



# Fort Garry

## Child Care Centre Co-op Inc.

\*Parent Handbook  
Revised June 2022

\*For the purpose of this manual, the word “parent” will refer to any people who are primarily caring for the child.

\*\* FGCCCC may be used throughout the manual as an abbreviation for Fort Garry Child Care Centre Co-op Inc.

This is a living document and as such, it is everchanging. Parents will be notified of any changes.

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Appendix A

Appendix B

## **A. Contact Information**

Email: [childcare@fgcccc.ca](mailto:childcare@fgcccc.ca)

### **MITT (Main office)**

1555 Pembina Highway  
Winnipeg, Manitoba, R3T 2E5  
Phone: 204-453-7600  
Hours of operation: 7:00am – 6:00pm

### **Oakenwald (located in Oakenwald School)**

666 Oakenwald Avenue  
Rooms 6, 7 & 8  
Winnipeg, Manitoba, R3T 1M4  
Phone: 204-452-9933  
Hours of operation: 7:00am - 9:00am and 11:30am – 6:00 pm  
This location is open from 7:00am – 6:00pm on in-service days and all school breaks

### **HGI (located in Henry G. Izatt School)**

960 Scurfield Blvd.  
Room 103  
Winnipeg, Manitoba, R3Y 1N6  
Phone: 204-479-0945  
Hours of operation: 7:00am - 9:00am and 3:00pm – 6:00 pm  
This location is open from 7:00am – 6:00pm on in-service days and all school breaks but is closed during the summer break

### **EVA (located in Ecole Viscount Alexander School)**

810 Waterford Avenue  
2<sup>nd</sup> Floor Classrooms  
Winnipeg, Manitoba, R3T 1G7  
Phone: 204-390-1811  
Hours of operation: 7:00am - 9:00am and 3:00pm – 6:00 pm  
This location is open from 7:00am – 6:00pm on in-service days and all school breaks

## **B. Message from our Board of Directors**

Dear Families,

Welcome to Fort Garry Child Care Co-op Inc.

We are a non-profit, registered charity that functions under the direction of a volunteer Board of Directors that consists of parents and community members. We are licensed by Manitoba Early Learning and Child Care and we currently care for pre-school and school-aged children.

This handbook is designed to help explain, in detail, our policies and procedures that have been put in place to meet the needs of the facilities and the children and families. Please read through this handbook carefully and if you have any questions feel free to ask any member of the management team.

This handbook is a contract between you and Fort Garry Child Care Centre Co-op Inc. Each family is a member of the Co-op and therefore is encouraged to actively participate in our programs through different forms of volunteerism outlined later in this handbook.

We all want the very best for our children and through our co-operative we all contribute to their happiness and well-being. In return, we can benefit from the co-operative continuing to grow and thrive just as our children do!

Welcome to the FGCCCC family!

The Board of Directors  
Fort Garry Child Care Centre Co-op Inc.

## C. The Co-op

### C.1 About us

Fort Garry Child Care Centre Co-op Inc. was incorporated in 1992 with the amalgamation of College Co-op Day Care Centre Inc. and Oakenwald Before & After School Co-op Inc. College's preschool program had been in Fort Garry since its incorporation in 1974, located in the basement of the Fort Garry United Church since December 1981. Oakenwald's school-age program was located in the Oakenwald School since its incorporation in 1990. On April 19, 1993 both programs moved to 757 Lyon Street (formerly General Steele School). A Satellite program called Fort Garry Oakenwald School-age opened September 7, 2005 with the cooperation of Pembina Trails School Division #5 and Oakenwald School. In 2003, the child care co-op started to prepare for relocation due to the sale and planned demolition of the building at 757 Lyon Street.

In August 2006, the new 4,100 square foot space opened its doors in the newly renovated space at Manitoba Institute of Trades and Technology (MITT) (formerly Winnipeg Technical College) where it continues to serve the Fort Garry area. In 2009, a school-age satellite program opened in Henry G. Izatt Middle School. In fall of 2010 we relocated our 15-space school-age program operating out of Manitoba Institute of Trades and Technology (MITT) into École Viscount Alexander and expanded the program to accommodate up to 30 children.

### C.2 The Director

The Director, reporting to the Co-op's Board of Directors, is responsible for the day-to-day operation and management of the Co-op. The Director ensures that the Co-op is in compliance with the provincial regulations set out by Manitoba Early Learning and Child Care while at the same time, tailoring the programming to meet the needs of the children and families in our community.

The Director has an "open-door" policy and is open to any comments, questions, or concerns regarding the Co-op.

### C.3 The Staff

The staff working for FGCCCC work hard each day with each and every child, planning fun and exciting activities, tending to their needs, and ensuring all children are safe. We have a mix of Early Childhood Educators and Child Care Assistants working in our programs. All of our staff have their first aid and CPR certificates as well as cleared background checks. The staff working for FGCCCC are flexible and will often work at more than one of our locations throughout the week.

## **C.4 The Board of Directors**

The Board of Directors consists of 6 members. At the annual general meeting (AGM), the membership elects the Board of Directors, which serves a two-year term. The Board asks on behalf of the membership in accordance with The Co-operatives Act and the Charter By-Laws.

## **C.5 Our Philosophy, Program, and Objectives**

Fort Garry Child Care Co-op Inc. is committed to providing high quality child care in an inclusive, play-based, and child-centered environment. Our program will provide children with an atmosphere where they can develop a positive self-image, practice independence, and learn to respect themselves, others, and the environment. We view each child as unique and will individually support each child in order to meet their needs.

