

Parents' Manual



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I - HISTORY

In 1980, the Seven Oaks School Division identified a need for before and after school child care. The North YM/YWCA responded by opening three programs in 1981. These programs were located at Elwick School, A.E. Wright School, and James Nisbet School (later moved to O.V. Jewitt School).

A parent Board of Directors was formed at each centre in 1984. Shortly thereafter, the three centres were incorporated into one organization - the O.K. Before & After School Child Care Centres Inc. - providing care to 90 children in the community.

In 1989, the North YM/YWCA opened the Constable E. Finney Before and After School Child Care Centre Inc. This centre was amalgamated with the O.K. Before & After School Child Care Centres Inc. in 1995 and the corporation seceded from the YM/YWCA on July 1, 1995. In 2008, services were expanded to include 5 year old children.

The O.K. Before & After School Child Care programs provide licensed, quality care for approximately 184 children.

The locations and telephone numbers of the O.K. Before & After School Child Care Centres are as follows:

Elwick School	30 Maberley Road	204-632-7516
A.E. Wright School	1520 Jefferson Avenue	204-633-1337
O.V. Jewitt School	66 Neville Street	
School-age Program		204-632-9669
Kindergarten Program		204-633-1714
Constable Finney School	25 Anglia Avenue	204-694-1545
Administration Office	204-35 Marbury Road	204-632-5115

II - PURPOSE & PHILOSOPHY

MISSION STATEMENT

O.K. Before & After School Child Care Centres Inc. exists to provide licensed, quality child care for Kindergarten children to 12 years.

Mission Objectives

- Adhere to the Manitoba Early Learning & Child Care Program's Best Practices Licensing Manual for Early Learning and Child Care Centres
- Provide a unified program that meets the children's needs and interests
- Offer a safe learning environment for children
- Work cooperatively with families to support the development of their child
- Exist as an active partner with the school division, other child care programs and the members that make up our community

VISION STATEMENT

To provide a peaceful, purposeful learning environment where all individuals are respected and appreciated.

Vision Objectives

- For children, families and staff to be courteous, tolerant and understanding of one another
- For everyone to be responsible for their own actions and demonstrate self-control
- To offer programs that will develop integrity and confidence in children
- Support an environment which values individual differences, feelings and opinions
- For conflicts to be resolved tactfully

STAFFING

Staff are classified as either a Child Care Assistant (CCA), or an Early Childhood Educator II or III (ECE II or ECE III) by the Manitoba Early Learning & Child Care Program. As per the licensing regulations, 50% of the staff at each program must be classified as either an ECE II or III. CCA's are required to take a 40-hour course specific to child development within the first year of their employment.

All staff keep current First Aid and Infant/Child CPR certification.

Every employee is expected to participate in 24 hours of professional development on an annual basis. This enables us to continuously assess and improve the quality of care that the O.K. Before & After School Child Care Centres provides.

All employees complete an investigation authorization form (which includes a Criminal Record Check and Child Abuse Registry) that is submitted to the Manitoba Early Learning & Child Care Program and to the Winnipeg Police Department.

III - PARENTAL INVOLVEMENT

We encourage and require parental involvement in the administration of the O. K. Before & After School Child Care Centres Inc. in the following ways:

- Joining the Board of Directors (our organization cannot function without an elected Board of Directors as outlined in our Constitutional By-laws). Without the support of families/parents, **our programs could be jeopardized.**
- Volunteering on field trips or special days at the centre
- Making the organization's Annual General Meeting a priority. It is held every year during the 3rd week of March. **Mark your calendars and plan on attending.**
- Offering your special skills to the programs in any way you feel may be helpful.
- Participating in fundraising. O.K. Before & After typically does two fundraisers per year. All of the money raised directly benefits the programs through the purchase of new equipment, activity supplies, etc. **All Families are asked to participate in our fundraising efforts. If for some reason you cannot do so,**

families are encouraged to make a monetary donation in lieu of participation. Any donation over \$10.00 is eligible for a charitable receipt.

IV - POLICIES OF O.K. BEFORE & AFTER SCHOOL CHILD CARE CENTRES INC.

HOURS OF OPERATION

O.K. Before & After School Child Care Centres Inc. is open every working day of the year. The program operates on School days from 6:30 a.m. until school begins and from school dismissal until 6:00 p.m., Monday through Friday with the exception of statutory holidays and other declared holidays (see attached "Centre Closures"). We are unable to provide child care for children who have late start or early dismissal. The Kindergarten program is open from 6:30 a.m. - 9:00 a.m. and 11:00 a.m. - 6:00 p.m.

On Non-School days, the programs are open from 6:30 a.m. - 6:00 p.m.

LATE PICK UP FEES

O.K. Before & After School Child Care Centres Inc.'s programs close at 6:00 p.m. Parents will be charged \$10.00 per fifteen minutes (or any portion thereof) **per child** who has not been picked up by 6:00 p.m. The late fee will be invoiced directly to the family's account. Payment of the late fee is expected by the end of the current billing period.

All children and families will depart the program by 6:00 p.m. to avoid any late fees. The centre reserves the right to reconsider child care services in the event of perpetual lateness. In case of a discrepancy with regards to the time, the staff will always refer to the school clock.

NOTE: We do understand that parents may, at times, be late due to extenuating circumstances. Please call ahead to inform staff should this occur. It is the parent's responsibility to arrange for an alternate adult to pick up his/her children if they are unable to do so by 6:00 p.m. Please refer to the **ARRIVAL AND DEPARTURES** for further information.

