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Introduction

Westwood Community Child Care Inc. (WCCC) is a non-profit child care centre licensed by the Province of Manitoba's Early Learning and Child Care Program. The centre was founded in September of 1982 and is governed by a Board of Directors.

Each year, an Annual General Meeting is held to elect a Board of Directors from the membership. Each parent with a child attending is considered a member. All parents are encouraged to attend this Annual General Meeting and volunteer as a Board Member. All policies followed by WCCC are approved by the Board of Directors.

Philosophy

WCCC aims to meet the needs of the community by providing quality child care for children between the ages of 5 and 12. All programs offered include organized activities, physical recreation, supervised playtime and varied opportunities for growth and development. The primary objective is to provide each child with an environment of trust, security, safety and happiness.

Staff & Programming

Almost every facet of our program hinges on the staff and their relationship with your children and you as parents. If we are not effective with you as parents, our time with your children will not be very effective. The staff is selected based on qualifications, experience with and the ability to teach and love children.

WCCC has a goal of attracting and keeping the best Early Childhood Educators. We know this is the only way to maintain the high quality care that parents expect and children deserve.

Our staff is dedicated to the quality care of children. We follow the accepted Code of Ethics for Early Childhood Educators (see Appendix A). We maintain positive relationships with neighboring school staff and the surrounding community. We evaluate the program and environment on a regular basis and participate in short and long term planning of the centre.

Training

WCCC employs at least 50% of full time staff trained in Early Childhood Education (ECE). ECEs with Level III and Level II have training in all facets of child development and early learning. The remaining staff are Child Care Assistants (CCAs) and complete specific training for employment at WCCC. Staff also attend regular professional development workshops as well as maintain current First Aid/CPR certification. Staff are regularly trained in the use of Epi-pens and recognition of anaphylactic shock. Some staff are also trained in Food Handling and Safety, as well as Workplace Hazardous Materials Information Systems (WHMIS). All staff have been screened by the Winnipeg Police Service and Child Abuse Registry. Employees are never left alone with children until a satisfactory investigation has been completed.

Ratios

School Age:	1 staff/15 children
Kindergarten:	1 staff/10 children

These ratios are in accordance with the Provincial Child Care Regulations. When children are in mixed age groups, staff will determine ratios by the formula provided by the Manitoba Early Learning and Child Care Program. Whenever possible, WCCC lowers the group size and ratios to allow for more one on one interactions.

Students & Volunteers

On occasion, WCCC accepts students and/or volunteers from the Early Childhood Education field for practicum or experience placements. Often these placements require the students to make observational notes. The confidentiality of the children is always maintained as the notes never reveal the identity of any children. These students/volunteers are not counted in ratio nor left alone with the children and are closely supervised at all times.

Indirect Supervision

There will be times during the day that staff may not directly supervise children. This includes, but is not limited to:

- going to the washroom
- going to their classrooms
- going to and attending intramural activities within the school
- going to the water fountain
- going to their locker

Staff adhere to the following policy when allowing indirect supervision:

1. Staff decide if the child is responsible enough to have these privileges.
2. Children must always ask to leave the room and explain where they are going.
3. Staff will note the time the child leaves. If excessive time is taken for them to return, the staff will go and look for the child.
4. Privileges will be removed if the child does not follow the rules.

Our Program

We have a well-planned program which enhances your child's growth and development. Our daily routines are a combination of active and quiet times. The children have access to our playroom, our kitchen, the school gym and the school's outdoor space. We provide a warm, safe, healthy and nurturing environment that allows for individual attention and developmentally appropriate limits and expectations. A stable routine with consistent guidance combined with modeling and coaching appropriate problem solving skills help children extend their play and interests.

At WCCC, our curriculum arises naturally from adult-child interactions and situations that allow for "teachable moments." It connects learning with experience and prior learning. It includes all interests of children and responds to their interests rather than focussing on a narrow, individual or calendar-driven topic. It is process rather than product-driven. The curriculum is typically implemented after an idea or interest area emerges from the group of children.

As our daily schedule can change based on the dynamic of the group of children in attendance, please look for the current schedule posted on the parent bulletin board in the main room.

Schedule

Our current schedule for Kindergarten and School Age children are posted on the Parent Bulletin Board.

Eligibility, Registration & Withdrawal

Eligibility

Children starting kindergarten through age 12 are eligible to attend WCCC. Spaces are available on a full time basis with a waiting list for spaces as they become available. Children are enrolled based on their order on the waiting list.

Waiting lists are maintained and spaces allotted on a first come/first serve basis in all programs. In the event that one child is enrolled and has a sibling on the waiting list, the sibling is automatically moved to the top of the list and will receive the next spot available.

WCCC welcomes all children to our program who are developmentally ready for a group setting. It is the responsibility of the parent/guardian to notify the centre of any behavioral or special needs of their children, use of regular medication, consultation with any outside agencies (i.e. Child Development, Child Guidance Clinic, Psychologists, etc.) on the registration forms. Should your child have special challenges, a meeting and written assessment is required before enrollment to review the needs of the child. An enrollment plan is made based on the available resources and programs for that child. This information does NOT preclude you from your child attending the centre, but allows the centre to be prepared to meet the needs of your child. Failure to share this important information may lead to your child being removed from the centre.

Registration

Upon acceptance, parents/guardians are required to:

- visit the centre with their child
- read the Parent Policy Manual
- complete and sign all necessary forms (registration, parental agreement, medical consent)
- pay a processing fee of \$30.00 per child
- pay a registration fee of \$100.00 per family

The \$30.00 non-refundable processing fee is required as a one time expense for setting up the child's file.

The \$100.00 refundable registration fee per new family will be required to reserve a child care space. This fee will be refunded upon the child's withdrawal from the centre if all fees have been paid and sufficient notice has been given.

Due to limited Kindergarten enrollment, a registration fee of \$100.00 will be required at the time of the school's kindergarten registrations to secure a spot for the fall kindergarten program at Westwood Community Child Care.