We offer play-based programming that supports children in their language, physical, social, emotional, and cognitive development. We follow an emergent curriculum approach that is based off of the children's current interests.

Our objectives are to:

- Respect the needs of each child as well as the group of children as a whole
- Provide a well-balanced program that supports the 5 developmental domains
- Foster independence of each child through daily activities and a consistent, yet flexible schedule
- Provide a safe, warm, and comfortable environment for children and families

Fort Garry Child Care is also committed to providing an inclusive environment for all children. Additional staff will be utilized, when available, in the classrooms to support the inclusion of all children in everyday programming and to ensure the individual inclusion goals are met.

## **C.6 Curriculum Statement**

At Fort Garry Child Care Centre Co-op Inc., we believe that children are our future. It is our goal to support and expand the child's learning in all the areas of development to make them the most successful leaders of our community. We are fortunate to have a diverse, multi-aged group of children, parents, and staff in our programs. The diversity in our programs allows us to plan a unique and exciting curriculum that embraces all individuals.

At Fort Garry Child Care, we strongly believe that children learn through play. We believe that play is the beginning of knowledge and children need the freedom and time to play. Play is not a luxury; it is a necessity. Our child care staff set the stage by providing interactive, hands-on play

experiences in all of our learning areas. These areas include but are not limited to block play, housekeeping/dramatic play, art, science, library, music and movement, large motor play, and sensory play (such as a sand and water play). The equipment in our classrooms is child-sized and the play materials are at the child's level. This promotes independence and allows children to use their senses while exploring and gives them the opportunity to learn about themselves, their relationships with others, and the world around them. Through play, children learn how to solve problems, work cooperatively with others, and expand their social skills such as sharing, actively listening, and communicating with others.

At our Co-op, we have multiple classrooms with mixed age groups. This is beneficial for the children as it helps to foster social skills and a sense of security. The older children have the ability to be leaders and helpers and gain self-confidence by teaching the younger children skills like zipping a zipper or buttoning up their clothes. The younger children are not only learning these important skills but also learning to trust those around them. Most importantly, all the children are learning how to communicate with each other in a positive manner.

After preparing a rich environment, the child care staff have a role in extending children's play by observing, interacting with the children, giving further information, adding or changing materials in the environment, and in some instances, providing a sense of direction. A few examples of materials we provide for the children daily are; dress up clothes, housekeeping items such as play food, dishes, cutlery, etc., books, puzzles, a variety of blocks and cars, open-ended art materials, playdough, and many more! All of our learning centres are set up in a way to promote independence and encourage the children to play and learn based on their own interests. At Fort Garry Child Care, we also encourage outdoor play. We believe children learn best in the natural environment and we will spend a large portion of our day outside during all seasons.

Our Co-op follows an emergent curriculum approach. This means staff take the time to observe and interact with the children in order to plan activities and play experiences based on their current interests. The staff take advantage of teachable moments, that is, those instances when an opportunity arises to teach a child important life skills and lessons, and use them to enhance the child's knowledge on a specific topic and enhance the child's imagination.

The Co-op maintains a daily schedule that is dependable yet flexible. An example of flexibility in our schedule could be when we have the first snowfall of the year. The children are excited to see the beautiful snow, so we may adjust our schedule to stay outside for a longer period of time or bring the snow inside to do activities such as snow painting. The most challenging time for children to adjust is during arrival or departure and during transitions. Staff will assist children with transitions by using positive guiding techniques such as songs, games, and getting the children involved in guiding the transition. The staff will support the children's self-help skills while transitioning to go outside to help promote independence. Our daily schedule provides a routine so the children know what is coming next. Staff will build upon children's existing knowledge throughout the day and allow the children to progress at their own rate.



Our staff will continuously share a child's learning and development with their parents through daily conversations and journals. We will share photos, videos, and projects that the children have created throughout the day with the parents. At the Co-op we have an open-door policy where staff and parents are encouraged to communicate freely with each other to express ideas and to work together to support a common goal. Staff and parents are encouraged to communicate daily about their child's needs and work together to ensure there is consistency between home and daycare.

### **C.7 Inclusion Policy**

Fort Garry Child Care Centre Co-op Inc. strives to provide an inclusive environment at both our preschool and our school-age locations. We welcome and accept children and staff of all abilities at all of our locations.

Our indoor and outdoor environments are designed to allow all children to fully participate and engage in activities with their peers. Toys and equipment are arranged at the child's level to allow them to move freely, socialize with their peers, and make choices based on their abilities, interests, and needs.

Our program and schedule will remain flexible and may be adapted to meet the needs of the children and families in our care.

### **C.8 Early Childhood Education Students**

We welcome college students who are studying for their Early Childhood Education Diploma. These students are supervised by the Co-op staff, are not counted into ratio (unless they are on a paid practicum), and are not left unsupervised with the children. All students have completed background checks and updated first aid and CPR. These students contribute significantly to our programs and the education of your children. Students will gain practical experience and bring new ideas into the centre. This also gives our staff the opportunity to mentor and support future Early Childhood Educators.

## **D. Registration and Withdrawals**

### **D.1 Admissions, Registrations, and Deposit**

FGCCCC is a full-time program that provides care for children between the ages of 2 and 12 years old. We service many schools in the Pembina Trails School Division. Each family will be offered a tour of the location they are planning on attending. Your child must be in attendance for the tour.