CHILD CARE SPACES AND ENROLLMENT

O.K. Before & After School Child Care Centres Inc. is licensed for 184 children -

- A.E. Wright - 29 children (6 - 12 years)
- Constable Finney - 45 children (6 - 12 years)
- Elwick - 45 children (6 - 12 years)
- O.V. Jewitt School-age - 45 children (6 -12 years)
- O.V. Jewitt Kindergarten - 20 children (5 years/enrolled in Kindergarten)

Children who turn 13 during the school year are permitted to attend until the end of the school year and the subsequent summer program.

All spaces are considered full time (i.e. before and after school, Monday - Friday). Part time spaces will be offered only if - a) the relevant centre enrollment has not reached capacity *or* b) two families are able to share a space. Families that are using/sharing a part-time space will be expected to sign a contract agreeing that - a) if the relevant centre does reach capacity *or* b) if the other 'sharing' family no longer requires the space, such parents will be required to take the space full time to secure enrollment.

Although every effort shall be made, children who are enrolled in our Kindergarten program are not guaranteed a space in one of our School-age programs for the upcoming school year. The organization is licensed for a maximum number of children by the Manitoba Early Learning & Child Care Program. Priority will be given to a) siblings of children already enrolled in the program and b) by date of initial registration.

Siblings of children, who are currently attending our programs, will be given priority for future enrollment. Please ensure that you have indicated your child is a sibling when they are placed on the online Child Care Registry. Casual child care will only be considered if possible and at the discretion of the Executive Director.

Parents may request transfers to their home school via the administrative office.

For safety and security reasons it is essential that the O.K. Before & After School Child Care Centres Inc. always have current information regarding phone numbers, addresses, job changes, medical status, child custody changes, authorized pick-ups for the children, and schedule changes. Vital information updates occur bi-annually, however, parents are required to inform centre staff and/or administrative staff of any changes that need to be made to their child(ren)'s vital information file(s) as soon as they occur.

REGISTRATION FEES

A registration fee of \$80.00 per child is required for all children enrolled in any programs offered by O.K. Before & After School Child Care Centres Inc. After paying the initial registration fee, each subsequent child per family, will be billed \$40.00.

This fee is cashed upon receipt, and is payable within three days of a space being confirmed by the administrative office and confirmed by the parent/guardian. Should the registration fee not be received and/or the administrative has not heard from the parent/guardian within three days, the administration office will automatically assume that the child no longer requires care and will immediately remove the child's name from the wait list.

The registration fee will be refunded when - a) a family has given their 2 week's notice (see **WITHDRAWALS**) and b) all outstanding child care fees are paid in full, including any adjustments in accordance with the **FEE PAYMENTS** policy. For subsidized families, the registration fee will be refunded when the above criterion is met and when the administration office has received final payments from the Manitoba Early Learning & Child Care Program. If families have exceeded their allowable absences, their account will be adjusted accordingly.

The registration fee will not be returned to any family that is sent to collections.

BUSSING TO SCHOOL

Bussing services are available through the Seven Oaks Transportation department @ 204-338-7051. It is the family's responsibility to contact the department and make the necessary arrangements. Costs related to transportation are at the discretion of the transportation department.

Transportation (Seven Oaks School Division) may be cancelled due to inclement weather (-45C or colder) and/or adverse road conditions. In such cases, buses will not operate that day. Please call the Transportation department or listen to CJOB 680 to confirm the operation of the busses. It is the parents' responsibility to transport their child(ren) to the centre and/or school. Regular child care fees and regular program hours will still apply.

All children being picked up by school bus may leave their programs and walk to the designated bus stop without staff supervision, except for the Kindergarten children, who will be walked to and from their stop. As well, all children delivered to programs by school bus after school must walk from the designated bus stop and into their programs without staff supervision. Staff will make every effort to supervise this part of the schedule when staffing permits.

FEE PAYMENTS

Regular Child Care Fees for Kindergarten

- 0-10 hours \$20.80/day

Regular Child Care Fees for School-age

- 1 period * \$6.15/day
- 2 periods \$8.60/day

Refers to regular School days.

- 0-10 hours \$20.80/day

Refers to Non-School Days including inservices, School Breaks & Statutory Holidays.

- 10+ hours \$31.20/day

Refers to Non-School Days where children attend full days exceeding care for 10 hours.

* Families will only be permitted to attend 1 period/day if enrollment permits.

Subsidized Fees

Government subsidy is available for families who qualify. Application forms are available at our programs and the administrative office. Application forms shall be submitted to the Child Care Subsidy program, 102-114 Garry St., on or before the start date at any one of the programs of O.K. Before & After. Submissions may also be made online at www.gov.mb.ca/childcare. Subsidized families will be expected to make arrangements with the Provincial Services Child Care Subsidy program if they are planning to use more than 10 hours of care per day (on non-school days). Also, it is the family's responsibility to notify the Provincial Services Child Care Subsidy program of any changes to their subsidy information (i.e. address, marital status, income, reason

for service, termination of employment/education status) during the subsidy approval period.

For new applications, it is the parent's responsibility to have confirmation, either by phone or in writing, of subsidy approval. Families will be charged the full rate of care until we receive notification of approval.

For re-applications of subsidy, it is the parent's responsibility to re-apply prior to their subsidy expiring. **Parents will be invoiced the full amount of child care fees**, if confirmation of the re-approval has not been received in our administrative office before the subsidy expires. If a subsidized family exceeds their allowable absent days, they will be invoiced the full amount of child care fees.

