

# Lord Roberts Children's Programs

## Parent Policies<sup>1</sup>

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<sup>1</sup> This living document will be reviewed bi-annually and is subject to change.

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## **Welcome to Lord Roberts Children's Programs**

You are now part of the rich history of a childcare program established as two separate programs in the early 1970's. The Lord Roberts Pre-school and School Age programs merged in 2003 to provide quality childcare to children aged 18 months to 12 years of age. We provide a community based service in two (2) locations that operates as a not-for-profit incorporated charity run through the work of a community parent based Board. Both of our sites aim to meet a variety of parent and child needs. Our programs are open 12 months of the year, Monday to Friday except on public holidays that outlined further in this document. We provide care to sixty (60) school-aged children in Lord Roberts School and fifty-nine (59) toddler/preschool children in Lord Roberts Community Club. Our program welcomes children who require additional support needs and both of our locations are accessible. We trust you will find the information provided in this document informative and useful to you as you enter Lord Roberts Children's Programs.

### **Goals and Objectives**

**Lord Roberts School Age Site** is committed to enhancing the physical, social, emotional, and intellectual growth and development of children. . Its aim is to provide a safe, warm, clean, and supportive environment where we treat children with respect and as individuals who can feel loved and secure.

In this environment, we give children the opportunity to participate in a wide variety of child-initiated and adult directed activities in groups (small and large) as well as on an individual basis. Children also have a great deal of freedom of choice and are encouraged to be imaginative and creative as well as resourceful. Activities are designed to meet the needs of the children, to foster a positive self-image and to encourage each child's respect for others and for their environment.

**Lord Roberts Preschool Site** recognizes that the early years are important years in growth and development of children. The Centre provides an environment that respects the individuality of learning and creativity while actively providing opportunities to grow and discover. The curriculum, while based on providing a safe and healthy environment for children, is established according to the ages, interests and abilities of the children.

Specifically, the curriculum is based on the following goals:

- Develop a positive self-concept and attitude toward learning, self-control and a sense of belonging;
- Develop a curiosity about the world, confidence to learn, creativity and imagination and personal initiative;
- Develop relationships of mutual trust and respect with adults and peers, understanding perspectives of others and apply rules of group living;
- Understand and respect social and cultural diversity;
- Learn about their community and social roles;
- Use language to communicate effectively and to facilitate thinking and learning;
- Become literate individuals who gain satisfaction as well as information from reading and writing;
- Represent ideas and feelings through pretend play, drama, dance, music, art and construction;
- Think critically, reason and solve problems;
- Construct understanding of relationships, among objects, people, and events, such as classifying, ordering, numbers, space and time;
- Construct knowledge of the physical world, manipulate objects for desired effects and understand cause and effect relationships;
- Acquire knowledge of and appreciation for art, humanities and science;
- Become competent in management of their bodies and acquire basic physical skills, both gross motor and fine motor; and
- Gain knowledge about the care of their bodies and maintain a desirable level of health and fitness.

The curriculum, or programming, that is used is based on achieving each of these goals. Children are observed and their abilities recorded for parent and staff use. The purpose is not to grade the children but rather to gauge their progress and development along accepted age appropriate guidelines. From the observations, the staff will introduce programming that is best suited for the developmental level of each child as well as establish long term goals for the growth of each child.

## **Curriculum Statement**

***We want to know what the children, think, feel, and wonder. We believe that the children will have things to tell each other and us that we have never heard before. We are always listening for a surprise and the birth of a new idea. This practice supports searching together for new meaning. Together we become a community of seekers.***

***Louise***

***Cadwell***

At Lord Roberts Children's Programs, we define curriculum as PLAY. We believe that young children do their best learning through play and investigation. It is our role to ensure that they engage in the best quality play possible. Our team enhances the learning the children engage and experience on a daily basis through careful observation, collaboration, planning, documentation and sharing of information that is unique to each child as an individual, the child as he/she fits into our preschool community and the child as a member of their family.

To accomplish this our team works:

### ***With the child***

During the day the staff interact with and observe what the children are doing - taking note of the things we see happening, the conversations we hear, the things the children seem curious about, and where they spend their time. We reflect as a team or individually on ways to enhance this interest by providing materials that allow children to represent their interests and enhance their abilities. We use paints, playdoh, sketch materials, and new materials for physical development like balance beams and climbers. We engage and provoke further investigation by adding new materials, rearranging space, offering invitations of things to explore and learn about. We document their play so they can look at things they have done, reflect on what they were doing and discover new things as they look back upon themselves. We listen and reflect on what they could be thinking, what they could be learning and how we can help their learning be even more.

Our program is designed for the child to interact and engage with other children who are younger and older. In a mixed age group, we encourage children to share their thoughts and words, their experience and abilities, with each other by helping each other with daily routines (clean-up, dressing for outdoors, holding hands), encouraging them to ask others to join them in play and learning, and to observe where children have similar interests and provide opportunities for the development of peer-to-peer relationships.

### ***With the family***

Each family is unique and we look to the family to teach us about your child's interests and to inform our work by the sharing of information. This can be by informal conversations, scheduled meetings, participating in the centre at any time, bringing in photos of what is happening in your child's world or just bringing cool ideas or things to share (a rock you found at the beach!). We look for our families to share your cultural diversity by giving us information so we may in turn learn from you and then share with all the children the richness unique to your culture and your family.

We reflect our centres diversity through the art we post, the equipment we purchase, the food we serve, the music we listen to and the languages we speak. We share what we have learned about your child with you by documentation and photos, conversations and little notes, parent evenings, child evaluations and newsletters. We respect that the family is the child's first, most important and life-long teacher and we need your knowledge to inspire our work with your child.

### ***With the environment***

The environment is an important part of learning and we are committed to ensure that our space is engaging, welcoming, rich in opportunities for learning, observing, relaxing, moving, growing and playing. We do this by careful observation of children's interests, the rotation of toys and equipment to stimulate and add to the experiences the children have. We arrange our space so there is room for large muscle growth, quiet one-to-one times, loud crazy times, messy discovery times, and time for reflection. The equipment and materials we provide is reflective of diversity, appropriate for all ages, interests and abilities, and provides opportunities for the children to learn by doing and experiencing.

Our schedule blends time for teacher directed learning where children can choose themselves to participate and even more time for child-led discovery and choice. We believe that children deserve experience in the natural world on a daily basis therefore we spend time in the outdoors each and every day as well as bringing nature into our indoor space for their use and exploration.

### ***With each other***

Our team is a diverse group of individuals who look at each child through their own eyes. We are educated in early childhood and we learn each day through observations and documentation of the children. We share the information we gather from children, from parents, from each other and this becomes our guide in planning for what we need to do to stimulate further learning for the children in our care. We strive to:

- create opportunities for learning by arranging the environment that increase possibilities.

- add materials that allow for exploration at all levels-sensory - physical, intellectual, and social.
- provide open-ended materials children can create and develop imagination.
- provide challenges physically and intellectually so children experience success, failure and everything in-between, and
- encourage social learning and awareness by supporting these skills with stories, guiding language, encouraging empathy,
- allow children to explore their world, transform the materials in it, change their environment by reorganizing it as they need and to build things up and take them down as they learn about the world around them.
- evaluate our work regularly and reinvent our ways of doing things to meet the children's needs.

We are committed to further learning and attend training opportunities to deepen our understandings of the work we do. We learn every day from each other, the parents in our program, and most importantly from the children in our program.

