



Bright Beginnings Educare Inc.  
Parent and Guardian Policy Manual  
Approved/Updated June 2019

"Early Childhood Educators, Families and Communities working  
together to provide children with a Bright Beginning."

Infant Toddler and Preschool Age Programs  
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School Age Program

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Contact: 204.832.9050

Hours: Monday to Friday, 6:45 am to 6:00 pm

In addition to providing care before and after school, we are also open for in-service days, spring break, winter break (excluding between Christmas Day and New Years Day) and summer holidays.

This Parent and Guardian Policy Manual may be amended at any time. Parents or guardians will be notified of policy changes in writing at least 4 weeks before it is implemented. The online version of the Parent and Guardian Policy Manual will be considered the most current version of this document and can be found online at the Bright Beginnings Educare website. <https://www.Brightbeginningseducare.com>

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I

## 1 Welcome

### 1.01 Welcome to Bright Beginnings Educare Inc. (BBE)

The Centre is a provincial government funded, not for profit child care centre, which provides care for 175 children between the ages of 12 weeks and 12 years. Parents or guardians with children enrolled in the Centre become members of the non-profit organization and, as members, work together with the Board of Directors and staff, to contribute to the Centre's success.

Our qualified and dedicated staff are committed to providing the highest quality of care to your children. They are caring and passionate about children, families and the community and therefore value open communication and have a willingness to answer any questions parents or guardians may have regarding their children.

### 1.02 Centre History

BBE first opened its doors in 2008 and has evolved over the years to become one of the largest child care centres in Manitoba with a total of 175 child care spaces (16 infant, 10 Toddler, 64 preschool, 20 kindergarten and 65 school age). BBE has two sites - a facility at 5330 Monterey Road where the infant toddler and preschool programs are located and space at Phoenix School located at 111 Alboro Street where the kinder and school age program operates. More information on BBE can be found on the Centre's website. [www.brightbeginningseducare.com](http://www.brightbeginningseducare.com)

The Manitoba Early Learning and Child Care Program oversees the operation of licensed early learning and child care for children aged three months to 12 years of age across the province. Child care centres must be licensed every year. At BBE, we follow the **Best Practices Licensing Manual for Early Learning and Child Care Centres**, which is published by the Manitoba Government's Early Learning and Child Care Program. It can be found at [www.gov.mb.ca/fs/elccmanual](http://www.gov.mb.ca/fs/elccmanual).

### 1.03 Philosophy, Goals and Objectives

#### Vision

An innovative, highly respected child care centre providing children with Bright Beginnings and lasting impacts on their future.

activities, creative art, movement, dramatic play, story time, outdoor play, community interaction, singing and snack. Through well-developed and carefully thought-out play activities that staff have planned, children learn essential life skills. For example, children learn spatial awareness, logical reasoning, and respect for others when building blocks with peers. While using flexible and open-ended materials in the art centre, they learn self-expression, creativity and build self-esteem. Sensory opportunities such as pouring water and mixing sand promote fine motor skills such as dexterity, hand-eye coordination, as well as tactile experiences. Responsibility, self-help skills, self-

#### Mission

Committed to excellence in early learning by providing quality child care in an enriching environment where all individuals are encouraged to maximize their potential.

BBE believes in the development of the whole child. We encourage children to become independent capable thinkers who can thrive in an environment of safety and respect. A safe and caring atmosphere is the best way for children to learn through play and experiences. We accomplish our vision and mission by working together as a team.

Our staff are committed to:

- Assisting in the development of independence
- Encouraging problem solving
- Using consistent behaviour management strategies
- Developing appropriate limits and expectations
- Modeling, teaching and promoting life skills and healthy lifestyles
- Encouraging children to make decisions and choices
- Guiding children to develop at their own pace
- Encouraging children to express their feelings and develop empathy towards others
- Providing a non-sexist environment in which children are able to learn non-sexist roles
- Recognizing each child as an individual with specific needs which must be realized and met
- Providing opportunities for positive interaction of children of different ages
- Providing a warm, mutually respectful environment within which each child feels cared for and which allows the child to develop a notion about his or her relationship to the world
- Supporting each child as they develop their self control

BBE as an organization is committed to:

- Providing well-trained, professional Early Childhood Educators
- Providing knowledgeable warm caring individuals
- Welcoming parents or guardians and families
- Working together with families

BBE's parents/guardians are expected to:

- Work together with staff and the Board of Directors to achieve a higher level of care
- Communicate with the centre any information that may be helpful for the staff to continue to provide quality care to your child
- Attend and vote at the Annual General Meeting, typically held in June which is essential to keeping the Centre's doors open
- Participate in fundraising activities or consider a voluntary donation in lieu of fundraising
- Read and follow the Centre's policies and code of conduct