Payment Schedule

Child care fees are invoiced four (4) weeks in advance of child care services. The billing periods do not follow a monthly schedule. You will receive a billing schedule upon enrollment at the programs. Invoices will be emailed to parents, approximately one week before fees are due. **The amount is due within the first week of the billing period.**

Fees may be paid by cheque or money order made out to the **O.K. Before & After School Child Care Centres Inc.** Cash payments will only be received at our administrative office at 204 - 35 Marbury Road. Cheques/money orders must be handed directly to one of the child care staff. Parents will be required to initial the payment binder at the centre, once payment has been made. Administrative staff will issue all receipts (via email) approximately one week after centre staff has received fees.

Year-end receipts will be emailed to all families by the end of February for income tax purposes.

Payments received after the "due date" (refer to billing schedule) will be considered late. The following steps will be taken:

- **Week 1** - payment due
- **Week 2** - late charge of \$10.00 applied to account. At the end of Week 2, if payment has not been received, parents will be notified in writing that effective Monday of Week 3, their child will be suspended.
- **Week 3** - child is suspended until a payment is received.
- **Week 4** - if full payment has not been received by the last day of the billing period, **child care services will be terminated.**

If the centre receives a **NSF cheque**, the amount of the cheque will be re-invoiced back to the family's account. A NSF charge of \$30.00 will be billed to the account along with any outstanding fees and a \$10.00 late fee. If a family is issued two NSF notices within a calendar year, the administrative office reserves the right to request all future payments to be made via certified cheques, money orders or in cash form.

At any time, the centre reserves the right to ask for payments in the form of cash.

Once child care services are terminated, any outstanding fees will be referred to a collection agency, after thirty calendar days. At that time, registration deposits will not be returned and our administrative office will no longer accept payments. The family will be responsible for all outstanding fees (including late fees).

Please note: upon termination of services, families lose their child care space(s). Once their account is cleared at the collections agency, families may re-apply for a child care space using the online child care registry. O.K. Before & After School Child Care Centres Inc. reserves the right to refuse entries into our programs.

Any child(ren) attending the centre after termination will be turned over to C.F.S. as abandoned, if families cannot be contacted.

CENTRE CLOSURES

Parents are required to pay for all days, Monday - Friday, throughout the entire year regardless of the actual days attended. Centre days will be categorized as school days and non-school days as recognized by the Provincial Subsidy Office.

School days refer to the days that the school is conducting classes in both the a.m. and p.m. (approximately 190 days/year). The rate per child is \$8.60 per day. (Refer to **Summer Program** policy.)

Non-School days refer to the days that the school is not conducting classes in both the a.m. or p.m. (approximately 70 days/year). The rate per child is \$20.80 per day.

Holidays must be paid for even though your child does not attend on those days. (Families will be billed the non-school day rate.) The exception is the annual Professional Development Day. Families will not be billed child care fees for this day.

The centres will be closed for the following non-school days throughout the year -

New Year's Day	Victoria Day	Thanksgiving Day
Louis Riel Day	Canada Day**	Remembrance Day**
Good Friday	Terry Fox Day	Christmas Day
Easter Monday	Labour Day	Boxing Day
Professional Development Day*		

* The centres will be closed one day per year for a Professional Development Day for staff. Typically, this day will fall in April or May. Families will be given a minimum notice of one billing period of this closure date and will not be invoiced for this day.

** If Canada Day or Remembrance Day falls on a weekend, the centres will be closed a day in lieu of.

If December 24th, falls upon a weekday, O.K. Before & After School Child Care Inc.'s hours will be 6:30 a.m. - 1:00 p.m. If December 31st, falls upon a weekday, we will be open 6:30 a.m. - 3:00 p.m.

SCHOOL INSERVICES (Non-School days)

For children who attend our "feeder" schools (Leila North, James Nisbet, Collicut, Amber trails etc.), it is the family's responsibility to confirm whether their inservice days coincide with the inservices of one of our four main schools. All arrangements must be made through the administrative office. We cannot guarantee that care will always be available.

Parents who have children in the “feeder” schools will be required to pay the **Non-School day** rate on the days that the “feeder” school’s inservices coincide with the inservices at the school in which their child care centre is located. If full day care cannot be provided, families will only be billed the **School Day** rate.

All parents will be asked to inform the staff if their child will be in attendance on any inservice days. This allows us to ensure that proper staff/child ratios are being met at all times.

SUMMER PROGRAM (Non-School/School days)

The summer program is available to all families in week blocks only. Families can choose which weeks, if any, they require.

Weeks signed up for - families are billed their **Non-School day** rate (\$20.80/day/child)

Weeks not signed up for - families are billed their **School Day** rate (\$8.60/day/child)

Parents will receive a summer attendance form a minimum of one billing period prior to the end of the school year. Parents must indicate if a) they require care during the summer *and* b) which weeks they require care. All forms must be returned to the administrative office by the specified due date. Any changes to the forms will not be made after this date. Families may be permitted to add weeks to their child’s summer schedule if there is available space.

Government subsidy is available to those families who qualify. Please refer to the **Subsidized Fees** policy.

Families will be notified which centres will remain open during the summer program.

WITHDRAWALS

O.K. Before & After School Child Care Centres Inc. requires written notice two weeks in advance of withdrawal of attendance from our programs. If notice is not given, parents will be charged for the two week period following their child(ren)’s last day of attendance. *Please note - for all subsidized families, parents will be billed full fees (during the two-week withdrawal period) for any absent days used over the allowable absent amount. Any outstanding fees will be processed according to our fee collection policy (refer to **REGISTRATION FEES & FEE PAYMENTS**).

