



# KPCC Parent Policy Manual

This handbook was written to share with you the roles and responsibilities as a parent with a child (ren) in Kings Park Child Care. Our philosophy includes developing and maintaining a partnership with parents that involves sharing ideas, information and concerns about your child. We ask that you read and consider the contents of this handbook carefully, as it will help you, your child, and the staff to experience a positive relationship. .

**Board of Directors**  
**7/1/2013**

# Table of Contents

---

## Headings

ABOUT OUR CENTRE	3
MISSION STATEMENT	4
PROFESSIONAL CODE OF ETHICS	4
PHILOSOPHY	4
INCLUSION POLICY	4
GOALS	5
BEHAVIOUR MANAGEMENT	6-7
SAMPLE OF SCHEDULE/PROGRAM	8-9
HOURS OF OPERATION	9
General	9
<u>Late fee policy</u>	10
Guidelines for attendance	10-11
Transportation & Walking Privilege Policies	11
Cold Weather / Closure Policies	12
Guidelines for absences	12
FEE POLICY	13
Per Diems	14
Enrollment Changes	14
Part-time Enrollment	
ADDITIONAL FEES (incl Late Fees)	15
VACATION POLICY	16
INDIRECT SUPERVISION POLICY	16
WITHDRAWAL POLICY	16
HEALTH POLICY	17
EMERGENCY PROCEDURES	18
Safety Charter	18
Fire drills	19
Accidents	19
PROGRAM POLICIES	19
MISCELLANEOUS POLICIES: Annual General Meeting & Parent Involvement	20
ABOUT OUR BOARD OF DIRECTORS	21
TOILET-TRAINING POLICIES	22
MEDICAL RELEASE FORM	23
REFUNDABLE DEPOSIT FORM	24
PARENT POLICY ACKNOWLEDGMENT	24
CODE OF CONDUCT POLICIES	25

## Welcome to Kings Park Child Care

Dear Parents:

Kings Park Child Care is a non-profit publicly funded Child Care centre. It was founded in April 1981 by a group of concerned parents. Our facility and playground were built with grants & the extreme fundraising skills of the parents attending the centre. We currently have an enrollment capacity of 89 children. KPCC services working families & students throughout the Fort Richmond area and beyond. Our program includes part-time & flexible schedule attendance.

Board of Directors  
Kings Park Child Care Centre  
Date: January 2016

### ABOUT OUR CENTRE

Kings Park Child Care provides quality preschool care and education for children 18 months through to their first year of Kindergarten. Our School-Age program is for children attending school from 6 years to 12 years; before, lunch and after school; as well as in-services and summer holidays. In 2008, we began a morning Nursery School Program for 4 year olds preparing to enter Kindergarten.

Our qualified staff has been trained to care for children while helping them to develop social, physical, intellectual, emotional and spiritually. Our diverse make-up of staff ensures that our mosaic community is well represented.

Kings Park Child Care has a daily program which includes quiet and active times; free play; outdoor and indoor physical movement; lunch; nap; and group times (based both on themes for each week & teachable moments). Within our schedule, we remain flexible enough to take time out to focus on what's happening close to us.

The rooms within the Centre have "areas" set up to foster different aspects of a child's growth. Some of these areas include Library, housekeeping; puzzle and table toys; large muscle/blocks; sand and water; art; and science. Please read our Curriculum statement entitled "Come Play with Us" for a wonderful write up on all the areas.

Our goal is to give Children the freedom and responsibility to pick an area they wish to play in and explore it on their own and at their own pace. Staff is responsible to interact with the children to give them guidance and insight into their activities, staff also ensures that children select equipment that is suited to their developmental level.

Parent involvement is also very important in creating the desired environment within the daycare. Kings Park Child Care looks to parents to become involved in various ways such as becoming Board members, being involved in fundraising activities, or helping with the spring clean-up and other events.

## MISSION STATEMENT

*Our **mission statement** is to work in partnership with parents; to support the well-being, health and early childhood education of their children; and to pursue a level of excellence in the provision of early childhood care.*

### *Manitoba Child Care Association's* EARLY CHILDHOOD EDUCATOR'S CODE OF ETHICS

*The MCCA code of Ethics represents agreed upon values, principles, and standards or practice for those who have chosen to work in the field of early childhood education in Manitoba.*

- ◆ *Early Childhood Educators promote the health and well-being of all children.*
- ◆ *Early Childhood Educators use developmentally appropriate practices when working with all children.*
- ◆ *Early Childhood Educators work in partnership with parents, supporting them in meeting their responsibilities to their children.*
- ◆ *Early Childhood Educators work in partnership with colleagues and other service providers in the community to support the well-being of families.*
- ◆ *Early Childhood Educators work in ways that enhance human dignity.*
- ◆ *Early Childhood Educators pursue, on an ongoing basis, the knowledge, skills, and self-awareness needed to be professionally competent.*
- ◆ *Early Childhood Educators demonstrate integrity in all of their professional relationships.*

## PHILOSOPHY

*Early Childhood Education is about following Developmentally Appropriate Practice that is based on both sound educational research and the unique cultural values and needs of individual families and children. A centre of excellence in child care should be an integral part of their community whether that is in a workplace environment or in the local neighbourhood.*

*We believe in building relationships within our community. Here at KPCC, we have partnered with our local schools, from elementary to high school, encouraging students to volunteer at our centre*

*We believe that our staff component remains open-minded to the abilities of everyone in the community; that our centre not only be inclusive for children enrolled but within our staff wherever possible. This meets our philosophy of being inclusive within our community.*

## INCLUSION PHILOSOPHY

*KPCC welcomes all children who are diagnosed or undiagnosed with additional support needs. We believe they are unique and bring individual value to our program. We at KPCC strive to help all children to reach their full potential by observing and assessing the program and making the necessary modifications to help meet the full potential of all children. KPCC provides all children with daily opportunities to socialize with peers, experience new activities and grow in their own areas of development. KPCC views parents as experts regarding their children and encourages their input when making decisions about their children. All children come with special individual gifts that KPCC staff embrace and accept. We also, wherever possible, extend this policy to our hiring practices of Early Childhood Educators.*

## GOALS AND OBJECTIVES

Our commitment...

