



Fort Garry

Child Care Centre Co-op Inc.

Parent Handbook
February 2026

Recognition of Treaty Land

We acknowledge we are on the lands of Turtle Island, where Indigenous Peoples have lived since time began. These are the ancestral lands of the Anishinaabe, Ininew, and Dakota Nations, as well as the traditional trade and travel routes of the Anishinew, Dene, and Inuit. We acknowledge we are on Treaty One territory and the National Homeland of the Red River Metis. Fort Garry Child Care Centre Co-op Inc. is committed to working together in partnership with Indigenous communities in a spirit of reconciliation.

Welcome to Fort Garry Child Care Centre 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.

Regardless of facility location, each centre operates under the guidance and values of Fort Garry Child Care, while offering tailored programming to meet the needs of the children and families they serve. As a collective, we are committed to providing high-quality care across all our locations.

Purpose of the Parent Handbook

This manual is to provide parents with comprehensive information about our policies, procedures, and programs at Fort Garry Child Care. It serves as a guide to help you understand our mission, values, and the operational standards we uphold to ensure the safety, development, and well-being of your children. We aim to create a transparent and communicative environment where both parents and staff can work together to support quality programming.

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.

For the purpose of this handbook, the word “parent” will refer to any person who is primarily caring for the child, and Fort Garry Child Care Centre Co-op Inc. will be referred to as the Centre, FGCCCC, or Fort Garry Child Care.

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

If you have any questions regarding policies or the information in this handbook, please do not hesitate to contact the Centre at your convenience.

Welcome to the FGCCCC family!

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

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A. Contact Information

Email: childcare@fgccc.ca

Website: www.fortgarrychildcare.ca

MITT (Main office):

1555 Pembina Highway

Winnipeg, Manitoba, R3T 2E5

Phone: 204-453-7600

Hours of operation: 7:00 am – 6:00 pm

Oakenwald (located in Oakenwald School):

666 Oakenwald Avenue

Rooms 6, 7 & 8

Winnipeg, Manitoba, R3T 1M4

Phone: 204-452-9933

Hours of operation: 7:00 am - 9:30 am and 3:30 pm – 6:00 pm

This location is open from 7:00 am – 6:00 pm on in-service days and all school breaks

*The nursery program runs from 9:15 am to 1:05 pm on school days. No care is provided on in-service days or 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: 7:00 am - 8:45 am and 2:45 pm – 6:00 pm

This location is open from 7:00 am – 6:00 pm on in-service days and all school breaks

EVA (located in Ecole Viscount Alexander School):

810 Waterford Avenue

1st Floor: Multi-Purpose Space

Winnipeg, Manitoba, R3T 1G7

Phone: 204-390-1811

Hours of operation: 7:00 am - 9:30 am and 3:30 pm – 6:00 pm

This location is open from 7:00 am – 6:00 pm on in-service days and all school breaks

B. Introduction to Fort Garry Child Care

B.1 Our History

Fort Garry Child Care Centre Co-op Inc. was established in 1992 through the amalgamation of College Co-op Day Care Centre Inc. and Oakenwald Before & After School Co-op Inc.

College Co-op, incorporated in 1974, operated a preschool program out of Fort Garry United Church. Oakenwald, incorporated in 1990, offered a school-age program at Oakenwald School. On April 19, 1993, both programs joined together under one roof at 757 Lyon Street.

As the co-op grew, a satellite program—Fort Garry Oakenwald School-Age Centre—opened on September 7, 2005. Around the same time, the co-op began planning for relocation, as the Lyon Street building had been sold and scheduled for demolition.

In August 2006, Fort Garry Child Care moved into its newly renovated space at the Manitoba Institute of Trades and Technology (MITT), where it continues to serve the Fort Garry community. Expansion followed:

- 2009 – A new school-age satellite program opened at Henry G. Izatt Middle School.
- 2010 – The 15-space school-age program at MITT was relocated to École Viscount Alexander and expanded to 30 spaces.
- 2022 – The HGI program became a full-time program, serving children in Grades 1–4 at Whyte Ridge Elementary School as well as children attending HGI.
- 2024 – The Oakenwald location added a 10-space morning nursery program

B.2 Not-for-Profit Co-operatives: What It Means for Our Childcare Centre

Fort Garry Child Care Centre Co-operative is organized as a not-for-profit co-operative, which means that we are a member-based organization designed to meet the needs of families. We believe in creating a caring, community-focused environment where everyone’s voice is heard and respected, and where the needs of children and families always come first. A list of ways that members can be involved with the Centre is outlined in Section G.7.

As a not-for-profit co-operative, we do not aim to generate any profits and strive to be cost-effective and sustainable. Any surplus funds generated are not distributed to members. Instead, these surpluses are reinvested into the Centre to help fund new initiatives, improve services, or ensure our financial stability. This ensures that we are always working toward the long-term benefit of our children and families.

B.3 Our Programs

Fort Garry Child Care operates across four locations:

1. Preschool (1555 Pembina Highway, inside MITT College)

Licensed for 57 spaces, this site includes two preschool classrooms with 24 children each,

plus a kindergarten program for up to 9 children attending the AM Kindergarten class at École Crane.