***Parents or guardians are encouraged to be involved in the centre in different capacities such as:***

- Joining the Board of Directors or a committee to exercise rights and privileges given to members as outlined in the Centre's By-Laws found at [www.brightbeginningseducare.com](http://www.brightbeginningseducare.com)
- Volunteering for special events and field trips when possible
- Sharing special talents or multi-cultural knowledge
- Helping with special projects when a call for help goes out
- Providing suggestions and sharing ideas that align with BBE's vision
- Donating arts and crafts materials, recyclables, books and toys that might be useful to reuse

## **2 Qualifications**

### **2.01 Staff Qualifications**

Our trained and caring staff strive on a daily basis to provide a variety of activities and learning centres to the children. Our program consists of a variety of structured and unstructured activities that are theme and emergent (child's interest) based. Outdoor time, weather permitting, is a daily part of our program.

According to provincial child care regulations, two thirds of our Centre staff must be trained Early Childhood Educators II or III and have a Diploma in Early Childhood Education, or equivalent. BBE strives to meet or exceed this minimum with our permanent staff complement. Our part time staff, and substitute staff are carefully screened and work to the same standards and child care philosophy.

Also, all of our staff must:

- Have a valid certificate First Aid and CPR and maintain training.
- Undergo a child abuse and criminal records check.
- Participate in workplace fire, health and safety training.
- Review all BBE's policies on a yearly basis.

The Centre believes that education leads to self-improvement and recognizes that the skills and knowledge of its employees are critical to the success of the organization. We encourage higher education and professional development opportunities such as workshops, conferences and courses related to the child care field.

### **2.02 Staff/Child Ratio**

Provincial child care regulations set specific staff to child ratios. The staff/child ratios are as follows:

Infants	1:4 (12 weeks-2 years)
Toddler	1:6. (18 months – 3 years)
Preschool	1:8 (2 years-5 years)
Kindergarten	1:10(5 years- 6 years)
School Age	1:15 (6 years-12 years)

This means that if staff are unable to travel to BBE due to severe weather conditions or other issues, the Centre may not be able to meet staff/child ratios. As a result, BBE may have to restrict the number of children that can be dropped off at the centre. Children will be accepted on a first-come, first-serve basis, as ratios and staff levels permit. Child care spaces cannot be reserved over the phone. Children must be in attendance to obtain a child care space. *See section 12.15 Emergency and Inclement Weather section for more detail.*

## **3 Code of Conduct**

### **3.01 Code of Conduct**

At BBE we provide a safe, caring, learning environment for children, staff and families. We believe in the equality of people and respect diversity.



The following people are expected to behave in a respectful manner and comply with the policies in this manual:

- Management and all staff members
- Children
- Parents or guardians of children enrolled
- Volunteers including Board of Directors, practicum students, and all others involved with our centre

*See section 11.0 Behaviour Management for more detail on appropriate conduct.*

Please ensure that you read the entire Parent and Guardian Policy Manual upon enrolment. Parents or guardians are required to sign off that they have read, understand and agree to follow the Centre's policies at all times.

### **3.02 Professional Code of Ethics**

BBE employees are expected to follow a professional code of ethics that:

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

## **4 Enrolment**

### **4.01 Enrolment**

#### **ENROLMENTS IN ALL PROGRAMS**

##### **Procedure for New Enrollment in All Programs**

When a family contacts BBE requesting a child care space, BBE will direct that family to place their name and contact information on the Provincial Online Child Care Registry waitlist. If that family is a Headingley resident, BBE will note the name of the family on an internal enrollment list so that BBE can flag that family on the Provincial Online Child Care Registry at a later date.

Priority for enrollment will be given to those children on a full-time schedule (as defined below) A family can choose to pay for full time care but not use the care on a full-time basis. If part time child care is requested, families will be required to pay for a full-time schedule until the ED can match another family's part time schedule with the original request (see below).

## **Priority of Space**

When a child care space becomes available at BBE, the ED or their designate will draw names from the Provincial Online Child Care Registry waitlist, starting with the name that has been on the waitlist the longest appropriate to the space that is available. Spaces will be offered based on the following priorities:

1. Siblings of registered children prioritized based on the start date of the eldest child that is currently receiving services
2. Headingley Residents
3. Non Headingley Residents

BBE will make 1 attempt by phone and email (if available) to make contact with the family, to inform them that a space is available, and that the family has 1 business day to confirm with BBE if they wish to accept the child care space. If confirmation is not received, the ED, or their designate, will begin the process again as mentioned above.