### For Children:

1. Children will recognize and understand the feelings of others.
2. Children will develop language skills.
3. Children will develop a positive self-concept
4. Children will develop large and small muscle co-ordination.
5. Children will learn to foster the creativity within them
6. Children will gain an understanding of concepts

### For Parents:

1. To make parents feel welcome
2. To clarify policies to parents
3. To provide resources for parents
4. To update parents on children's progress
5. To involve parents in policy making
6. To involve parents in extra-curricular events held by day care i.e. fundraising, children's events, and field trips.
7. To give parents peace of mind that their children are well cared for in a safe environment.

### For Staff

1. To uphold the ECE's CODE OF ETHICS
2. To know and plan for the developmental needs of the children in the centre.
3. To create an environment that is beneficial to each individual child.
4. To understand the importance of communication between parents and child care workers.
5. To demonstrate warmth and affection to a children in a positive way.
6. To recognize the importance of individuality in children.
7. To provide a safe and stimulating environment.
8. To provide children with positive learning experiences.
9. Child care workers will continually educate themselves as to new developments in the childcare field.

## BEHAVIOUR MANAGEMENT POLICY: (To guide and to Teach)

We encourage children to be independent by giving them the verbal tools needed to solve their own problems. When disputes arise between peers, we intervene only when necessary to help clarify situations and to have each child express to the other how he/she feels. Learning to understand their own feelings is an important step in the life of every developing child.

The purpose of behavior management is to help children acknowledge those inner feelings, to learn appropriate behaviors and to develop inner controls. When we re-direct or guide a child's behavior we consider their age, intellectual development, emotional make-up, cultural background and past experiences. Staff is aware that they need to be consistent in defining and maintaining reasonable rules and limits for all children.

All disciplinary action would be handled in the following way:

1. Staff would explain to the child why his/her behavior is not acceptable and redirect them to another activity.
2. Should explanation or re-direction fail to change behavior, a child may then be removed from the situation until they are ready to return to the area.
3. Should the unacceptable behavior continue over a period of time, an interview between parents and the director will be set up to discuss any measures to be taken.

"Discipline methods shall not permit...any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance." (Quote from the Licensing Manual for Day Cares)

Why do we need Behavior Management?

- To teach young children acceptable socializing skills
- To encourage problem solving among the children.
- To relate feelings from all children involved.
- To encourage discussion at the time and as positive reinforcement later
- To be consistent with guidelines and follow through.
- To make the consequence suit the action in a positive manner.

What are our rules at the center?

We treasure a philosophy that this centre is for the children who attend it and the parents & staff who are a part of it. The rules are made to apply to the safety and well-being of those children. Here is a list for staff, parents, visitors and children to use in maintaining consistent guidelines for the children to follow.

- ✓ Respecting yourself and others at all times
- ✓ Only adults open the doors and always lead the child first.
- ✓ Toys are to be put away after playing with them or before the child leaves the room (including going home)
- ✓ Quiet voices are for inside / Loud voices are for outside
- ✓ Directors office accessible whenever the door is open
- ✓ Walk at all times inside the daycare
- ✓ Children need to ask an adult before leaving the playrooms
- ✓ School agers need to inform staff when they arrive or leave the centre with their parents. (often parents drop off children without entering the building – this is highly discouraged)

#### LUNCH:

- ❖ Wash hands before eating
- ❖ Respecting their friends; enjoy the socialization
- ❖ Children are encouraged to eat lunch in usual order with sandwich / fruit / desserts
- ❖ We stress to children to TRY eating all their lunch but realize that on certain days, it may be more important that they eat everything nutritious in whatever order
- ❖ All leftover food is sent home for parents to know what their child ate
- ❖ Clean up their table area; promote self-help skills

#### OUTDOOR:

- ❖ Child to remain in play yard until parent enters the yard
- ❖ Toys are to be put away before leaving the yard
- ❖ School age need to be in eyesight of staff at all times
- ❖ School age need to communicate to staff when they leave the area to go home; washroom; or inside the building

#### WALKS / TRIPS:

- ❖ Parents sign a blanket permission slip for any spontaneous walks within the neighbourhood; any trips requiring bus transportation or farther than a few blocks require separate permission forms
- ❖ All children need a partner
- ❖ One staff is the leader; one staff is the caboose
- ❖ Look both ways when crossing the street, then WALK across
- ❖ Wear KPDC tags on trips out of the immediate neighborhood - NO CHILDREN'S NAMES; only the centre's info
- ❖ School age field trips:
  - Field trip permission slips must be signed prior to outing
  - Field trip notices will be posted 1 week prior to event
  - Children need to be at centre in advance of departure time; anyone missing the bus will be unable to attend the centre due to ratios
  - Field trip backpacks are properly equipped with a)first aid kit b)vital stat cards c)Kleenex d)emergency supplies e)cell phone & phone list of children

# Kings Park Day Care Centre

## Sample **Preschool Schedule**

7:30	Free play
8:30	Free Play and Large muscle Play
9:15	Snack time
9:45	Circle and Bathroom time
10:00	Circle time
	Outside Play
	Diapering routine
11:00	Story time
12:00	Lunch time for youngest age group
12:30	Lunch time for oldest age group
12:30 - 2:30	Naptime
	Activity / Free Play for non-nappers
3:00	Snack time and Free play
3:30	Free play and teacher guided activity
3:30	Free play (Outdoors/Gym)
4:30	Free play (indoors)
5:00	Large Muscle Play
5:30	Quiet time: Books and puzzles

This schedule tends to change a bit with the seasons and the weather.

## Sample **School Age Daily Routine - Reg school days**

7:30 - 8:15	Free Play
8:15	Take children to school bus
8:40	Walk children to Dalhousie school (8:45 bell rings)
9:00 - 11:30	<b>Nursery School Program</b>
11:40	Pick-up children from Dalhousie school
11:40	Pick-up children from school bus
12:00 - 12:45	School Age lunch time
1:00 - 3:30	<b>Kinder time</b>
3:15	Pick-up school bus kids
3:45 - 4:00	Pick up children from Dalhousie School
4:00 - 6:00	<b>School Age Time</b>

## Sample **School Age Daily Routine - Inservice days**

7:30 - 9:30	Free Play
9:00 - 9:30	Snack
9:30 - 11:30	Activity; Outdoor play (* field trip or special guest)
12:00 - 1:00	Lunch time - often Special Lunch days
1:00 - 3:30	Activity; Outdoor play
3:30 - 4:00	Snack

4:00 - 6:00	Free Play
<b>Sample School Age Daily Routine - Summer Camp</b>	
7:30 - 9:30	Free Play
9:00 - 9:30	Snack
9:30 - 11:30	Activity; Outdoor play *includes field trip, etc
12:00 - 1:00	Lunch time
1:00 - 3:30	Activity; Outdoor play
3:30 - 4:00	Snack
4:00 - 6:00	<b>Back at centre / free play</b>

Our summer day camp includes daily indoor & outdoor activities; field trips; excursions / walks; and special guests. We provide a full 2 month calendar by mid-June that indicates what days and what groups are participating.

