
3:00 – 3:15 PM	Snack
3:30 PM	Afternoon Kindergarten and Nursery Children are picked up from school
3:30 – 5:00 PM	Organized activities are offered
5:00 – 5:30 PM	Free play. Centre closes at 5:30

Harstone Children's Centre's program takes into account the development capabilities of all children. Indoor Gross Motor Play available for all children when inclement weather prevents outdoor play.

SARGENT - SCHOOL AGE SCHEDULE

7:00 AM	Centre opens
7:00 – 8:00 AM	Choice of free play, quiet time, arts and crafts, staff initiated activity
7:30 – 8:30 AM	Snack is offered
8:40 AM	Children get ready for school
8:45 AM	Children are walked to school
12:00 PM	Children are picked up from school for lunch
12:10 - 12:40 PM	Staff and children enjoy lunch
12:40 – 12:45 PM	Children clean up and get ready to walk back to school
12:45 PM	Children are walked back to school
3:30 PM	Children are picked up from school and snack is offered
3:30 – 5:15 PM	Organized activities include art, science, drama math, music and gym Outdoor time is offered.
5:15 – 5:30 PM	Free Play.
5:30 PM	Centre closed.

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MINTO SCHEDULE

7:00 – 9:00 AM	Main room is open with an organized activities.
8:00 – 9:00 AM	Snack Offered
8:45 AM	Small room is opened for free play
9:00 AM	Diaper and toileting
10:00 AM	Centre-wide clean up & Circle Time for Blue/Green Group
10:15- 11:00 AM	Outside Time for Blue/Green Group – weather permitting
10:30 AM	Circle Time for Yellow & Red Group
11:00 – 12:00 PM	Outside Time For Yellow/Red Group – weather permitting
11:00 AM	Diaper and toileting
12:00 PM	Lunch Time
12:30 PM	Nap Time
12:30 PM	Quiet organized activities and free play for Non Nappers
2:30 PM	Diapers and Toileting; Lights on
2:30 – 3:15	Organized Activities & Free Play
3:15 PM	Snack time
3:45 PM	Small Room Kids Outside – weather permitting
4:00 PM	Big Room Kids Outside – weather permitting
4:30 PM	Diapers and Toileting
4:30 – 5:30 PM	Free Play/Staff Initiated Play
5:30 PM	Centre Closes

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ALVERSTONE SCHEDULE

7:00 – 9:00 AM	Centre opens, free play and free flow snack offered.
8:45 AM	Toileting and diapering begins.
9:20 AM	Children clean up for circle time at 9:30.
10:00 AM	Groups go outside for free play. Staff initiated play experience offered.
11:00 AM	Groups return inside (time varies) Toileting and diapering begins.
11:30 AM	Children have lunch.
12:30 - 2:30 PM	Nap Time
2:15 PM	Toileting and diapering begins. (As children wake up)
2:45 –3:30 PM	Come and go snack and activity offered to the children.
4:00 PM	Weather permitting, groups will go outside or stay inside for free play. (Toileting done before going outside)
4:15 PM	Toileting and diapering Begins. (When inside)
5:00 PM	Preschool children gather for quiet table activities. (books, puzzles, colouring, felt stories, table games)
5:20 PM	Children clean up remaining toys, prepare for home time.
5:30 PM	Centre closes