2. EVA (École Viscount Alexander, 810 Waterford Avenue)

Licensed for 30 school-age spaces, this program serves children in grades 1–4 at École Crane and grades 5–6 at École Viscount Alexander.

3. HGI (Henry G. Izatt School, 960 Scurfield Blvd.)

Licensed for 30 school-age spaces, this program serves children in grades 1–4 at Whyte Ridge Elementary and grades 5–6 at Henry G. Izatt.

4. Oakenwald (Oakenwald School, 666 Oakenwald Avenue)

Licensed for 50 spaces, this site offers three programs: a 40-space school-age program, a 10-space kindergarten program, and a 10-space nursery program.

- 5. Kindergarten Nursery Program:** Our Oakenwald site has a provision to provide care for an additional 10 kindergarten children in our Kindergarten Nursery program. The Kindergarten Nursery program operates on school days from 9:15 am until 1:05 pm and initially offered to children attending the PM Kindergarten classes at Oakenwald School. If spaces are not full, we will open up the program to community members and children who will be attending Oakenwald school in the near future. This is a part-time program and care will not be offered on in-service days or school breaks.

The children enrolled in this program cannot be dropped off before 9:15 am. Parents must provide a morning snack as well as a nut-free lunch for their child as the children will be eating lunch with us before we take them to their PM kindergarten class down the hall. Parents must pick their children up after school. Oakenwald School will assume responsibility for the children at 1:05 pm. If your child is not yet enrolled in kindergarten, parents must pick up by 1:05 pm.

Children attending the Nursery School Program must be fully toilet-trained before starting, unless they have an individual support plan or the family has discussed and made arrangements with the director in advance.

B.4 The Fort Garry Child Care Team

Our dedicated team of child care professionals is the heart of our centre. We have a strong, diverse staff that includes early childhood educators (ECEs) and child care assistants (CCAs), each bringing experience, warmth, and a deep commitment to the well-being and development of children.

Our team works across multiple FGCCC locations throughout the week. This means families may see familiar faces supporting children at different sites, helping maintain consistency and community across our programs.

All employees at FGCCCC hold current certificates in First Aid & CPR, Accessibility Training, and Commit to Kids Sexual Abuse Training, and are required to undergo both a Criminal Record Check and a Child Abuse Registry Check. We are committed to the continuous professional development of our staff through regular training and professional development days.

The Executive Director oversees the daily operations of FGCCCC and reports to the Board of Directors. They are responsible for ensuring compliance with Manitoba early learning and child care regulations while tailoring programs to meet the unique needs of our children and families. The director maintains an open-door policy and welcomes questions, feedback, or concerns.

The Board of Directors consists of a minimum of 5 members. At the annual general meeting (AGM), the membership elects the Board of Directors, which serves a two-year term. The Board acts on behalf of the membership following The Co-operatives Act and the Charter By-Laws. These directors must always act with care, honesty, and integrity to ensure that FGCCCC serves the best interests of the families and children in our care.

B.5 Early Childhood Education Students

We welcome college students who are studying for their Early Childhood Education Diploma. The students are supervised by our educators, are not counted in ratio (unless they are on a paid practicum), and are not left unsupervised with the children. 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 allows our educators to mentor and support future Early Childhood Educators.

B.6 Our Mission, Vision, and Philosophy

Mission:

The Cooperative's mission is to provide quality childcare services for the community and to be true to the values of non-profit, co-operative governance.

Vision:

Our vision is to achieve excellence in child care services responsive to children, families, and the community.

Philosophy:

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 support children in managing their emotions and behaviors through positive guidance and strive to maintain a secure attachment to support children's needs. We view each child as unique and will individually support them 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 on 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 learning experiences and a consistent, yet flexible schedule
- Provide a safe, warm, and comfortable environment for children and families

Fort Garry Child Care is committed to providing an inclusive environment for all children. Additional educators 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.

B.7 Curriculum Statement

At Fort Garry Child Care Centre Co-op Inc., we believe children are our future, and it is our mission to nurture their growth in every area of development so they can become confident, capable leaders in our community. We are proud to have a diverse, multi-aged community of children, families, and educators. This diversity enriches our programs and allows us to create a unique, exciting curriculum that celebrates and embraces every individual.

We believe that children learn best through play. Play is where knowledge begins—it is not a luxury, but a necessity. That is why our educators provide interactive, hands-on experiences across a wide variety of learning areas, including block play, dramatic play, art, science, music and movement, large motor activities, library, and sensory exploration (such as sand and water play). Each classroom is designed with child-sized equipment and accessible materials, encouraging independence and allowing children to explore with their senses, build relationships, and discover the world around them. Through play, children learn problem-solving, cooperation, and essential social skills such as sharing, listening, and communicating.

Children are encouraged to choose their activities, setting their own direction, and depths of exploration. This child directed approach empowers them to take charge of their learning journey. Staff members accompany the children to their chosen activities providing necessary supplies, skills, and support to enhance their experiences.