### **Parent Participation**

Although we recognize that parents have a limited amount of time available, involvement to whatever extent possible with the Centre is encouraged. Parents are expected to attend the Annual General Meeting (held each June) and are encouraged to run for election to the Board.

Board members are elected for a two-year term and the Board normally meets monthly. All Board meetings are open but parents wishing to attend must first contact the Executive Director or the Chairperson of the Board in order to ensure that no confidential issues are on the agenda.

On occasion, the Board may wish to contact parents to ask for assistance for upcoming events or projects. If you are interested in assisting in any upcoming events or projects, please discuss this with the Executive Director/Assistant Director.

The Centre welcomes all suggestions, input and involvement from parents. Parents are also invited to spend time with their children at the Centre. Please discuss this possibility with the Executive Director/Assistant Director. There may be times (especially in the preschool) where visits are better than others but generally there is a big welcome mat in place for any parent wishing to join in their child's day.



## **1) ELIGIBILITY, REGISTRATION AND WITHDRAWAL**

LRCP is licensed to provide childcare to children from the age of 18 months to 12 years. Before and after school care is provided to children until the age of 12 including the summer following the completion of grade 6. In the case where a child has reached the age of 12 and will remain in Lord Roberts School for an additional year (is not entering grade 7), application may be made on behalf of the child and family in conjunction with the Centre to the Manitoba Child Care Program for a license exemption to accommodate the child for the next school year if deemed necessary and in the best interests of LRCP to do so.

The preschool site is licensed to have a maximum of 59 children between eighteen months (4 spaces) and 6 years (55 spaces) of age. The School-age site is licensed to accept up to 60 children, which is comprised of 50 children aged 6 to 12 years, and 10 children aged 5 years. In addition, those children who are 4 years old and will be attending kindergarten in September are also eligible for admission to the School-age program, effective the first Monday in July.

Lord Roberts Children's Programs welcomes children with additional support needs. The admission of children with additional support needs may be subject to approval by the Board of Directors. Their accommodation in the Program will be based on space availability, current number of children with additional support need already in attendance, availability of qualified staff and adequate funding approval from the Child Day Care Office.

Preference is given to children attending full time (see definitions below) with a limited number of spaces available for part time registration.

All Registration Forms must be completed and returned to the Centre before the child's first day at the Centre. Parents wishing to apply for a subsidy, which is available through the Province of Manitoba, should do so before the child begins to ensure that the subsidy is in place on the child's first day at the Centre. The Executive Director/Assistant Director will hold an interview for all new parents. The Centre must be informed immediately of any changes to the information contained on the original Registration Form.

On the child(ren)'s first day at the Centre, parents are required to supply a non-refundable \$25 registration fee for each child enrolled.

Children may be registered to attend on a full-time or part-time basis (as defined below), with priority given to those registered for all periods on a daily basis.

**Full-Time** – **School-age**: A child must be registered to attend for all three periods (i.e. before school, lunch and after school), every day.

**Preschool**: Any time over 4 hours per day is considered a full day with a full time space being more than 4 hours per day, 5 days a week.

**Part-Time-** **School-age**: A child must be registered to attend at least one period on one or more specific days per week. These days must be stated at the time of registration.

**Preschool**: Part-time will be determined based on the centre's ability to fill the part of the full time space that would be left open by accepting a part-time child.

Any change in registration requires two weeks notice in writing. Failure to give notice will result in parents being charged for the periods for which they are registered.

Parents are asked to contact the Centre if their child will not attend for any period for which he/she is registered.

**Two weeks written notice or payment in lieu of notice is required should parents decide to withdraw a child from the Centre.**

### **Transition from Preschool to School-age care**

Children completing the kindergarten year are not guaranteed space in the school-age program beginning with the start of the grade 1 school year. All parents of children in this age group should place their name of the Province of Manitoba- child care registry website ([www.manitoba.ca/childcareregistry](http://www.manitoba.ca/childcareregistry)), indicating that they require care for September. Should space be available at LRCP children will be allotted space by the following priorities: attendance at LRS on a full time basis, accounts in good standing, siblings currently enrolled in the program, date of enrolment with LRCP. All families of kindergarten children will be asked in April/May what their plans for grade 1 are and will be reminded that care for grade 1 is determined by the number of spots available for grades 1 to 6 in the program. Parents who fail to indicate their plans to the Centre will be assessed as not requiring care for the upcoming school year. Parents of children who have attended LRCP in the kindergarten year and do not receive care in September of the grade 1 year due to lack of space will be placed on an internal wait list and contacted as space becomes available to determine if the family still requires child care.

## 2) HOURS OF OPERATION

**The Preschool site is open 7:15 a.m. to 5:45 p.m. Monday to Friday.**

Children who attend part-time (4 hours or less) must be picked up by the end of their scheduled time at the Centre. Failure to pick up a child by the end of their scheduled time will result in a late fee charge of \$15.00 for every 15 minutes or portion thereof. If a parent has made **previous** arrangements for their child to stay beyond their scheduled part-time care a full day fee will be charged.

**The School-age site is open from 7:15 a.m. to 6:00 p.m., Monday to Friday.**

For School Age Children, on a regular school day, the three periods of attendance are:

7:15 a.m. – 8:55 a.m. (before school)  
11:55 a.m. - 12:55 p.m. (lunch)  
3:25 p.m. - 6:00 p.m. (after school)

On in-service and school holidays, the Centre is open for all children from 7:15 a.m. - 6:00 p.m.

For Kindergarten Children, the Centre is open 7:15 a.m. – 6:00 p.m., Monday to Friday. The school-age site runs on a permit basis through The Winnipeg School Division **-we are required by this permit to leave the building by 6:00 p.m. It is important that children are picked up on time!**

Failure of parents to have their child picked up at either site by closing time will result in a late fee of \$15.00 being charged for the first 15 minutes or portion thereof as well as \$15.00 for every additional 15 minutes or portion thereof that the child remains in the Centre.

Failure by a parent to have a child picked up from the Centre by the closure times outlined above will result in the following progressive actions:

- 1) The parent will be telephoned at home/work/school.
- 2) Alternate care listed on Registration Form will be telephoned.
- 3) If the parent has not contacted the Centre by 1 hour after closing and Centre Staff have not been able to make arrangements with the alternate care listed, the Winnipeg Child and Family Services will be called (Emergency Phone Number 944-4050). A note to the parent will be posted on the door of the Centre if the alternate

care listed, or Child and Family Services has been contacted and has picked up the child.

Parents who are continually late will receive a written reminder about the pick-up of their child within the Centres' hours of operation. Should the late pick-up of a child(ren) continue, the Centre has the right to withdraw the child(ren) from the Centre.

**The following holidays will be observed by the Centre; ( all general holidays plus the others listed)**

New Year's Day- general holiday

Louis Riel Day-general holiday

Good Friday-general holiday

Easter Monday/ Professional Development Day (usually observed as a professional development day in May or June)<sup>2</sup>

Victoria Day-general holiday

Canada Day- general holiday

August Civic Holiday

Labour Day-general holiday

Thanksgiving Day-general holiday

Remembrance Day

Christmas Day-general holiday

Boxing Day

For any holidays falling on a Saturday or Sunday, the following work day will be observed.

In addition, the Centre will close early Christmas Eve and New Year's Eve or the last working day before the two days. For all of the above days, fees will be charged. When Remembrance Day falls on a week-end the centre will close as the provincial government allows - this is generally is the Monday following the actual day.

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<sup>2</sup> Easter Monday is a day granted as a closure to the centre by the Province of Manitoba. The centre may close this day or another day in lieu of. The Board of LRCP has allotted this day to staff as a professional development day which will be generally taken the Friday of the annual MCCA conference held in May/June of each year. This professional development day is subject to change and adequate notice will be provided to parents as to the actual date of closure.