Children are divided into smaller groups throughout the summer; each group has its own agenda each day.

Activity examples are:

Tye-dying T-shirts  
 Arts / Crafts  
 Cooking  
 Baking & bake sale  
 Science – messy & wild  
 Swimming  
 Olympics  
 Carpentry  
 Nature & outdoors

Field Trip / guest examples:

The Forks  
 Wpg Art Gallery  
 Bowling  
 Aviation Museum  
 Fringe Festival  
 Zumba classes  
 Artist in schools  
 Cultural visitors  
 Science guys  
 Humane Society

Excursions / Walks:

Dalhousie School playground  
 (always our main play area)  
  
 Kings Park  
 St Vital Park  
 Neighbourhood parks  
 Ecole st Avila playground  
 Forest of Dalhousie & Kings  
 Park

HOURS OF OPERATION

General

It is important that staff and parents of the day care have a clear and consistent understanding of the hours of operation of Kings Park Day Care. Once the guidelines for Hours of Operation are established, it is essential that all parties adhere to these guidelines.

Kings Park Day Care is operational from 7:30 a.m. to 6:00 p.m. Monday through Friday but is closed for all statutory holidays\* and for one (1) professional development day\*\*. We are open during school winter, spring and summer breaks.

- |                         |                           |                         |               |
|-------------------------|---------------------------|-------------------------|---------------|
| *New Year’s Day (Jan1); | Louis Riel Day (Feb);     | Good Friday;            | Victoria Day; |
| Canada Day (July 1);    | Civic Holiday (Aug);      | Labour Day (Sept);      |               |
| Thanksgiving Day (Oct); | Remembrance Day (Nov 11); | Christmas Day (Dec 25); |               |
| Boxing Day (Dec 26)     |                           |                         |               |
- \*\*Professional Development Day (April or May)  
 \*\*\*We close early at 2:00pm on Christmas Eve (Dec 24)

Staff are expected to only provide care to children starting no earlier than 7:30am and finishing no later than 6:00pm. Parents must plan to arrive and have children dressed and out the door no later than 6:00 p.m. Parents must plan for this based on their knowledge of their children's routine and if for example 15 minutes is usually required to dress and exit then parents must arrive at 5:45 p.m. Any family arriving after 6:00pm will be charged a late fee (see below)

Any parents experiencing difficulty with the hours of operation are asked to contact the Board of Directors in writing, indicating specifically your concern. However, due to staffing & budget restraints, the centre will not operate past 6:00pm.

### Late Policy

Under our insurance contract, our hours of operation are not to run beyond 6:00pm.

1. Any parent arriving at 6:00pm will be considered late, with the exception of parents who are required to remain due to a daycare activity (i.e.: parent- teacher or fundraisers)
2. A late fee of \$25.00 for every 10 minutes or portion thereof will be charged. For example; 15 minutes late is a charge of \$50.00. This fee will be billed with your monthly fees. Appeals can only be made in writing to the Board of Directors.
3. Parents with 2 late fees in a year period will be given a warning; 3 late fees in a year period can mean forfeiting your child's space.
4. Unless notified, failure to arrive by 7:00 p.m. will warrant a call to the Child and Family Services – this is a provincial law.

We do appreciate a phone call to inform us you may be arriving late so that staff and children need not worry but a late fee charge will be applied regardless of the reason for the late arrival.

### Guidelines for Attendance

1. In order to ensure that your child has every opportunity to enjoy the planned activities and benefit from the program, it is advantageous to have him/her at the centre by 9:00 a.m.
2. Parents are responsible for delivering their child into the centre and ensuring a staff member is aware of their arrival.
3. Please be certain that a staff member is aware of your child's arrival or departure before you leave the Centre. A sign-in sheet is posted for you to mark in the time you arrive and the time you leave. This is a fire regulation and it is critical staff know your child has arrived or departed.
4. If someone other than a parent is to pick up a child, please advise the daycare staff. Unless prior arrangements are made, children will not be released to anyone else. Photo ID is required at all times.
5. Only persons 13 years of age or older may pick up a child from the day care.
6. Separated or divorced parents are asked to submit a copy of their custody papers.
7. Kindergarten children: Our license permits us to accept only 10 children, ages 5 years old

or until they attend school full-time.

### **Transportation Policy**

- a. Dalhousie School Kinders attend kindergarten for a half day morning session and attend KPCC for the rest of the day. The daycare takes full responsibility to escort children to and from Dalhousie School. A staff walks the children directly to the school kindergarten entrance and does not leave until the kindergarten teacher escorts the children into the school.
  - When transporting children to / from school, KPCC accepts responsibility of Dalhousie Children from inside our building until we arrive at the kindergarten entrance on Dalhousie School property AND from the point of pick up at Dalhousie school until we arrive inside our building.
  - Parents dropping off their children directly at school should notify the School age staff to ensure we know your child is not absent. Also, parents picking up their children directly from school should notify the School Age staff so we can mark them out properly
- b. Écolé St. Avila Kinders attend kindergarten for a half day morning session and attend KPCC for the rest of the day. Transportation arrangements for Écolé St. Avila are the sole responsibility of the parent. Travel to school is either by the parent or from KPCC via Pembina Trails School Division school bus. The daycare takes full responsibility to escort children to and from the PTSD's designated bus stops. KPCC takes no responsibility to transport any child to Écolé St. Avila directly. Contact Transportation @ #489-2597.
  - When transporting children to / from designated bus stops, KPCC accepts responsibility of Écolé St. Avila Children from inside our building until we arrive at the designated bus stops AND from designated bus stops until we arrive inside our building.
  - Parents dropping off their children directly at school should notify the School age staff to ensure we know your child is not absent. Also, parents picking up their children directly from school should notify the School Age staff so we can mark them out properly
- c. Escorting the children to any other school is the responsibility of the parents. Parents are encouraged to check into Pembina Trails School Division's bussing arrangements first. Should bussing be available, KPCC will assume responsibility to drop-off or pick-up children at designated stop zones (PTSD responsibility) on time. **In the event the child misses the bus; KPCC cannot take responsibility to get children to school<sup>[01]</sup>.**
- d. Fees for Kindergarten children are full day Preschool Fee rates. Any child attending our centre for longer than 4 hours is charged the full day per diem rate.
- e. Kindergarten hours are typically 9:00am until 11:30am; each school has different entrance/departure times. Check with your school of choice for exact school hours.