It is very important to keep the centre informed of current employment, phone numbers, and addresses for emergency situations.

Parents/Guardians need to meet with the administrative staff before their child is enrolled. It is also requested that your child visits the centre with you before the child enrolls to become familiar with his/her new setting.

Registering at WCCC does not guarantee a kindergarten or school age space at Sansome School, Ecole Robert Browning, Lincoln Middle School or Golden Gate Middle School. Parents/Guardians must contact the school of their choice to register their child.

Individuals found displaying any form of inappropriate behavior as outlined in our Code of Conduct (Appendix F) will be subject to disciplinary action. The action and resulting consequence will depend on the severity, the nature, the circumstances and the frequency surrounding the inappropriate behavior. Consequences may range from removal of the individual's name on our waiting list or discontinuation of their child's registration or care.

Bussing

Parents/guardians with children who attend Ecole Robert Browning, Lincoln, and Golden Gate must also ensure arrangements via school bus for their child.

In the event that busses are cancelled due to inclement weather, etc., it is the responsibility of the parents/guardians to make arrangements to get their child to school. WCCC will not drive children to and from school. In this event, WCCC does not keep school age children in the centre during school hours.

The St. James/Assiniboia School Division's policy is to stop running busses when the temperature reaches -45 degrees Celcius with the windchill. Announcements are made on bus closures on CJOB (680 AM).

Withdrawal

There is a mandatory two week paid notice for withdrawal. This notice should be given to the Executive Director **in writing.**

Inclusion

WCCC welcomes all children to our program who are developmentally ready for a group setting. It is the responsibility of the parent/guardian to inform the Centre of any additional support needs of their children, use of regular medication, or consultation with any outside agencies (ie. Child Development, Child Guidance Clinic, psychologists, etc.) on the registration form.

Should a child have additional support needs, a meeting and written assessment is required before enrolment to review the needs of the child. An enrolment plan is made based on the available resources and programs for that child. This information does not preclude a child from attending the Centre, but allows the Centre to be prepared to meet the needs of all children. Failure to share this important information may lead to your child being removed from the Centre until proper supports are in place. We request that the parent/guardian supports freedom of information between the Centre and any outside agencies in regard to the care of every child. This includes copies of any diagnosis, assessments, programming suggestions, etc. This information will be kept in the child's confidential file and will be used to enhance our program to suit the specific needs of all children. We support open communication between staff and the parent/guardians in order to assess the needs of all children on a daily basis. If needed, WCCC will facilitate regular meetings with any parties involved in the care of all children in order to develop ongoing, individual programming for every child.

Adjustments and adaptations will be made to routines and transitions as well as to our physical environment to accommodate accessibility of every child in our care. Through this, our goal is to foster positive play experience with peers as well as allow for a sense of belonging for all children. Supports, when required, are provided in natural environments with peers so all children can participate actively and meaningfully. We offer a variety of activities throughout the day that meet the many abilities of the children in our care including free play, an opportunity for each child to explore their own personal interests, regardless of their ability. Our staff will include all children when carrying out our program, and any specific training will be offered to them through professional development programs. Medical procedures required for each child are taught to staff by a registered nurse or other health care professional.

Hours of Operation & Attendance

WCCC operates Monday through Friday, from 7:00 a.m. to 6:00 p.m. For a listing of holidays that WCCC remains closed, see FEES: Holidays and Inservice Rates.

Arrivals & Departures

All children must be escorted directly into the centre by their parent/guardian. We are not responsible for any child until they have been delivered to the centre doors and there has been verbal contact between staff and parent/guardians.

School aged children being dismissed from school are responsible for coming to WCCC on their own. Once staff have signed them in, WCCC assumes responsibility. We assume that if they have not come into the group room, they will not be coming.

When parents pick up their children, they must alert the staff member of their leaving and verbal contact must be made. At that point, the centre is not responsible for the child/ren.

Children will only be released to their parent or guardian. Arrangements may be made to allow another adult to pick up the child with prior written or verbal permission. Identification may be required from this person upon arrival.

A child will not be released to any person who, in the opinion of the staff on duty, is under the influence of alcohol or drugs or poses some potential threat to the safety of the child/ren.

When a parent/guardian is present in the centre, the child is no longer the responsibility of the staff, nor are they counted in ratio. Please ensure that your child/ren is supervised at all times while you are in the centre, hallways and parking lot.

All children are expected to be in attendance by 9:00 a.m. in order for staff to organize their programs for that day.

Absences

Parents/guardians are required to inform the centre of any times their children will not be attending.

The centre will not assume responsibility if a child does not arrive at the program when expected. If we are uncertain of where your child is, the following procedure will take place:

- staff will check with the classroom teacher and the school office.
- staff will search the school and playground.
- Parents/guardians/alternate care persons will be notified.
- if possible, staff will assist the parent/designate in the searching for the child.

Late Pick-Ups

Centre staff will remain with your child/ren after 6:00 p.m. if the child/ren is still in attendance. Immediately following business hours, staff members will attempt to contact parents/guardians. If staff are unsuccessful, emergency contacts from the child's registration form will be contacted. If no one is available to pick up the child/ren by 7:00 p.m., the staff member on duty will call Child and Family Services to report a child in need of care.

In the event that a parent/guardian picks up their child/ren past 6:00 p.m. extra charges will be applied. See FEES: Late Pick Up Fees.

If a parent/guardian is late in picking up their child/ren three times in one calendar year, the centre/board reserves the right to withdraw services with 24 hours notice.

Parking

There is NO PARKING for parents in the school staff parking lot during the school year. During breaks (Summer, Christmas, and Spring), parents/guardians are asked to use the back doors by the staff parking lot and enter through the use of an intercom. Please identify yourself to the staff on duty and inform the staff immediately if anyone enters with you and does not come directly to the daycare.

