



RIVERVIEW ASHLAND

CHILD CARE CENTRE INC.

112 Ashland Avenue
Winnipeg, MB R3L 1K6
Phone: 204-477-0917 cell: 204-795-0387
Email: info@riverash.com
Director Email: director@riverash.com
Website: www.riverash.com

Parent/Guardian Handbook
Revised April 2023

Introduction	3
History of the Centre	3
Mission Statement	3
Philosophy Statement	3
Curriculum Framework	4
Nap/Rest Periods	6
Outdoor Play	6
Admission & Enrollment	8
Before Your Child Begins	8
Hours	8
Late Pick-up Fee	8
Drop off and Pick-up Procedures	9
Child Protection Policy	9
Withdrawal	10
Child Care Fees	10
Additional Fees	11
Provincial Subsidies	12
Payments	12
Late Payments	12
Centre Closures	13
Emergency Closures	13
Food and Nutrition	13
Snacks	14
Clothing	14
Accidents	15
Emotional Care	15
Custody Arrangements	15
Request of Affidavits	15
Health and Sickness	16
Notification of Absence	16
Anaphylaxis Policy	16
Lice/Nits Policy	17
Parent Involvement	17
Toy, Technology and Media Policy	18
School Route	18
Privacy Policy	18
Your First Day	18
Conclusion	19
Parent Agreement	20

INTRODUCTION

The educators and Board of Directors of Riverview Ashland Child Care Centre would like to welcome your family to our program. We hope your child(ren) have a long and happy association with us. We can be contacted at any time to discuss your concerns or problems and to hear your comments and suggestions.

It is important that you read this information carefully so that you are aware of our policies. You will want to **keep this handbook**, as you may need to refer to it from time to time. The policies which have been established in your child's best interest, help us to provide a safe and comfortable place for all the children in our care.

We are a licensed, non-profit, charitable early learning & child care program. We are licensed and funded by the Province of Manitoba. The operation of the Centre is the responsibility of the Board of Directors. We provide care for children ages 3-12 in our Preschool and School Age Child Care programs.

Our Preschool Program includes children who are enrolled in Nursery & Kindergarten at Ecole Riverview

The School Age Program consists of Before School, Lunch Program, After School and Inservices and School holidays (Winter, Spring & Summer Breaks).

HISTORY OF THE CENTRE

The Riverview Ashland Child Care Centre Inc. was established by a group of concerned parents in 1982 to address the need in the community for a School Age daycare program. For two years we occupied only the multi-purpose room in Ashland School.

We moved into our new permanent home on February 13th, 1987 and have been happily collaborating with the Riverview Community Centre ever since! We love our sunny space in the heart and bustle of the Riverview Community.

MISSION STATEMENT

Our mission is to provide place-based and play-based care in a safe and home-like setting. We meet the needs of the whole child through our relationships with families, our curriculum and environment, and our connection with the neighbourhood beyond the centre.

PHILOSOPHY STATEMENT

Care is at the very centre of our practice. By attending to the needs of the whole child, they are free to attend to their own work: deep, open-ended play. Children possess an irrepressible urge to learn about the world around them, and can do so when they feel secure, loved, and respected.

We know children to be curious, capable, active, trustworthy and full of wonder. We recognise the developmental need, fundamental right, and inherent good of unstructured play for every child. Our care and environments allow children to play and explore independently with indirect guidance from caring educators.

We tend to our center as we do our own homes; making places that are comfortable, safe, and warm from which to wander and wonder. Our program is not bound by the centre's four walls - it is out in the green spaces, woods, and sidewalks of our neighbourhood.

We are dedicated to fostering respectful and thoughtful relationships between children. Friendships and social connections are deeply important in childhood. Understanding the feelings, needs, and limits of ourselves and others is an essential part of healthy development through the early and elementary years.

Our program is strengthened by our different identities, abilities and perspectives. We are committed to equity in our program, with meaningful inclusion: every child deserves to be an integral, respected and true part of their community. We believe in building on individual strengths and meeting the individual needs of children and families. Parents and guardians play the most important role in a child's life and therefore a strong relationship between families and educators is essential.

EARLY LEARNING AND CHILD CARE CURRICULUM FRAMEWORK

We at Riverview Ashland Child Care Centre Inc. seek to provide child-centred care that reflects our strong values. Care is at the heart of our curriculum framework. We see and attend to each individual child, each day. Our success relies on strong relationships with children and their families. We are accountable, reliable and transparent in our communication and expectations. We acknowledge the great trust families put in us each day.