## **Walking Privileges for School Policy:**

- f. Walking to and From School Unsupervised: Children in grades 4, 5 and 6 may have parental consent to be unescorted. Max departure time for school is 15 minutes before the school bell. (Children in kindergarten to Grade 3 are always escorted to and from school by staff and therefore do not require consent) This is a privilege and is closely monitored by staff at KPCC; children can lose this privilege if staff feel it is warranted either by a child's inappropriate actions or if staff feel the walk area is threatened. Responsibility for children with walking privileges is two-fold: The parents have granted written permission and the center ensures the children have left the daycare at an appropriate time and have reached school. (the Dalhousie School Policy is to call home if a child is absent) The center ensures that the children have returned to the daycare within a reasonable amount of time.

## **Cold Weather / Emergency CLOSURE POLICY**

Rationale:

This policy has been written to address the issue of when to close the Centre due to bad weather or extreme circumstance (ie: water main break, etc) and when we should remain open. Due to the blizzard on December 31<sup>st</sup> of 2004, the Centre opted to open at 7:30am and closed at Noon. The board of directors felt it necessary to adopt a policy which would effectively guide the Centre staff and families for any possible future interruption of services.

### **Cold Weather or Closure Policy**

In the event that Kings Park Child Care Centre will be **CLOSED** due to cold or inclement weather, the following staffing policies will apply:

- i. Families will **NOT** be charged for such extreme events
- ii. Staff will **NOT** be required to attend the Centre
- iii. Staff will have to take a Holiday, use Banked Time or take a leave without pay for that day.

**NOTE:** We do not anticipate having to close very often due to cold or inclement weather.

- i. If we experience a water main break and have no alternate source of water, under Public Health regulations, Kings Park Child Care will have to close.
- ii. If we experience any such circumstance that prohibits us from providing a safe and healthy environment, Kings Park Child Care will close.

Under these circumstances, the Board of Directors will make decisions on staff wage compensation at the time of the event. Often staff are required to be in attendance in these cases.

In the event that Kings Park Child Care Centre will be **OPEN** for a partial or full day during cold or inclement weather, the following staffing policies will apply:

- i. It is expected that opening staff contact the Director to check on closure status but should expect to be at work. If the Director cannot be reached, contact the Board Chairperson.
- ii. All staff will be expected to show up for work during stormy or cold weather conditions if city buses are running.
- iii. Staff unable to get to work will be docked a Holiday, Banked time or time without pay.
- iv. Staff previously scheduled to be on Holiday or Bonus Day time, etc will be unaffected by this policy.
- v. Staff who have difficulty to get into work but manage to work more than ½ their shift – will be paid for a whole shift; staff who work less than ½ their shift – will only be paid for ½ their shift. The remaining time could be docked as Holiday, Banked time or time without pay.

## **8. Guidelines for Absences**

- a. If, for any reason, your child will be absent on a given day, please inform us by 9:30 a.m.
- b. Compensatory fee adjustment for statutory holidays and sickness are not granted.
- c. Children who are ill due to a cold or flu should not return to the Centre until they are able to participate fully in the program, including DAILY OUTDOOR PLAY. (Outdoor Play

Guideline - for winter play we will endeavor to go outdoors within the following guidelines and using reasonable judgment - temperatures no lower than - 25° C nor higher than 30° C )

- d. The daycare reserves the right to send home any child whom because of illness, cannot participate fully in the program. Parents must be able at all times to pick up their child when the centre calls.

### FEE POLICY

Daily per diems: all per diems refer to the daily hours of operation except Nursery School\*.

Fees are charged for all statutory days and any days missed due to illness or absence.

Provincial Subsidy is available from the Province of Manitoba; please discuss with Management regarding the rules & application for subsidy. [Specifically family contributions; attendance and hours / time frames covered]

TODDLER AGE (18 Months to 2nd Birthday): Fees are \$30.00 per day for four (4) or more hours; \$15.00 per day less than four (4) hours.

PRE-SCHOOL AGE (Includes Kindergartners) (2 years to 5 years): Fees are \$20.80 per day for four (4) or more hours; \$10.40 per day for less than four (4) hours.

NURSERY SCHOOL (4 years of age and eligible for kindergarten in the fall): \$5.00 per session; sessions can be registered from 1 day / week up to a max of 5 days / week; days can be flexed.

\*hours for Nursery school are 9:05am until 11:35am.

\*Nursery school does not operate during Dalhousie in-service days; nor during elementary school winter, spring or summer breaks.

Full Day SCHOOL-AGE (6 years to 12 years): Fees are \$20.80 per day for four (4) or more hours; \$10.40 per day for less than four (4) hours.

Regular SCHOOL-AGE (6 years to 12 years): Fees are charged per slot (Before school / At lunch / After school)

1 slot = \$6.15 per day [can be any one (1) of the slots]

2 slots = \$8.60 per day [can be any two (2) of the slots]

3 slots = \$10.30 per day [includes all 3 slots]

Fees are billed in advance of each four (4) week pay period. Billing statements will be issued one week prior to the due date.

One and one-half (1.5%) percent interest will be charged for all bills over 60 days. If your payment must be delayed, please discuss this with Management. Failure to keep account current will result in loss of space. All accounts over 60 days will be discussed with the Board of Directors.