Once accepted, you must provide a non-refundable deposit of \$100.00 to hold your child's space. If you later choose not to keep the space, your deposit will not be refunded. If you go forward with taking the space, the deposit will be applied to your first invoice.

FGCCCC uses an online child care software called Fastoche. You will be given a link to this platform for your registration. Fastoche is where we keep vital information for each child at each of our centres. All registration and consent forms must be completed before your child's first day. Data is protected by two-tiered authentication and end-to-end encryption.

## **D.2 Withdrawals**

FGCCCC requires two weeks written notice in advance if you want to withdraw your child from the Co-op. If this notice is not given, parents will be required to pay the parent fees for the two-week period after the date of notice.

FGCCCC reserves the right to terminate services to parents if:

- Fees are not paid
- Noncompliance with FGCCCC policies
- Repeated late pick-up of your child
- Abusive language or behaviour towards staff, other families, or other children
- Behaviours which put children's safety in jeopardy

## **E. Child Care Fees and Payments**

### **E.1 Child Care Fees**

|                                   |                 |
|-----------------------------------|-----------------|
| Preschool                         | \$20.80 per day |
| Kindergarten                      | \$20.80 per day |
| Before and after school           | \$8.60 per day  |
| Early dismissal (school-age only) | \$10.40 per day |
| In-service and school breaks      | \$20.80 per day |

Please note, in-service and school break fees are charged regardless of attendance

### **E.2 Subsidy**

Government subsidy is available to those who qualify. Parents wishing to apply for subsidy should do so by submitting an application using the link below. This can be done prior to enrollment provided you have a start date for your child. Please note, until subsidy is approved, you are responsible for paying your fees each billing period.

[https://www.manitoba.ca/education/childcare/families/childcare\\_subsidies.html](https://www.manitoba.ca/education/childcare/families/childcare_subsidies.html)

Please note, if your child is a ward of Child and Family Services, the parents must pay the child care fees and the agency will refund the parents.

### **E.3 Membership Fee**

Because we operate as a cooperative, there is a \$10.00 membership fee per billing period per family. This will be added to each invoice.

### **E.4 Child Care Fee Payments**

FGCCCC follows the billing periods set out by Manitoba Early Learning and Child Care. Please contact the centre or see our website for a copy of the billing periods.

There are 20 days in each billing period. Child care fees are paid in advance and are due on the first Monday of each billing period. Invoices will be sent out 1 week before the billing period begins.

See sample calendar below for clarification:

- Our invoices would be sent out on June 2nd for the billing period of June 9<sup>th</sup> until July 4<sup>th</sup> (20 business days).
- Your payment is due on Monday June 9<sup>th</sup>.

June

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|---------|-----------|----------|--------|----------|
| 1      | 2      | 3       | 4         | 5        | 6      | 7        |
| 8      | 9      | 10      | 11        | 12       | 13     | 14       |
| 15     | 16     | 17      | 18        | 19       | 20     | 21       |
| 22     | 23     | 24      | 25        | 26       | 27     | 28       |
| 29     | 30     | 31      | 1         | 2        | 3      | 4        |

Preferred method of payment is E-transfer. We will also accept cheques. FGCCCC will NOT accept cash payments.

The email address for E-transfers is [parentfees@fgcccc.ca](mailto:parentfees@fgcccc.ca). You will have to provide a security question and answer. Please use myfees1555 as the answer. We also ask that you put your child's name in the notes or messages section of your E-transfer to ensure the payment is added to the correct account.

### **E.5 Joint Payment Policy**

All parents who are sharing payment of childcare fees are subject to joint liability. This means if one parent does not pay their portion of the fees, the other parent will be informed and is required to pay the full portion of fees to guarantee continued space in the program.

### **E.6 Late Child Care Fee Payments/NSF Payments**

All fees are due on the first day of the billing period. Failure to pay fees after 5 business days will result in an immediate suspension of child care as well as a \$25.00 late fees payment added to your next invoice. Parents are responsible for all fees during the suspension period. If after 10 business days (2 weeks after the start of the billing period), a payment has not been made, FGCCCC will terminate care.

We realize that at times, families may incur some financial difficulties and may be unable to make their payment on time. Please discuss these matters with the Executive Director prior to and we will create a payment plan to avoid terminating your child care services.

The Executive Director reserves the right to send outstanding parent accounts to a collection agency. This will occur two weeks after child care services are terminated.

For NSF (non-sufficient funds) cheques, families will be responsible for all costs incurred plus an additional \$25.00 administration fee.

### **E.7 Late Pick Up Fee**

All of our FGCCCC locations close at 6 pm. We ask that you arrive at least 10 minutes prior to 6:00 pm to have your child ready to leave prior to closing time. Please phone and notify the Co-op if you are going to be late. Please note, if you are late picking up your child you will have a late fee added to your next invoice. You will be charged \$15.00 for the first 15 minutes late (or portion of) and \$30.00 for each 15-minute period after that.

Repeated late pick ups may result in termination of child care services.

Please note, if there has been no contact with the family and designated emergency contacts and the child is still at the centre at 6:30pm, Child and Family Services will be contacted.

### **E.8 Sunscreen and Bug Spray**

During the summer, FGCCCC will provide hypo-allergenic sunscreen and appropriate insect repellent for the children in our care. To cover these costs, a \$20.00 fee per household will be added to your first invoice in June each year.