Fees

Regular Rates

School age (Grades 1 - 6): \$10.30 per school day; \$20.80 per inservice/break day
Kindergarten: \$20.80 per school day

Fees for children will be paid every 4 weeks in advance of attendance. Fees charged will be the maximum allowed by the Manitoba Early Learning and Child Care Program.

There is a charge of \$15.00 for any NSF cheques to cover administration costs.

Receipts will be issued after each payment. Official annual tax receipts will be issued and made available.

Parents are required to pay for days their children has missed due to brief illness or odd days off.

Parents/guardians paying their fees with cash must give their payment directly to a staff member. Parents/guardians must count the cash in front of the staff and ensure the staff documents the amount on a sealed envelope containing the cash.

Arrangements may be made to pay fees on a bi-weekly basis if this would make budgeting child care fees easier. Post-dated cheques must be given on the due date of the invoice. Please speak to the Executive Director to make these arrangements.

Subsidy

Manitoba Provincial Government Subsidy is available for parents/guardians and is assessed according to income and need. Please see the Executive Director for a subsidy application form or to go to www.gov.mb.ca/childcare and follow the links to "subsidy application". To speed up the decision, please remember to attach a pay stub showing all of your deductions to the application form. Subsidized cases may not be available for all families through the Manitoba Early Learning and Child Care Program.

If the Manitoba Early Learning and Child Care Program has not approved your subsidy application on the first day of your children's attendance, parents/guardians are responsible for paying the full fee for services.

Parents/guardians who receive fee subsidy are responsible for paying the full fee for any days missed which exceed the designated allowable absent days. It is the parent/guardian's responsibility for keeping track of the days missed to ensure that they do not exceed the number outlined on the decision form.

Subsidy renewal requests are received by the Centre at the same time as parents/guardians. It is the parent/guardian's responsibility to return subsidy renewal forms to the Manitoba Early Learning and Child Care Program on time. If you have not been reassessed or your reassessment is not approved, you are responsible for all day care charges incurred. Your invoice will reflect the total cost of care until the centre receives your subsidy confirmation. It is the parent/guardian's responsibility to ensure that this confirmation is received by our office.

Holiday & Inservice Rates

Parents are required to pay fees for the following days when the centre is closed:

Holiday	School Age Rate	Kindergarten Rate
New Year's Day	10.30	20.80
Louis Riel Day	10.30	20.80
Good Friday	10.30	20.80
Easter Monday (a day in lieu of)	10.30	20.80
Victoria Day	10.30	20.80
Canada Day	10.30	20.80
August Civic Holiday	10.30	20.80
Labour Day	10.30	20.80
Thanksgiving Day	10.30	20.80
Remembrance Day	10.30	20.80
Christmas Eve	10.30	20.80
Christmas Day	10.30	20.80
Boxing Day	10.30	20.80
New Year's Eve	20.80	20.80
Christmas Break (any days the centre is open)	20.80	20.80
Spring Break (any days the centre is open)	20.80	20.80
Summer Holidays (any days the centre is open)	20.80	20.80

Late Payments

On the invoice due date, if payment has not been received or acceptable arrangements have not been made with the Executive Director, a reminder letter will be sent advising you of your balance owing. If payment or arrangements are not made one week after the reminder notice, a letter will be sent advising you that child care services will be terminated in two weeks.

All unpaid accounts will be settled by a collection agency. Prior to your account being forwarded to a collection agency, there will be a surcharge of 40% applied to any outstanding balance to cover the cost of the collection agency fees. Interest charges will compound at a rate of 2% per month.

Once an account has been forwarded to a collection agency, there will be no further effort made by the centre to directly collect the overdue account.

For a Billing Schedule listing billing issue dates and due dates, please see Appendix B.

Late Pick Up Fees

Late pick up fees are assessed after closing based on the clock time in the main room of the centre. Please ensure that you arrive to pick up your child/ren and are **out of the centre** before closing time. Charges for late pick up are as follows:

- 6:00 - 6:15: \$10.00 per child
- 6:16 - 6:20: \$15.00 per child
- 6:21 - 6:25: \$20.00 per child
- 6:26 - 6:30: \$25.00 per child
- 6:31 - 7:00: \$40.00 per child

The parent/guardian will be required to sign a late slip with the staff attending to confirm the late pick up. One copy will be given to the parent/guardian and one will be kept for the child/ren's file.

Fees incurred are to be paid directly to the Executive Director or will be added to your next invoice.

Fundraising

To enhance the quality of programs the centre offers, in lieu of fundraising events, parents have the option of donating \$10.00 per child per billing period. The costs of the total donations will be billed on parent/guardian invoices each billing period as a payment to the donation fund. Permission slips with the parent/guardian signatures will still be required but no money will be requested. Receipts for these donations to the donation fund will be processed and distributed in order to be claimed as a tax receipt for the taxation year.

Those families choosing not to participate will be asked to contribute in other ways to help support the program's extra activities.

In special cases where there is something specific (past examples - the kitchen renovation and the new commercial freezer) that requires fundraising over and above the giving program fee proceeds, it will be at the Board's discretion to organize "Ad Hoc" fundraising initiatives as required.

Health & Safety

It is absolutely imperative that parents keep their children's files up to date with current information regarding contacts, phone numbers, alternate pick ups and work information.

Illness

If a child becomes sick while attending WCCC or arrives sick, the staff will determine if they are to remain in the program. The 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 interest 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/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 Sansome or Robert Browning School, WCCC cannot accept the child.

Parent/guardians will be contacted if the child shows any of the following symptoms:

- vomiting
- diarrhea
- temperature over 100 degrees Fahrenheit
- listless, sleeping or and not participating in the program

Parents are requested to advise WCCC if a child will be absent due to illness of any communicable illness their child may have contacted so that other parents/guardians can be made aware of the illness. If a child is absent due to a communicable illness, Public Health Guidelines or a doctor's note, provided by the parent/guardian, will be followed as a means of determining how long a child may have to be absent from WCCC.