### Part-time; flex and casual Fee Policy:

- All fees are charged based upon a set number of days enrolled within a 4 week billing period. Billing periods are consistent with the Provincial Government's subsidy schedule. Director will inform you of those dates at billing time.
- Part-time refers to any child(ren) enrolled on a regular schedule but less than 5 full days / week. [i.e.: 2 days per week full-time or 8 days per billing period]

- Flex-time refers to any child(ren) enrolled on a changing schedule but always the same number of days per billing period. [i.e.: Mon; Tues on the first week; Thurs, Fri on the second week or 8 days per billing period]
- Casual refers to any child(ren) enrolled on an as needed basis. NOTE: this is only offered to families who have been enrolled previously on either full, part or flex schedules. That way, staff are assured of knowing the child and the child is comfortable within the centre to attend on a sporadic schedule.

In all enrollment decisions, LICENSING REQUIREMENTS for maximum enrollment will be strictly enforced. We are licensed for

4 toddlers	28 preschool	15 nursery school
10 kinders	32 school age	

For this reason, you must ensure consistency when you register your child for a particular pattern of attendance.

### Enrollment Changes:

Email notification for enrollment changes is ideal. We can be reached at [kpccsa@mymts.net](mailto:kpccsa@mymts.net)

- From full time to part time or vice-versa: Should you wish to change enrollment for your child, two (2) weeks' written notice is required. Failure to give notice could mean your child is refused attendance that day. See Part-Time policy under Fees.
- Switching days must be made in writing and must be pre-approved by management before you bring in your child. Failure to give notice could mean your child is refused attendance that day. As you can appreciate, you would not want us over-enrolling children beyond our capacity.

NOTE: Any changes to the schedule not pre-approved will result in a charge for day you booked but did not attend.

Here are examples to explain the process:

- **Part-time SCHEDULE:** If your child attends Mon. Wed & Fri; you will be charged 12 days per billing period. [3 days/week x 4 weeks/billing period] This fee is set. If you attend additional days (Tues or Thurs) you will be charged extra for those days. Absent days are not credited.
  - Part-time days can only be accommodated on a morning or afternoon session. Parents requiring space over the lunch hour will be required to pay full fee
- **Flex-time SCHEDULE:** If your child attends a flex-schedule but the weekdays vary, we will request that you set a minimum # of days per billing period. If you ask for 10 days per period, we will charge you for 10 days plus any additional days attended. If your child attends less than 10 days, you are still charged for 10 days.
  - Flex-Time Schedules are subject to availability of space. Parents will be given 2 weeks' notice should space become unavailable.

NOTE: Any changes to the schedule not pre-approved will result in a charge for day you booked but did not attend.

## ADDITIONAL FEES

### Fundraising contributions:

- Every family will be billed \$8.00 per billing period in lieu of any fundraising projects.

### Refundable deposit:

- A refundable deposit is required for all families attending Kings Park Day Care.
  - A full-time family with: one child will pay a deposit of \$110.00; two or more children will pay a deposit of \$184.00.
  - A part-time family with: one child will pay a deposit of \$55.00; two or more children will pay a deposit of \$110.00.
  - Families eligible for subsidy must still pay this deposit in full until the following conditions are met:
    - I. A Child Care Subsidy Decision Form is approved and submitted to the Director BEFORE the child enrolls. The deposit will be determined by the family contribution plus \$40.00
    - II. That any changes to the Decision Form will result in a change to the refundable deposit. Changes must be settled within 2 weeks of the change.
  - Deposits will be paid or credited to the family's account when all fees are paid in full and when one month's notice is given to management. Requests for waiver of the deposit must be made in writing to the Board of Directors for appeal.

### Late fees:

- Any parent who arrives after the hour of 6:00 p.m. to pick up his/her child will be charged a fee of \$25.00 per every 10 minutes or portion thereof. No exceptions

### Lunch Fee:

- If you forget your child's lunch - a \$5.00 fee will be charged and we will provide them with a healthy nutritious lunch.

### Special Lunch fee:

- Each month, the daycare staff will provide a special lunch for the children; the charge is approx. \$5.00. All proceeds will cover the 'little extras' staff often like to include in their programming. [i.e.: a magician; entertainer; field trip; special activity]

### Field Trip Donations:

- We may ask parents for a donation to cover costs incurred by certain field trips. Staff will notify you when and how much is required. Larger donations are gratefully accepted.

## VACATION POLICY

- King's Park Day Care Centre Inc. must charge the full fee regardless of any temporary withdrawal for vacations or breaks between course schedules. Parents wishing to withdraw their space during that time must inform management in order to put their names back on the waiting list for re-enrollment in the centre. (In writing)

## INDIRECT SUPERVISION POLICY

- Indirect Supervision is a term used to describe times when School Age children (grades 4, 5 and 6) are allowed to be in areas of the center without having a staff member directly supervising.
- The children are constantly checked on and can be seen by staff regularly.
- Staff do not necessarily remain in all rooms at all times but do rotating room “check-ins” every 5 to 10 minutes.
- There are only 2 areas in the center where indirect supervision happens: The “Blue Room” and the Quiet Room. As the Director’s office has windows looking into both areas – they can be viewed at any time. This policy addresses the school age children’s developmental needs to be less ‘babied’ and have more responsibility and autonomy while in care.
- RATIONAL: As young children become ‘tweens’, they look for more autonomy from the younger school age children. They are able to handle less supervision and more responsibility. This policy is developed to encourage that age group of 9 to 12 years old to be left on their own for small periods of time.

## WITHDRAWAL

- Four weeks written notice is also required for any withdrawal of space(s). If four weeks’ notice is not given, the parent will be charged for the whole pay period and the refundable deposit withheld until all fees are paid. The centre reserves the right to ask a parent to remove their child(ren) at any time for failure to make fee payments.

## HEALTH POLICY

- In general it is believed that the health of the children in the centre is the responsibility of the children's parents and of good child development practice within the centre. However, in the case of illness the following policy is used.
- In case of illness: If your child becomes ill while at the centre, and in the opinion of senior staff, should be taken home, you will be contacted and expected to pick him/her up within a reasonable time frame to ensure the comfort/care of your child.
- In case of communicable disease: you will be required to follow the public health rules regarding incubation and /or isolation. Our concern in all cases of illness is the welfare of the sick child and the health of children in our care. The Centre will inform parents of any communicable diseases by posting a notice on the entrance doors. In extreme cases, the Centre may have to resort to sending children home or requiring a doctor's certificate.
- Parents need to inform the centre whenever the family has been in contact with any infectious or communicable disease, or lice.