Our classrooms are organized in mixed-age groups, which offers many benefits. Younger children gain confidence and trust as they learn new skills from their older peers, while older children develop leadership and self-esteem by guiding and supporting their younger friends. Together, they build strong bonds, learn to communicate positively, and create a sense of community. Educators at our Co-op play an active role in extending children's play and learning. They carefully observe, interact, and respond to children's interests by introducing new ideas, providing further information, or adapting the environment. Each day, children have access to a variety of engaging materials such as dress-up clothes, dramatic play items, books, puzzles,

blocks, cars, art supplies, and sensory tools like play dough. These open-ended materials allow children to follow their own interests while fostering creativity, problem-solving, and independence. Outdoor play is also a cornerstone of our program—we believe children thrive in natural environments and spend meaningful time outdoors throughout every season.

We follow an emergent curriculum approach, which means our educators plan activities and learning opportunities based on the children’s interests. They take advantage of “teachable moments”—those unexpected opportunities that spark curiosity and allow for learning in real time. This approach keeps learning relevant, exciting, and rooted in the children’s own sense of wonder.

Our daily schedule provides structure with the flexibility to follow the children’s lead. For example, when the first snowfall arrives, we may choose to spend extra time outside or bring the snow indoors for creative activities like snow painting. Educators also support children during more challenging times, such as arrivals, departures, and transitions, by fostering secure attachments, validating their feelings, and providing gentle guidance that helps build independence and keeps the day flowing smoothly.

Communication with families is a key part of who we are. Educators share children’s learning and development through daily conversations, journals, photos, videos, and projects. We maintain an open-door policy, welcoming parents and caregivers to share their thoughts, ideas, and insights. By working together and ensuring consistency between home and daycare, we create a strong partnership that supports each child’s success and well-being.

B.8 Inclusion Policy

We are committed to creating an inclusive, welcoming, and developmentally appropriate environment for all children and educators across our locations. We recognize and value the unique abilities, backgrounds, cultures, and histories each child, family, and educator brings to our centre.

We actively support children of all abilities, including those requiring additional support, to ensure that each child has the opportunity to grow physically, socially, emotionally, and intellectually to their fullest potential. Our team collaborates closely with families to help every child succeed.

Our indoor and outdoor spaces are thoughtfully designed to encourage full participation and engagement. Materials, toys, and equipment are placed at the child's level to promote independence, choice, and social interactions. Programs and daily routines are flexible and may be adapted to accommodate the diverse needs and interests of the children in our care.

B.9 Our Commitment to Diversity, Equity, Inclusion, and Belonging (DEIB)

We believe every child, family, and staff member deserves to feel safe, accepted, and valued. We are proud to welcome people of all backgrounds, and we work every day to make sure everyone feels like they belong.

We are committed to building a childcare environment where:

- Diversity is celebrated. Our community includes people from many cultures, family structures, languages, abilities, and identities – and we believe these differences make us stronger.
- Equity is practiced. We know that every child and family is unique. That’s why we aim to meet people where they are and ensure that each person has the tools and support they need to succeed.
- Inclusion is intentional. We create spaces where every voice matters, every person feels respected, and children learn the importance of kindness and fairness.
- Belonging is felt. It’s not just about being invited in. It is about feeling truly part of the community. We work to build relationships, celebrate differences, and create a centre where everyone feels at home.

C. Registration and Withdrawals

C.1 Admissions, Registrations, and Deposit

Fort Garry Child Care offers full-time programming for children ages 2 to 12, provided they attend one of the schools we service. Children may remain in our care until they turn 12 or begin grade 7. We currently provide service to Oakenwald, École Crane, École Viscount Alexander, Henry G. Izatt, and Whyte Ridge schools.

Each family is invited to tour the location they are considering. Please note that your child must attend the tour with you.

Spaces are filled based on the needs of our programs rather than solely by waitlist order. Once a space is offered, a non-refundable deposit of \$100.00 is required to secure it. If you choose not to proceed, the deposit will not be refunded. If you accept the space, the deposit will be applied to your first invoice.

FGCCCC uses Fastoche, a secure online child care platform. Families will receive a link to complete registration. Fastoche stores essential information for each child, and all registration and consent forms must be submitted before your child’s first day. The platform is protected by two-tier authentication and end-to-end encryption.

Please be aware that moving from one program to the next is **not guaranteed**. For example, preschool children are not automatically guaranteed a kindergarten space, nor are kindergarten children guaranteed a school-age space. However, currently enrolled children are given first priority when spaces become available.

C.2 Membership Fee

Membership in Fort Garry Child Care Centre Co-operative involves paying a one-time fee of \$25 per family and agreeing to the rules set out in our bylaws. This fee is invoiced upon registration.

C.3 Withdrawals

We require two weeks' written notice in advance if you want to withdraw your child from the Co-op.

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 educators, other families, or other children
- Behaviours that put children's and/or adults' safety in jeopardy

If a child is absent for 10 consecutive operating days without notice or explanation, they may be considered withdrawn from the program.