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DOMINION SCHEDULE

7:00 AM	Centre opens.
7:30 AM	Snack offered until 9:00am.
8:15 – 9:15 AM	Diapering is done.
8:30 - 9:30 AM	Free Play
9:30 -10:10 AM	Rainforest Room: Activity Provided- Sensory, Movement, Music, etc. Rainbow Room: Outdoor Play; weather permitting. Diapers are checked before and after outdoor time.
10:10 - 10:55 AM	Rainforest Room: Outdoor Play; weather permitting. Diapers are checked before and after outdoor time. Rainbow Room: Activity Provided- Sensory, Movement, Music, etc.
11:00 -11:45 AM	Children have lunch and engage in free play.
11:45 AM	Diapering is done.
12:00 PM	Children go down for nap.
1:00 - 2:30 PM	Children wake up and diapers are checked. Children engage in story time, free play or Activities.
2:30 – 3:00 PM	Snack is offered.
3:00 – 3:30 PM	Activity Provided- Sensory, Movement, Music, etc.
3:30/3:45 PM	Weather permitting, infants will go outside.
4:15/4:30 PM	Children come inside, diapers are checked.
5:00 PM	Children have free play.
5:30 PM	Centre closes.

Harstone Children's Centre's program takes into account the development capabilities of all children. Indoor Gross Motor Play available for all children when inclement weather prevents outdoor play.

A two nap schedule is also offered to infants who have not yet transitioned to one nap.

Note: Schedule is subject to change and times may vary

PRINCIPAL SPARLING - KINDERGARTEN / NURSERY

7:00 – 8:30 AM	Centre is opened with an organized activity. Activities include art, science and drama. Snack is offered.
8:30 – 8:55 AM	Morning Nursery/Kindergarten children clean up and get ready for school. Line up at their classroom at 8:55 AM
9:00 – 9:30 AM	Group time - themes and emergent curriculum are used for organized activities which include music, drama, story time, science, cooking and art.
9:30 – 10:15 AM	Children go outside, weather permitting.
10:15 – 11: 25 AM	Free Play /Story Telling
11:25 AM	Morning Kindergarten/Nursery children are picked up from their classroom.
11:30 AM	Lunch is served for kindergarten & nursery children
12:00 AM – 12:30 PM	Story telling/organized activity is offered.
12:30 – 12:55 PM	Afternoon Nursery/Kindergarten children clean up and get ready for school. Line up at their classroom at 12:55 PM
12:30 – 2:00 PM	Clean up and rest time. Children who do not rest, get ready for group time.
2:00 – 3:00 PM	Outside playtime.
3:00 – 3:25 PM	Outside Playtime Free play/Snack for Morning Nursery/Kindergarten children.
3:25 – 3:30 PM	Afternoon Kindergarten/Nursery children are picked up from their classrooms. Snack is offered.
3:30 – 5:00 PM	Organized Games, Gym/Outside is offered weather permitting.
5:00 – 5:30 PM	Free play. Centre closes at 5:30 PM

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PRINCIPAL SPARLING - SCHOOL AGE SCHEDULE

7:00 AM	Centre opens
7:00 – 8:30 AM	Choice of free play, quiet time, arts and crafts, one staff initiated activity Open Snack is offered during this time.
8:45 AM	Children get ready for school.
8:50 AM	Children are taken outside to lineup up with their classrooms.
12:00 – 12: 30 PM	All school-age children are picked up from classrooms. Grades 1, 2, 3 eat lunch; Grades 4, 5, 6 go outside.
12:30 – 12:55 PM	Grades 4, 5, 6 eat lunch. Grades 1, 2, 3 go outside.
12:25 PM	Choice of organized activities a/o outdoor time – (staff initiated activities)
12:45 PM	Clean – Up
12:45 PM	Children are walked outside to line up.
3:30 PM	Children are picked up at their classrooms. Snack is offered
3:30 – 5:00 PM	Organized activities
5:00 – 5:30 PM	Free Play / Table Top Toy Choices
5:30 PM	Centre closed.

Harstone Children's Centre's program takes into account the development capabilities of all children. Indoor Gross Motor Play available for all children when inclement weather prevents outdoor play.