- Peanut / Allergy Policy  
KPCC has a NO PEANUT policy. We are NOT considered 100% Peanut-safe but have made all conscious efforts to remove obvious Peanut products from within our centre. Our snacks DO NOT contain any peanut butter products but may contain products containing peanut by-products or trace amounts.
- Should you child have a Life Threatening Allergy - notify the centre prior to enrollment and the Director will discuss with you the specifics of your child's needs.
- Families are regularly reminded not to bring in lunches that contain peanut butter sandwiches as well as peanut product snacks. Staff routinely checks lunch kits when setting out lunches, in order to safe guard against any oversights by other families.
- Children with allergies or specific food requirements will be accommodated (within reason) providing sufficient information is presented to the centre in writing.
- Administration of medicine:  
Parents are asked to personally dispense as much of their child's medication as possible. When it is necessary for staff to give prescription medication, a medication release form must be filled in & signed by the parent and the prescribed medication must be handed directly to a staff member.

DO NOT LEAVE ANY MEDICATION IN YOUR CHILD'S LUNCH BOX

NO OVER THE COUNTER MEDICATIONS WILL BE ADMINISTERED AT ALL

MEDICATIONS WILL ONLY BE ADMINISTERED AS PRESCRIBED

NO EXCEPTIONS without DOCTOR'S RELEASE

Only Prescribed Medication will be given and it must bear the pharmacist's label containing the following information: (Over the counter medications such as Children's Tylenol; Aspirins; cough syrups, etc will not be administered by any of our staff at any time)

Doctor's Name	Dosage
Patient's Name	Current Date
Type of Medication	Expiry Date

- Snacks and lunches:  
We prepare two nutritious snacks and beverages for the children every day. For lunch, the centre provides milk and you must provide a lunch; please do not include candy, gum, etc. There is access to a microwave for reheating children's lunches but ask parents to provide heated thermos's as much as possible.  
We are finding that re-heating 30 lunches is taking a considerable amount of time! We prefer lunches to be stored in reusable containers (labeled). It's better for our environment. WE DO RECYCLE.

PLEASE **DO NOT** BRING LUNCHES THAT REQUIRE PREPARATION - **WE DO NOT HAVE THE TIME!** This includes food in cans; instant noodles; microwave Kraft Dinner; frozen dinners, etc. Prepare them at home; put in a micro container & we will re-heat! Simple!

- Napping:  
Our napping policy considers nap time essential for the growth and development of our children. However, we do realize the amount of nap time varies for each child. Our younger children nap after lunch for up to approximately 2 hours. Various nap times can be arranged, please speak to staff. Naptime cuddly toys are welcome.
- Clothing and personal articles:  
Each child should have the following items marked with his/her name:
  - Lunch Kit
  - Complete change of clothes including underwear, socks, pants, dress, shirt, etc. This is a must for all children as accidents not only include soiled underpants but also spilled milk, paint and wetness from playing in the snow or indoor water table.
  - Please see that your entire child's clothing (mitts, overshoes, scarves, etc.) is clearly marked and that the clothing worn is suitable for the weather. Children will be playing outside for a portion of every day as the weather permits. (It doesn't guarantee we won't lose it, but it will guarantee that when it's found, we know whose it is.)
  - Toys, candy, gum or other favourites from home should be kept at home. We ask that you do not bring items from home into the centre. These can cause a great deal of pain for your child if it is lost; 'borrowed' or broke.
  - Despite our best efforts – mittens and accessories do get lost; so an extra pair of mittens, underwear or socks in your child's bag is essential – **we cannot stress enough the need to label clothing** – everyone seems to own the same pair of boots

## EMERGENCY PROCEDURES

### Safety Charter:

- KPCC has a full 43 page Safety Charter manual available in pdf. This manual includes protocol procedures for staff on topics such as Fire Safety Plans, emergency evacuation procedures, weather-related emergencies and threatening-behaviour procedures to name a few.

### Fire Drills:

- Done monthly to ensure staff and children become familiar with basic safety procedures. These are recorded & part of an annual Fire Inspection by City of Winnipeg Fire Department

### Accidents:

- Minor injury, all staff have first aid and CPR training and will administer such. All staff in the program must be current in St. John's Ambulance 1st Aid Training.
- Major injury, when professional advice is necessary KPDC will follow parent's request as per Medical Release Form (attached and to be signed and returned to centre upon registration). See page 23
- Transportation of children to closest Emergency Room; see page 23

## PROGRAM POLICIES

Program: See daily schedule page 8

Transportation and WALKING PRIVILEGES: See pages 10 & 11

Transportation of children is primarily via school bus; transit bus; or walking. The use of staff vehicles as a means of transporting children is only done in the case of an emergency. See page 23

Field Trips: Field trip permission slips need to be signed prior to the outing date. When the Centre is planning a major outing a notice will be placed on the bulletin board advising you of the essential information. Please make sure your child is at the Centre in advance of the specified time. See also additional fees.

On all field trips the following items and precautions are taken:

a) Knapsack b) first aid kit c) information cards d) Kleenex e) emergency supplies and f) a list of children and staff that are away is left at the centre and g) extra bus tickets or spare change.

Planned Field Trips:

- Parental permission is required whenever we travel farther than a few blocks from the centre. Permission slips must be signed 24 hours in advance of the outing and parents are verbally reminded. If a parent misses the departure time, they are then responsible to meet up at the field trip destination spot or keep their child at home. IF the whole program is on the field trip, no child care at the centre will be provided.

Spontaneous Outings:

- For outings, within the neighborhood, where the children can access by walking, parental permission is implied however, notice will be posted as to where the children are going (to ensure that the groups can be located at any time). A Permission form is signed upon enrollment that indicates your permission for such outings.

Kindergarten Children: to and from school

- see GUIDELINES FOR ATTENDANCE Pages 11 , 12

Newsletter:

- Our newsletter is to keep you informed about activities and news regarding the Centre. Your input is very much appreciated.