### **E.9 Donations**

Charitable receipts will be provided for any donations you wish to make to FGCCCC over \$10.00.

## **E.10 Centre Holidays and Closures**

All of our locations will be closed on the following statutory holidays each year. You will still be charged for these days.

1. New Years Day – January 1<sup>st</sup>
2. Louis Riel Day – Third Monday in February
3. Good Friday – Friday before Easter
4. Victoria Day – Monday on or before May 24<sup>th</sup>
5. Canada Day – July 1<sup>st</sup>
6. Civic Holiday – First Monday in August
7. Labour Day – 1<sup>st</sup> Monday in September
8. Truth and Reconciliation Day – September 30<sup>th</sup>
9. Thanksgiving Day – 2<sup>nd</sup> Monday in October
10. Remembrance Day – November 11<sup>th</sup>
11. Christmas Day – December 25<sup>th</sup>
12. Boxing Day – December 26<sup>th</sup>

If the previous days (except Remembrance Day and Truth and Reconciliation Day) fall on a weekend, the following business day will be observed as a holiday in lieu.

All of our locations will also be closed at noon (12:00pm) on Christmas Eve (December 24<sup>th</sup>) and New Years Eve (December 31<sup>st</sup>) each year.

All of our locations will close for professional development 1 day per year. Families will be given at least 4 weeks' notice.

## **F: The Programs**

### **F.1 Toilet Training:**

FGCCCC will assist parents in toilet training when the child is ready. The child must show initiative, cooperate when it is time to use the washroom, and begin to tell caregivers that they need to go. We will never force a child to sit on the toilet or a potty.

For sanitary reasons, after 3 accidents in a day, the child will be put back into a diaper or a pull up. Parents must send multiple changes of clothing when toilet training.

### **F.2 Nap Time:**

Our preschool program has a nap time from 12:30-2:30 daily. Children will rest on individual cots that are cleaned and sanitized daily. Children who are not sleeping after half an hour are able to get up and join back into the program. Children who do not nap will be offered a rest period or “quiet time” for half an hour each day. FGCCCC will work with families to implement the most suitable nap routine for your child. Parents are asked to bring a small blanket and a stuffed animal (if necessary) for their child to use at nap time. The blanket will be sent home each Friday for families to launder and return it to daycare the following week.

### **F.3 Absenteeism**

Please let the staff or management team know if your child will not be in attendance. This can have a great impact on staffing during the day and the advanced notice helps us maintain staff to child ratios as well as keep our costs down.

### **F.4 Vacation**

Please let the staff or management team know if your child will be absent for an extended period of time. This can be done by email or a phone call to the centre. A child will be considered withdrawn after being absent for 10 operating days if no notice or reason is given. Fees will still be charged for any absent days for all preschool and school-age children.

### **F.5 Outings and Field Trips**

Outings can include visiting nearby parks, taking walks in the neighbourhood, going to nearby stores, and visiting community resources such as fire halls, taking tours, skating, etc.

Signed parental permission is required for field trips. For children who do not have signed permission, you must find alternate care for your child on that day. Parents will be notified in advance for field trips requiring transportation.

### **F.6 Transportation**

Under no circumstances will your child be permitted to walk home unattended or be sent home unattended in a commercial transportation vehicle (taxi, Uber, etc.). On occasional planned outings and field trips, the Co-op will use public transportation or a licensed school bus company as a means of transportation. Parental permission is required.

### **F.7 Bussing**

The school division assumes responsibility for the child once they step onto the bus and the Co-op assumes responsibility once the child steps off the bus. A staff member will escort the children to and from the bus. If a child does not arrive on the bus, a staff member will contact

the parents to see if the child is supposed to be in attendance. If the child was supposed to be in attendance, it is the parent's responsibility to contact the school and transport the child to the daycare.

If bussing is cancelled for any reason, parents are responsible for transporting their children to and from daycare.

HGI:

Bussing to and from HGI is available through the Pembina Trails School Division for children in grades 1-4 attending Whyte Ridge School.

EVA:

Bussing to and from EVA is available through the Pembina Trails School Division for children in grades 1-4 attending Ecole Crane School.

MITT:

Bussing to and from MITT is available through the Pembina Trails School Division for children attending the AM kindergarten program at Ecole Crane School.

**F.8 Children Walking to and From Classes (Oakenwald, HGI, and EVA):**

When the school bell rings, children will be sent to their classes on their own. They are signed out by the staff and the school assumes responsibility of the child. Staff are to assist, when possible, by standing in the hallways and watching the children disperse to their classes.

After 3:30 pm, once the bell rings, the children will make their way to the child care program on their own. Staff will watch for the arrival of the children and sign them in upon arrival. If a child does not arrive 10 minutes after the school bell has rung, the staff will:

- Call the parents to see if their child should be in attendance
- Contact the school office and ask the school to page the child over the intercom
- If the child is still not found, the staff will ask the school and the parents for assistance in looking for the child
- If the child still cannot be located, the police will then be called

**F.9 Toys from Home**

FGCCCC encourages children to leave their personal toys and items at home. This is to prevent conflict between the children in the classroom as well as items being broken or lost.