CLIFTON - KINDERGARTEN / NURSERY

7:00 – 8:40 AM	Centre is opened with an organized activity. Activities include a variety of curriculum areas. Snack is offered.
8:40 – 8:50 AM	Morning Nursery/Kindergarten children clean up and get ready for school. Afternoon N/K get ready for outside.
8:55 AM	Morning N/K children are walked to their classroom. Afternoon N/K got to the bathroom before going outside.
9:00 – 10:00 AM	Children go outside, weather permitting.
10:00 – 10:30 AM	Group time - themes and emergent curriculum are used for organized activities which include music, drama, story time, science, cooking, art and more.
10:30 – 11:10 AM	Free Play.
11:10 – 11:20 AM	Clean Up.
11:20 – 11:30 AM	Story Time.
11:25 AM	Morning Kindergarten/Nursery children are picked up from their classrooms.
11:30 – 11:35 AM	All children use washroom and wash hands for lunch.
11:35 AM – 12:15 PM	Lunch is served for kindergarten & nursery children.
12:15 – 12:50 PM	Free play/teacher led activities.
12:50 – 1:00 PM	Clean up. Afternoon Nursery/Kindergarten children are walked to their classroom.
1:00 – 1:30 PM	Quiet time.
1:30 – 2:30 PM	Children go outside, weather permitting.
2:30 – 3:00 PM	Group time – themes and emergent curriculum are used for organized activities which include music, drama, story time, science, cooking, art and more.
3:00 – 3:45 PM	Free play. Snack is offered. Afternoon K/N children are picked up from their classrooms at 3:30.
3:45 – 4:00 PM	Clean up. Bathroom.
4:00 – 5:00 PM	All children go outside, weather permitting. Gym time and organized games are offered during inclement weather.
5:00 – 5:30 PM	Free play. Centre closes at 5:30

CLIFTON - SCHOOL AGE SCHEDULE

7:00 – 7:30 AM	Centre opens. Free play.
7:30 – 8:20 AM	Snack offered. Organized activity offered from a wide variety of curriculum areas.
8:20 – 8:30 AM	Children clean up and get ready for school.
8:30 -8:50 AM	Children are taken outside to line up with their classrooms.
9:00 AM – 12:00 PM	Children attend school.
12:05 – 12:30 PM	Lunch is served in Blue Room.
12:30 – 1:00 PM	Free play. Children are taken outside to line up with their classroom by 12:45.
1:00 – 3:00 PM	Children attend school.
3:30 PM	Children are picked up at the designated meeting place.
3:35 – 3:45 PM	Snack is offered.
4:00 – 5:00 PM	All children go outside, weather permitting. Gym time and organized games are offered during inclement weather.
5:00 – 5:30 PM	Free Play.
5:30 PM	Centre closes.

Harstone Children's Centre's program takes into account the development capabilities of all children. Indoor Gross Motor Play available for all children when inclement weather prevents outdoor play.

CONSENTS

The following is information related to the forms that are in the Registration Package that need to be signed and kept on file.

EMERGENCY

In the case of emergency, children will receive medical procedures deemed necessary by a physician selected by the Centre and/or emergency personnel on scene. Parents/guardians are responsible to cover all costs of transportation to an emergency room. I understand that this will only happen after all attempts have been made to contact the parents and/or guardians as listed in the registration forms at the Centre.

FIELD TRIPS

Children at the centre go on field trips and/or outings. Excursions may include visiting local parks/playgrounds, fire halls, splash pads etc. Outings are within walking distance around our neighbourhoods.

INSECT REPELLENT

Harstone Children's Centre will apply Insect Repellent on my child during the season when children are at risk from insect bites. The deet content will be no higher than 10% and each family is responsible for bringing in one bottle to be used by all.

INSTAGRAM PERMISSION

Harstone Children's Centre believes the importance of allowing parents and/or guardians to have access to our days at the centre. We have created a private Instagram Page for each centre to post photos a/o video of the children at the centre. Parents and staff are the only followers given access. Parents have the option of joining the instagram portfolio and will be removed when children have withdrawn from the centre.

MEDIA

At the discretion of the Executive Director, members of the media may request interviews and/or photos/video of the Centre. A notice would be posted before such an event.