For more information regarding communicable illnesses and the protocol regarding attendance, please see Appendix C.

Medication

Both prescribed and over the counter medications can be administered by staff. When a child requires medication, a medication form, which is available in all program rooms must be filled out. The medication form requires the following information from the parent/guardian:

1. Name of the child receiving the medication
2. Type or name of medication
3. Dosage of medication
4. Date
5. When the medication is to be administered
6. Parent/guardian signature

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

- All medication must be in the **original dispensing container** in order for it to be administered.
- Prescribed medication must be in the child's name for it to be administered.
- Reasons for the medication should be discussed with the staff so that they can appropriately plan for each child during the day.
- In the case of disagreement between the medication form and the original medication container, the dosage on the container will be followed unless a doctor provides other instructions.
- For over the counter medication, the child's name must be clearly labeled on the container by the parent.

WCCC staff **WILL NOT** administer prescription drugs if they are out of date.

Medication left in lockers or backpacks jeopardizes the safety and health of other children who may have access to it. Parent/guardians could be held liable should this occur. Please ensure any medication is given directly to the staff.

As a convenience to parents, pharmacists can be asked to make up prescriptions in two bottles so that one may be left with the child care centre.

Allergies & Anaphylaxis

When a child with a life-threatening allergy or condition enrolls at WCCC or when a child once enrolled is diagnosed with a life threatening allergy or condition that may require the use of medication such as adrenaline auto-injector (Epi-pen), it is imperative that the parent/guardian of the child inform WCCC 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 professional to provide training to the staff in the use of an Epi-pen and to support WCCC as required.
2. The parent/guardian of the child will be advised by either the Executive Director or Assistant Director that:
 - i. A URIS application will be completed annually for the child.
 - ii. The parents/guardians of the child are required to sign an "Authorization for the Release of Information" form, which will then be forwarded to either URIS or the applicable nursing agency that is providing the Epi-pen or specific training and support.
 - iii. The parent/guardian must complete and authorization for the administration of an Epi-pen to be kept on file at WCCC.
 - iv. A Health Care Plan/Emergency Response Plan will be developed in consultation with the parent/guardian and the medical health professional that is providing the training and support on an annual basis.
 - v. If the Epi-pen is administered to the child at WCCC, an ambulance will be called immediately at a cost to the parent/guardian, and the child will be transported to the hospital. The parents/guardian will be informed of this action as well.
 - vi. The child will not be allowed to attend WCCC 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 risk and possibility of exposure to an allergen that may trigger the onset of an allergic reaction or anaphylaxis, WCCC will promote and educate its staff and, where applicable, other centre parents/guardians. In particular, WCCC will:

1. Educate staff and parents to avoid bringing, sending and serving to the children food that contain known allergens. As it is the parent/guardian of the child with the allergy who is likely to be most knowledgeable with regards to foods and products that may contain allergens, it is asked that they provide this information to WCCC, which, in turn, can use the information to educate the staff and the centre parent/guardians. In most circumstances where a child has a severe food allergy, the centre will not be responsible for providing daily food or snacks to the child, therefore the parent/guardian 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 proper washing of hands before and after eating.
3. Encourage children not to share lunches or trade snacks.
4. Require the staff to monitor the 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 staff and parents/guardians that there are allergy alerts (they will also include particular allergies).
6. Where the allergy involves stinging insects, the staff will, where possible, avoid areas where insects congregate, keep outdoor garbage covered or remove it, refrain from eating outside with the children, contact the proper 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 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 parent/guardian and where possible, the child with the allergy in establishing a supportive environment for their needs and facilitating ongoing communication.

Hidden Allergens

WCCC encourages safe lunchroom and eating area procedures. Steps taken to accommodate this include:

- WCCC Will discourage the sharing of food, utensils and containers.
- Children are encouraged to place food on paper napkins rather than directly on their table.
- Children will wash their hands before eating.
- Tables are washed and sterilized before snacks and lunch and after activities.

To protect against allergens hidden in activities, WCCC takes the following steps:

- Staff will attempt to choose products which are safe for all children in the room.
- Staff will attempt to be aware of the possible allergens present in curricular materials such as:
 - i. craft materials (e.g. play dough, egg cartons, etc.)
 - ii. pets and pet food
 - iii. bean bags, stuffed toys
 - iv. counting aids (e.g. beans, peas)
 - v. toys, books and other items which may have become contaminated in the course of normal use
 - vi. science projects
 - vii. special seasonal activities (e.g. Easter eggs, garden projects)

Steps take when celebrating holidays and special events include:

- WCCC requires the child with life threatening allergies to eat food brought from his or her own home
- WCCC will focus on activities, rather than food, to celebrate special occasions.
- If WCCC provides food, food served will be prepared on site from uncontaminated items.

Food, Nutrition & Lunch Program

Nutrition plays an important role in the total physical and mental health of children. WCCC provides 2 nutritious snacks per day consisting of three food groups each. Milk is also offered to all children as a lunch supplement. Parents may provide juice boxes as an alternate. Water is available at all times during the day and children are encouraged to help themselves.

Children have no lunch (either forgotten or lost) will be fed by the centre and we will charge a \$3.00 fee for lunches provided.

During the school year, we have the use of a microwave. Parents wishing to send microwaveable lunches must ensure that the individual items, labeled with their child's name, are placed in the cooler by the staff desk in the main room.

WCCC is a peanut free centre. Peanut butter and peanut products have been removed from our menus and will not be willfully served. Do not send peanuts or peanut products - they will be sent home.

The centre cannot be responsible for allergic reactions that may occur while children are in our care. Where there are known allergies, you will be responsible to provide an Epi-pen, if applicable, for your child in an emergency. See also Allergies & Anaphylaxis.

We encourage healthy choices and ask that items such as soda pop and gum not be packed in children's lunches.