**G. Parent Roles**

## **G.1 Daily Supplies needed:**

- Diapers/wipes/diaper cream (if applicable)
- Blanket and stuffed animal or comfort item for nap time, if applicable (preschool only).
- Two changes of clothing to be kept in the child's locker or backpack at all times
- Indoor and outdoor shoes (no flip-flops)
- A refillable water bottle (to be taken home and washed daily)
- Lunch bag with appropriate utensils

**\*\* All items should be clearly labelled with your child's name**

### Outdoor Gear:

Parents MUST send appropriate outdoor gear daily. FGCCCC will be going outside at least twice a day except in thunderstorms or when the temperature is below -25 degrees Celsius. If your child arrives at daycare without appropriate outdoor gear, we will call the parents to have them drop off the gear immediately or the child will be sent home as we do not have the staffing capacity to keep your child inside while the others go outside.

Please send the following:

- Winter: boots, ski pants, jacket, neck warmer, hat, mitts
- Summer: sun hat, outdoor shoes (no flip-flops)
- Spring: rain jacket, splash pants, rubber boots, outdoor shoes
- Fall: light jacket, outdoor shoes

PLEASE LABEL EVERYTHING! FGCCCC will assume no responsibility for lost or stolen items. Check our lost and found on a regular basis if you are missing items.

## **G.2 Parents Arrival and Departure Responsibilities**

Entry:

- Parents must accompany their child(ren) into the child care centre as well as into the child's classroom.
- You must verbally inform the staff on duty of your child's arrival.
- The Co-op can only resume responsibility of the child once they are marked in for the day.
- Children must wash their hands when entering the classroom.

Exit:

- Please come to the classroom and verbally notify staff that you are leaving.
- Check your child's locker/backpack for soiled clothing or any craft items that need to go home.
- Once the child is signed out, the Co-op is no longer responsible for your child.



### **G.3 Release of Children:**

Your child will not be released to anyone except those indicated on the registration form. If there is an exception, you must notify the staff or the office by phone or email. If the pickup person is not known by the staff, he or she will be asked to present photo identification. Your child will not be released unless they present this identification and are on the pick-up list.

In the case of parental separation or divorce, we do not have the right to deny access of the child(ren) to either parent unless we have a court order in our files.

### **G.4 Fundraising:**

FGCCCC is a non-profit childcare program and therefore, we may implement a fundraising initiative once or twice per year. Parental involvement is strongly encouraged.

### **G.5 AGM (Annual General Meeting):**

Once a year an Annual General Meeting is held to give members of the Co-op (you, as parents) an overview of our governing procedures, policy revisions, and financial statements. Parents also have the opportunity to make submissions to the Board for items to be included in future discussions at board meetings. We strongly encourage parents to attend our AGM as we need sufficient attendance in order to continue operating.

It is at this time that parents will be asked to join the Board. Parents can submit their name and a short paragraph about themselves. The nominees are then voted on based on the spaces available on the Board. Parent participation is a necessity. Without the Board, the organization cannot operate. We appreciate parent involvement; light refreshments will be served during the meeting.

### **G.6 Intoxication Policy**

If a pick-up person arrives at the center displaying signs of being under the influence of drugs or alcohol, a staff member will privately talk to the person and state they are concerned about the safety of the child. The safety of the child(ren) is our main concern. The staff will offer to make other travel arrangements or to call an emergency contact. In some circumstances, the police may be called.

### **G.7 Family Involvement and Volunteering:**

As we operate as a child care cooperative, from time to time we may ask families for support. This may include donations of items such as activity supplies, volunteering for odd jobs such as

spreading mulch outside, or even using your skills to build things such as a shed, etc. Families are welcome to come and share their special talents/interests/ and culture with the staff and children.

We encourage families to be involved in various aspects of the program such as:

- Giving your suggestions to the Director and/or the Board
- Attending our AGM (annual general meeting), special meetings, etc.
- Serving on the Board of Director's (2-year term) or various committees.
- Supporting the staff that work directly with your child through ECE week, in conversations at pick-up and drop-off time, etc.

### **G.8 Updating Contact Information:**

Please ensure your contact information is up to date. If any of your personal information such as addresses and phone numbers change, please inform the Co-op immediately.

## **H. Health**

### **H.1 Nutrition:**

Parents are required to provide a nutritious lunch and 2 snacks each day of full-time care for their child. We have a microwave in each classroom but to save time, hot thermoses are encouraged. Please put an ice pack in your child's lunch as we do not have a fridge available to store perishable items. For children attending child care before and after school, parents are required to provide 2 snacks for their child.

We follow Canadian Food Guidelines when it comes to serving any special snacks or lunches. Please ensure your child's lunch has 3 food groups (refer to Canada Food Guides) and healthy choices. Please visit [manitoba.ca/healthyliving/foodinchildcare](http://manitoba.ca/healthyliving/foodinchildcare) for more information on healthy choices.

All of FGCCCC's locations are nut-free. Please do not send any nut products in your child's lunch. Manitoba Early Learning and Child Care stipulates that child care centres are not allowed to serve nut products to children under the age of 3.

### **H.2 Handwashing and Health Practices:**

Diseases can spread any place where children interact. The best way to control the spread of disease is through good health and hygiene practices. To reduce the spread of communicable disease or illness we will follow the Infection Control Guidelines for Early Learning and Child Care for hand washing, cleaning and sanitizing.

### **H.3 Diapering Procedure:**

FGCCCC will follow the diapering procedures set out by Manitoba Early Learning and Child Care.