### 3) FEES

The Centre derives most of its revenue from parent fees and is dependant on timely payments if it is to continue to operate. Fees are set by the Board of Directors within maximums established by The Province of Manitoba, Child Day Care Office. All fees are subject to change with two weeks' notice and the Centre will automatically increase fees as allowed by the Province of Manitoba.

The Centre follows billing periods as set by Province of Manitoba, Child Day Care. Parents will receive invoices for their fees at the beginning of each four (4) week billing period, or at the time of enrolment. **Invoiced fees are due in full by the Friday of the current billing cycle.** Payments are to be made by e-transfer or CAFT payments- a Pre-Authorized Payment Plan (PAP). Enrolment in the plan can be arranged through the Executive Director or Assistant Director.

A non-refundable registration fee of \$25.00 is required for each child enrolling at the time of registration.

A charge of \$25.00 will be levied on all NSF cheques or CAFT payments.

Fees are based on full time registration and will be charged for every day for which a child is registered. There is no sick day allowance. This includes fees that are charged on all In-service Days, Christmas and Spring Breaks, Summer Holidays and on Statutory Holidays.

The rates are as follows:

#### School Age (Grade 1-6)

1 slot	\$ 6.15 per day
2 slots	\$10.30 per day
3 slots	\$10.30 per day
Full day	\$20.80 per day

#### Kindergarten

Half Day (up to 4 hours)	\$ 10.40
Full Day (over 4 hours)	\$ 20.80

#### Children **over two** years of age:

Half Day (up to 4 hours)	\$10.40 per child
Full Day (over 4 hours)	\$20.80 per child

#### Children **under two** years of age:

Half Day (up to 4 hours) \$15.00 per child

Full Day (over 4 hours) \$30.00 per child

Full fees will be charged for all children unless the Centre has received written notification of subsidy approval (and subsequent renewals) from the Day Care Office.

**NOTE:** Children left in care for over 10 hours may be charged an additional fee for each day on which that occurs. Subsidised parents requiring coverage for care over 10 hours must have prior approval from the Day Care Office.

A Provincial Government fee subsidy, based on net family income is available to families that qualify. Applications can be picked up at the Centre or at the Provincial Child Day Care Office at 102-114 Garry Street (ph: 945-2197). Subsidies can also be applied for on line at [www.gov.mb.ca/childcare](http://www.gov.mb.ca/childcare).

### **Failure to Pay While Attending LRCP**

Fees are due upon receipt and **no later than the last day of the current billing cycle**. Failure to pay fees on time will result in the following progressive actions:

**Outstanding fees as of the last day of the current billing period will be charged a \$50.00 late fee.**

**If fees including the late fee charge remain unpaid by the following Wednesday**, a discussion will be held with the Executive/Assistant Director to establish resolution of the outstanding debt by means of a payment plan.

**Failure to meet the terms of the payment plan** as discussed will result in a suspension of the child(ren) from the Centre effective the next working day after the first payment has been missed and in effect for no more than 2 weeks until the fees have been paid. Regular fees will be charged during suspension.

**If payment is not received within two weeks from the date of the suspension**, the two-week period will serve as notice of withdrawal of the child(ren) from the Centre and the centre will fill the child(rens) spot with a child from the waiting list.

Families who have left the centre with outstanding fees in the past will need to reapply through the provincial government waiting list. Re-admission of the child(ren) to the Centre will require that all outstanding fees (including those from the suspension) are paid in full.

All accounts that are not in good standing may be reported to the Board of Directors who may ask parents to meet directly with the Chair of the Board and one other Board member to resolve issues of outstanding accounts.

## **Outstanding Accounts Upon Withdrawal or Suspension**

If a parent has an outstanding balance when they withdraw their child(ren) or when the Centre withdraws their child(ren) as outlined above, the following steps will be taken:

1. A payment plan, arranged with the Executive Director/ Assistant Director, will be made in writing. There will be a two-week time limit from the time of withdrawal to make these arrangements and agree to the plan in writing. No post-dated cheques will be accepted for payment as per the terms of the payment plan.
2. Failure to make the payment plan with the Executive/Assistant Director and/or honour the terms of the plan, will result in a letter being sent to the family, stating that the account will be turned over to a collection agency or be brought to small claims court should no response be provided within two weeks of the date of the letter. There will be no further attempt to deal directly with the account by the Centre once the account has been turned over to a collection agency or provisions be made to go to small claims court.

## 4) LUNCH PROGRAM AND SNACKS

**At the current time and until this comment is removed Parents are responsible to bring all children ( preschool and school-age lunch and snacks as the centre is not providing these effective May 2020).**

Good nutrition is important to learning and development. We ask that food sent from home reflect a balance of food groups and healthy choices.

### **BREAKFAST**

Although breakfast is **not** provided, parents may bring **appropriate** breakfast food for their child to eat at the Centre. Foods not considered appropriate include doughnuts, cake or any food with high sugar content. It will be the parent's responsibility to ensure each child is seated and served.

### **LUNCH**

#### **Preschool Site**

Children need a nutritious, well-balanced lunch and 2 snacks each day. It is recommended that a child's lunch contain the four food groups from the Canada Food Guide. A typical lunch might contain a protein sandwich, fresh fruit and/or vegetable and a healthy snack. The Centre will serve milk. Junk food (e.g. carbonated soft drinks, potato chips, candy and chocolate bars **as well as foods with high sugar content that stick to the teeth eg. pudding or fruit rollups**) are not recommended and your child may not be allowed to eat them. Lunches should be packed in a reusable/sturdy lunch box labelled with the child's name. Foods to be eaten warm must be either preheated in a thermos or in a microwavable serving dish.

During summer months, lunches for eating outdoors are required. A reminder will be sent to parents.

#### **School-age Site**

On regular school days, the Centre will provide a nutritious lunch through its Lunch Program as well as an after school snack. There is a \$2.50 per day per child fee for participation in the Lunch Program. Participation in the Lunch Program is voluntary and parents can send their child a lunch from home. The fee for the Lunch Program will be invoiced in conjunction with fees according to the billing periods.

Please note that the lunch program has been frozen at the time of the COVID 19 out break and will continue until further notice. Pare



On in-service Days and School Holidays, children must bring a bagged lunch.

Foods such as candies, gum, pop and chocolate bars are discouraged from being included in children's lunches and should a child bring them, they may not be allowed to eat them.

### **Preschool and School-age Sites**

The Centre provides nutritious snacks daily. The snack menu is posted each Monday. There is a charge of .50 cents per day for afternoon snack at the school-age site which is \$1.00 per day on school-breaks where we provide both morning and afternoon snack. The preschool snack fee is \$1.00 per day. The parent can opt into snacks or provide snack for their child.

**If the Centre has to prepare a lunch for a child who normally provides their own lunch, a fee of \$5.00 per lunch will be charged.**

**We are a PEANUT FREE facility so no products containing Peanuts or traces of peanuts will be allowed.**

*From time to time we may have children enrolled with life threatening allergies to other products. We will provide information to all families in these cases and will ask parents not to send the allergens when this occurs.*

## 5) ARRIVALS AND DEPARTURES

The Centre assumes responsibility for children only when they arrive at the Centre and are escorted into the program either by a parent, an alternative drop-off person or by the staff. The Centre is no longer responsible for a child once they have been signed out at the Centre by a parent or alternative pick-up person. The Centre assumes responsibility for kindergarten children once they have been signed in by the parent or alternative drop-off person before the start of school.