MISCELLANEOUS POLICIES

General building policies:

- ✓ **PARKING:** Parking is restricted to dropping off and picking up children. Any cars left in the lot during the day will be towed away at the owner's expense.
- ✓ **NO SMOKING.** This entire building is considered a smoke free zone. Please do not extinguish cigarettes in parking lot or on grounds before entering the centre.
- ✓ **ANNUAL MEETING:** Each May or June, a parent membership meeting is held in the evening to discuss policies; to review the past goals and give parents access to join in and elect new members. In addition, issues relevant to the coming year are discussed. It is mandatory that all parents attend this meeting.

✓ **PARENT INVOLVMENT:** To achieve the quality care in our program, we require that parents work together with staff, management and the Board of Directors by getting involved in the following activities:

1. To alert you to any information by posting it on the bulletin board or door. This is an effective way to communicate with you, but only if you remember to read it.
2. Attending parent meetings and staff/parent meetings
3. Serving on the Board of Directors.
4. Serving in the areas of fundraising, maintenance, public relations and personnel.
5. Providing suggestions and ideas.
6. Bringing in resources.
7. Communicating with staff.
8. Familiarizing you with staff and program.
9. Using your job as a resource, e.g. arrange to come into the Day Care and talk about your occupation; arrange tours for the Day Care etc.

✓ **FUNDRAISING:** We are a non-profit organization and operate within a very tight budget. To ensure we meet our budgetary goals, we must raise additional funds. There is a \$8.00 per family per billing period mandatory fundraising levy in lieu of individual fundraising events. Money raised goes toward such things as equipment, field trips and special projects. If you have any ideas or would like to help us fundraise, please call the Director.

✓ **GRIEVANCE PROCEDURE:** Should you have any general concerns about any aspect of our operation, please direct them to staff. If the response is not to your satisfaction we encourage you to talk to the Director. If this proves unsatisfactory, a letter to the Board would be the next appropriate action followed by contact with the Day Care Coordinator if the Board does not respond. The Coordinator will redirect you concerns to the Board.

#### ABOUT OUR BOARD OF DIRECTORS

A 12 member Board of Directors governs King's Park Day Care Centre who serves to establish policies and advise the Director/Management on a broad range of topics. The majority of Board positions are reserved for parents (minimum of 20% must be maintained at all times) and community members.

Our monthly meetings focus on matters involving finances, parental involvement; administration or the physical environment of the Centre. The meetings are open to all parents.

In addition, long range planning provides an opportunity for creativity that makes participation on the Board an interesting experience. Apart from the interest generated by problem solving at the Board level. There is a special sense of fulfillment and cohesiveness that results from joining other parents in the process of guiding the Centre in its mission of providing quality childcare for our children.

While your participation on our board is necessary for our operational goals, the experience of volunteering is very fulfilling and a wonderful way to engage yourself in voluntary endeavors.

If you would like the opportunity to personally influence your child's preschool experience, ask about serving on our Board. The commitment is for a minimum of one (1) year but we have parents whose children have outgrown the centre and they continue to serve as community members for as long

as they wish.

## TOILET TRAINING POLICY

Toilet training is the responsibility of the parents. King's Park Day Care Centre will *follow* the plan that has already been established by parents.

Toilet training will be a combined effort on the part of the parents and centre Staff. Either parent or staff may initiate the process.

During the training process,

- Regular communication between parent / staff and staff /parent
- A chart recording the child's progress
- At any time, parents can request a meeting for ideas and information sharing

Parent Responsibilities during this toilet training period are:

- To provide diapers, training pants, baby wipes, creams, etc. that parents wish us to use for your child;
- To provide any specific instructions or concerns IN WRITING;
- To provide ample spare clothes (labeled);
- To wash any soiled clothing of the child's;
- To provide continued communication to staff on the child's progress at home;

Day Care Responsibilities during this toilet training period are:

- To ensure that the child is changed whenever wet or soiled; and checked regularly
- If necessary, to use diaper at naptime only and training pants during the day;
- To regularly take the child to the washroom and record any progress on Individual Training & Diapering Charts (posted in the bathroom);
- To follow parent's instructions and recommended diapering procedures;
- To provide continued communication to parents on the child's progress at the centre;

It is our hope and intention that these guidelines will allow parents and young children an enjoyable toilet training experience.

MEDICAL RELEASE FORM

Authorization to Consent to Treatment of a Minor Injury

We, the undersigned parents/guardians of the child listed below do hereby authorize KING'S PARK DAY CARE INC. as an agent for the undersigned to consent to any X-ray examinations. Anesthetic medical or surgical diagnosis to treatment and hospital care which is deemed advisable by, and is to be rendered under the general or special supervision of any physician and surgeon licensed under the Medical Practice Act.

It is understood that this authorization is given in advance of any specific diagnosis, treatment or hospital care being required, but is given to provide authority and power on the part of the aforesaid agent (King's Park Day Care Inc.) to give specific consent to any and all such diagnosis treatment or hospital care which the aforementioned physician in the exercise of his/her best judgment *may* deem advisable.

Child's Name \_\_\_\_\_ Blood Type: \_\_\_\_\_ (If known)

Birth date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Allergies: \_\_\_\_\_  
DD/ MM / YY

Doctor's Name: \_\_\_\_\_ Dr.'s Phone #: \_\_\_\_\_

Dr.'s Address: \_\_\_\_\_  
Street name / Clinic name City / Prov. Postal Code

Medical Number: \_\_\_\_\_ PMN: \_\_\_\_\_

Mother's signature: \_\_\_\_\_ Date: \_\_\_\_\_  
DD/ MM / YY

Father's signature: \_\_\_\_\_ Date: \_\_\_\_\_  
DD/ MM /YY

In the event of an accident, requiring your child to be taken to hospital the above form gives King's Park Day Care Inc., the authority to talk to Emergency Room Personnel before the parents arrive at the hospital. It *is* the policy of the Day Care to contact parents immediately when an accident has occurred.

**In regards to how to transport my child for Emergency Care, I will opt for:**

**OPTION #1:**

I, \_\_\_\_\_, request that KPCC only use a Certified Ambulance Service (911) to transport my child to the closest Emergency Room (Victoria General Hospital – 2340 Pembina Hwy). I understand that I am responsible for any and all service fees related to the ambulance service.

**OPTION #2:**

I, \_\_\_\_\_, give KPCC permission to transport my child by **vehicle or taxi** to the closest Emergency Room (Victoria General Hospital – 2340 Pembina Hwy). KPCC will be responsible to ensure that the driver has up-to-date car insurance and that two (2) staff will be in the vehicle while transporting.