We understand that unencumbered play is vital to children's development and that this can look messy, risky and busy. Educators are well trained to recognise the needs of children in play including attentive distance, engaged play partnering, or supporting children to assess and trust their capabilities, strengths, and risk taking.

Our curriculum includes monitoring and allowing healthy, constructive conflict between children. Social-emotional learning is foundational work in the elementary years. Experiencing and navigating conflict is an essential part of healthy development. Educators are always present to offer caring and empathetic support to all children involved. Just like all play, social-emotional play can be messy and takes practice. Our curriculum recognises and supports this work.

Our curriculum unfolds to meet the interest and needs of the children. Educators observe and document children's play in order to offer meaningful experiences and activities. These offerings deepen understanding, and build skills. They are always optional. Educators bring along elements of the community, their own experience, and the cycle of the seasons.

Our curriculum is developed with multiple identities and abilities of educators and children in mind. We respect a child's right to choose names, pronouns and other identity expressions that help them to explore or confirm who they are. We reject gender norms and expectations that limit the play and work offered to both children in our care and educators.

Our curriculum strives to be anti-discriminatory. In the words of the child friendly version of the UN Convention on the Rights of the Child:

“All children have all these rights, no matter who they are, where they live, what language they speak, what their religion is, what they think, what they look like, if they are a boy or girl, if they have a disability, if they are rich or poor, and no matter who their parents or families are or what their parents or families believe or do. No child should be treated unfairly for any reason.”

We recognise that racism occurs at the individual and systemic levels. Because it is deeply embedded in our history, racism requires intentional and continual acknowledgement

and interruption if it is to be eliminated. We are committed to providing safe, respectful and inclusive space to play, work and grow for children, families and educators who identify as racialized. We are committed to helping our community raise anti-racist children.

Some of the care routines in our curriculum include using the bathroom, eating together, and changing clothes. We encourage healthy relationships with our bodies in the following ways: we use proper names for body parts when helping children change or bathroom (bum, nipples, anus, penis, vulva); we refrain from talking about “junk”, or “bad” food and any discussion of dieting or weight while eating together; we talk about people of all shapes, sizes and colours with respect and joy.

Our curriculum is profoundly tied to the land we live on and the community we are part of. We recognise that our program takes place on ancestral lands, Treaty 1 territory, traditional territory of the Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene Peoples, and on the National Homeland of the Red River Métis. We spend significant time outside in all weather and all seasons. From long, unstructured play in our yard, neighbourhood parks, and the woods, we provide a deep connection to the place our children are from. Children establish a relationship and familiarity with the map of their neighbourhood, including our plants, animals and river.

Our curriculum provides regular opportunities for children to take risks in a safe and monitored environment. By experiencing elements of risk (heights, speed, tools, etc), children learn to see themselves as trustworthy and capable. They learn to assess, focus and pay attention. They learn how to tell the difference between a risk and a hazard. Our curriculum provides developmentally appropriate opportunities for risky play. For instance, using tools safely can start with a sewing needle for preschoolers, and work towards a whittling knife for school agers, all under close supervision from attentive adults.

On a regular day in the school age room, our curriculum framework will look like this:

- Children greeted by an educator. Educators catching up with parents
- Educators gathering children and making sure each is accounted for before walking to or from school. Children following designated routes as they walk with friends and educators at the beginning and end of their school day.
- Educators remaining available and attentive in the school yard, until all have gone inside.
- Children sitting together to eat food lovingly prepared by educators or parents. We enjoy each other’s conversation and company, and tidy up our places when we are done.
- Children beginning or returning to self-driven play or projects alone or with others, finding spaces to talk or read, finding educators when they need reassurance, help, or a listening ear.
- Educators offering new projects, experiences, materials informed by children's interests, and deepening skills.
- Children building and navigating relationships with each other in a community that is respectful, empathetic, inclusive and kind.
- On breaks from school, Educators and children going into the community - to parks, the woods, the city beyond to explore, play and learn together.

On a regular day in the preschool room, our curriculum framework will look like this:

- Children are greeted by an educator when they arrive. Educators catching up with parents talking with grown ups to share information, give updates or just chat a bit.

- Children are deeply at play around the room - in small groups or large, quiet or in conversation, as they choose. Educators work in the room as children play: available and present but not intrusive.
- Children and staff tidying up together, taking care of the whole room.
- Children and educators meeting together in the morning and afternoon to sing songs, play games, read books and catch up.
- Children and educators sitting together to eat food lovingly prepared by educators or parents. We enjoy each other's conversation and company, and tidy up our places when we are done.
- Educators offering activities and experiences that deepen children's interests and skills, children choosing whether or not to join.
- Children resting and napping. Educators spending time sharing a story or song before offering loving care to each child - a backrub, a hand to hold, tucking a blanket in just so.
- Children moving through familiar and predictable rhythms, for example: after tidying up, trying the bathroom and getting outside clothes on.
- Educators showing confidence in children's capability (to tidy up or dress themselves, climb high, etc) and providing help where skills are developing (to zip, or climb down, etc)
- Outside, big open-ended play in the yard and beyond - in green spaces or forest. As with play inside, you'll see educators work alongside children's play, offering a sturdy presence as well as confidence and trust.