MEDICINE

Harstone Children's Centre may administer prescription medication to children if the medicine is provided in the original container with the prescription legible, indicating the date, doctor's name, dosage and directions. Parents and/or guardians will sign a further, detailed medicine consent form at time needed.

PERMISSION FOR PICTURES

Harstone Children's Centre takes pictures of daily activities, outings and special events to post within the Centre. The visual diary is a source of pride and enjoyment for the children and parents. Workplace Staff completing assignments may require photos for school.

PRACTICUM

Harstone Children's Centre encourages observations by students in fields relevant to child care if these observations are kept in confidence and used only as a means to fulfill their course requirements. These observations must be approved by the Centre. Staff attending Workplace Programs may be required to take photos of children for assignments.

RELEASE OF INFORMATION

Sharing of vital information or records is required by the staff of the Centre. This information will generally be requested from the program the child is transferring from or other professionals that are or have been involved with the child.

SUNSCREEN

Harstone Children's Centre will apply Sunscreen SPF 30 on all children during the season when children are at risk from the sun. Each family is responsible for bringing one bottle to be used by all.

WITHDRAWAL

Parents are required to provide the Centre with two (2) weeks notice before withdrawing children. Failure to comply will result in payment of two (2) weeks of fees.

PRIVACY POLICY

BACKGROUND

We want to make sure that we comply with the new legal obligations imposed by the federal government's *Personal Information Protection and Electronic Documents Act* ("**PIPEDA**") regarding the collection, use and disclosure of personal information in commercial activities.

That is why we have developed this Privacy Policy. We want you to know what principles and guidelines we have adopted for the collection, use, disclosure and retention of personal information. In this regard, we have adopted as the foundation of our Privacy Policy the 10 Principles that are set out in the National Standard of Canada entitled "*Model Code for the Protection of Personal Information*" and that from part of PIPEDA by being attached as Schedule 1 to PIPEDA. Our objective is to promote responsible and transparent personal information management practices.

Against this background, the following principles guide us in the collection, use, disclosure and retention of personal information. Since we regularly review all of our policies and procedures, and since privacy law can be expected to evolve in Canada as the Office of the Privacy Commissioner and the courts provide guidance as to the application of PIPEDA to specific fact situations, as PIPEDA may itself be amended and as provincial privacy laws are enacted, we may change our Privacy Policy at any time or from time to time.

SCOPE AND APPLICATION

The scope and application of our Privacy Policy is as follows:

1. The 10 Principles that form the basis of our Privacy Policy are interrelated, and we will strive to adhere to them as a whole.
2. Our Privacy Policy applies to personal information about the children in our care, their parents/legal guardians, their siblings, and other individuals who are also involved in their care and upbringing (collectively, ***“the children in our care and their families”***), about our independent contractors (i.e. people who regularly work for us, but who are not paid as employees), directors, therapists, volunteers, work experience students and educational or regulator observers, and about other people in the general community with whom we interact (collectively, ***“our other constituents”***), that we collect, use or disclose in the course of commercial activities.
3. Our Privacy Policy applies to the management of personal information in any form, whether written, oral or electronic.
4. Our Privacy Policy does not impose any limits on our collection, use or disclosure of any of the following information:
 - a. an individual’s name, address and telephone number that appears in a telephone directory that is available to the public, where the individual can refuse to have his/her personal information appear in such a directory;
 - b. an employee’s name, title, business address or telephone number; or
 - c. other information about an individual that is publicly available or that is specified in any regulation that is passed by the federal government in relation to PIPEDA.

At the same time, we are still required to comply with our obligations under The Community Child Day Care Standards Act (Manitoba) and the Child Day Care Regulations.

5. The application of our Privacy Policy is subject to the requirements and provisions of PIPEDA, the regulations enacted thereunder and any other applicable legislation, regulation, court order or other lawful authority.