D. Child Care Fees and Payments

D.1 Child Care Fees

Preschool	\$10.00 per day
Nursery	\$5.00 per day
Kindergarten	\$10.00 per day
Before and after school	\$8.60 per day
In-service and school breaks**	\$10.00 per day

- Please note that in-service and school break fees are charged regardless of attendance (except nursery school)
- Kindergarten children fall under the preschool fees and cannot be charged school-age rates
- **Whyte Ridge families only:** If Whyte Ridge school has an in-service day on a day that Henry G. Izatt does not, we will not be able to provide care for your child on that date. You will not be charged.
- **Crane families only:** If Crane has an in-service day on a day that Ecole Viscount Alexander does not, we will not be able to provide care for your child on that date. You will not be charged.

D.2 Child Care Fee Payments

We follow 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 business days in each billing period. Child care fees are paid in advance and are due on the first day of each billing period. Invoices will be sent out 2 weeks before the billing period begins.

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. Your funds will be

automatically deposited. 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.

D.3 Receipts:

Year-end receipts for income tax purposes will be issued to families no later than the end of February each year.

D.4 Subsidy

The provincial government provides subsidies for families of children attending the centre, provided the subsidy criteria is met. Parents in the process of applying for subsidy are responsible for fee payment until approval is received.

Parents must ensure that their subsidy is renewed and approved as required. Failure to renew will result in the parent being billed for any fees not covered by subsidy. This can be done prior to enrollment, provided you have a start date for your child.

For more information on subsidy, you may contact Early Learning and Child Care at:

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.

D.5 Joint Payment Policy

All parents who share 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 the fees to guarantee continued space in the program.

D.6 Late Child Care Fee Payments/NSF Payments

All fees are due by 6:00 pm on the first day of the billing period. A late fee of \$25 will be added to your invoice if payment is not received on time. If payment is not received within 5 business days, child care services will be immediately suspended. Please note that families remain responsible for all fees during the suspension period. If payment is still outstanding after 10 business days (two weeks from the start of the billing period), FGCCCC will terminate care.

We understand that families may sometimes experience financial difficulties. If you are unable to make a payment on time, please contact the Executive Director in advance. Together, we can arrange a payment plan to help avoid interruption of child care services.

The Executive Director reserves the right to forward outstanding accounts to a collection agency two weeks after services are terminated.

For NSF (non-sufficient funds) cheques, families will be responsible for all bank charges incurred, plus an additional \$25 administration fee.

D.7 Late Pick Up Fee

All locations close promptly at 6 pm. To ensure staff can leave on time, parents are expected to arrive by 5:45 pm. If an emergency delays you, please call the centre immediately. A late fee of \$15 per child for the first 15 minutes (or portion of) and \$30 for each 15-minute period after that. This is based on the centre's clock, not personal devices.

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

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

D. 8 Exceeding 10 Hours of Care Fee

Families with children in attendance for more than 10 hours a day will be charged time and a half for that day in accordance with Early Learning and Child Care regulations.

D.9 Sunscreen and Bug Spray

FGCCCC will provide hypoallergenic sunscreen and appropriate insect repellent for the children in our care. To cover these costs, a \$20.00 fee per family will be added to your first invoice in June each year. Kindergarten Nursery families are exempt from this fee, as care will not be offered over the summer months.

D.10 Key Fob Deposit (MITT Only)

We provide key fobs for parents dropping off and picking up their preschool children at MITT. We require a \$20 deposit per fob, which is refundable when the fob is returned. If a fob is lost or stolen, we ask that you notify the office immediately. Your deposit will not be returned in this case.

D.11 The Donation Program

The Donation Program is designed to replace traditional fundraising efforts. With each billing period, a \$10.00 donation per family will be added to your invoice. Families are welcome to increase their regular donation at any time or make one-time donations. Tax receipts for donations on invoices and one-time donations over \$10 will be processed and issued along with your yearly income tax receipt. Participation in the Donation Program is optional, and families can choose to opt out. If you would like to opt out, please reach out to the Executive Director.

The money received from these donations will be used for programming to enhance your child's experiences and further their education and development. If total donations exceed programming needs for that fiscal year, unused amounts are carried forward to support programming needs the following year.

Families may also be provided with opportunities to contribute in other ways to support the program's additional activities. In certain situations, such as major projects like enhancing our

outdoor play spaces, the board may call on volunteers or organize special fundraising efforts outside of the Donation Program.

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

If the previous days, with the exception of Remembrance Day, fall on a weekend, the following business day will be observed as a holiday in lieu. In the years that Remembrance Day falls on a Saturday or Sunday, the Board will review the Centre's needs and may vote to close for a day in lieu. Families will be notified of the change.

All of our locations will also be closed at noon (12:00 pm) on Christmas Eve (December 24th) and New Year's Eve (December 31st) each year if these days fall on a weekday.

D.13 Professional Development Days:

To support ongoing training and best practices, our centre will be closed for professional development days each year. These closures align with the number of days permitted by the province of Manitoba for early learning and child care staff to engage in continued learning.