### **H.4 Illness:**

Please do not send your child to the centre if they are ill. If the child is not well enough to participate in our daily activities, they are not well enough to be at daycare. Please keep them home to recover. If a child becomes ill at the centre, we will contact the parent and you will be expected to pick up your child in a timely manner.

### **H.5 Communicable Diseases:**

Children with a communicable disease are required to stay home for the period when they are contagious. It is our responsibility to protect the health and well-being of all the children in our care. Please do not send your child to the child care centre if you suspect your child may have a communicable disease without first contacting your child's doctor for a diagnosis.

### **H.6 Common ailments:**

1. Strep throat – children cannot attend until 24 hours after their first dose of medication
2. Diarrhea – If your child has 2 or more bouts of diarrhea in a 2-hour period, they cannot attend the centre
3. Fever (38 degrees or higher) – children cannot attend until 24 hours with no fever or medication
4. Undiagnosed Rash – children cannot attend until seen by a doctor and the rash is deemed not contagious or safe
5. Cold/runny nose – children may attend provided there are no other symptoms
6. Pink eye – children cannot attend until 24 hours after their first dose of medication
7. Impetigo – children cannot attend until 24 hours after their first dose of medication
8. Hand, Foot, and Mouth – children cannot attend until 24 hours fever free and until their spots are crusted over and no longer oozing
9. Covid-19 – children cannot attend until 5 days after their positive test with the test day being considered as day 0

### **H.7 URIS (The Unified Referral and Intake System):**

URIS is a joint initiative of the provincial government departments of Health, Education, and Family Services. URIS provides support for children with specific health care needs (asthma, life-threatening allergies, seizures, diabetes, etc.) when they are attending school, child care facilities, or other community programs. When a child is approved for URIS support, a registered nurse develops a health care plan and provides training to community program staff. The

Winnipeg Regional Health Authority (WRHA) provides URIS support in your child's school and or child care facility.

If a child requires an Epi-pen, the child MUST wear the epi-pen on their body at all times. This is to ensure the epi-pen is not forgotten and is always on the child when needed. Staff will not carry epi-pens for children.

A child with an epi-pen, puffer, or other life-saving medication CANNOT attend child care without a current (not expired) device.

### **H.8 Medication:**

Only prescribed medication will be administered to your child. It must be in the original container, properly labeled with the child's name and instructions for administering it. The parent-consent and medication record must be completed. Medications are kept locked in the fridge or a high cupboard.

We will not administer fever reducing medications (Tylenol, Advil, etc.) or any other over-the-counter medications.

## **I. Safety**

### **I.1 Injuries:**

In cases of injury where Co-op staff determine that a doctor should be consulted, the Co-op will contact the parent giving full and detailed information about the injury. An accident report will be filled out for the parents to sign and this report will also be sent to the centre's Child Care Coordinator. The parent should then contact their family physician.

### **I.2 Accident/Behavioural Reports:**

Accidents will be dealt with in according to regulations:

- A written log (accident report) of all injuries including bumps, bruises and small cuts will be kept and the report will be sent to the parents. These accident reports are kept on file at the centre.
- Reports of any injury which requires medical care will be copied to the Child Care Coordinator and to the parent/guardian.

Behavioural Reports will be given to families when their child injures another child, staff member, or damages property.

Parents are required to sign off on all accident and behavioral reports.

### **I.3 Ambulance:**

If at any time medical treatment is necessary due to serious injury or illness, FGCCCC will take whatever measures are necessary for the protection of the child. If this involves transporting the child to the hospital, all associated costs (ambulance, etc.) will be the financial responsibility of the parents.

#### **I.4 Locked Door Policy**

**All Fort Garry locations have a locked door policy. Please do not open the door to anyone. The staff will decide who is allowed access to the building at all times.**

##### **MITT:**

The door to the college will be open. The doors at the end of the hallway that are used to enter the child care program will be locked. There is a doorbell on the right-hand side of the door. Please ring the doorbell and stand in front of the camera so we can identify you and let you in. When exiting our MITT location, please push the green button on the right-hand side of the door to disable the alarm before you open the door.

##### **Oakenwald:**

Please use the doors on the left side of the building (if you are facing the front of the school). There is a buzzer on the right-hand side of the doors. Please push the buzzer and a staff member will meet you at the door and let you in.

##### **EVA:**

Please use the doors closest to the field on Waterford Avenue which are open. Go up the stairs and ring the buzzer on the left side of the door to have access to the daycare. A staff member will come and let you in.

##### **HGI:**

Please use the doors near the back of the school by the field. There is a winding path that leads to these doors which will be locked. Please ring the doorbell located on the left side of the door and a staff member will come and let you in.

#### **I.5 Emergency Evacuation Procedure:**

Once a month we conduct a fire drill in order to familiarize the children with our emergency procedures. Staff must confirm that all persons are accounted for. During a fire drill, do not bring your child into or remove them from the Co-op. If you are inside the Co-op, you are expected to participate in our fire drill.

Please see our Safety Plans for each location on our website for our evacuation addresses.

#### **I.6 Emergency Closures:**

In all emergency situations, patience is requested. In the event of any emergency closure, parents will still be charged for the day.

If the Pembina Trails School Division closes, our centres will also be closed.

In the event of school bus cancellations, parents will be fully responsible for transporting their children to and from school.