Minor Accidents & Injury

In the case of an injury or accident, an Accident Report will be completed and given to the parent/guardian. If necessary, a serious injury report will be filed with the Manitoba Early Learning and Child Care Program.

The staff reserves the right to make judgement as to which procedure will be followed depending on their perception of the severity of the injury. Parents or designate will be called to pick up their child or an ambulance will be called to take the child to the hospital accompanied by a staff member. Children will not be taken in a staff's vehicle to the hospital. The parents will be called to meet the child at the hospital. The parent/guardian is responsible for the cost of the ambulance and for staff's transportation back to the centre.

It is common for children to get bumps, scrapes and other minor accidents during the course of the day. Sometimes children continue playing without realizing they are injured. Please realize that staff may be unaware of these minor injuries if the children do not react.

Insurance

WCCC carries liability insurance in case of an accident or injury. However, this does not include individual insurance for children. If parents/guardians require individual accident or dental insurance for their child, it must be purchased separately.

Emergency Measures

Fire

Fire drills are conducted regularly to help familiarize children and staff with procedures in an emergency. On the sounding of an alarm, all children and staff are to vacate the building according to the exit plan posted in each room. All children and staff are to gather on the grass at the back of the school. Designated staff will bring the attendance sheet to ensure that all children are accounted for.

In the event of an actual emergency, children will be taken to Kirkfield/Westwood Community Centre at 165 Sansome Avenue. Staff members on duty or designate will contact all parents with information regarding the evacuation.

In the event of an emergency during school hours, children are the responsibility of their respective schools.

Lockdown

Lockdown drills are conducted regularly as a safety precaution for an unwanted visitor in the school. Upon notification, staff will immediately advise the children of the lockdown protocol. It is imperative that, in the event of an actual lockdown, staff and children remain undetected. Parents will be contacted only upon notification that safety has been restored.

Evacuation

As noted above, in the event of an evacuation, children will proceed to Kirkfield/Westwood Community Centre at 165 Sansome Avenue. Parents will be contacted in this circumstance.

Emergency Closure

Any time Sansome School is closed due to inclement weather or unforeseen circumstances, WCCC will be closed as well. Closure notices are normally announced on CJOB Radio (680 AM). If a decision is made during the hours the children are in our care, parents or alternate caregivers will be contacted and announcements will again be made on CJOB.

In the event that WCCC is forced to be closed for a number of days during normal operating hours (due to fire, flood, hydro outage, inclement weather conditions), the centre will work closely with the Manitoba Early Learning and Child Care Program to make other arrangements. These may include relocating to other licensed centres or finding temporary accommodations. Parents of both subsidized and non-subsidized children will be expected to pay their normal rates for that number of days. This will allow the centre to keep staff available to prepare for temporary accommodations or for re-opening the centre. If a situation requiring closure occurs again, parents will be contacted as early as possible.

Parent Information

Child Abuse, Neglect & Intoxication

All staff at WCCC, as professionals in the Early Childhood Education field, have several obligations. These legal requirements outline for the staff what must happen on those rare occasions when a child is suspected of being a victim of abuse or neglect.

1. If a staff member suspects abuse or neglect, not if they can prove or know it for a fact, they must report this information to the child protection agencies.
2. Our obligation in reporting is to report first to the child protection agency before calling parents to inform them of our suspicions. In most cases, however, it is unacceptable for us to contact the parents regarding these suspicions. This requirement exists to help ensure that a fair and honest investigation may be undertaken by the child protection agency.
3. A child will not be released to any persons who, in the opinion of the staff on duty, under the influence of alcohol or drugs or poses some potential threat to the safety of the child/ren.

Since children are vulnerable and unable to protect themselves, we, as adults, and especially those professionals in the educational and medical fields, along with parents, are asked to guard the safety of our young children and to ensure they are not being harmed by others. If any of the above is unclear or makes you uncomfortable, please discuss your reactions with the Executive Director.

Custody, Divorce, Separation & Court Orders

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

In the event of separation or divorce, parents/guardians are required to inform WCCC 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.

WCCC can take no responsibility for disputes arising between parents concerning custody arrangements or any other issues relating to a divorce/separation agreement or court order. Specifically, when a divorce/separation agreement is provided to WCCC, the Executive Director or Assistant Director will review the terms of the agreement with both parties, 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 WCCC nor its staff will be responsible for the solving of the interpretation. The parties 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 WCCC 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 parties from whom the conflict arose. Further, WCCC 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 WCCC nor its employees will be responsible for recording and/or documenting the behaviors or actions of any party involved in a separation/divorce agreement. WCCC will not be responsible for the supervision of visits by a parent or other person.

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, separated parents are not permitted access to any financial information regarding fees, accounts or subsidy information, if applicable, of the other parent.

Because the Board does not wish to be seen to be taking a position in domestic disputes between parents because evidence is generally available by subpoena, it is the general position and policy of the centre not to furnish affidavits to parents in domestic disputes. When an employee is asked to furnish an affidavit related to matters arising out of their job duties, the request is to be communicated to the Director. Staff will be required to attend Court or Court Proceedings only if subpoenaed (unless the subpoena is rendered void before the appearance).

The policy of not voluntarily furnishing affidavits may be relaxed, at the discretion of the Executive Director, if the Executive Director feels that a legitimate child welfare concern would be better addressed if the evidence were made readily available to the party requesting it. The Executive Director's decision is to be final. The Board will hear submissions from parents or "appeals" of the Executive Director's decisions.

Privacy Statement

At WCCC, we recognize and respect every individual's right to privacy. When a child is enrolled, a confidential file is established and kept in the office. We limit access to information in your file to WCCC staff or persons authorized by WCCC staff or persons authorized by WCCC who require it to perform duties, to persons whom you have granted access, and to persons authorized by law. We use your information to communicate with you, and provide information to you about programs and services directly related to the mission statement, goals, operations and programming at WCCC. Personal information collected may be used or disclosed for other purposes that are consistent with the mission of WCCC.