If the Centre picks up a child from school (i.e.: the parent has dropped the child off directly at school and did not attend the Centre before school) the staff will sign in the child upon arrival from school, at which time the Centre will assume responsibility for the child. The Centre will no longer be responsible for the child once they have been signed out by the parent or an alternative pick-up person.

Children must be brought to the Centre and picked up by a parent or responsible alternate (recommended age minimum 18 years of age for preschool children and 12 years for school-age children).

Parents must remain with the children until the centre's opening time if they arrive early. Parents should arrive to allow sufficient time for dressing and undressing their child, both in the morning and in the afternoon as well as time for children to clean-up activities prior to leaving the Centre.

When children arrive at the Centre, please remove outer clothing, and take them to the appropriate room to SIGN IN. The Centre will assume responsibility for the child once this occurs. When picked up, the parent must SIGN OUT the child and inform a staff member before leaving. The Centre will no longer be responsible for the child once they have been signed out. The parent is responsible for dressing the child in outer clothes.

Each child's Registration Form should include a list of adults to whom they can be released. Changes in these arrangements must be indicated to the staff in writing, or by the telephone, in case of emergency. Children will not be released without prior confirmation of alternate pick-up arrangements. Under no circumstances will the child be sent home in a cab.

The Centre will not release a child to a parent or any alternative pick-up person whom the staff suspect is impaired by either alcohol and/or drugs. If this is suspected staff will try to contact an alternative pick-up person or, if necessary, Child and Family Services. **If the parent or pick-up person insists on taking the child and/or becomes abusive or argumentative, the staff will contact Police and Child and Family Services.**

## **6) Inclusion**

Lord Robert's Children's Programs celebrates inclusivity. Working with children that require additional support is a reflection of our strong commitment to inclusivity and children's rights. Our facility is wheel chair accessible for both indoor and outdoor activities. Our environment is arranged to meet the needs of all children to enable access, manoeuvrability, and direct peer interactions. Our staff analyse the physical environment to assess if changes are required to allow for full participation of a child who requires additional supports.

Children with additional support are part of the daily program and participate in meaningful ways in all aspects of learning and play in the program. Curriculum and programming are evaluated to ensure participation of the child requiring additional supports. Accommodation is made to ensure that specific therapies and goals are addressed in the daily program with peer involvement where possible and should the therapy require time outside the program (i.e.- a space away from the large group) this is completed and the child is returned to the large group to continue on with peers.

Staff working with the children requiring additional supports directly participate in all planning for the child and attend individual planning meetings be it in the preschool with the parents, therapists and centre management or at the school when invited to join the school in their planning for the child. Staff working with the children requiring additional support needs will be given appropriate orientation and training to work with the child. The expectation is that all staff will be up-to-date on the child's plan so that there is always someone able to support the child fully and that primary goals can be incorporated into large group activities throughout the day. Information will be kept on file in a secure part of the centre where staff only has access and up-dates will be provided through our communication book and our staff meetings.

All programming for children requiring additional supports will be done based on the child's strengths and abilities with a look to growth opportunities. This type of programming is only effective through open dialogue and teamwork - to this- we are committed to be open to and respectful of the input of parents, the input of the outside groups that may be involved with child, and the input of our staff team. All decisions for programming will be based on this input collaboratively keeping in mind that the primary goal is meeting the needs of the child and our program philosophy. Staffing for these additional supports are dependent on adequate support and funding through the Province of Manitoba.

## 7) BEHAVIOUR MANAGEMENT

The Behaviour Management Policy aims to:

- a) Guide children toward becoming happy, confident, responsible, co-operative participants in the program through the use of positive non-threatening techniques.
- b) Increase children's self respect by guiding them in assuming responsibility for their own actions.
- c) Help children to grow in their respect for the rights and feelings of other people.

Some of the positive techniques used in achieving these ends include: praising, the giving of encouragement, rewards (tangible and intangible), and listening to what a child has to say.

Children are expected to follow the rules of the Centre and to behave in an acceptable manner based on their individual age and capabilities. If a child's behaviour creates conflict over the rights and property of other individuals, and/or if a child is hampering the smooth flow of the program by doing any of the following:

- Constantly requiring one-to-one attention;
- Inflicting verbal or emotional harm on other children or staff;
- Physically abusing other children or the staff;
- Being otherwise unable to conform to the rules of the program;

then the following standard procedure will be followed in all cases, except those of verbal or physical abuse.

At LRCP, we manage behaviour through a set of standard guidelines that include:

1. **The establishment of clear, consistent limits.**
2. **Direct guidance by the staff through;**
  - a) Circulation through the Centre;
  - b) Positive redirection;
  - c) Appropriate role modelling;
  - d) Language intervention;
  - e) Positive reinforcement;
  - f) Development of problem solving skills.
  - g) Logical consequences being set.
- 3) **If necessary**, removal of the child from the group situation for a short period of time.

- 4) **Discussion with the child** surrounding the behaviour challenge and a plan of action to be followed. (suited to the specific age and ability of the child.)
- 5) Parents may receive an **Incident Report** of the behaviour challenge if required.
- 6) **Discussion with parent** regarding resolution of the problem which may include the request by the Centre that the parent involves outside professional resources.
- 7) In discussion with the parent(s) and with the parent's consent an **evaluation from the Day Care Office Behaviour Counsellor will be offered** and if accepted arranged.

*In a case where a parent disagrees with the centre's recommendation for outside support in a behaviour matter, the Centre reserves the right to ask the family to seek care elsewhere and will return any fees owed to the parent that have been prepaid. Any fees owed by the parent to this point are outstanding with the expectation of payment as set out in this policy manual.*

- 8) **Suspension from the Centre for a maximum of 1 week.**
- 9) **Removal from the centre permanently.**

**Note: If the behaviour of a child endangers the well-being of the other children or staff members, the Centre has the right to request the withdrawal of that child immediately.**

### **Verbal/Physical Abuse-**

As these two types of behaviour are generally the most serious in nature immediate action is required. In the case of verbal/physical abuse, the following procedures may be applied immediately after each occurrence:

1. Logical consequences at Centre as well as discussion with parent regarding a resolution of the problem.
2. Suspension from the Program for 24 hours with a letter advising parent to seek professional intervention for the child's behaviour.
3. Suspension from the Program for two days, with a letter stating that child will not be accepted back into Program unless proof is provided, in writing, that professional intervention is already in place, or that child is on a waiting list for the service.
4. Removal from the Program permanently.

**The Centre does not engage in verbal or emotional abuse, physical punishment,**

**the denial of physical necessities or any other action that could result in injury to a child.**

**Children who leave without permission-**

If your school-aged child becomes upset and leaves their supervised group, the Centre will remain responsible for providing the best supervision that is possible under the circumstances. It is the responsibility of the Centre to provide safety and care for the entire group and there may be times when staff members are unable to leave a group to chase/find a child who has chosen to leave. If we are unable to locate your child or convince your child to return to the group we will call the parent and expect them to come and take responsibility for their child's care and safety.

**If your child demonstrates wandering tendencies you must alert the Centre staff.**

## 8) TOYS

With the exception of soft cuddly toys for Rest time toys are not allowed from home except on special occasions such as:

- Show and Tell (toys will then be stored in the child's locker when not being used)
- Special days at the Centre (notices will be posted at the Centre as to what day)

Each child may bring one toy only. Aggressive toys such as guns, swords, knives, etc. will not be allowed at the Centre at any time. Toys should be labelled with the child's name.