ARRIVALS AND DEPARTURES

Parents and children may NOT arrive before 6:30 a.m. Children must be accompanied directly into the programs and signed in. In the event the school is not open at 6:30 a.m., parents are required to stay with their child until a division personnel arrives to open the school. Children become the responsibility of the centre only after they are signed in. Once the pick-up person has signed the child out, the centre(s) no longer assumes responsibility of the child. Staff will release children only to the people listed in their registration package. Identification will be required if the staff are not familiar with the individual.

In the event that a parent must have an adult (other than those listed on their child's vital information form) pick up their child, the parent must provide written notice or call the staff to inform them. Staff will record the request in the centre log book and the designated adult will be required to present identification to the staff on duty before the child is released. For the safety of your child, the staff will request that this person provide photo I.D. The law requires that we can only release your child to persons thirteen (13) years and older.

Staff are not allowed to release any child to an individual who appears to be under the influence of alcohol or drugs. An alternate adult listed on the child's vital information will be contacted to assume responsibility of such child.

If any child does not arrive to the program within 10 minutes of school dismissal, a staff will go to the school office for information. If staff are unable to locate the child within 15 minutes of school dismissal, one of the child's parents/guardians will be contacted. This process is time consuming and takes a staff away from the group; thus reducing the safety of the program. **Therefore, if your child has been picked up from school early or will not be attending the program after school, please leave a note at the centre or a message on the answering machine.**

If any child has not been picked up by 6:15 p.m., and centre staff have not been informed of the emergency that is the cause for the delay, centre staff will:

- 1) Call the parent
- 2) Call all pick-up and emergency persons listed on the child's vital information
- 3) If staff are unsuccessful in reaching any of the above persons by 6:30 p.m., the staff will contact the Executive/Associate Director who will then call Child and Family Services for emergency placement of the child(ren).
- 4) The Executive/Associate Director and/or the staff will wait with the child(ren) until a social worker arrives.

Staff are not permitted to take children home under any circumstances. Please refer to page 5 for description of late pick up fees.

LEGAL DOCUMENTS

O.K. Before & After School Child Care Centres Inc. requires copies of any legal forms stating the details pertaining to child care arrangements, care and custody. Without such documentation, either parent would have access to his/her children. The centre follows the Manitoba Early Learning & Child Care Program's protocol Understanding Custody Arrangements and Court Orders Issued by the Criminal or Family Law Courts.

MEDICAL ILLNESS

If a child becomes ill, or if a serious accident occurs at the program, a staff will contact the parent to make him/her aware of the situation. Parents or designated pick-up persons are expected to pick up a child who is not coping. We ask that parents not bring children who are unable to cope in the programs as it is unfair to them.

Children may not attend the programs if they have contracted a communicable disease (measles, etc.) or an infestation (lice, etc.). Children must remain home during the remainder of the incubation period of communicable diseases or until the infestation has been remedied according to public health guidelines. A doctor's certificate may be required to allow a child to remain or re-enter the program. Families would be responsible for any incurred costs.

Please inform the Site Manager if a child contracts a communicable disease or an infestation. We will post notices to inform families of communicable diseases or infestations that are present at the centres. These notices are always anonymous. Confidentiality is assured in these situations. In addition, all families of the program will receive a letter notifying them of the presence of the communicable disease.

In the event that a child becomes ill while at school and is picked up from school, parents are required to contact the centre so that staff are informed. (Please see **ARRIVALS AND DEPARTURES.**)

MEDICATION

A parent must fill out a permission form before his/her child may be given medicine. Staff will keep written records of medication given to children including the type of medicine, the amount given, the time of day it is administered, and the signature or initial of the staff who administered it.

We will accept only the medicine brought to the centre by the parent or guardian. In the case of patent medicine it shall be supplied in its original container. In the case of prescription medicine, it shall be kept in the container supplied by the Pharmacist for that purpose. Any medicine (ie; Tylenol, prescribed medicine, etc.) brought to the centre must be given directly to a staff member so that they may put it in a secure location. One staff on duty will be assigned responsibility for the administration of medication.

For families with a child with a life-threatening allergy, the O.K. Before & After School Child Care Centres Inc. has developed a specific anaphylaxis policy. Upon enrolment of any child with a life-threatening allergy, we will initiate the process for an Individual Health Care Plan with the family, as well as with a provincial government funding mechanism called the Unified Referral and Intake System (URIS), that provides support for children with special needs. It is the family's responsibility to inform the centre if their child has a life-threatening allergy.

Children who require an inhaler for asthma or an epi-pen for allergies must keep an inhaler/epi-pen at the centre at all times. For children who wear a medical alert bracelet/necklace, please ensure that they are wearing this notification at all times.

LUNCHES AND SNACKS

All centres within the O.K. Before & After School Child Care Programs are nut aware. This includes any product that "may contain traces of nuts". In the event that a child brings a product that may contain traces of nuts to the centre, staff will place the unopened nut products in the child's lunch bag to be returned home.

Children must bring lunches on school inservice days and on school holidays. O.K. Before & After School Child Care Centres Inc. has a nutrition policy, consequently,

families are asked to send lunches that are also nutritious. If you would like to include one small treat (i.e. a small bag of chips, 2 cookies, a mini-chocolate bar etc.), staff will always encourage the children to eat the “nutritious” part of their lunch first. If you require ideas for suitable lunches that will provide sustained energy for your child, please ask a staff for suggestions.