NAP/REST PERIODS

We have nappers and non nappers in the preschool room. The decision as to whether a child naps or not is the parents/guardians. The Educators will notify the parent/guardian if they feel strongly one way or another in this regard.

If a child requires a nap, the Centre will provide sheets and blankets. Special cuddle toys or blankets from home are always welcome.

OUTDOOR PLAY IN ANY WEATHER

Children at our centre play outside multiple times a day, every day, all year round. We recognise that long periods of free play outside are essential to the health and wellbeing of children. Time outside means being well prepared and well equipped for the weather. As each season begins, your child's locker should have the following gear, well labeled. If gear is missing, you will be called to deliver those items so your child can participate fully in our program.

<p>Winter</p> <ul style="list-style-type: none"> • Snowsuit (jacket and snowpants) • Warm boots • Neck warmer or Scarf • Toque • Mittens or gloves (and an extra pair) • An extra set of indoor clothes 	<p>Spring</p> <ul style="list-style-type: none"> • Lots of layers! • Rubber boots • Splash pants and Rain jacket or muddy buddy/newt suit • Toque • Mittens or gloves (and an extra pair) • Sweater/sweatshirt • Lots of socks • An extra set of indoor clothes
<p>Summer</p> <ul style="list-style-type: none"> • Hat with brim 	<p>Fall</p> <ul style="list-style-type: none"> • Hat with brim

<ul style="list-style-type: none"> ● Sturdy shoes (appropriate for long walks and forest play) ● Sweater/sweatshirt ● Swimsuit ● Towel ● An extra set of indoor clothes 	<ul style="list-style-type: none"> ● Sturdy shoes (appropriate for long walks and forest play) ● Sweater/sweatshirt ● Light jacket ● Toque ● Light gloves or mittens ● An extra set of indoor clothes
--	---

INCLUSION POLICY

Riverview Ashland Child Care Centre Inc. strives to recognize and celebrate the gifts and strengths of everyone. We work to remove physical, cognitive, social and emotional barriers that families may experience.

We make changes to our daily program to meet the needs of each child within the perimeters of Group Care.

Opportunities are provided for all children to participate in social free play and routines throughout the day.

Riverview Ashland Child Care Centre Inc. provides developmentally appropriate group experiences for all children and encourages the socialization of every child with peers.

We believe that each child deserves an environment and experience that promotes growth in all areas of their development.

Riverview Ashland Child Care Centre Inc. respects and values all questions, concerns and/or comments from parents. Our Center encourages open communication between educators and home, making parents a part of the decision making process for their child.

We recognize that parents have needs and goals for their children and strive to meet those needs to the best of our ability.

Our Centre will also further support families by consulting with other early intervention professionals. We will work together with these professionals, our families and early educators to further meet goals and the needs of the child.

Riverview Ashland Child Care Centre Inc receives professional development in current areas of child development, research, theory and practice annually through Manitoba Child Care Association conferences. We are committed to learning more about various disabilities and full inclusion as a part of our annual training plan.

ADMISSION AND ENROLLMENT

Admission Priority

Criteria for admission includes: :

1. A sibling already attends the Centre.
2. The child requires full time care rather than part time.

3. Children enrolled in the preschool room are given priority for school age spots, by initial admission date. Enrollment in the preschool program does **not** guarantee space in the school age room.
4. Children whose parents are returning to the centre after a parental leave.
5. The child's name is on our waiting list.
6. A preschool child is from the Riverview School catchment area and therefore to be part of the school age program at a later date.

RACC is currently licensed to enroll 65 children. We typically enroll children when they are 3 years of age or independent in the washroom.

BEFORE YOUR CHILD BEGINS OUR PROGRAM:

1. All registration and consent forms must be signed and returned to RACC a minimum of two business days **before their start date**.
2. A copy of any legal agreements/documents regarding custody and parental access must be provided.
3. Any variations to the Transportation Policy and Agreement form must be provided in writing by the parents. See APPENDIX A.
4. Fees must be paid in advance up to the end of the billing period **before their start date**. Billing periods are attached as APPENDIX C.