The number of PD days is determined by the province and will increase gradually over the coming years:

- 2026 – 3 days
- 2027 – 4 days
- 2028 and beyond – 5 days

Parents will still be required to pay regular fees for these days. All PD closure dates will be communicated by the Director with a minimum of 4 weeks' notice to allow families time to plan accordingly.

E: General Program Information

E.1 Toilet Training:

Children are encouraged and supported in developing independence with toileting. Regular bathroom routines are scheduled every 2-3 hours, or as needed, based on each child's cues and individual needs.

We are happy to support parents with the toilet training process when a child shows signs of readiness. This includes showing interest in the bathroom routine, cooperating with staff during washroom times, and beginning to communicate when they need to go. We recognize that toilet training may progress differently at the centre than at home, and we will work closely with families to provide consistency and support.

- Parents must send multiple changes of clothing and a change of shoes when toilet training. Accidents are a natural part of the toilet training process, and having additional clothing on hand ensures that your child can stay clean and comfortable.
- For sanitary reasons, after 3 accidents in a day, the child will be put back into a diaper or a pull-up. This helps maintain hygiene while continuing to encourage toilet use.
- Pull-ups may also be used at nap time until a child consistently remains dry during the rest period.
- All children will be encouraged to use the toilet, but no child will ever be forced to do so.

E.2 Nap Time:

We strive to meet each child's individual rest needs by creating a calm and supportive environment for nap from 12:30 pm to 2:30 pm daily. Children will rest on individual cots that are cleaned and sanitized weekly. Children who are not sleeping after half an hour can 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.

We will work with families to implement the most suitable nap routine for their 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 to daycare the following week.

Children who consistently do not fall asleep during nap time will transition from the *nappers* group to the *non-nappers* group. This approach helps maintain a calm and restful environment in the nap room and aligns with best practices, which state that children who are not sleeping should be given the opportunity to get up from their cots and engage in quiet activities. Please note, children who are extremely distressed at nap time, over a prolonged period of time, will be moved to our non-napper group at our staff's discretion.

E.3 Notice of Absence

Families are responsible for notifying the centre when their child will be absent.

- Planned absences: If you know in advance that your child will be away for a prolonged period of time (ex., on vacation), please notify the centre of the dates.
- Same day absences: We ask that you notify the centre by 10 am if your child will be absent for the day and communicate by phone or text to Fastoche.
- Fees will be charged for any absent days.

E.4 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. Parents will be notified in advance of field trips requiring transportation. Parents can opt out of field trips and care will be provided at the Centre.

E.5 Transportation

Under no circumstances will your child be permitted to walk home unattended or be sent home unattended in a commercial vehicle (taxi, Uber, city bus, 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.

E.6 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. An educator will escort the children to and from the bus. If a child does not arrive on the bus, an educator 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 busing 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.

Please note, that any costs associated with bussing are the responsibility of the parents.

E.7 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 educators and the school assumes responsibility for the child. Educators are to assist, when possible, by standing in the hallways and watching the children disperse to their classes.

After the school day, once the bell rings, the children will make their way to the child care program on their own. Educators 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 educators 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 educators 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

E.8 Toys from Home

Children are not permitted to bring toys from home to the centre. This helps prevent items from becoming lost, broken, or causing conflict among children. Please note that the centre is not responsible for any lost or damaged personal belongings, including clothing and accessories.

F. Parent Roles and Responsibilities

F.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 and Learning:

We integrate outdoor learning in our programs year-round. Parents MUST send appropriate outdoor gear daily. We will be going outside at least twice a day, except during thunderstorms or when the temperature reaches -27 degrees Celsius, including the wind chill. Based on the program's needs, the educators may take children outside in temperatures colder than -27 degrees Celsius. In these cases, the duration of outdoor activities will be limited to a maximum of 10 minutes. 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 cannot 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 regularly if you are missing items.

F.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 educator on duty of your child's arrival.
- The Co-op can only resume responsibility for 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 educators 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.

F.3 Locked Door Policy

All Fort Garry locations have a locked door policy. Please do not open the door to anyone. Entry is permitted only to individuals known to the child care facility.

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 doorbell on the right-hand side of the doors. Please ring the doorbell and stand in front of the camera so we can identify you and let you in.

EVA:

Please use the doors closest to the field on Waterford Avenue, which are open. Once inside, ring the buzzer on the left side of the door to have access to the daycare. An educator will buzz 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 an educator will buzz you in.

F.4 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 educators or the office by phone or email. If the educator does not know the pickup person, they 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.

Only the registering parent(s) can make changes to the child's profile. If someone would like to be added to the pick-up/drop-off list, the registering parent(s) must approve those changes. 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.

F.5 Communication with Separated or Divorced Parents:

At Fort Garry Child Care, we understand that family dynamics can vary, and we are committed to supporting clear and respectful communication with all families. In situations where parents live in separate households, we aim to share important updates related to their child's care equally and fairly.

Please note:

- The centre does not act as a go-between for parents or relay messages from one parent to the other.
- It is the responsibility of each parent to ensure the centre has up-to-date contact information and copies of any custody or court documents.
- The centre will follow legal documentation on file

F.6 Updating Contact Information:

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

F.7 Intoxication Policy

Fort Garry Child Care is committed to providing a safe and secure environment for children. To achieve this, we require that all parents, guardians, and designated alternates are not under the influence of drugs or alcohol when transporting children to or from our program.