## **I.7 Behaviour Management Policy**

At FGCCCC, we believe that children learn about the world around them through play. Our goal as Early Childhood Educators is to help guide children's learning and provide them with positive experiences that will foster development in their language, cognitive, physical, social and emotional skills.

When a child displays a challenging behaviour, the child care staff will use different forms of positive guidance to re-direct the behaviour. The staff and the child may work together to solve the problem when appropriate. Staff may also re-direct the behaviour by telling the children what to do, instead of what not to do. For example, if a child is running in the hallway the staff will instruct the child to use their 'walking feet' instead of telling them to stop running. This is done to ensure the re-direction being used is positive instead of negative.

If an unwanted behaviour occurs multiple times or a pattern begins to develop, the child care staff will spend additional time with the child to help them understand the rules of the daycare, consequences of their actions, and ways to make better choices throughout the day. If a child's is having a difficult time self-regulating, the staff may move that child to another area in the classroom and provide them with an activity to do to give them a chance to self-regulate. This "time in" method is to help the child calm themselves down and refocus in order to regulate their emotions.

If there is ever a time when a child cannot seem to regulate themselves despite our efforts, parents may be called to pick the child up. Parents will be provided with an incident report if a child is sent home, their behaviour injures another person or themselves, or if an unwanted behaviour is occurring repeatedly. The Director will then schedule a meeting with the family to jointly create a plan of action to support the child in the classroom setting. Outside professionals may also be contacted to further assist with creating an individual support plan.

If a child's behaviour becomes unsafe for the other children and staff at the Co-op, the Director may remove the child from the Co-op until other assistance is provided from outside agencies. If parents are unwilling to receive support to ensure their child can thrive in our programs, or parents' behaviours break our Code of Conduct, child care services may be terminated.

The child's age and developmental level will always be considered when re-directing challenging behaviours.

Please refer to our "consequences for inappropriate behaviour" section in our attached Code of Conduct for the steps we will take when responding to inappropriate behaviour.

#### Prohibited Forms of Behaviour Management:

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.

Physical punishment includes striking a child, either directly or with an object, restraining, shaking, grabbing, shoving or spanking. It also includes forcing a child to repeat physical movements, force-feeding or any other action that results in physical injury to the child. Verbal or emotional abuse includes any harsh, belittling or degrading response by any adult (parent, employee, volunteer and student) in the centre, that would humiliate or undermine a child's self-respect.

The denial of physical necessities includes normal comforts such as shelter, clothing, food, bedding or toilet facilities. The centre's policies reflect that all adults, including staff, parents, volunteers and students, have a role to play in helping to create positive, healthy and appropriate environments for children.

Please note; if your child is suspended from school, they will not be able to attend the daycare program until their suspension is completed (school-age locations only). Parents will still be responsible for all child care fees during the period of suspension.

### **1.8 Child Abuse Reporting**

At FGCCCC we have a responsibility to report any case of suspected child abuse (physical, emotional or neglect) relating to children to Child and Family Services. Staff are asked to report their finding to the Director and ensure that the Director calls Child and Family Services. If the Director decides not to call, the staff member is obligated to go above and beyond the Director and make the call themselves.

### **1.9 Staffing Shortage Policy:**

FGCCCC reserves the right to reduce operating hours or close programs down due to staffing shortages. This policy has been created due to staffing shortages in the Early Childhood Educator field as well as in response to the Covid-19 Pandemic. FGCCCC will accommodate for as many

children as staff-to-child ratios allow but once we reach our maximum capacity of children at any location, we will be forced to refuse care.

We will notify families as soon as possible if we reach our maximum capacity of children. If we cannot reach you, you will be told upon arrival that we do not have room for your child that day. Families who are refused care will not be charged for the day.

If at any point the centre must reduce their operating hours (for example, we would operate from 7:30am until 5:30pm instead of 7am until 6pm), you will still be charged for the day.

### **I.10 Flexibility to Ratio Policy**

FGCCCC follows the requirements for staff-to-child ratios, maximum group sizes, and room ratios as required by Manitoba Early Learning and Child Care. They are as follows:

- Preschool: 1 staff to 8 children
- Kindergarten: 1 staff to 10 children
- School-Age: 1 staff to 15 children

There are occasions where we require flexibility on the required ratios for staffing purposes. This policy has been reviewed by Manitoba Early Learning and Child Care and exemptions have been given for the following situations:

- Transportation of children to and from school and/or bus. Either staff in the Co-op are momentarily out of child to staff ratios or staff walking children to school are out of the required ratio (HGI and EVA only).
- Naptime. During naptimes, our ratio is 1:10 which exceeds our required staff to child ratios as the need for supervision lessens with children sleeping (MITT only).
- Special events/visitors. Groups often congregate in one room for group entertainers or special events. At this time, we will exceed maximum group sizes and room ratios.
- Emergency situations. In cases where a child or staff needs emergency medical attention, one staff member will be in charge of the group while the other staff takes control of the emergency situation. At these times, the ratio of may be exceeded.

### **I.11 Confidentiality Policy**

Information about your child, verbal or written, will only be released to others under the following circumstances:

- In case of emergency or injury to your child, information may be released to the police authorities or medical staff attending the child.
- At the written request from the parent(s) of the child.
- In case of suspected abuse, to the appropriate child and family services department.
- To a substitute care provider.



Please ensure that you respect the confidentiality of the children and families in our child care centre.