**The Centre and staff do not assume any responsibility for any lost or broken toys.**

## 9) ILLNESS, MEDICATION and INJURIES

### Illness

If a child is sick, the Centre staff will determine if they are to remain at the Centre. This decision will be made based on the child's ability to cope and participate in the program and will always be considered in the best interests of the child. Situations such as a child exhibiting extreme lethargy, consistent crying or a general malaise will be considered reasons for requesting that a child be picked up.

If a child becomes ill, the parent or guardian will be telephoned and expected to make arrangements for picking up and arranging care for their child. If a child is too sick to attend school, the Centre cannot accept the child. If a school-age child becomes ill during school hours the child will need to be picked up from the school-not returned to the Centre as we do not staff for 'in school' hours.

Parents are expected to notify the Centre if their child contracts a communicable disease. The Public Health Regulations regarding attendance at the Centre must be observed for children with communicable illnesses.

Centre staff may arrange transportation for a child requiring immediate medical attention, and in such instances, the parent/guardian will be notified and a report filed with the Child Day Care Office. In the case of a medical emergency when an ambulance is called, the parent/guardian will be responsible for the cost.

### **Medication**

Both prescribed and over the counter medications can be administered by the staff if it is brought to us in the original container. When a child requires medication, a medication form, which is available from any of the staff, **must** be filled out. The medication form requires the following information from the parent/guardian:

- Name of child receiving the medication
- Type or name of medication
- Dosage of medication
- Date
- When the medication is to be administered
- Parent/guardian signature

In addition, the following procedures will be followed for all medication:

1. All medication must be brought to the Centre by a parent or alternate.



2. Children are not allowed to bring medication to the Centre for the purpose of self - administration.
3. Medication will not be administered without written permission from parents. All medication must be labelled with the child's name, expiry date, dosage, time and method of administration.
4. Reasons for the medication should be discussed with the staff so that they can appropriately plan for the child during the day.
5. Patent medicine will be accepted only if supplied in the original container and clearly labelled by the parent.
6. Prescribed medicine must be in the container supplied for that purpose by the pharmacist.
7. In the case of disagreement between the medication form and the medication bottle, the lower dosage will be followed, unless a doctor provides other instructions.
8. Where no dosage recommendation for children under 2 is provided the Centre requires a doctor's referral in order to administer the correct amount of medication.

### **Fever Management**

In order for a fever reducing drug such as acetaminophen to be administered to a child with a temperature below the range of 100 degrees F (by the ear), a medication permission form must be completed by the parent or guardian. The parent or guardian will be required to supply the medication.

The following is subject to a parent/guardian completing a Fever Management Permission Form:

If a child should reach a temperature higher than 100 degrees F (by the ear), a fever-reducing drug, supplied by the parent/guardian, will be administered by the staff. Prior to administration the parent/guardian will be contacted. The child's temperature will be taken 30 minutes later, monitoring their temperature. Their temperature will be taken again after 60 minutes from the time of administering the fever-reducing drug. If the fever has not gone below 100 degrees F at this time, the parent/guardian will be called again and will be asked to make arrangements to pick-up their child. If the child's temperature does drop below 100 degrees F but rises again during the day, the fever reducing drug will not be administered again, and the parent/guardian will be called to pick up their child.. Medicine provided for fever reduction will only be administered for this purpose- it will not be used to control pains- such as headaches or injuries.

**A Fever Management Permission Form accompanies the Policy Manual.** Please be sure to review it and fill it in.

### **Injury**

In the case of an injury an Accident Report will be completed and given to the Parent/s.

Centre staff may transport a child requiring immediate medical attention, and in such instances a report is then filed with the Day Care Office.

In the case of a medical emergency an ambulance may be called (at **parent** cost).

## 10) ALLERGIES and ANAPHYLAXIS

**When a child with a life-threatening allergy enrolls at the Centre or when a child once enrolled is diagnosed with a life-threatening allergy that may require the use of an adrenaline auto-injector (epi-pen), it is imperative that the parents/guardians of the child inform the Centre immediately. Once informed, the following steps will be followed:**

1. An application to URIS (United Referral and Intake System) will be submitted in order to obtain funding for a medical health professional to provide training to the staff in the use of an epi-pen and to support the Centre as required.
2. The parents/guardians of the child will be advised by either the Executive Director or Assistant Director that:
  - a.) An URIS application will be completed annually for the child.
  - b.) The parents/guardians of the child are required to sign an “Authorization for the Release of Information” form to the Centre, which will then be forwarded to either URIS or the applicable nursing agency that is providing the epi-pen training and support.
  - c.) The parents/guardians must complete an authorization form for administration of an adrenaline auto-injector (epi-pen), to be kept on file at the Centre.
  - d.) A Health Care Plan/Emergency Response Plan will be developed in consultation with the parents/guardians and the medical health professional who is providing the training and support on an annual basis.
  - e.) If the epi-pen is administered to the child at the Centre, an ambulance will be called immediately and the child will be transported to hospital. The parents/guardians will be informed of this action as well.
  - f.) The child will not be allowed to attend the Centre if they arrive at the Centre without their epi-pen or if their epi-pen is past its’ expiry date.

As a means to limit the risk and possibility of exposure to an allergen that may trigger the onset of an allergic reaction or anaphylaxis, the Centre will promote and educate its’ staff and where applicable, other Centre parents/guardians. In particular, the Centre will:

1. Educate staff and parents to avoid bringing, sending and serving to the children, foods that contain the known allergens. As it is the parents/guardians of the child with the allergy who are likely to be the most knowledgeable with regards to foods and products that may contain allergens, it is required that they provide this information to the Centre, which in turn, can use the information to educate the staff and the Centre parents/guardians. In most circumstances where a child has a severe food allergy, the Centre will not be responsible for providing daily snacks or food to the child, therefore parents/guardians of the child will be required to provide snacks and food from home.

2. Encourage the children to engage in sound hygiene practices that include the proper washing of hands before and after eating.
3. Encourage children not to share lunches or to trade snacks.
4. Require the staff to monitor children's lunches in order to either remove products that contain known allergens or to ensure that the child with the allergy is seated in an area away from the offending products at either snack time or at lunch time.
5. Post signs and posters in the Centre informing and educating the staff and parents/guardians that there are allergy alerts (they will also include the particular allergies).
6. Where the allergy involves stinging insects, the staff will, where possible, avoid areas where insects congregate, where possible, keep outdoor garbage covered or remove it, when possible, refrain from eating outside with the children and where possible, contact the appropriate authorities to remove nests or hives from outdoor areas.
7. Provide training and information to staff as to which children have allergies as well as how to recognize anaphylactic shock and as according to the Health Care Plan/Emergency Response Plan for the child, how to properly respond if a child should go into anaphylactic shock.
8. Where appropriate for the child's developmental abilities, require the child to carry the epi-pen in a fanny pack at all times or if this is not possible, to have it accessible to the staff should anaphylactic shock occur.
9. Work with the parents/guardians and where possible, the child with the allergy in establishing a supportive environment for their needs and facilitating ongoing communication.

## **11) REST PERIOD**

A rest/nap period is available to all children and it is recommended that preschool children have a minimum ½ hour rest. Parents not wishing their children to nap are to advise the Executive Director/Assistant Director in writing. The Executive Director/Assistant Director will accommodate this request based on staffing levels. For those children not napping an alternative quiet time will be scheduled.

On enrolment, each child that will be resting is supplied with a sheet and blanket for their matt.