If a staff member suspects that a parent, guardian, or designated alternate is impaired, they will approach the person discreetly and offer to make alternate travel arrangements or call an emergency contact. The police and/or Child and Family Services (CFS) may be contacted to handle the situation appropriately.

Fort Garry Child Care, its employees, and the Board will not be held responsible for a child who is taken from their care by an impaired parent, guardian, or designated alternate.

F.8 Family Involvement, Volunteering, and Visitors:

As we operate as a child care cooperative, from time to time, we may ask the community 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 educators and children.

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

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

Volunteers and visitors will never be left unsupervised with children. If an individual is volunteering on the floor with the children for a scheduled amount of time, they will have their photo and a short bio posted on the whiteboard for families to read.

F.9 AGM (Annual General Meeting):

Once a year, an Annual General Meeting is held to give members of the co-op an overview of our governing procedures, policy revisions, and financial statements. Parents 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 to continue operating. It is at this time that parents will be asked to join the Board. Parents can submit their names 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. Health

G.1 Lunch & Snacks:

All snacks and meals are provided by parents. Please ensure that your child brings enough food for two snacks and lunch each day of full-time care.

- A microwave is available in each classroom, but to save time, hot thermoses are encouraged.
- Ice packs are required in lunch bags to keep food at a safe temperature.
- Parents must send their child's lunch in a microwave-safe container
- Parents must send the required cutlery in their child's lunch
- For children attending our before and after programs, two snacks are required.

- For children attending our nursery program, one snack and lunch is required.

All of FGCCCC's locations are **nut-free**. Please do not send any nut products in your child's lunch.

G.2 Handwashing and Health Practices:

Diseases can spread to 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 diseases or illness, we will follow the Infection Control Guidelines for Early Learning and Child Care for hand washing, cleaning, and sanitizing.

G.3 Diapering Procedure:

FGCCCC will follow the diapering procedures set out by Public Health.

G.4 Illness:

Fort Garry Child Care follows the most up-to-date public health directives. We will not accept children who are sick or unable to participate in the program due to illness.

If a child becomes ill while at the centre, the parent will be notified and required to pick up their child from the centre, in a timely manner. Examples of illness include, but are not limited to, a fever, vomiting, ear ache, diarrhea, or other symptoms that keep the child from participating in activities.

G.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. A doctor's note may be required to continue care.

G.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 2 hours, they cannot attend the centre until 24 hours after their last case
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 can attend provided they are feeling okay and have not had a fever for 24 hours without medication.

10. Lice – If a child has live lice, they will be sent home. Parents are expected to treat the lice and remove the nits before they return to the Centre.

G.7 URIS (The Unified Referral and Intake System):

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 educators. In situations where specific URIS training is medically necessary, the child may not attend until the educator's training is complete. The Winnipeg Regional Health Authority (WRHA) provides URIS support in your child's school and or child care facility.

Preschool children's EPI-Pens will be kept with the educators at all times.

Children in Kindergarten as well as school-age children, must wear their EPI-Pen on their persons at all times (when developmentally appropriate).

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

Families are responsible for keeping the centre up to date on their child's medical conditions. Written notice from a parent is needed when a child no longer needs an EPI-Pen or other medications.

G.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.

H. Safety

H.1 Injuries:

Fort Garry Child Care strives to provide a safe environment for the children. It is common for children to get bumps, scrapes, and other minor injuries during the course of the day. Sometimes children continue playing without realizing they are injured, so staff may be unaware of an injury if children do not react.

In cases of injury where the educators determine that a doctor, dentist, or other medical professional should be consulted, the centre will contact the parent, giving full and detailed information about the injury. An accident report will be filled out, and if the parents seek medical attention, sent to Early Learning and Child Care as a "serious injury report".

H.2 Accident/Behavioural Reports:

Accidents will be dealt with according to regulations:

- A written log (accident report) of all known 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.

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

Parents are encouraged to sign off on accident and behavioral reports.

H.3 Emergencies/Evacuations

In the event of an emergency, the parent will be informed as soon as possible. If a child requires medical care, an ambulance will be called. All costs will be the responsibility of the parents. Once a month, we practice emergency evacuations to familiarize the children with our emergency procedures.

In the event that our facility needs to evacuate:

- MITT will evacuate to 1639 Pembina Highway
- OAK will evacuate to 810 Waterford Avenue
- HGI will evacuate to 400 Scurfield Blvd.
- EVA will evacuate to 666 Oakenwald Avenue

If an emergency drill, such as a fire drill, is in process during drop off or pick up, parents are required to participate in accordance with our safety procedures.

H.4 Emergency Closures:

If the Pembina Trails School Division closes schools, all Fort Garry Child Care centres must close. In some circumstances, schools may remain open while Fort Garry Child Care is required to close.

These situations may include, but are not limited to, severe weather conditions, neighbourhood safety concerns, natural disasters, or public health emergencies. Fort Garry Child Care will make every reasonable effort to remain open and operate according to our regular schedule.