HOURS

The Centre operates Monday to Friday from 7:15 am to 6:00 pm.

FEES FOR LATE PICK UP AFTER 6:00 pm

A late fee will be assessed for each child on the premises after 6:00 pm. The rate of calculation will be \$10.00 for every fifteen minutes or portion thereof *per child*. The clock in the Centre will be used for the time calculation. This fee is payable to the Centre and will be due within 48 hours.

This fee is based on the time that you and your child/children **leave** the Centre.

Please ensure that you arrive in plenty of time to have your child/children out of the Centre by 6:00 pm, out of respect for our educators time as their shifts end at 6:00.

Failure by a parent/guardian to have a child picked up from the Centre by 6:00 pm will result in the following progressive actions:

1. The parents/guardians will be telephoned at home/work/school.
2. The **“contact”** person(s) will be telephoned and requested to pick up the child/children.

3. In the event that both parents and/or contacts have failed to make pick up arrangements or have not been contacted by 6:45 pm, the Centre has the right to contact Winnipeg Intake for Child & Family Services. This will be at the discretion of educators in consultation with the Director, Assistant Director or any Executive Board Member.
4. A note to the parents/guardians will be posted on the door of the Centre indicating that your child/children are in the care of the contact listed or Child and Family Services.

DROP OFF AND PICK UP PROCEDURES

Parents/Guardians are expected to come into the centre for drop off and pick up. Connecting with parents/guardians at the beginning and end of the day is how we share important information about your child.

Riverview Ashland Child Care Centre is very aware of and concerned about the dangers posed to children left unattended in vehicles including:

- Heat stroke
- Hypothermia
- Carbon monoxide poisoning
- Vehicle malfunction
- Parking lot accidents
- Carjacking
- Child abduction
- Self-release from car seat
- Emotional trauma

In order to ensure the safety of children in and around our Centre, children should not be left unattended in vehicles upon pick up/drop off at the Centre regardless of their enrollment status (i.e. younger siblings).

CHILD PROTECTION POLICY

Riverview Ashland Childcare Centre has a moral, professional and legal responsibility to report a child in need of protection in accordance with The Child & Family Services Act. In the event that Centre educators suspect that a child is or might be in need of protection (i.e. suspected abuse and/or neglect), Centre educators must contact local child welfare authorities and/or police. educators making a report will follow the procedures as outlined in the "*Reporting of Child Protection and Child Abuse: Handbook and Protocols for Manitoba Service Providers, 2013*". https://www.gov.mb.ca/fs/childfam/pubs/handbook_child_protection_and_child_abuse.pdf Any event that suggests that a child is in need of protection will be documented and made available to investigating authorities upon request.

In the event that a Parent/Guardian/Emergency Pick-up person is suspected to be impaired and unable to safely care for their child/ren and/or is planning to drive a motor vehicle while impaired, educators will:

1. Ask the parent/guardian/designate to contact an alternate individual to pick up the child(ren).

2. If the parent/guardian/designate is unable to do so, educators will request permission to contact one or more of the individuals authorized as emergency contact persons to pick up the child(ren).
3. In the event that a parent/guardian poses an immediate threat to children and/or educators, the Winnipeg Police Services will also be contacted.
4. If the parent/guardian/designate refuses to grant such permission or an authorized emergency contact person cannot be reached, educators will contact the Child & Family All Nations Coordinated Response Network as the designated child protection intake agency in Winnipeg.

A meeting with the parents/guardians will be arranged to review the event in question and formulate an appropriate safety plan. In the event that a parent/guardian is unable to adhere to a safety plan and/or poses ongoing risk to children/educators, the Centre reserves the right to suspend/withdraw a child at the discretion of the Board of Directors upon recommendation by the Director, Assistant Director and/or ECE. Such a decision would be communicated in writing and open to appeal within 10 days of the written notification of suspension/withdrawal. This appeal will be heard by the Board.

WITHDRAWAL

Parents/guardians must give a minimum of **two weeks written notice** to the Centre when withdrawing their child. Regular fees will be charged during this period regardless of attendance.

Part time users may be given two weeks notice if the space is required for a full time user.

Parents/guardians may be asked to withdraw their child if the child's behavior is consistently inappropriate and/or disruptive to the others in the Centre, as outlined in the Behavior Management Policy (see APPENDIX B)

CHILD CARE FEES

Fees are paid in advance of care on a 20 day billing period/schedule distributed to the Centre by the Manitoba Child Day Care Office. (APPENDIX C). Fees are subject to revision from time to time and follow Manitoba Child Day Care regulations.

The fees stated below are in effect as of June 2023 until further notice.