### **I.12 Photos and Videos:**

Signed parental consent is required for staff to take photos of children (this is done through Fastoche). Parents may decline consent. When consent is provided, staff may take pictures of your child at play. We use these to send to parents, share with families, and posting on our walls to create a sense of belonging.

### **I.13 Email, Electronic Devices and Internet Policy:**

Children and adults using the child care's computer and/or their own personal electronic devices must:

- Respect and protect the privacy of others
- Respect and protect the integrity of all electronic resources
- Respect and protect the intellectual property (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, the provider or others involved in 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)

### **Social Networking and Other Websites:**

Information, including photos or videos, of children, parents, staff or others involved in the child care centre shall not be posted by FGCCC staff, parents or children on:

- Social networking websites (i.e., blogs, Myspace, Facebook, etc.)
- Public networking or file sharing sites (i.e., Photobucket, Flickr, YouTube, etc.)
- The daycare website (except with written parental permission) and any other type of internet website
- Children are not accepted as "friends" or "buddies" by the child care staff when using social networking sites such as Facebook or MSN.

#### **I.14 Use of Cell Phones:**

- Cell phones and other personal electronic devices are not used by the staff when caring for and supervising children.
- On outings with children, a cell phone is used for safety purposes or communication with children's parents only.

#### **I.15 Supervision and Monitoring:**

FGCCCC has the right to monitor the use of information technology resources and to examine, use, and disclose any data found. This information could be used in disciplinary actions and released to the police if it is criminal in nature.

## Appendix A – Indirect Supervision Policy (HGI, EVA, and Oakenwald)

Indirect supervision occurs when your child may not be directly supervised by child care staff during certain periods of time throughout each day. Manitoba Early Learning and Child Care requires that all parents are to be informed of these periods of time when their child may not be directly supervised and obtain written permission for each child. This policy also provides children a sense of independence, responsibility and privacy, such as using the washroom facility independently.

Below are periods of time that your child may or may not be directly supervised:

In the main child care space when the staff member is providing door access for parents and children during drop off and pick up.

While transitioning to and from our main child care space to:

- Washroom facilities
- Water fountain
- Classroom
- Outside playground to inside
- School run activities before or after school

Parents are required to supply the child care facility with pertinent dates or schedules for the above school related events. If schedules are not available or times are not consistent, parents will be expected to phone the child care facility before participation. If the child care facility does not receive notification of the school event from you, unfortunately we are unable to allow your child to leave the centre.

Please note that children are required to inform staff when leaving/arriving back from an activity. Children are encourage to go together in groups to the above activities when possible. Staff will also notify another staff member should a child be transitioning from outside to inside or from the washroom to the child care space. Staff will make record of this transition and will allow a reasonable amount of time during the transition, such as five minutes to use the washroom. Should the child not report back to a staff member in a reasonable amount of time the staff member will conduct a search of the school. If not found parents will be immediately notified.

# CODE OF CONDUCT

## *Main Office*

*Fort Garry Child Care Centre Co-op Inc.*

*Preschool Program*

*1555 Pembina Hwy*

*Winnipeg, Manitoba*

*Phone: 204-453-7600*

*childcare@fgcccc.ca*

*Facility Number 1009*

## *Fort Garry Oakenwald School-age Program*

*666 Oakenwald Avenue*

*Room 6,7 & 8*

*Winnipeg, Manitoba*

*R3T 1M4*

*Phone: 204-452-9933*

*Facility Number 100379*

## *Fort Garry E.V.A School-age Program*

*810 Waterford Ave*

*Room 201/202*

*Winnipeg, Manitoba*

*R3T 1G7*

*Phone: 204-390-1811*

*Facility Number 101255*

## *Fort Garry H.G.I. School-age Program*

*960 Scurfield Blvd*

*Room 103*

*Winnipeg, Manitoba*

*R3Y 1N6*

*Phone: 204-479-0945*

*Facility Number 101072*

# CODE OF CONDUCT

At Fort Garry Child Care Co-op Inc, we strive to provide a safe, caring, enriched learning environment for children, staff and families. We believe in the equality and respect diversity.

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

- preschool and school age children
- parents/guardians of children enrolled
- staff, centre management and Board of Directors
- volunteers and students
- school and college personal
- all other visitors to the 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 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 assistance.

### **Be Supportive of Learning**

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

## Developmental Capabilities of Children

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

## Appropriate Use of Technology

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

## **Unacceptable Behaviours**

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

- all forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive
- harassment, including behavior that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome
- all forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise
- discrimination against any person or group because of their race, color, 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 all others involved in our centre by:

- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits
- stating limits in a positive way and periodically reminding people when required

- providing explanations for limits and policies
- working together to solve problems and develop reasonable solutions
- modelling and encouraging appropriate behaviour at all times

## **Consequences for Inappropriate Behaviour**

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

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

Depending on the severity and frequency of the 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.

## **Revision June 2012**

### **Relocation of Children to an Alternate Group**

- Occasionally, staff may determine it is in the children's best interest to relocate a child to another group to further meet the needs of all children in our care. All decisions made by staff to relocate a child will be promptly communicated to the child's parents. Parents are also welcome to request the placement of their child to another group. These requests will be carefully reviewed by Management and the appropriate decision will be made in the best interest of the child and communicated back to the parents. The Centre will not purposely segregate children from one another under any circumstance. Our approach is one of inclusiveness, allowing all children the choice of who they wish to spend time with.