Our privacy pledge is part of the enrollment package. Both parents must sign and adhere to the terms outlined in the "Personal Information Consent Form". If parents/guardians refuse to sign or withdraw consent at any time, child care services will be withdrawn.

Separate consent is required for information to be collected, used and disclosed to Vari Tech Systems Inc. to manage and operate Vari Tech's Childcarepro Computer Software Program.

For a detailed explanation of WCCC's Privacy Policy, please contact the Executive Director.

E-mail, Electronic Devices and Internet Policies

Photographs or videos of children may be taken by staff or parent volunteers while at the centre and on field trips. These pictures and videos are for centre use only and may be displayed for all parents and children to see. Your signed permission on the enrollment form identifies permission for this upon registration.

Children, staff and all others using our child care centre's computer and electronic devices must:
respect and protect the privacy of others

- respect and protect the integrity of all electronic resources
- respect and protect the intellectual property (the ideas, creations and copyrights) of others
- communicate in a respectful manner
- report threatening or inappropriate material

Inappropriate use includes:

- intentionally accessing, transmitting, copying, or creating material that:

- i. violates the confidentiality of children, parents, staff or the centre
- ii. violates the centre's code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass)
- iii. is illegal (such as obscenity, stolen materials, or illegal copies of copyrighted works)
- using the technological resources for personal use without the centre's permission

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

Staff members' use of cell phones and other personal electronic devices require that:

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

Written permission is required from parents before any individual not related to the centre is allowed to photograph or videotape the children. (eg. students, news crew)

Parent Participation

Parent participation is always encouraged whether it is through volunteering on a field trip, participating in a celebration with the children at WCCC, or being a part of WCCC's Board of Directors.

As for the Board of Directors, all parents and guardians are considered members of WCCC upon enrolling their child. As a member of WCCC, parents/guardians are entitled to vote for and participate in the election of the Board of Directors at the Annual General Meeting (AGM) held every fall. It is a requirement of the Incorporations Act and a regulation of the Manitoba Early Learning and Child Care Program that an AGM is held and parent/guardian participation is required. As well, parents/guardians are encouraged to run for positions on the Board of Directors, to sit on committees or attend Board meetings.

Parents/guardians are always welcome to participate in or visit their child's program at any time and to communicate or discuss any ideas or concerns they have about their child. It is very important that any issues or changes in your child's life are communicated to staff as soon as possible as this way, staff will be able to help and understand what your child may be experiencing. Communicating ideas, issues or concerns with either the Executive Director, Assistant Director or staff is always encouraged.

Parent Communication

Parent mailboxes are used to keep you informed about WCCC's on-going activities. Upon enrollment, you will be designated a numbered mailbox where things such as the invoices, receipts, newsletters and other miscellaneous information can be given out. If you forget your number, the staff are able to help you.

We have a Parent Bulletin Board where information including our license, menus, community information, etc. is posted.

Newsletters or emails are distributed or posted online on a regular basis to keep parents informed of fundraisers, on-going projects and events within the centre and community.

Our website, at www.westwoodcommunitychildcare.ca, allows parents to communicate, keep informed and gain access to a variety of programs we have available at WCCC.

Parental Concerns

In order for the centre to operate effectively, it is anticipated that any parent concern will be addressed in a timely and positive manner. Should any attempt to resolve a concern with a specific staff member about a specific problem be ineffective, or if a parent does not wish to speak directly with a staff member, it is expected that the following procedure will be followed:

1. Parents will be encouraged to consult with the Executive Director in person/writing as preferred by the parent/guardian.
2. Should the issue fail to be resolved to parent/centre satisfaction, it is recommended the parent write a letter addressed to the Chairperson of the Board.
3. Should the issue fail to be resolved to the parent/centre satisfaction (which would indicate parent dissatisfaction with service and/or lack of confidence in service) and with permission from the Board of Directors, a parent may be asked to remove their child from the Centre as a measure to maintain Parent-Child-Centre-Staff confidence.

Parental Injury/Death

In the event of a parent/guardian's injury or death, emergency contacts will be notified. Where you have no furnished emergency contacts, Winnipeg Child and Family Services will be notified.

Field Trips

WCCC tries to expose children to experiences outside of the centre as frequently as we are able. We do our utmost to choose those that cost nothing to parents. Field trips are optional and parents may keep their child at home, however, regular child care fees will be incurred. Field trip notices are posted in advance and parents are responsible for having their child at the centre by the posted times. Parents are also given field trip permission forms to be signed and returned to the centre. Children are required to wear t-shirts with our centre's name on all major field trips. These are the property of the WCCC and will remain on site.

We go on spontaneous trips to nearby parks, etc. without prior notice and staff are always equipped with first aid supplies and cell phones.

Clothing & Outdoor Play

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

For WINTER, please have:	For SUMMER, please have:
ski pants	sun hat
mittens	proper footwear, preferably runners
hat	jacket/sweater
indoor shoes	bathing suit/towel

Children will have outside play time during the winter months as long as the temperature and wind speed equivalency is not exceeding -25 degrees Celcius.

Summer outdoor play will happen every day and the UV index will be a factor in the length of time spent outdoors.

Attire for special occasions will be posted and parents/guardians will be responsible for seeing that their child/ren come properly dressed.

It is essential for kindergarten children that a complete change of clothes, in a bag marked with the child's name, be left in the child's locker at all times. Older children may also keep clothes in a bag in their lockers if the parent/guardian feels they may be necessary. WCCC does keep a small supply of extra clothes available, however, if a child does not have an extra set of clothes and WCCC does not have anything suitable for them to wear, the parent/guardian will be contacted. Additionally, the children's clothes will not be interchanged. Soiled clothing must be taken home and a new set supplied the next day the child attends. Each item of children's clothing should be marked with their name. WCCC does not assume responsibility for lost or damaged clothing. Any clothing borrowed from the centre should be laundered and returned promptly.