PRE SCHOOL FEES

Full time space

The present fees are \$10.00 per day for each preschool child in a full time space or \$200.00 per 4 week billing period. A full time space is available to the child/children between the hours of 7:15 am to 6:00 pm, Monday to Friday as well as during all school breaks and in-services. If parents/guardians require more than 10 hours of care a day, this must be applied for in writing to the Director. If the request is approved, an extra fee will be charged for using over 10 hours of care of per day. **We reserve the right to deny any request based on the needs of the child/children.**

Part time/casual space

Part time/casual spaces are not typically offered. These spaces are applied for on a year to year basis. Full time spaces **always** have priority over part time spaces.

SCHOOL AGE RATES/FEEES

The periods are:

Before School

Lunch Hour

After School

The present fees are \$10.00 per day for full time School Age care.

1. FULL TIME CHILD CARE

Child care is provided year round and applies to children who are enrolled in any 3 periods per day. Period means: before school, lunch and/or after school.

INSERVICE DAYS AND SCHOOL CLOSURES

In-service days and school closures (including summer) will be billed at a rate of \$20.80 per day (full cost of care) whether your child is in attendance or not.

ADDITIONAL FEES

Parents/guardians are asked to contribute towards field trips. Families will be invoiced \$7.50 per trip, per child. Families will receive advance notice about field trips. Children who do not go on field trips may be accommodated in other groups as ratios allow- parents should pre-arrange with Educators.

From September to June (during the school year) a **monthly** transportation fee of \$5/month/child will be charged for each child registered in both the preschool room and school age room programs. This fee will be applied to the maintenance of the Centre's van and will be itemized on your monthly invoice.

SNACK FEES

The snack fee will be \$3.00/day or \$60/child per pay period. You may opt in/out of snack at the beginning/end of a pay period NOT day by day. You will be billed in advance for snack as you are for your parent fees.

DONATIONS AND FUNDRAISING

Fundraising is a necessity in a non-profit child care program like RACC.

We are a charitable organization and therefore are able to issue income tax receipts for any donations. Some families choose to make a donation rather than participate in fundraising activities.

Our goal is to do Fun-raising rather than Fundraising and focus our efforts on activities that are diverse and interesting to the families in our neighborhood. We'd love your input! Please let the Director know if you'd like to join our fundraising committee.

PROVINCIAL SUBSIDIES

A provincial government fee subsidy, based on net family income, is available to families who qualify. Subsidized families are responsible for an additional \$2.00 per day per child.

This cost is in addition to any amount given as their "family portion" on the subsidy approval sheet. Applications for subsidy can be picked up in the daycare's office or at the Provincial

Child Day Care Office on 2nd floor, 114 Garry Street (945-2197) or can be completed online at www.direct.gov.mb.ca and follow the links to the subsidy online service.

PAYMENTS

Payment is made on a four week billing period that you will be given as part of your enrollment package and can also be found on our website (riverash.com). Fees are paid **in advance** of care at the beginning of the pay period. All parent fees are paid through Pre-Authorized Debit through Telecom Options.

You will receive a PAD (Pre-Authorized Debit) Agreement as part of your registration package. Please attach a "VOID" cheque or a print out of your banking information. Your child will not be considered enrolled until this is received by RACC.

Child care fees will be withdrawn automatically from your account on the billing period due dates found on your billing calendar, and are set by the Province of Manitoba.

Cheques are to be made payable to **Riverview Ashland Child Care Centre Inc.**

E-transfers need to be pre-arranged with the Director. As we are not set up to track E-transfers that have gone awry they will be accepted in emergency only and not as part of your regular monthly payment.

Cash payments are accepted only when the Director or Assistant Director is available to immediately write a receipt for the parent/guardian. No change available to be given for cash. We discourage the use of cash for security reasons.

Receipts are emailed once a pay period and Official Tax Receipts will be emailed at the end of January, beginning of February annually. Please email the Director if you require a replacement receipt. Repeated requests for replacement paper receipts may be met with an additional administrative fee.

LATE CHILD CARE FEES

Failure to pay fees on time will result in the following progressive actions:

1. The parents/guardians will be issued a written reminder the first Wednesday following payment due date.
2. The parents/guardians will receive a final written reminder the first Friday following the payment is due.
3. The parents/guardians will receive a telephone call from the Centre Director or designate Wednesday during the second week following payment due date (at the parents/guardians place of work if necessary).
4. The parents/guardians will receive a telephone call from the Treasurer of the Board of Directors the second Friday following the payment due date (at their place of work if necessary).
5. The parents/guardians will be advised that if payment is not received by the following Friday, their children will not be able to attend the program effective the next Monday.
6. A claim will be made through Small Claims Court or a Collection Agency.