## **12) TRANSPORTATION, FIELD TRIPS, and OUTINGS**

### **Transportation of Children Attending School**

The Centre will assume the responsibility of walking the nursery and kindergarten children to and from Lord Roberts School. The Centre will also ensure that children being transported to and from other schools and programs are escorted to and from the transportation provided (i.e. school bus). The Centre will not be responsible for the transportation of any children from the Centre to home. At no time will centre staff transport children in their personal vehicles.

In the event of extreme weather staff will evaluate based on weather conditions whether or not to walk children to school. Parents may choose to have their child stay back from preschool only based on weather conditions. Parents transporting children to school on their own must notify the centre as to whether or not the centre is to pick their child up in extreme weather otherwise the assumption will be made that the parent will be assuming this responsibility.

Children in grades 1 to 6 are expected to make their way to class from the Centre as well as return to the Centre immediately once school is dismissed. If children do not arrive within a reasonable time after class is dismissed, a search is initiated by Centre Staff. It is essential that you notify the Centre when your child will be absent so that the Staff does not waste valuable time searching for children who will not be attending the Centre that day.

A staff member will escort to and from their classroom children attending Nursery or Kindergarten classes at Lord Roberts School.

### **Outings and Field trips**

The children are taken on outings and field trips throughout the year by the following methods: our centre owned 16 passenger bus, a City of Winnipeg Transit Bus, a rented bus or by walking. At no time will centre staff be permitted to use personal vehicles for the transportation of children. The centre owns a passenger bus that is fully equipped with appropriate insurance, proper child restraining systems as outlined by MPI and the Highway Traffic Act and has a vehicle safety performed once per year according to the Province of Manitoba Safety guidelines for School Buses. For the purposes of child restraint systems, the centre staff will weigh and measure children on a regular basis and all children will be seated and restrained in the appropriate restraint for their height and weight. All staff that drives the Centre's vehicle will be required to have a valid Class 4 Driver's license and will adhere to all rules and regulations of the Highway

Traffic Act at all times. Staff will perform a visual safety inspection prior to each outing. The centre will obtain a copy of the staff's current driver's license as well as a copy of the staff's driver safety rating which will indicate any demerits and any conditions placed upon their individual license. Any staff that has conditions upon their license that relate to the safety of the children will be disallowed from driving the bus. The vehicle registration will be kept on file in the centre and a copy kept inside the glove box of the bus as well as a copy of the most recent safety documents. Staff on field trips are required to be within reach by cell phone or walkie-talkie on all outings/field trips. At no time will centre staff be using cell phones, walkie-talkies, or any hand-held device while driving the centre bus.

***The centre is committed to allowing participation of all children on outings and will ensure that planning is done for all children requiring additional supports where possible and/or alternate outings are provided where the outing is not accessible to the child.***

There are many locations in the immediate community the children may go to during the course of a day. These are not considered field trips as generally they are in walking distance of the Centre.

They may go to any one of the following locations on an outing:

- McKittrick Park
- The Bridge Drive In
- For a walk through the community
- The Library at Fort Rouge Leisure Centre
- Lord Roberts Preschool and Lord Roberts Community Club
- Lord Roberts School

Notice about field trips will be given at least twenty-four hours in advance and written permission will be required from parents to allow their child to participate on field trips. Parents have the right to request that their child not participate in a field trip.

### **13) CUSTODY/DIVORCE/SEPARATION and COURT ORDERS**

The primary responsibility of the Centre in the case of marital or relationship breakdown is to the child and as such, the Centre's goal is to ensure the emotional and physical safety of the child.

In the event of separation or divorce, parents are required to inform the Centre of any custody/access arrangements and when applicable, submit a copy of their custody/legal documents for our files, indicating access, if any, by the non-custodial parent. When enrolling a child, a divorce/separation agreement or custody order must be provided to the Centre, whenever available. If no agreement or court order is in place, a statement signed by both parents specifying custody and related agreements, should be provided.

The Centre can take no responsibility for disputes arising between parents concerning custody arrangements or any other issues related to a divorce/separation agreement or a court order. Specifically, when a divorce/separation agreement is provided to the Centre, the Executive Director or Assistant Director will review the terms of the agreement with both parents, unless otherwise stated by the agreement or court order. In the event of a conflict in the interpretation of the terms of the agreement or court order, neither the Centre nor its' staff will be responsible for the solving of the interpretation. The parents involved are encouraged to solve the issue in question as this is in the best interests of their child and communicate the resolution to the Executive Director or Assistant Director. However, should no resolution be possible and should the Centre have to retain legal counsel with regards to any agreement or custody order, the cost of the legal counsel will be billed equally to the parents from whom the conflict arose. Further, the Centre will not be held liable and will be indemnified for any actions taken as a result of the legal counsel.

Except where required by regulations or law, neither the Centre nor its' employees will be responsible for recording and/or documenting the behaviours or actions of any party involved in a separation/divorce agreement.

Both custodial and non-custodial parents have access to their child's information pertaining to their health, education and welfare, unless a court order stipulates the contrary. However, non-custodial parents are not permitted access to any financial information regarding fees, accounts or subsidy information, if applicable, of the custodial parent.



## **14) INDIRECT SUPERVISION, OUT OF CENTRE SCHOOL-BASED ACTIVITIES**

Due to the physical layout of the space used by the School-age site and the variety of activities offered, there may be times when children are not directly supervised by the staff. These occasions may include washroom times as well as transition times, when a child may go to or from the lunchroom, the gym, the activity room or music room to join in an activity that has already started. Children may also (with your permission) leave the Centre unaccompanied, to participate in an extra-curricular activity that are school based and supervised by the School Staff (e.g. choir, juggling, comic club, basketball etc.). Parents must inform Centre staff when children are participating in these events or children will not be allowed to attend. Please note that indirect supervision may occur only on the school premises.

## **15) SCHOOL IMPOSED SUSPENSIONS**

It is the policy of the Centre not to permit children who are suspended from school to attend the Centre during the course of any school imposed suspensions. Parents should be aware of this policy and also of the fact that the suspension takes effect immediately when the school first applies this suspension and ends when the child is allowed back into the school program. **Regular fees will be charged during this period.**

## 16) CLOTHING

Children must be dressed in appropriate clothes for play (smocks are not always used) and according to weather conditions as they go outside twice a day to play (weather permitting). A pair of running shoes for indoor play is required.

It is essential that any child requiring it bring a complete change of clothes, in a bag marked with the child's name, be left in the child's locker at all times. Children's clothes are not interchanged and each must have an extra set of clean, dry clothing in case of accident. Soiled clothing must be taken home and a new set supplied the next day the child attends the Centre. Each item should be marked with their names.

Parents are required to supply disposable diapers and wipes for children who are not toilet trained. Disposable "pull-up" type training pants are discouraged. Clothing that cannot be easily removed by children themselves when developing independence is discouraged.

**The Centre will not be held responsible for lost items. Please label all clothing and check the LOST AND FOUND bins in the school for lost items.**

## **17) PHOTOGRAPHY AND FILMING**

From time to time during Centre activities, the staff may film or photograph your child. These files are kept at the Centre and displayed in our albums, posters, or T.V. for viewing by the children, parents and staff. There may be times when students will request the ability to video or photograph children for school purposes and they will request permission prior to this occurring. Parents are permitted to photograph and film their child only and no footage or shots of the facility should be placed on social media websites.