The centres provide milk and cutlery at lunch time.

Microwaves are available at each of the sites, so heat-up foods, which require little to no preparation, are welcome (i.e. leftovers, soup in a tupperware container etc.). Please note, a microwave is not available when children are on field trips.

The programs will provide nutritious morning and afternoon snacks. However, they are only snacks and it is essential that children still eat breakfast before they arrive in the mornings.

For every occurrence that staff are required to make a lunch for a child, families will be billed \$5.00. (i.e.; \$5.00 per lunch). We will attempt to notify the family prior to making the lunch, so they may bring a lunch for their child to avoid the charge.

CLOTHING

Since we play outside everyday (weather permitting as outlined in Manitoba Early Learning & Child Care Program’s Best Practices Licensing Manual for Early Learning and Child Care Centres), parents must ensure that children are appropriately prepared:

- Winter - ski pants, boots, hat, mitts (extras), warm coat
- Summer - shorts, t-shirt, water bottle, bathing suit, towel, sun hat

Children must have proper footwear (both indoor and outdoor) at the centre at all times. This implies flat bottomed, non-elevated sandals/shoes with backs or back straps. **No flip flops or “croc”-type shoes are allowed.** Runners must be worn in the gym at all times. Appropriate footwear must be worn for outdoor play, at the staff’s discretion.

Please label all personal items with permanent marker and check the lost and found regularly for missing items. O.K. Before & After School Child Care Centres Inc. will not be responsible for damage to children’s property or for lost articles.

TOYS FROM HOME

We ask that parents not allow their children to bring their own toys to the centres. Toys from home are often lost, broken or stolen. If a child does bring a toy from home into a program he/she will be required to put it away until he/she is picked up.

The only exceptions to this policy are a) children will be allowed to bring books (approved by staff) from home to read at the centre *and* b) on “toys from home” days children will be permitted to bring toys. Children and families will be notified of any upcoming “toys from home” days.

Staff will use their discretion on which toys are permitted and any rules surrounding the use of these items.

ACCIDENT PROCEDURES

All staff are trained in First Aid and Infant/Child CPR. A staff will administer First Aid or CPR as required in the event of an accident.

All injuries will be recorded on an accident report form by staff. The form must be signed by a parent/guardian, then it will be kept on file. Parents may request a copy at any time. In the case of more serious injuries, the accident will also be reported to the Child Care Co-ordinator of the Manitoba Early Learning & Child Care Program. Should a child become injured prior to school, the staff will notify school personnel.

For any injury that appears to require medical care, staff will contact a parent immediately. If the staff feel that the injury is of sufficient severity that waiting for the parent would cause undue complications, the staff will call an ambulance first, and then the parent.

NOTE: Parents will be responsible for the cost of an ambulance.

RESEARCH, PHOTOGRAPHY, VIDEO-TAPING

As indicated on the registration package, permission must be granted by the Parent/Guardian before any research project, photography or videotaping is carried out by any person with respect to the children in the programs.

INDIRECT SUPERVISION (FOR SCHOOL-AGE CHILDREN - 6-12 YEARS ONLY)

Permission must be granted from the Parent/Guardian for their child to be without direct supervision for short periods of time. Examples include: going to the washroom or going for a drink of water, engaging in activities in a nearby room or space etc. Indirect supervision will occur only when the staff believes that the child is mature enough to handle this responsibility and when the staff has given specific permission for the specific occasion. Staff will be required to do frequent checks (at least once every 10 minutes) while indirect supervision occurs.

This policy does not apply to Kindergarten children.

BEHAVIOUR MANAGEMENT

The following policy guidelines must be adhered to by all employees of the O.K. Before & After School Child Care Centres Inc. when handling behaviour problems:

A. Prohibited forms -

No form of physical punishment may be used. Physical punishment includes striking (directly or with an object), shaking, shoving, or spanking. It also includes forcing a child to repeat physical movements (e.g. push-ups), force feeding, or any other action carried out which may result in physical injury to the child.

No verbal or emotional abuse may be used. Verbal or emotional abuse includes harsh, belittling, or degrading responses, which would humiliate or undermine a child's self-respect.

No denial of physical necessities may be used. Denial of physical necessities includes denial of normal physical comforts such as shelter, clothing, food, bedding, or toileting.

B. Permitted forms -

We will use the following forms of direct and indirect discipline.

Disciplinary action will take the form of positive guidance, re-direction, and the establishment of well-defined limits, and will occur at the time of the incident. We will encourage children to problem solve on their own and will assist them by providing alternatives to aggressive or negative behaviour. We expect mutual respect, cooperation, and responsibility between all parents, staff, and children. The staff will regularly document concerns and irregularities of children's behaviour. This helps to identify behaviour patterns. Any concerns and/or irregularities will be communicated to the family/guardian.

If the action/behaviour issue persists, the Program Services Coordinator and/or staff will hold a formal meeting with the parents/guardian in an attempt to try to resolve the issue. During this meeting the Program Services Coordinator and/or staff will discuss the issue with the family and together will develop a plan to be implemented at the centre. The Program Services Coordinator and/or staff will set up another meeting with the parent/guardian to evaluate the plan.

If other professionals (i.e. Teacher, School Counselor, Psychologist) are presently working with the child, permission will be sought from the parents for the staff to consult with them.