However, in certain emergency situations, closure may be necessary to ensure the health and safety of children, families, and staff.

In the event of any emergency closure, parents will still be charged for the day.

H.5 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 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 its operating hours (for example, we would operate from 7:30 am until 5:30 pm instead of 7 am until 6 pm), you will still be charged for the day.

If the centre must close entirely due to staff illness, a credit will be applied to your account for the day.

H.6 Behaviour Management Policy

Fort Garry Child Care strives to provide a safe and nurturing environment where children can grow, develop, play, and socialize. Our behaviour management policy is designed to support positive behaviour, encourage emotional expression, and address any behaviour that may threaten the well-being of our community. The child's age and development level will always be considered when redirecting challenging behaviors.

Encouraging Proper Behaviour

Staff at Fort Garry Child Care use a variety of techniques to promote proper behaviour, including:

- **Modeling:** Demonstrating appropriate behaviour through their own actions.
- **Talking:** Engaging in conversations with children to guide their behaviour.
- **Listening:** Paying attention to children's concerns and feelings.
- **Repeating:** Reinforcing rules and expectations consistently.
- **Acknowledge:** Recognizing and acknowledging positive behaviour.
- **Validating:** Labelling the child's feelings and reminding them that their feelings, not matter how big, are valid

Addressing Challenging Behaviour

Staff will address any behaviour that threatens the safe and nurturing environment by:

- Providing opportunities for children to express their emotions in a healthy manner.
- Acknowledging and encouraging positive behaviours.
- Taking into account the individual developmental differences between children.

If a child displays challenging behaviour such as biting, hitting, or pushing, the following steps will be taken:

1. **Immediate Response:** The child will be removed from the area to a quieter location where a staff member can help regulate the child. This co-regulation will be appropriate to the child's development, maturity, and ability to understand. A behavioural report will be sent home at the staff's discretion.

2. **Ongoing Behaviour:** If the behaviour continues or worsens, Fort Garry Child Care staff will assess the situation and communicate with the parent to develop a plan to address the behaviour.
3. **Serious Threat:** If the behaviour poses a physical threat to others, the parents will be contacted and required to pick up. Fort Garry Child Care reserves the right to suspend the child from the centre until the appropriate supports are in place.

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. Outside professionals may also be contacted to further assist with creating an individual support plan (with parents' permission).

If a child's continued behaviour becomes unsafe for the other children and educators 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.

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 educators, 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.

H.7 Child Abuse Reporting

By law, we have a responsibility to report any case of suspected child abuse (physical, emotional, or neglectful) to Child and Family Services.

H.8 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 educator to 8 children
- Kindergarten: 1 educator to 10 children
- Nursery: 1 educator to 10 children
- School-Age: 1 educator to 15 children

There are occasions when 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 staff-to-child 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 a staff member needs emergency medical attention, one staff member will be in charge of the group while the other staff member takes control of the emergency. At these times, the ratio may be exceeded.

H.9 Confidentiality Policy

All matters involving families within our centre, staff, or Board members are strictly confidential. 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 personnel 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.

H.10 Photo and Video Policy:

Signed parental consent is required for educators to take photos of children. Parents may decline consent. When consent is provided, educators may take pictures of your child at play. We use these to send to parents, share with families, and post on our walls to create a sense of belonging. Please remember that as a parent, you are not allowed to take photos or videos of other children in the centre.

H.11 Email, Electronics, and Internet Policy

We prioritize the privacy and safety of all children, parents, staff, and the centre. This policy outlines the appropriate use of email, electronics, and internet resources to ensure a respectful and secure environment.

Privacy and Confidentiality

Information about children, parents, staff, and the centre (including photos or videos) must not be posted on any type of internet site, including:

- A staff member's personal web space
- A staff member's social networking websites /accounts (for example, blogs, Facebook, Instagram, Reddit, X etc.)
- Public networking or file-sharing sites (like Photobucket, YouTube, etc.)

Parents should exercise caution when accepting staff as "friends" or "buddies" on social networking sites such as Facebook, Instagram, Snapchat, and ensure that daycare matters are not discussed through these medias including the messaging apps.

Use of Fort Garry Child Care's Computer and Electronic Devices

Children, staff, and all others using Fort Garry Child Care's computer and electronic devices must:

- **Respect and Protect Privacy:** Safeguard the privacy of others and avoid sharing confidential information.
- **Respect and Protect Electronic Resources:** Use electronic resources responsibly and avoid damaging or misusing them.
- **Respect Intellectual Property:** Acknowledge the ideas, creations, and copyrights of others.
- **Communicate Respectfully:** Use respectful language and behaviour in all communications.
- **Report Inappropriate Material:** Report any threatening or inappropriate material to the appropriate authority.

Inappropriate Use

Inappropriate use of Fort Garry Child Care's technological resources includes, but is not limited to:

- Intentionally accessing, transmitting, copying, or creating material that:
 - Violates the confidentiality of children, parents, staff, or the centre.
 - Violates the centre's code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass).
 - Is illegal (such as obscenity, stolen materials, or illegal copies of copyrighted works).
- Using technological resources for personal use without the centre's permission.