NSF cheques/Pre-Authorized Debit Payments

There will be a charge of \$25.00 for each Non-sufficient fund cheque or Pre-Authorized Debit Payment issued. After the third NSF charge, payment will have to be made by cash, e-transfer or money order. Repeated NSF payments could result in a loss of child care services.

CENTRE CLOSURES

The Centre will be closed on the following days:

New Years Day

Louis Riel Day

Good Friday

Easter Monday

Victoria Day

Canada Day

Civic Holiday (1st Monday in August)

Labor Day

National Day for Truth & Reconciliation (including day in lieu when appropriate)

Thanksgiving Day

Remembrance Day

Christmas Eve – 1:00 pm closure if Christmas falls on a weekday

Christmas Day

Boxing Day

New Years Eve – 1:00 pm closure if New Years falls on a weekday

One Professional Development day each year - you will receive a minimum of one month's notice of the date.

Reminders will be posted prior to closures and can be found on our website.

In-service fees are charged for holidays.

EMERGENCY CLOSURE

Parents/guardians will be notified by email should the Centre close because of uncontrollable circumstances ie. blizzard, gas leak, lack of staffing due to a pandemic etc. Regular fees will be charged.

FOOD/NUTRITION

Eating together is an important part of our day and we strive to provide positive eating environments for children. We follow a division of responsibility: parents decide what food to send, educators decide when and where food is available, and children decide what to eat and how much.

School age children can access snacks from home as needed before and after school. Preschool children sit down to snack together mid-morning and mid-afternoon.

When hot lunch is provided, a detailed menu will be posted in advance.

Microwaves are available to heat children's lunches during the lunch hour. Please remember educators are unable to prepare your child's lunch. In summer, microwaves are not always available as we picnic outdoors often.

Utensils, plates, bowls and glasses are available for the children's use.

Due to possible allergies, and to respect each family's religious and other food choices, children are not allowed to trade or share food in their lunches. Leftovers will be returned to the child's lunch box and sent home.

SNACKS

RACC will be re-introducing a snack program as a pilot-project between September and December 2023. We will be evaluating the staffing and financial sustainability of the program as well as family interest in a snack provided by the program vs. families supplying their own snacks.

A morning and afternoon snack is provided by the centre. Snack menus are posted by each room. A minimum of two food groups will be represented in each snack.

Preschool children sit together for a morning and afternoon snack. Children attending Nursery or Kindergarten will be able to snack before walking to school at 8:30 or after returning at 3:30.

School aged children will have a come-and-go morning snack available before 8:00 am- so that everyone is ready for walking to school. An afternoon snack will be provided when they return after 3:30.

RACC will make our best efforts to accommodate allergies, sensitivities, and religious/cultural concerns providing they do not cause undo hardship. Please talk to one of our educators so we can work together.

See Additional Fee Section for fee information.

CLOTHING

The children need indoor shoes at the Centre every day. Children play on the floor and so it is important to us to provide a clean area for them to play. Please remember this during the winter months when boots are worn.

For your child's health and safety, please ensure that they **always** have extra clothing available. **This applies to both school age and preschool children.**

Accidents, such as falling into a mud puddle or spilling your lunch, can happen to all children, and since we cannot provide clean clothing, the parent may be called at work to bring extra clothes. Please remember to label all clothing.

Our program requires outdoor activity on a daily basis (including the walk to school) in all seasons and in all weathers. Please dress your child for the weather conditions and refer to the chart in the "outdoor play" section for what to send.

ACCIDENTS

Minor scrapes and bruises are an expected part of healthy play therefore we do not define those as an accident and may not always record them as such. We will strive to always give a verbal notification of any marks on your child.

We will create a record of any injury that is out of the ordinary, involves the head, where first aid is required, or is particularly traumatic for your child. You will be presented with a copy of this incident report.

Educators are trained in and must maintain emergency first aid and CPR training.

Parents/guardians will be contacted if the accident requires immediate medical attention.

In the unfortunate event that your child requires medical care after an accident at RACC please provide us with the name of the Doctor as we are required to report the incident to our Child Care Coordinator within 24 hours.

The Centre should be notified immediately of any changes to names and numbers of Parents, Guardians, emergency contacts and pick up people.

EMOTIONAL CARE

Open lines of communication are vital for your child's well-being. Please remember that the educators should be notified of any significant occurrences in the child's home life. Confidentiality is assured.

CUSTODY ARRANGEMENTS

The Centre requires copies of current custodial arrangements. Parental access cannot be denied by the Centre without a copy of your Court Order.