GOVERNING PRINCIPLES

Principle 1 – Accountability

We are responsible for personal information in our possession or under our control.

- 1.1 Responsibility for compliance with the provisions of our Privacy Policy rests with our Privacy Officer, who can be reached by using the contact information at the end of this Privacy Policy. Other individuals within our organization may be delegated to act on behalf of our Privacy Officer or to take responsibility for the day-to-day collection and processing of personal information.
- 1.2 We will implement procedures to with our Privacy Policy, including:
 - a) implementing procedures to protect personal information

INCLUSION PHILOSOPHY

Everyone, all children, parents/guardians, staff and outside professionals (such as the physiotherapist, occupational therapist, child development counselors, etc) have the right to be treated with kindness and respect.

All children, regardless of culture, abilities and needs have the right to actively participate in a caring learning environment. Opportunities are provided for all children to participate in social free play and routines throughout the day. We make changes to our daily program to meet the needs of each child. All of our indoor and outdoor areas are arranged so all children can move freely and make choices based on their abilities, interests and needs. Harstone Children's Centre will ensure that all children are welcome at the Centre and that no child or family will be denied access to care. We believe that each child deserves an environment and experiences that promote growth in all areas of his or her development.

All staff have the right to work in a friendly, positive and safe work environment. The staff at Harstone Children's Centre have the right to work together as a team to meet all of the diverse needs of the children at the centre. Harstone Children's Centre values the knowledge and skills of the child care team and will provide professional development in current areas of child development, research, theory and practice. We work with parents and professionals who have valuable knowledge and expertise to share with us and each other.

All parents/guardians are seen as having a significant role in the lives of their children. We respect and value input from parents and encourage them to be part of the decision making process for their child. We support families by consulting with early intervention professionals. Parents/guardians have access to information about their children's day at the centre. They are encouraged to attend meetings about their children with staff and any other professionals who may be involved.

CODE OF CONDUCT

CODE OF CONDUCT

At Harstone Children's Centre, we strive to provide a safe, caring, learning environment for children, staff and families.

We believe in the equality of all people and respect diversity.

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

- management and staff members
- children
- parents/guardians/family members/caregivers of children enrolled
- all others involved with our centre

Guiding Principles for Appropriate Behaviour

Be Respectful

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

Be Responsible

We are responsible for our actions and words. We treat others as we want to be treated. When we make a mistake, we make amends rather than excuses.

Be Safe

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

Be Cooperative

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

Be Supportive of Learning

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

Developmental Capabilities of Children

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

Appropriate Use of Technology

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

Use of centre's computers and electronic devices must respect & protect the privacy of others, respect & protect the integrity of all electronic resources, respect & protect the intellectual property of others, communicate in a respectful manner and report threatening or inappropriate material.

Inappropriate use includes intentionally accessing, transmitting, copying or creating material that:

- Violates the confidentiality of children, parents, staff or the centre
- Violates the centre's code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass)
- Is illegal (such as obscenity, stolen materials, or illegal copies of copyrighted works)

Also includes the technological resources for personal use without the centre's permission.

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

Unacceptable Behaviours

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

- all forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive
- harassment, including 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 of harm, including violent physical acts (with or without a weapon) and threatening someone

Proactive Strategies

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

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

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

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

- modelling and encouraging appropriate behaviour

Consequences for Inappropriate Behaviour

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

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

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

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

In extreme cases, we will take additional steps such as:

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

INCIDENT REPORT

DATE: _____ TIME: _____

CHILD'S NAME: _____

LOCATION: _____

STAFF IN ATTENDANCE: _____

INCIDENT (SPECIFIC): _____

CORRECTIVE ACTION TAKEN (SPECIFIC): _____

PARENT SIGNATURE: _____

STAFF SIGNATURE: _____

SITE DIRECTOR SIGNATURE: _____

INJURY REPORT

DATE: _____ TIME: _____

CHILD'S NAME: _____

LOCATION: _____

STAFF IN ATTENDANCE: _____

WHAT TIME WAS THE PARENT CALLED? _____

WHAT TIME WAS THE SITE DIRECTOR NOTIFIED? _____

DOES THIS INJURY NEED TO BE SEEN BY A DOCTOR? ____ YES ____ NO

DESCRIBE INCIDENT: _____

ACTION TAKEN: _____

PARENT SIGNATURE: _____

STAFF SIGNATURE: _____

SITE DIRECTOR SIGNATURE: _____

LATE FEE AGREEMENT

PARENT/CHILD _____

DATE _____

TIME OF ARRIVAL _____

TIME OF DEPARTURE _____

AMOUNT OWED _____

STAFF IN ATTENDANCE _____

DATE PAID _____

I hereby acknowledge that I have been late as stated above. A late fee has been charged according to the rate of \$10.00 per child per fifteen (15) minutes, or any part thereof. The late fee is to be paid in cash directly to the staff member(s) who was required to stay with my child/children within five (5) business days.

PARENT SIGNATURE _____

STAFF SIGNATURE _____

AGREEMENT FORM

As a parent or guardian, I will read the Parent Policy Manual including the Code of Conduct. I will adhere to all of the policies, including the following:

1. I will pay a cash late fee (within 5 business days) directly to the staff on duty of \$10.00 per child for every 15 minutes (or part thereof) that I arrive late at the Centre. The centre closes at 5:30 PM.
2. I understand that my fees are due one week after the invoices are issued, unless arrangements have been made with the Director. I also understand that invoices due during a holiday period are my responsibility to be paid on time regardless of whether my child is attending or not.
3. If your account has not been paid in full by close of the due date, a late charge of \$10.00 will be applied to your account on the following Monday. You then have until the week's end to pay your balance. If your balance is not paid in full, your child will not be accepted back at the centre until your account has been cleared. If your account is not paid in full after 2 weeks, your child will be withdrawn from the centre and your account will be sent to a collection agency
4. I understand that bills are issued every four (4) weeks to the total of thirteen (13) pay periods per year. Families that have made monthly arrangements must make up the additional payment by adding 1/12 of the cost of fees to every monthly payment.
5. Failure to make monthly payments on pre-arranged date will result in one late fee being applied. If balance is not paid in full at the end of the first week, you will lose your spot and children will be removed from the program until balance is paid. Your account will be sent to a collections agency if required.
6. All new registrations will be subject to a non refundable \$50.00 registration fee per child.
7. The Centre will not refund fees if child is absent.
8. I will be responsible for the full fee if for any reason the Centre has not received confirmation from the Subsidy Office regarding Government assistance. Families applying for subsidy are responsible for all fees incurred prior to approval. Full fee balances are due on due date. Failure to settle account in full, will result in children being suspended until payment and/or subsidy approval is received. Invoices will be adjusted once approval is received.
9. I understand that the Policies of the Centre do change from time to time and that changes will be in effect from notification of Executive Director (bulletins will be emailed)
10. I agree to conduct myself in a fashion consistent with the Centre's Behaviour Management Policy and Code of Conduct when I am on site at the Centre. I will also agree to treat staff with all the respect due them and refrain from using profanity or discussing problems a/o difference of opinion in front of ANY children.
11. I understand that I must pick up my child/children from the Centre unless a contract has been made between the Director and myself. (This is for grade 6 children only).

- 12. I understand that I am responsible for any damage to the belongings or premises, caused by my child.
- 13. I agree to pick up my child/children within 30 minutes when called due to illness. If I am unavailable, I understand an alternate or emergency caregiver will respond.
- 14. I understand I must notify the Centre of any changes to phone numbers, addresses, email addresses, work information, pick up and emergency contacts.

DATE

CHILD'S NAME

NAME OF PARENT

SIGNATURE OF PARENT