The Executive Director/Program Services Coordinator may call a professional (i.e. Child Care Coordinator, Behaviour Specialist) from the Manitoba Early Learning & Child Care Program or an outside professional (i.e. New Directions) to assist the staff. This person will observe the environment and make recommendations for change or further action.

If, after implementing the new strategy, there is still no change in behavior, the Executive Director will talk to the parent(s)/guardian. The parent(s)/guardian may be asked to withdraw the child from the centre.

Any abusive, violent, or aggressive behaviour that endangers the child, other children, staff, equipment or building will not be tolerated.

- After the 1st offence, the family will be notified and the child will be sent home immediately.
- In extreme cases (ie; physical violence, hitting) or after the 2nd offence, the child will be suspended for three (3) days.
- In the event of a 3rd occurrence, the child care services will be terminated

The communication between families and the program will be open, consistent and frequent.

The Goal is for Parents and Early Childhood Educators/Staff to assist children in developing into confident, respectful, responsible and successful individuals. Therefore, it is anticipated that families will support and work with the centre(s). If a

family chooses to not do so, the Executive Director, in consultation with the Executive Board of Directors, may be required to terminate child care services.

PARENT CONCERNS/COMPLAINTS

O.K. Before & After School Programs strive to work in partnership with our families. Any comments and/or concerns that you may have are welcome. At any time you wish to discuss a situation at length, it is best to arrange an appointment with either the Site Manager at the centre or the Executive/Associate Director/Program Services Coordinator. This will allow for privacy and full attention.

Any complaints that parents have should be made discreetly and quietly away from the children. Loud voices and/or profuse language will not be tolerated. If this should occur, the following steps will take place:

- First Occurrence - Verbal Warning by the Executive Director
- Second Occurrence - Written notice that the Parent make arrangements for someone else to drop off and pick up their child(ren)
- Third Occurrence - Written letter of 2 weeks notice for withdrawal of their child(ren)

Any physical attacks or threats made towards staff will result in immediate termination of child care services. These families would not be eligible for re-enrollment.

As adults, we are our children's greatest role models, it is important that we set appropriate examples for them to promote desired behavior.

CODE OF CONDUCT

At O.K. Before & After School Child Care Centres, we strive to provide a safe and caring learning environment for children, staff and families. As outlined in our vision statement, we exist "to provide a peaceful, purposeful learning environment where all individuals are respected and appreciated."

All individuals who are involved with our programs are expected to behave in a respectful manner and comply with this code of conduct. This includes:

- management and staff members
- children
- parents, guardians, caregivers and family members of children enrolled
- Board of Directors
- all others involved with our centre (including, but not limited to, therapists, professionals, volunteers, practicum students, school personnel, licensing coordinators, inspectors, community members, courier drivers etc.)

Guiding Principles for Appropriate Behaviour

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 Responsible

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

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.

Proactive Strategies

We actively strive to create and maintain an environment that supports the health, safety and well-being of everyone involved with O.K. Before & After School Child Care Centres Inc. by employing pro-active strategies and appropriate policies and procedures. This includes:

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

Unacceptable Behaviours

The following behaviours are unacceptable and will not be tolerated:

- all forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive
- 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
- the inappropriate use of technology, including email, the internet, and other technology, in keeping with O.K. Before & After's policy on the use of technology

Consequences for Inappropriate Behaviour

Individuals found breaching the Code of Conduct or for displaying any form of inappropriate behaviour as outlined in this Code will be subject to disciplinary action. The disciplinary action and resulting consequences will depend on the severity, the nature, the circumstances, and the frequency surrounding the inappropriate behaviour.

O.K. Before & After recognizes the importance of ensuring any consequences are pre-planned, fair, consistent and, in the case of children, based on the level of a child's development. We also recognize that consequences should be an opportunity to learn, not only one of discipline. In keeping with this, we will ensure, whenever practicable, that any resulting consequences are based on discussion and a cooperative approach and that they provide opportunities for the person to change his/her behaviour.

In the case of Staff, Practicum students, volunteers or other adults (including parents) associated with our Facility, typical steps will include:

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

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

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

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

O.K. Before & After School Child Care Centres Inc. will not be responsible for any property damage caused by child(ren)'s actions or behaviours.

RESPECTFUL WORKPLACE POLICY

O.K. Before & After School Child Care Centres Inc. is committed to providing a work environment that respects and promotes human rights, personal dignity and health and safety of all employees. We strive to create a safe workplace that supports productivity and self-esteem of all employees.

O.K. Before & After School Child Care Centres Inc. employees have the right to be treated respectfully, fairly and without harassment.

Harassment refers to behaviour/comments that are not welcome, not wanted, and that the harasser knew or should have known were objectionable and inappropriate.

O.K. Before & After School Child Care Centres Inc. will not tolerate discrimination against an employee and strives to provide an environment free of harassment. The Executive Director, in consultation with the Executive Board of Directors, may be required to terminate child care services for anyone in breach of this policy.

HARASSMENT PREVENTION POLICY

Organization Commitment

At O.K. Before & After School Child Care Centres Inc., we are committed to providing a safe and respectful work environment for all staff. No one may be harassed and no one has the right to harass anyone else in any situation related to this organization.

This policy is a step toward ensuring that our workplace is a respectful and safe place for all of us, free from harassment.

What is Harassment?