Supervision and Monitoring

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

Staff use of cell phones and other personal electronic devices

- Staff do not use cell phones and other personal electronic devices when they care for and supervise children.
- Staff makes sure that anyone who may need to contact them during working hours knows to call the centre's phone number.
- If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the centre or a child's parents.
- Information about children, parents, staff and the centre (including photos or videos) is not to be posted on:
 - a staff member's personal web space
 - social networking web sites (for example, blogs, BeReal, Instagram, Reddit, X, Facebook, etc.)
 - public networking or file sharing sites (like Photobucket, Flickr, YouTube, etc.)
 - any other type of Internet website
- Staff do not accept children as "friends" or "buddies" when using any social networking sites such as Facebook, Instagram, Snapchat.

H.12 Respectful Workplace Policy Statement

We are committed to maintaining a workplace free from harassment and discrimination, where employees feel safe and are treated fairly. This creates an environment where staff can focus on their work and utilize their skills, abilities, and talents to the fullest. We believe that diversity, acceptance of differences, and respect for others foster a positive working environment. Fort Garry Child Care will not tolerate or condone any form of harassment or discrimination against our staff, children, families or Board Members.

H.13 Maintaining Professional Boundaries with Families

We value the strong relationships we build with families to support the well-being and development of each child. To ensure a positive and professional environment for all, the following guidelines are in place:

- **Professional Boundaries:** While friendly and supportive interactions with families are encouraged, forming personal friendships between staff and families formed solely through the centre are strongly discouraged.
- **Confidentiality:** Staff members are required to maintain the privacy of all families and children, ensuring that personal or confidential information is not shared outside the centre.

- **Respectful Communication:** Families can expect courteous, professional, and child-focused communication at all times. Any concerns should be addressed respectfully and in collaboration with the Director.
- **No Personal Arrangements:** To prevent conflicts of interest, staff are strongly discouraged from providing babysitting or private childcare services for families currently enrolled at the centre.
- **Social Media & Personal Contact:** Staff are not permitted to add families on personal social media accounts or engage in personal communication outside of centre-related matters.
- **Addressing Concerns:** If parents have any concerns, staff will listen and provide guidance, ensuring that any necessary follow-ups are directed to the Executive Director for resolution.

These boundaries help us maintain a professional, respectful, and fair environment for all children, families, and staff members. If you have any questions about this policy, please speak with the Director.

H.14 Grievance Procedure:

Parents should direct any concerns to the Executive Director. Discussions will not be held with children present.

If the parents' concern is not resolved to your satisfaction, please submit your concern in writing to the Board of Directors by email. The Board of Directors will then ensure the necessary actions have been taken to have your matter resolved to the best of our ability. Please note that it is our policy to first communicate concerns directly with the Executive Director; submissions to the Board should only be done as a secondary escalation as needed.

The Board of Directors reserves the right to withdraw a family for frivolous or inappropriate conduct. This includes misconduct while a child is on the waiting list, resulting in the removal of the child's name from the waiting list.

The facility does not tolerate loud voices, profane language, or violent activity. If you have an issue with a family or child, please don't approach them directly. The issue must be addressed to the centre and the situation dealt with discreetly.

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

Indirect supervision occurs when your child may not be directly supervised by child care educators during certain periods of time throughout each day. Manitoba Early Learning and Child Care requires that all parents 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:

1. In the main child care space when the educators member is providing door access for parents and children during drop off and pick up.
2. While transitioning to and from our main child care space to/from:
 - Washroom facilities
 - Other child care classroom
 - Water fountain
 - School classroom
 - Outside playground to inside (to use the washroom)
 - Before and after school activities hosted by the 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 educators when leaving/arriving back from an activity or other space in the centre. Children are encourage to go together in groups to the above activities when possible. Educators will also notify another educators member should a child be transitioning from one space to another. Educators will make record of this transition (on paper, whiteboards, and Fastoche) 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 educators member in a reasonable amount of time the educators member will conduct a search of the school. If not found parents will be immediately notified.

Please note, that children in kindergarten are not considered school-aged children and therefore must be directly supervised at all times.

Appendix B – Code of Conduct

At Fort Garry Child Care, 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 of children enrolled
- all others involved with our centre

Guiding Principles for Appropriate Behaviour

1. 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.

2. Be Safe

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

3. 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.

4. 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, 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 and 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 others involved in our centre by:

- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits, policies and procedures
- stating limits in a positive way and periodically reminding people
- providing explanations for limits, policies and procedures
- working together to solve problems
- modeling 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, 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 labeling the person
- responding sympathetically and acknowledging feelings
- establishing natural, logical consequences

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

- using 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

Relocation of Children to an Alternate Group (Revision: June 2012)

Occasionally, educators 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 educators to relocate a child will be promptly communicated to the child's parents. Parents are also welcome to request the placement of their child in 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 circumstances. Our approach is one of inclusiveness, allowing all children the choice of who they wish to spend time with.