REQUEST OF AFFIDAVITS

Because the Board does not wish to be seen taking a position in domestic disputes and because evidence is generally available by subpoena, it is the general position and policy of Riverview Ashland Child Care Centre Inc. not to furnish affidavits to parents in domestic disputes.

When any employee is asked to furnish an affidavit related to matters arising out of their job duties, then the request is to be communicated to the Director. Educators 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 Director, if the 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 Director's decision is to be made final. The Board will hear submissions from parents or "appeals" of the Director's decision.

All information will be disclosed in accordance with provision of any legislation or court order.

Riverview Ashland Child Care Centre Inc. follows the Province of Manitoba document, "Understanding Custody Arrangements and Court Orders by the Criminal or Family Law Courts" located at https://www.gov.mb.ca/education/childcare/resources/custody_arrangements.html.

HEALTH AND SICKNESS

The Centre does not have the staff or facilities to care for or to isolate a sick child. You will be notified when your child becomes ill. Parents/guardians are responsible for making **immediate**

(within the hour) alternate arrangements for the child's care. Should your child become ill at school, they will contact you to pick up your child there.

The parents/guardians must sign a release form before any medication can be given to your child at the Centre. Medication must never be left in lunch boxes or lockers. Please give the medication to an educator who will put the medication in a safe place away from the children.

Medication will only be administered by the Centre if:

1. The parent/guardian signs a release form.
2. The medication being administered was prescribed by a physician.
3. The medication is in the original container with a prescription label that has the child's name and an appropriate time period outlined on the label.

We will NOT administer over the counter medication under any circumstances (ie. Tylenol, cough syrups, etc.)

NOTIFICATION OF ABSENCES

Please notify the Centre when your child will be absent. It is important that we know the reason for the absence, as the health department requires that we report all communicable diseases. Regular fees will still be charged if your child is absent.

Ways to notify are:

Email: info@riverash.com

Phone: 204-477-0917

Cell: 204-795-0387

ANAPHYLAXIS POLICY

When a child care facility is made aware that a child has or may have a life-threatening allergy and may require the immediate injection of adrenaline by auto-injector, this procedure must be followed:

1. When the child care facility is made aware that a child has a life-threatening allergy and carries an adrenaline auto-injector, appropriate planning can begin. Based on this information, a URIS (Unified Referral and Intake System) application should be submitted.
2. The child care Director will advise the parents/guardians of the child that:
 - (a) A URIS application will be completed on an annual basis. See Appendix "A"
 - (b) Parents/guardians of the child with the life-threatening allergy are required to sign an "*Authorization for the Release of Information*" form to the child care facility on behalf of URIS, Regional Health Authority and/or nursing agency. See Appendix "B".
 - (c) Parents/guardians of the child with the life-threatening allergy must complete the "*Authorization Form for Administration of Adrenaline Auto-Injector*" form. See Appendix "C".
 - (d) A Health Care Plan/Emergency Response Plan will be developed in consultation with the parents/guardians of the child on an annual basis.
 - (e) When an adrenaline by auto-injector is used, an ambulance is to be called immediately and the child will be transported to the hospital.
3. The child care Director will submit the URIS Application to URIS for approval.

4. Once the URIS application has been approved, the child care Director is responsible for telephone contact with the nurse to notify him/her of the approved URIS application and request their services for staff training and Health Care Plan development. The child care Director will ensure that the Public Health Nurse develops an Individual Health Care Plan/Emergency Response Plan. This is completed in collaboration with the parents/guardians, administration/provider and other appropriate and relevant personnel. The plan will be specific to the age and maturity level of the child, the specific properties of the allergen and the parameters of the program.

LICE/NITS POLICY

If nits and/or lice have been found in your child's hair, a parent/guardian will be called immediately to pick up. Your child can return when they have been treated with a lice shampoo/treatment and all nits have been removed. This policy is to prevent further infestation among other children, families and educators. We recognize the expense and time attached to treatments and will do everything we can to control an outbreak.

PARENT INVOLVEMENT

We encourage you to become a committee member or member at large of the Board and to have input into your child's Centre.

Please remember to check the bulletin board as day to day information is posted here.

Please feel free to share any resources you may be able to contribute to our themes (ie pictures, books, etc) and any other ideas you may have. Craft supplies, recycled items (except styrofoam) are always needed and appreciated.

Parents/guardians are asked to participate in various fundraising activities during the year.

Parent/guardians are always welcome to attend field trip activities but please confirm your attendance ahead of time, sometimes space is limited based on our space on the chartered bus.