There are two main types of harassment. One type includes inappropriate conduct in any form about a person's:

- age, race
- creed, religion
- sex, sexual orientation
- marital status, family status, economic status
- political belief, association or activity
- disability, size, weight, physical appearance
- nationality, ancestry or place of origin

A second main type relates to what is sometimes referred to as "bullying" behaviour that may involve:

- repeated humiliation or intimidation that adversely affects a worker's psychological or physical well-being
- a single instance so serious that it has a lasting, harmful effect on a worker

Harassment may be written, verbal, physical, a gesture or display, or any combination of these.

O.K. Before & After School Child Care Centres Inc. will not tolerate harassment against an employee. Management will take corrective action with individuals who are in breach of this policy. The Executive Director, in consultation with the Executive Board of Directors, may be required to terminate child care services.

TRANSPORTATION

The centres will use a licensed and insured charter company which may include, but is not limited to First Bus Canada for transportation on field trips that require.

On regular school day, if a child has missed their designated school bus, the following steps will be followed:

- Seven Oaks Transportation department will be called to see if the bus can be re-routed;
- The parent/guardian/all other contacts will be contacted to transport their child to the school.

FIELD TRIPS

When on field trips away from the centre(s), all children must wear a t-shirt, supplied by the centre, stating the name of our program and the telephone number of the administrative office. At the end of the outing, staff will collect the t-shirts, wash them, and store them for upcoming outings. Staff will also wear identifying t-shirts on field trips.

Families will be notified in advance of any upcoming field trips. In the event that a parent does not want their child to attend a particular field trip, the centre will make every effort to offer child care at one of the other locations. Regular child care fees will still apply.

Staff will carry a cell phone on all outings. The phone number will be posted at the centre.

STUDENTS AND VOLUNTEERS

We may, on occasion, have students and/or volunteers observing or assisting in the implementation of our programs. Notification will be posted. Volunteers will be clearly identified.

CONFIDENTIALITY

All confidential information regarding children enrolled in the O.K. Before & After School Child Care Centres Inc. is kept on file at the administrative office and at the individual location(s) at which each child is registered. Confidential information will not be disclosed to any individual or organization without the written consent of the applicable parent or guardian.

As required under the *PIPEDA* (Personal Information Protection and Electronic Documents Act), O.K. Before & After has a privacy policy. For further information, please contact the administrative office.

CHILD ABUSE

In Manitoba it is every citizen's legal obligation to protect children. This responsibility includes identifying and reporting a child who is or **might** be in need of protection. The Community Day Care Standards Act requires that any staff who has reason to suspect that a child has suffered or is suffering from abuse (neglectful, emotional, physical, or sexual) that may have been caused or permitted by a person who has or had charge of the child, the suspected abuse must be reported to Child & Family Services immediately. The centre refers to the *Reporting of Child Protection and Child Abuse* issued by the Province of Manitoba, as a resource.

CUSTOMER SERVICE POLICY

O.K. Before & After School Child Care Centres Inc. is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act.

In establishing the following policies, O.K. Before & After School Child Care Centres Inc. has taken the steps to identify existing barriers to try to remove these, or if the barrier could not be removed, to provide alternate ways to access the service, without additional fees. We will ensure our policies reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

Our "customers" are the children we serve, as well as their parents/guardians and other family members and, during special events, their community supporters.

This policy does not affect program criteria.

Communication

O.K. Before & After School Child Care Centres Inc. will communicate with our clients in a way that takes into account the nature of any communication barrier.

Staff will be patient.

If staff don't know what to do, he/she will ask the customer "How Can I Help?"

Printed Information will use easy to read fonts and colour contrast (black on white) Registration forms, policies, documentation and communications will be available in alternate formats upon request, for instance 14 font versus 10, in print as well as electronically. Registration forms will be received on-line or in person.

Clear signage will direct customers to the Program.

Help will be available upon request to assist in filling out documents or forms.

2. Assisted Devices

O.K. Before & After School Child Care Centres Inc. welcomes the use of assistive devices used by the children in our care or their caregivers. Care will be taken to create space for devices such as walkers, and to not touch or remove these devices without permission of their owners. Staff will receive related training, including and regarding any assistive devices available on site (i.e. how to enlarge print on the computer used by the Program.)

3. Support Persons

O.K. Before & After School Child Care Centres Inc. serve customers accompanied by a support person, who may remain with the customer at all times.

Staff will address the customer, unless requested to do otherwise

There is no extra charge for support persons. or, If there is a fee for a support person we will notify customers in advance.

Our Program welcomes support persons, there to assist a child in becoming familiar with the Program. The nature and duration of the support must be discussed in advance with the Director, including the role of staff and goals for independence, if applicable. Staff will receive related training.

4. Service Animals

O.K. Before & After School Child Care Centres Inc. is committed to meeting the requirements of The Human Rights Code (Manitoba) and the Accessibility for Manitobans Act by allowing service animals, trained to meet the needs of persons with disabilities, to accompany our children and their caregivers wherever the public is allowed.

The service animal must be controlled at all times. If the service animal is showing signs of not being controlled, the handler will receive a warning to control the animal and if the misbehaviour continues, the customer may be asked to leave.

The Program will ask registrants to identify both the need for service animals and any allergies at time of registration to meet potentially conflicting requirements of the children. Staff will receive related training.

5. Maintain Barrier-Free Access

O.K. Before & After School Child Care Centres Inc. will maintain barrier free access to our services by ensuring that aspects of our facility that can facilitate access are maintained as intended. This includes maintaining the entrance free of debris; ensuring a ramp is not blocked in any way; and removing clutter from hallways. Space will be arranged to accommodate and allow room for any walkers, wheelchairs, and scooters.