## 18) EMERGENCIES and SEVERE WEATHER

Lord Roberts Children's Programs Inc. has a responsibility to ensure the safety of all persons within its facility. The Executive Director along with the Board President will take whatever immediate action is deemed necessary in case of emergency to protect the health and welfare of all persons within the facility. **Located at the front door at each centre is the Safety Charter and Code of Conduct which outlines all procedures for emergencies.**

Emergency plans are posted in every room that the Centre uses in addition to a comprehensive Fire Safety Plan and a Safety Charter that all staff must be familiar with. In the case of the School-age site having to evacuate its' facility, all persons will proceed to Lord Roberts Preschool located inside Lord Roberts Community Club, 725 Kylemore Ave., phone 453-3409. In the case of the School-age site having to evacuate all persons will proceed to Lord Roberts School, 665 Beresford Avenue, phone 284-9809.

### Severe Weather

In the event that it is necessary to close the Centre on a given day because of severe weather conditions, the following Emergency Plan will apply:

1. The decision to close the Centre will be made by the Executive Director in consultation with the Board President. This decision will be based on a number of criteria including:
  - a) The ability of the Centre to be adequately staffed in order to meet ratios.
  - b) The safety of the children including the ability to evacuate the building in case of emergency.
  - c) The general conditions in the City and more specifically around the Centres so that children can be safely dropped off, picked up and are able to enter the building.
2. The Executive Director will communicate this decision the day or evening before the closure to:
  - a) The staff of the Centre
  - b) Radio station CJOB
  - c) The voice mail on the Centre's call answering system
  - d) By email through the system used for invoicing
  - e) Placing a notice on the centre website-[www.lordroberts.org](http://www.lordroberts.org)
3. The Executive Director along with the Board President will make any decision regarding closure should severe weather conditions arise during the course of a business day. In the event that it is deemed necessary to close early on a business day, all parents or guardians will be contacted at their places of work, etc.

4. The Centre, whenever it is possible, will make every effort to try and open at a later time should weather conditions allow. Information to this effect will be broadcast on CJOB during that day, recorded on the Centre's voice mail and communicated to all staff.
5. Parents will be responsible for their regular fees if the Centre is closed due to severe weather or any other form of emergency occurs. These might include lack of heat to the centre, lack of water or things of this nature.
6. If The Winnipeg School Division No.1 is closed or makes a decision to close Lord Roberts School, the Centre will automatically close as well.

## **19) ELECTION PROTOCOLS**

During the course of any elections LRCP may:

- 1) Provide information on all main party platforms.
- 2) Provide questions relevant to our mandate to help voters become informed.
- 3) Offer to meet with the leaders of all main parties and provide information about regulated child care.
- 4) Information we prepare will use respectful language.
- 5) All information we prepare or provide will include the following disclaimer: LRCP does not endorse the position of any political party, elected official, or any candidate for public office. This document is provided as information and does not necessarily reflect the opinion of this organization.

## 20) PRIVACY STATEMENT

Lord Roberts Children's Programs Inc. is committed to maintaining the accuracy, confidentiality, security and privacy of the information that is provided by the families and children, as well as the staff and volunteers at the Centres. Accordingly, the following describes the type of personal information that is collected about families and children, why it is collected, how it is used and how it is stored and secured.

### **What/Why Information Is Collected**

When enrolling a child at either of the Centres, the Province of Manitoba's licensing requirements for childcare programs requires that the following information be collected:

- Child's name, home address, date of birth
- Parent's/guardian's name, address, home phone number, place of work, work phone number, any other alternate phone number.
- Custody Orders
- Emergency contact's name, phone number, home address and work phone number
- The names of alternate pick-up persons to whom the child can be released
- Province of Manitoba Medical Health Insurance Numbers, including the child's personal health identification number.
- Allergies and restrictions
- Family Doctor
- Records of any medical, physical, developmental or emotional conditions relevant to the care of the child.
- Centre arrival and departure times of the child.
- Once enrolled, written permission from the parent/guardian for the administration of medication, dosage of the medication, type of medication, method of administration and time of administration.

In addition to this information, the Centres may also collect the following:

- Banking information for the payment of fees
- Email addresses for correspondence
- Attendance Schedule
- Consent for various Centre activities, for emergency medical attention and for agreement with the Centre's policies and procedures.

All personal information will be kept of file at the Centres for a minimum of two years from the date of enrollment in accordance with Provincial regulations.

Parents/guardians can have access to their and their child's personal information at any time upon request. In the case of custody orders/agreements, access to information will be granted according to the terms of the order/agreement.

### **How is This Information Used and Who Has Access To It?**

All information collected is for the use of Lord Roberts Children's Programs Inc. and is never sold to any other businesses or individuals. However, personal information will be used in correspondence with the Child Day Care Office as well as with Child Day Care Subsidy. It will also be shared with third parties with which the Centres have entered into a contract with in order to fulfill invoicing, receipting, data base management and payment processing (Pre-Authorized Payments). In these situations, confidentiality agreements are in place to ensure the protection of personal information. With parental or guardian consent only, personal information will be released to other applicable agencies, Centres or individuals.

At the Centres, staff with administrative responsibilities including the Executive Director and Assistant Directors have access to all personal information provided, while all other staff have access to child information records only.

### **How is This Information Stored and Secured?**

Personal information is stored and secured in a number of ways. Original registration forms and other personal information indicated above are kept in locked cabinets and are secured daily. Much of this information is also stored electronically and in order to ensure its' safety and security, the Centres do the following:

- All Centre computers that store personal information run anti-virus software that is updated at a minimum of twice a week; a virus scan is run weekly; have either a physical firewall enabled or use firewall software; and checks for and installation of updates for the operating systems at a minimum of once a week.
- All computer programs that store personal information require passwords, which are changed regularly, and require user ID's.
- Data back-ups are performed daily and the back-ups are taken off-site.
- In the case of third parties with which the Centre has entered into a contract with, daily back-ups are performed and encryption is used in the transfer of data and use of third party software.

Province of Manitoba licensing regulations require that whenever a group of children leave the Centre, their vital information must accompany them. The vital information that is taken out of the Centre is:

- Child's name, home address, date of birth
- Parent's/guardian's name, address, home phone number, place of work, work phone number, any other alternate phone number.
- Custody Orders
- Emergency contact's name, phone number, home address and work phone number



- The names of alternate pick-up persons to whom the child can be released
- Province of Manitoba Medical Health Insurance Numbers, including the child's personal health identification number.
- Allergies and restrictions
- Family Doctor

This information is stored in backpacks that are under the care and control of the staff when they are out of the Centre and are locked and secured when they are in the Centre.

### **Questions About This Policy?**

If you have any questions regarding this policy or the manner in which Lord Roberts Children's Programs Inc. collects, stores, uses and secures your personal information, please contact the Privacy Officer by email at [april@lordroberts.org](mailto:april@lordroberts.org) or by phone at either 284-9809 or 453-3409.

## **21) EXPECTATIONS OF PARENTS**

All staff are entitled to respect and understanding. Verbal and physical abuse and disrespectful comments will not be tolerated. Staff members are entitled to end such conversations and refer the issue to the Executive Director or in his/her absence the Assistant Director for resolution. Any individual that is not conducting themselves in an acceptable manner can be asked to leave and not return by the Executive Director or in his/her absence the Assistant Director until notification has been received by the Board of Directors. The Board of Directors will evaluate the situation and determine the next steps to be taken to resolve the matter.

## **22) THE PUBLIC INTEREST DISCLOSURE ACT-- Whistle Blower Protection**

As a means to provide parents and employees a clear process for disclosing concerns about significant and serious wrongdoings, defined below, at LRCP, LRCP has established the following procedure and policy for disclosure.

What is a wrongdoing?