TOY, TECHNOLOGY AND MEDIA POLICY

Please check in with your child's educators about whether or not it is a good time for your child to bring toys from homes. **Please note that the Centre does not assume any responsibility for lost or stolen toys.**

School Age children have designated technology use time - check in with the school age educators to find out when this is. They are never given access to RACC's wifi- unless using our tablet or laptop for research purposes under the direct supervision of an educator. Please do not send any technology with your child that is independently capable of connecting to the internet. Families are responsible for ensuring that any downloaded games or media are appropriate for general consumption.

School Age children who have cell phones for safety reasons are expected to keep them in their backpack or pocket while they are at RACC. If children are not complying with this guideline the educators will hold onto their cell phone (or other device) and return it to their parents at pick up time.

SCHOOL ROUTE

Children attending Riverview School are expected to follow a specific route. This is very important, as an educator will look for them along this route.

Educators are not permitted to add children into their group while they are en route. In order for your child (ren) to be included in our walk they must first be brought into the Centre and signed in by educators and the staff. This also applies to outings and field trips. Parents will not be permitted to drop off or meet a group on an outing while we are in transit only. All outings and field trips will be planned in advance and posted in the Centre.

SMOKING

There is no smoking allowed in the Centre or on the City Playground and Community Centre Grounds in keeping with City of Winnipeg bylaws.

PRIVACY POLICY

Riverview Ashland Child Care Centre Inc follows provincial privacy standards as outlined by our licensing body.

YOUR FIRST DAY

Even before your first day, we like parent/guardian and their child to have a short visit at the Centre together. This allows the child a chance to feel secure with their parent/guardian with them while the child explores their new environment.

On the first day we recommend you arrive a few minutes early (no earlier than 7:15 am) to help your child get adjusted to the Centre and meet the educators. This will make the transition a little easier for both you and your child

On your child's first day, please remember to bring:

- a lunch
- the enclosed forms
- shoes
- an extra set of clothing
- appropriate outdoor wear/indoor shoes
- payment for first billing period
- cuddle or transitional toy to help with the first few days as needed.

CONCLUSION

Thank you for taking the time to read this handbook. We hope it has answered many questions for you. If you have any further questions or would like additional information please feel free to ask the educators, Board member, Preschool Supervisor, Assistant Director and/or Director.

This document is intended to work in conjunction with our Code of Conduct, Safety Manual and Behaviour Management Policy. You can find these posted at RACC or are available upon request.

Please note that the following forms must be completed before your child may attend Riverview Ashland Child Care Centre Inc. Please detach and return these forms to the office or complete and return by email on or before your child's first day along with your first payment:

Child Registration form- electronic or paper version
Transportation Appendix forms
Spontaneous Outing Release
PAD Agreement
Parent Agreement

Welcome to our community- we are so happy that you are sharing your children with us!

Parent Agreement with Riverview Ashland Child Care Centre Inc.

- 1.) I understand that my child is not registered at RACC until all required registration documents are completed and returned including the Registration form, PAD Agreement and Parent Agreement.
- 2.) I understand that:
 - a. Pay periods are 20 days on a predetermined schedule (billing calendars available upon request).
 - b. I will be invoiced two weeks before the start of the pay period and fees will be “pulled” from my account on the second day (Monday) of the pay period.
 - c. Invoices will be mass emailed from our invoicing software Child Care Pro (Telecom Options) and I might have to check my spam folder for them and mark it in my contacts.
- 3.) If I pick up my child after closure time, without notice, (as outlined in the Parent Policy Manual) that I will be invoiced for late fees.
- 4.) RACC will be closed for Stat holidays, as outlined in the policy manual (dates available on our website www.riverash.com).
- 5.) In keeping with the Province of Manitoba Early Learning and Child Care Licensing requirements, RACC will be closed for one paid Professional Development Day a year. You will be notified well in advance of the closed date.
- 6.) It is a requirement that I provide Riverview Ashland Child Care Centre Inc with at least one working email address that is monitored regularly for invoicing, tax receipt and communication purposes.
- 7.) It is my responsibility to update my contact information with RACC as changes occur.
- 8.) I understand the importance of attending the AGM and supporting the volunteer Board of Directors.
- 9.) I have read the Parent Policy Manual and the Code of Conduct. I accept and agree to comply with all policies as stated in the manual.
- 10.) I understand and agree to abide by all policies set forth by the RACC Board of Directors and that failure to comply may result in suspension or expulsion from Riverview Ashland Child Care Centre Inc.

1. Parent Name (please print): _____

Parent Signature: _____

Date: _____

2. Parent Name (please print): _____

Parent Signature: _____

Date: _____