Personal Articles & Belongings

On Wednesdays, children are allowed to bring ONE item from home to share with their friends. These toys are to be kept in the basket in the main room. Children are expected to take their toys home at the end of the day. If you are not comfortable with your child's toys being played within our group setting, please refrain from bringing them.

Children will be provided an appropriate space for all their belongings. The centre does not accept responsibility for lost, broken or stolen items.

Behavior Management Policy

At Westwood Community Child Care Inc., a supportive and affectionate environment exists that encourages positive interactions among staff and children, sets realistic expectations of conduct and ensures logical consequences for unacceptable behaviors. It is the responsibility of the early childhood educators to establish clear and consistent limits for your child and to help in the development of self-esteem, which will aid your child in becoming a compassionate and respectful individual. All children can feel confident about themselves and be able to reach their potential.

The children of WCCC are closely supervised and given positive reinforcement. Preventative techniques help reduce incidents of unacceptable behavior. Children will be encouraged to solve their own problems and resolve their own conflicts. Staff will offer alternatives to unacceptable behavior and redirect a child's play in a positive,

helpful way. However, when unacceptable behaviors do occur, they are dealt with consistently. This behavior management policy takes into account the developmental capabilities of all children.

All children must respect the other children, the staff, property and the community as a whole, as well as follow the basic rules of the centre. They include areas such as noise level, physical movement, health and safety and staff direction.

In dealing with the children of our centre, Westwood Community Child Care Inc. shall not permit, practice or inflict:

- any form of physical punishment or rough handling of a person.
- verbal or emotional abuse which would humiliate or undermine a person's self respect, or deny physical necessities.

The following behaviors will not be tolerated:

Behavior	Consequence
Insulting, teasing, or bullying others	Removal from the group
Repeated foul language	Removal from the group and incident report sent to parents
Leaving the centre without permission	ECE will call the police and notify them of a child leaving the centre without permission. Police will treat the situation as a missing child. Parents or alternate will be called immediately.
Violence in any form	Removal from the group and incident report sent to parents
Serious violent behavior or repeated violent behavior (i.e. use of a weapon)	Removal from the group. Parents or alternate will be called immediately. Suspension from WCCC will begin immediately until a Board decision is made regarding the future enrollment/consequences. Notice to be given within 48 hours.

Clearly defined steps are followed regarding unacceptable behavior. These consequences require children to be responsible for their own behavior.

Further incidents of unacceptable behavior will be recorded objectively in the child's confidential file and will be brought to the attention of the Executive Director and the child's parents or guardians.

A plan of action to deal with the behavior, which may utilize outside resources, will be developed with the parents and brought to the attention of the WCCC Board of Directors. A timeline will be set to monitor progress. If no positive effects follow the intervention, and if the Centre receives no cooperation from the parents, then WCCC will withdraw services relative to the child.

In cases where a child's behavior is characterized as generally disruptive and/or dangerous in a group setting outside of the centre, the staff, in communication with the parents/guardians, can choose to disallow a child from attending the field trip(s). In such cases, determined in advance, the parent will be asked to escort their child with the group, ensuring that the child does not miss out on the experience, or the child will not be allowed to attend the centre on that day and it will be the parent's responsibility to find alternate care. Parents will be expected to pay for the day missed.

Suspension/Expulsion Policies

WCCC, governed by the Board of Directors, reserves the right to ask that a child be removed from the centre if his/her continued behavior is such that it causes problems which adversely effect the other children and/or staff of the centre.

When the steps of the Behavior Management Policy have been carried out without any positive results, the following procedures will be followed:

1. A written notice will be issued to the parent/guardian by the Executive Director outlining the reasons and the effective date of the suspension/expulsion.
2. The parent will be provided with two weeks notice.

Appendix A

Professional Code of Ethics *as endorsed by the Manitoba Child Care Association*

- Promote the health and well being of all children.
- Use developmentally appropriate practices when working with all children.
- Demonstrate caring for all children in all aspects of their practice.
- Work in partnership with parents, supporting them in meeting their responsibilities to their children.
- Work in partnership with colleagues and other service providers in the community to support the well-being of families.
- Work in ways that enhance human dignity.
- Pursue, on an on-going basis, the knowledge, skills, and self-awareness needed to be professionally competent.
- Demonstrates integrity in all their professional relationships.

Appendix B

Billing Schedule - January 2017 - December 2018

Billing Number	Billing Period	Issue Date	Due Date
20170115	January 15, 2017 - February 11, 2017	January 13, 2017	January 27, 2017
20170212	February 12, 2017 - March 11, 2017	February 10, 2017	February 24, 2017
20170312	March 12, 2017 - April 8, 2017	March 10, 2017	March 24, 2017
20170409	April 9 - May 6, 2017	April 7 , 2017	April 21, 2017
20170507	May 7, 2017 - June 3, 2017	May 5, 2017	May 19, 2017
20170604	June 4, 2017 - July 1, 2017	June 2, 2017	June 16, 2017
20170702	July 2, 2017 - July 29, 2017	June 30, 2017	July 14, 2017
20170730	July 30, 2017 - August 26, 2017	July 28, 2017	August 11, 2017
20170827	August 27, 2017 - September 23, 2017	August 25, 2017	September 8, 2017
20170924	September 24, 2017 - October 21, 2017	September 22, 2017	October 6, 2017
20171022	October 22,2017 - November18, 2017	October 20, 2017	November 3, 2017
20171119	November 19, 2017 - December 16, 2017	November 17, 2017	December 1, 2017
20171217	December 17, 2017 - January 13, 2018	December 15, 2017	December 29, 2017
20180114	January 14, 2018 - February 10, 2018	January 12, 2018	January 26, 2018
20180211	February 11, 2018 - March 10, 2018	February 9, 2018	February 23, 2018
20180311	March 11, 2018 - April 7, 2015	March 9, 2018	March 23, 2018
20180408	April 8, 2018 - May 5, 2018	April 6, 2018	April 20, 2018
20180506	May 6, 2018 - June 2, 2018	May 4, 2018	May 18, 2018
20180603	June 3, 2018 - June 30, 2018	June 1, 2018	June 5, 2018
20180701	July 1, 2018 - July 28, 2018	June 29, 2018	July 13, 2018
20180729	July 29, 2018 - August 25, 2018	July 27, 2015	August 10, 2018
20180826	August 26, 2018 - September 22, 2018	August 24, 2018	September 7, 2018
20180923	September 23, 2018 - October 20, 2018	September 21, 2018	October 12, 2018
20181021	October 21, 2018 - November 17, 2018	October 19, 2018	November 2, 2018
20181118	November 18, 2018 - December 8, 2018	November 16, 2018	December 30, 2018