If you do not want either option - please indicate, below, the action to be taken in the event of an emergency involving your child being taken to hospital:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Refundable Deposit Receipt

Date: \_\_\_\_\_

As the guardian of \_\_\_\_\_

whose birth date is \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_.

Month Day Year

I hereby agree to pay the Refundable Deposit money to have my child enrolled in Kings Park Child Care Centre Inc. The fee for:

- A family with one (1) child will pay a refundable deposit of \$110.00
o \$55.00 for Part-time care, \$48.00 for fully subsidized families, or the parent portion for partly subsidized families
• A family with more than one (1) child will pay the family rate of \$184.00\*
o \$110.00 for Part-time care, \$ 96.00 for full subsidized families, or the parent portion for partly subsidized families

I have read, understood and accept the conditions outlined above. \*For families approved for subsidizes, please read the Parent Policy Manual for more details.

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Month Day Year Receipt # and Payment Amount

Parent's Signature: \_\_\_\_\_

Director's Signature: \_\_\_\_\_

Ensure that 2 copies are made - 1 for centre and 1 for parent



Acknowledgement of the Parent Policy Manual

I, \_\_\_\_\_, have read and understood the policies of King's Park Day Care
[Print your name]

Should I have any comments or concerns, I may take them to the Director of the Centre or Chairperson of the Board of Directors.

Signature: \_\_\_\_\_
[Parent signature]

- We have the following items for our first day:
1. Medical release form (signed)
2. Registration form (filled in completely)
3. Refundable Deposit and fees paid in advance
4. Complete change of clothes (well labeled with Child's name)

# Kings Park Child Care

## Code of Conduct

*Kings Park Child Care operates with the belief that Early Childhood Care and Education plays a critical role in the social development of our young children. Our **mission statement** is to work in partnership with parents; to support the well-being, health and early childhood education of their children; and to pursue a level of excellence in the provision of early childhood care.*

We believe in these Guiding Principles:

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

**BE 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.*

In order to achieve the above, it is imperative that each and every individual who is associated with our Facility abides by this Code of Conduct and conducts him/herself in a respectful manner. This includes licensees, owners, directors, managers, all other employees, children, parents, guardians, caregivers, and family members of children enrolled with our Facility. It also includes members of the Board of Directors and anyone else involved with our Facility. This includes, but is not limited to:

- Therapists, professionals/para-professionals
- Volunteers
- Practicum students
- Contractors/maintenance service providers
- Licensing coordinators and inspectors
- Visitors

We will actively strive to create and maintain an environment that supports the health, safety and well-being of everyone associated with our Facility by employing pro-active strategies and appropriate policies and procedures. This includes:

- Developing positive relationships, including making time to talk and listen
- Establishing clear, consistent, simple limits and stating limits in a positive way
- Providing explanations for limits, rules, procedures and policies
- Role-modeling and encouraging appropriate behaviour
- Working together in partnership to solve problems
- Having realistic and developmentally appropriate expectations for behaviour
- Ensuring our environment, our program and all materials used in our program meet the needs and interests of children and others associated with our program, and that they encourage appropriate behaviour and reduce the potential for inappropriate behaviour
- Establishing consistent, yet flexible schedules and routines that help children gain trust, security and self-control

### POLICY Re: USE OF EMAIL, ELECTRONIC DEVICES AND THE INTERNET

KPCC adopts a technology policy to ensure that people's privacy and the confidentiality of information about the Centre, children, parents/guardians/caregivers and staff is upheld. Everyone involved with the Centre must adhere to this policy. Failure to do so can result in consequences and disciplinary action

- 13.1.1 Inappropriate use includes, but is not limited to:  
Intentionally accessing, transmitting, copying or creating material that violates the confidentiality of children, parents/guardians/caregivers, staff, or the Centre itself

We recognize the varying developmental capabilities of children and 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 appropriate behaviour and consequences for inappropriate behaviour.

The following behaviours are unacceptable and will not be tolerated:

- All forms of bullying (*physical, verbal, emotional, social or cyber-bullying*) including comments, actions or visual displays that are intentional, hurtful and repetitive (*i.e. hitting, pushing, name-calling, mocking, excluding someone, spreading rumours or gossip either in person or by using social networking internet sites, public networking/ file sharing sites or any other type of internet website*)
- Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome (*i.e. touching, name-calling, offensive jokes, yelling, etc.*)
- All forms of abuse (*sexual, physical, or psychological*) including verbally, in writing or otherwise
- Discrimination against any person or group because of their race, colour, ancestry, nationality, place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital or 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
- The inappropriate use of technology, including e-mail, the internet and other technology, in keeping with the Facility's policy on the use of technology.

Individuals found breaching the Code of Conduct or for displaying any form of inappropriate behaviour as outlined in this Code will be subject to disciplinary action. The disciplinary action and resulting consequences will depend on the severity, the nature, the circumstances, and the frequency surrounding the inappropriate behaviour. The Facility recognizes the importance of ensuring any consequences are pre-planned, fair, consistent and, in the case of children, based on the level of a child's development. We also recognize that consequences should be an opportunity to learn, not only one of discipline. In keeping with this, we will ensure, whenever practicable, that any resulting consequences are based on discussion and a cooperative approach and that they provide opportunities for the person to change his/her behaviour.

In the case of Staff\*, Practicum students, volunteers or other adults associated with our Facility, typical steps will include:

- Reminding individuals of expectations and limits
- Giving a verbal or written warning outlining concerns and the consequences if the inappropriate behaviour continues
- Suspension
- Dismissal
- Prohibiting individuals from being on the premises

In the case of children participating in our program, typical steps will include:

- Reminding children of expectations and limits
- Expecting family members to engage in discussions related to their child's inappropriate behaviour and/or developmental concerns

- Having a meeting to discuss concerns and to develop an action plan for the future
- Developing a written contract (in the case of older children) outlining specific expectations and consequences
- Giving a written warning outlining concerns and the consequences if the inappropriate behaviour continues
- Suspending or withdrawing child care services because of a child's or family member's behaviour
- Accessing outside resources (i.e. Child and Family Services, Mediation Services, therapists etc.)

This code of conduct sets out the expectations for respectful behaviours within our facility and is meant to assist in maintaining a safe, caring learning environment for all who participate in our program.