6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities affecting customers disabled by barriers. O.K. Before & After School Child Care Centres Inc. will promptly, post notices at the entrance to the Program and communicate this notice to customers via email. This includes notice when access to to main entrance may become temporarily relocated, when the space is affected by the unexpected use of odorous chemicals elsewhere in the building. The notice will detail how long the service will be unavailable and what alternative facilities or services are available, if any.

7. Feedback Process

O.K. Before & After School Child Care Centres Inc. welcomes feedback on customer experience with our efforts to ensure accessibility. The Program will include a

feedback process (i.e. phone, email or in person) that welcomes suggestions and advice on how to better serve our clients, including to enhance accessibility. All feedback will be directed to the Executive Director, which will determine what action should occur, if necessary. If the feedback requests a follow-up, the individual will be notified what, if any, action will be taken, including a clearly defined timeline and an explanation. These actions will be documented.

8. Training

O.K. Before & After School Child Care Centres Inc. will ensure that all staff and volunteers are trained on the organization's policies and practices to provide accessible customer service in our Program. Topics will include an overview of The Accessibility for Manitobans Act, the requirements of the Accessibility Standard for Customer Service, and Manitoba's human rights legislation (The Human Rights Code). Training will include an overview of reasonable accommodation practices as set out by The Human Rights Code (Manitoba), as well as how to interact with persons with disabilities and how to use any equipment or assistive devices if needed. Ongoing training will be provided to all staff and volunteers on an annual basis or as any updates or revisions on standards are made to our accessible customer service policies.

9. Making Public Events Accessible

O.K. Before & After School Child Care Centres Inc. will take reasonable steps to ensure easy access for everyone at the organization's meetings and public events. All events will be publicized in an accessible manner. We invite our customers to notify us on any requests for relevant disability accommodations and supports.

V - EVACUATION PROCEDURES

Every program of O.K. Before & After School Child Care Centres Inc. have established emergency procedures. As per the Manitoba Early Learning & Child Care Program's licensing regulations, emergency phone numbers and procedures are posted at the centres. Staff responsibilities are outlined as well as the guidelines that will be followed during an evacuation. Detailed floor plans are also posted which identify the exit routes. If any family would like a detailed copy of the evacuation procedure, please contact the administrative office.

O.K. Before & After adheres to the Seven Oaks School Division Emergency response policies. A reference manual is kept on file at each centre.

Designated shelters have been determined as follows:

A.E. Wright - Maples Community Centre - 434 Adsum Drive - 204-953-1190

Constable Finney - Maples Personal Care Home - 500 Mandalay Drive - 204-632-8570

Elwick - Jim Gauthier Chevrolet - 1400 McPhillips Street - 204-697-1400

O.V. Jewitt (School-age & Kindergarten) - Maples Collegiate - 1330 Jefferson Ave. - 204-632-6641

ENHANCED SAFETY PLAN

O.K. Before & After School Child Care Centres Inc. has developed Enhanced Safety Plans for all of its programs. Due to the elaborative nature of the document, it has not been included in the Parents' Manual. However, families may request a copy from the administrative office at any time.

TECHNOLOGY POLICIES

O.K. Before & After School Child Care Centres Inc. has created a Use of Technology policy to ensure that people's privacy and the confidentiality of information about the program, children, parents/guardians/caregivers and staff is upheld. For additional details regarding this policy, families are asked to contact the administrative office.

BLIZZARD

When a severe snow storm has occurred during the night, parents must listen to the radio for messages of school closures. The Seven Oaks School Division usually announces closures between 6:30 - 7:30 am. **If the schools are closed, the O.K. Before & After programs will be closed.** The O.K. Before & After Child Care Centres Inc. does not have access to the schools when they are closed. Broadcasting of such closures will be announced on CJOB 680 radio station as well as posted on their website @ www.cjob.com. Families will still be billed for these days.

**This organization belongs to all that use it; please play a positive role in it.
We value your input, opinions and participation within our programs.**

For more information on any policy of the O.K. Before & After School Child Care Centres Inc. please contact (204) 632-5115 or email info@okbeforeandafter.com

O.K. Before & After School Child Care Centres Inc.
Billing Periods

**Billing Period
Effective:**

Due Date:

Late Charge:

August 26 - Sept. 22, 2018	August 27, 2018	September 3, 2018
Sept. 23 - October 20, 2018	Sept. 24, 2018	October 1, 2018
Oct. 21 - November 17, 2018	Oct. 22, 2018	Oct. 29, 2018
November 18 - Dec. 15, 2018	November 19, 2018	November 26, 2018
Dec. 16, 2018 - Jan. 12, 2019	December 17, 2018	December 24, 2018
January 13 - Feb. 9, 2019	January 14, 2019	January 21, 2019
February 10 - March 9, 2019	February 11, 2019	February 18, 2019
March 10 - April 6, 2019	March 11, 2019	March 18, 2019
April 7 - May 4, 2019	April 8, 2019	April 15, 2019
May 5 - June 1, 2019	May 6, 2019	May 13, 2019
June 2 - 29, 2019	June 3, 2019	June 10, 2019
June 30 - July 27, 2019	July 1, 2019	July 8, 2019
July 28 - August 24, 2019	July 29, 2019	August 5, 2019
August 25 - Sept. 21, 2019	August 26, 2019	September 2, 2019
Sept. 22 - October 19, 2019	Sept. 23, 2019	September 30, 2019