Appendix C

Summary of Regulations For The Control of Some Common Communicable Illnesses

ILLNESS	ISOLATION OF CASE	GUIDE FOR READMISSION TO WCCC
Chicken Pox	If severe, 5 days or until blisters have crusted. If mild, then no exclusion required.	Child can participate in regular activities and has no fever.
Diphtheria	A suspect must be isolated until case is confirmed or disproved. Case isolated until cultures fail to show presence of Diphtheria Bacilli in two cultures taken no less than 24 hours apart after cessation of antibiotic.	Clearance from Attending Physician or Health Office after isolation period is complete.
Infectious Mononucleosis	Isolation not required.	Clearance from Attending Physician or Health Officer.
Red Measles (Rubeola) (Mandatory Immunization)	Isolation for at least 4 days after appearance of rash.	4 days after the rash appears or until asymptomatic (whichever is longer).
German Measles (Rubella)	Isolation for 2-3 days until rash & symptoms have disappeared.	7 days after onset of rash and symptoms have subsided.
Scarlet Fever and Strep Throat	Isolation until patient has been under appropriate antibiotic treatment for 2 days.	Clearance from Attending Physician or Health Officer when asymptomatic.
Whooping Cough (Pertussis)	Isolation for 3 weeks after onset of disease or 1 week after commencing appropriate antibiotic treatment.	Exclude 5 days after the start of antibiotics or 2 weeks if no treatment given. Contacts may need antibiotics or vaccine.
Scabies	Until treated appropriately.	Exclude until treated. Treatment of contacts may be necessary to control outbreaks.
Pediculosis (Head Lice)	Until adequately treated and all nits removed.	After appropriate treatment and removal of all nits.
Ringworm	Until under treatment.	Exclude from gyms, swimming pools and activities involving bodily contact until healed.
Impetigo	Until under treatment.	On appropriate antibiotic treatment taken for 1 day (24 hours).
Conjunctivitis (Pink Eye)	Exclude from school until under treatment (24 hours) if purulent, until discharge cleared.	On appropriate antibiotic for 24 hours or if purulent until discharge has cleared.
Mumps	Isolation until swelling has disappeared.	Exclude 9 days unless mild case and swelling subsided. Child must be able to participate in the program.
Shingles	Isolation not required.	Child must be able to participate in the program.
Cytomegalovirus (CMV)	Isolation not required.	Child must be able to participate in the program.

Hepatitis A	Exclusion for the first week of illness and for one week after onset of jaundice. Notify Health Authority promptly.	Clearance from Attending Physician or Health Officer when asymptomatic.
Intestinal Infections	Exclusion until diarrhea and vomiting have cleared.	Child can participate in regular activities.
Shigella	Exclude until diarrhea is gone and, if necessary, negative stool cultures.	When child is asymptomatic and stool samples are negative.
Salmonella/E. Coli/ Cryptosporidiosis/ Campylobacter	Exclude until diarrhea is gone and, if necessary, negative stool cultures.	When child is asymptomatic and stool samples are negative.
Giardia (Beaver Fever)	Exclude until diarrhea is gone. Treatment may be required.	When child is asymptomatic and able to participate in the program.
Rotavirus	Exclude until diarrhea is gone.	When child is asymptomatic and able to participate in the program.
Pinworms	Exclusion not required. Treatment may be required.	Child can participate in regular activities.
Viral Meningitis	Exclusion not required.	Child can participate in regular activities.
Bacterial Meningitis	Exclusion until on antibiotic treatment for 24 hours. ALL CLOSE CONTACTS MUST BE TREATED WITH ANTIBIOTICS AS WELL. Report to Health Authority.	Clearance from Attending Physician or Health Officer when asymptomatic.
Roseola	Exclusion not required.	Child can participate in regular activities.
Hand, Foot and Mouth	Exclusion not required.	Child can participate in regular activities.
Respiratory Syncytial Virus (RSV)	Exclusion not required.	Child can participate in regular activities.
Influenza	Exclusion not required.	Child can participate in regular activities.
Fifth's Disease (Slapped Cheek)	Exclusion not required.	Child can participate in regular activities.
Molluscum Contagiosum	Exclusion not required but avoid direct contact with lesions (keep lesions covered and out of water).	Child can participate in regular activities.
Pediculosis	Exclude while under treatment.	Clearance from Attending Physician or Health Officer when asymptomatic.

Appendix D

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 at WCCC, defined below, WCCC has established the following procedure and policy for disclosure.

What is wrongdoing?

- Breaking the law,
- An act of omission that creates a substantial and specific danger to the life, health and 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 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 involved 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 Province of Manitoba's website at www.gov.mb.ca/csc.

Appendix E

Code of Conduct

At Westwood Community Child Care Inc., we strive to provide a safe, caring, learning environment for children, staff and families. We believe in equality and respect diversity.

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

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

Guiding principles for Appropriate Behavior

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

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

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

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

Developmental Capabilities of Children

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

Appropriate Use of Technology

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

- all forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive
- harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome
- all forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise
- discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone

Proactive Strategies

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

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

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

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

Consequences for Inappropriate Behaviour

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

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

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

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

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

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