- Breaking the law
- An act or omission that creates a substantial and specific danger to the life, health of safety of persons or the environment.
- Gross mismanagement, including mismanaging public funds or a public asset (government property); and
- Knowingly directing or advising someone to commit any wrongdoing described above.

Parents or Employees are able to make a disclosure if, in good faith, they reasonably believe they have information that could show a wrongdoing has been committed or is about to be committed. A disclosure must be in writing and include specific details about the wrongdoing that has been, or is about to be, committed.

Both the Executive Director and the Assistant Director will be the designated officers to deal with disclosures. In the case that the chosen disclosure involves the Executive Director, the disclosure will be made to the Chair of the Board. Every disclosure will be reviewed by the designated officers, at which time the designated officers will determine whether an investigation will be conducted. In the case of the Executive Director, the Chair of the Board will review and determine whether an investigation is warranted. It will be the responsibility of the designated officers to supply an annual report of the number of Disclosures of wrongdoing made to them on an annual basis. (A report must be present even if the number is zero).

The identity of the disclosing employee and others involved, as well as the confidentiality of any information collected in the disclosing process will be protected. There is protection for anyone making a disclosure from reprisal (taking action against the individual). Reprisal means any of the following actions against the individual: a disciplinary action, a demotion, termination of employment, any measure that adversely affects employment or working conditions, removing of child care services or a threat to take any of the above measures.

If an individual believes a reprisal has been taken, they may file a written complaint with

the Manitoba Labour Board.

The total number of disclosures will be reported to the membership at the Annual General Meeting (AGM).

For more information about the Public Interest Disclosure (Whistleblower Protection) Act, visit the Civil Service Commission's website at [www.gov.mb.ca/csc](http://www.gov.mb.ca/csc).

## **CONCLUSION**

The preceding policies concern parents and their children. They have been established to satisfy the needs of the children their families and to promote and sustain the operation of the Centre.

The Board of Directors established these policies with input from parents and staff members. Should there be a policy that concerns you as a parent please bring forth your ideas and suggestions- we will look at it and endeavour to find a mutually acceptable solution.

It is our hope that all your experiences at Lord Roberts Children's Programs are happy ones and that together we will develop happy, capable children and adults!

Lord Roberts Children's Programs  
Code of Conduct  
Facility numbers: 1032 & 3008

Lord Roberts Children's Programs (LRCP) is committed to the growth and development of all children in a manner that respects the abilities, diversity, and rights of all. The Code of Conduct applies to all individuals who may have contact with our program \* and is based on the premise of a *quality learning and care environment, responsibility for ones actions, respect for others and, the safety of all*. While all parties are valued and unique, we come together as an organization in the best interests of children and their families. The safety, rights and well-being of children are at the core of our daily operations. We nurture supportive relationships with children while balancing and encouraging appropriate boundaries.

Guiding Principles:

All parties involved with LRCP must follow the Code of Conduct and conduct themselves in a respectful manner. We create and maintain the health, safety and well-being of everyone associated with LRCP by using the following principles:

**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, play and learn safely to help keep ourselves and others from being hurt.

**Be Cooperative!** We solve problems by talking and listening to each other respectfully to find solutions. We ask for help when we cannot solve a problem ourselves.

**Be Supportive of Learning!** We learn to the best of our abilities and support the learning of others.

**Be Responsible!** We are each responsible for our words and actions. We treat others the way we want to be treated. When our actions or words cause harm we make amends rather than excuses.

In order to establish and maintain our guiding principles we are committed to the following strategies:

**FOR EVERYONE:**

- ✓ Developing positive relationships with all parties connected to LRCP.
- ✓ Establishing clear, consistent, simple limits and stating these limits in a manner that is respectful.
- ✓ Providing explanations for limits, rules, policies and procedures.
- ✓ Role modelling and encouraging appropriate behaviours.
- ✓ Working in partnership to solve problems.

**FOR OUR CHILDREN:**

- ✓ Recognizing that the developmental capabilities of children vary and that it is normal for children to display inappropriate behaviours at times for a variety of reasons and ensuring that this will always be considered in determining a course of action for inappropriate behaviours.
- ✓ Ensuring that the environment and materials in our program meet the needs of all children and are set up in a manner that promotes appropriate behaviours.
- ✓ Creating a structure that establishes limits and routines yet is flexible in allowing children choice and the ability to gain trust, security and self-control appropriate to their developmental capabilities.

**Unacceptable behaviours:**

The following behaviors are unacceptable under our Code of Conduct and will be not be tolerated at any time by any party connected to LRCP:

- ✓ Any forms of bullying (physical, verbal, emotional, social, or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive. This may include but is not limited to: hitting, pushing, name-calling, mocking, excluding someone, gossiping-either in person or using social networking sites.
- ✓ Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome. This may include but is not limited to: unwelcome touching, name-calling, offensive jokes, yelling, whispering and pointing etc.
- ✓ All forms of abuse (sexual, physical, psychological), including verbally, in writing or otherwise.

- ✓ Discrimination against any person or group because of their race, 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.
- ✓ The inappropriate use of technology, including e-mail, the Internet cell phones and other technology, in keeping with LRCP's policy on the use of technology.
- ✓

### **Breaches to our Code of Conduct:**

Breaches to our Code of Conduct by any individual will be subject to disciplinary action. The disciplinary action will be based on severity, circumstances, and frequency surrounding the inappropriate behaviour. LRCP will ensure that any disciplinary action taken is based on an understanding of the breach followed by a pre-planned, fair, and consistent consequence. LRCP is committed wherever possible to setting consequences that are based on discussion and a cooperative approach allowing the individual involved to change his/her behaviours. In the case of children all consequences will provide an opportunity to learn not just punitive measures and will be based on the child's developmental level.

Strategies that LRCP will use in dealing with breaches to this Code of Conduct will/may include:

#### **FOR EVERYONE:**

- ✓ Documentation of the breach.
- ✓ Reminders of expectations and limits.
- ✓ Explanations of why the behaviour is inappropriate.
- ✓ Verbal and/or written warnings outlining concerns and subsequent consequences should the inappropriate behaviour continue.
- ✓ Accessing outside supports: Behaviour specialists, Parenting supports, Mediation services, Human Rights Commission, etc.

In extreme cases the following steps may occur:

- ✓ Suspension.
- ✓ Dismissal.
- ✓ Prohibiting the person from the premises.
- ✓ Notification to appropriate authorities if the behaviour is illegal (Police, Child and Family Services).

## FOR CHILDREN:

- ✓ Reminders of expectations and limits.
- ✓ Informing and engaging the child's family members in all matters regarding ongoing inappropriate behaviours and developmental concerns.
- ✓ Explanations of why the behaviour is inappropriate and help for the child to come up with solutions to change the behaviour.
- ✓ Developing a contract with older children that outlines appropriate behaviours and consequences for continued breaches.
- ✓ Accessing outside agencies for support as needed.( ex. Behaviour specialists, CFS,

In extreme cases the following may occur:

- ✓ Suspending or withdrawing of child care services where family members are not engaged with LRCP in the development of a plan to change a child's inappropriate behaviours.
- ✓ Suspending or withdrawing child care services because of a child or family members inappropriate behaviour.
- ✓ Prohibiting the person from the premises.
- ✓ Notification to appropriate authorities if the behaviour is illegal (Police, Child and Family Services).

LRCP's Code of Conduct sets out the guidelines for behaviour within our facility and is meant to assist in maintaining a *quality learning and care environment, where we take responsibility for our actions, have respect for others and, the safety of all is maintained at all times.* We trust you find this useful as you participate in our program.