BBE will complete the notes section on the Provincial Online Child Care Registry waitlist (see above), where BBE documents when child care spaces are offered and the response from the family (i.e. child care space was declined on x). BBE will only remove the name of a family off the online waitlist, if the family accepts the child care space at BBE or requests that they be removed from the online waitlist. BBE will remove duplicate or triplicate names off the list, once it has been confirmed that the names are the same.

When a family accepts the child care space, the family is responsible for completing the registration form and submitting a refundable deposit, equal to 2 weeks of child care fees, to BBE's Office at the Monterey Centre within two weeks of confirmation of the child care space, or before the child's first day, whichever comes first. If payment is not received, the ED, or their designate will complete the begin the registration process again with the next person. Proof of residency is required prior to registration being finalized (examples: drivers license, medical card, tax bill, utility bill). Failure to do so will void the acceptance and the registration will begin as per above.

If the family declines the child care space, the ED, or their designate, will offer the available space to the next eligible family. The family who declined will maintain their position on the Province of Manitoba's Online Child Care Registry.

A child entering the program will be assigned a specific room by the ED or designate. Room changes may be made to meet the needs of a child, for ratio reasons or when entering the kindergarten year and the proposed changes will be discussed with the parents prior to making the changes and may not be optional.

When the family submits the registration form and refundable deposit, the ED will provide the family with the following information:

- Parent Policy Manual
- If applicable, the room their child has been assigned to.
- Which staff work in the child's room
- Infant Welcome Package if applicable

## **Procedure for Sharing A Full Time Child Care Space in All Programs**

Priority for enrollment will be given to those children on a full-time schedule (as defined in section above). A family can choose to pay for full time care but not use the care on a full-time basis. If part time child care is requested, families will be required to pay for a full-time schedule until the ED can match another family's part time schedule with the original request, following the registration process above.

If a match is found, both families must sign a form agreeing to share the space and if the other family no longer requires the child care space, the other family will be responsible for paying for full time care until another match can be found.

In the event that both families require full time care, they continue to share the space until another full-time child care space becomes available. The next available space will be given.

## **Procedure for Accommodating Summer Only and Short-Term Child Care**

Summer only child care spaces and short-term child care spaces will be accommodated by the ED on a first come, first serve basis, if space allows.

The ED will assess the child care spaces available and notify a family if the requested time limited child care space can be accommodated. Requested space is not guaranteed until notice is received from the ED. Allocation of summer only or short-term care requires confirmed absence of another child or an open space.

Child care fees will apply for the child absent from BBE and the child receiving summer only or short-term child care.

Summer only or one day child care requests will only be granted to a child if two confirmed child care spaces are available for the requested time. This requirement exists to ensure ratios are maintained if the absent child returns without notice. In the event that child care cannot be provided, the ED will notify the family and the Board of Directors at an upcoming meeting.

## **PROCEDURE FOR MONTEREY CENTRE (INFANT THROUGH PRESCHOOL PROGRAMS)**

### **Procedures for Transitioning A Child Into The Infant Program**

Upon acceptance into the infant child care program, families are encouraged to make arrangements with the ED to have the parent and child visit the infant room prior to the child beginning full-time care. The parent must stay with the child during these visits.

## **Procedures for Transitioning Infant Children to Preschool Program**

When a child turns 2 years of age, the child will be transitioned into the toddler or preschool program and the family will be required to pay the preschool child care fee. In the event that there isn't a space in the toddler or preschool program for the child, the child will remain in the infant program until a space becomes available and programming will be adapted to meet the needs of the child. Preschool rates will apply when the child turns 2. At any time, the child may visit other rooms prior to moving permanently, according to our Mixed Age Policy.

The ED, in conjunction with the family, may choose to move a child to the toddler or preschool program before the child turns 2 years of age only if the child is at least 22.5 months old. In order to do this, the ED must request an age exemption from the Provincial Child Care Coordinator. If this does occur, preschool child care fees apply.

Prior to moving a child to the toddler or preschool program, each child will be given opportunities to visit the new room to build a relationship with the staff and the children of the room to ease the transition. BBE strives to ensure each child is afforded several opportunities to visit their new room before moving permanently to their new space, as long as ratios and space allows.

Two weeks prior to their child transitioning to a new room, the ED or designate, will notify families of the impending move, including timelines and identifying new staff members therein. Parents will also be offered an opportunity to tour the room.

## **PROCEDURE FOR SCHOOL AGE CENTER (KINDERGARTEN AND SCHOOL AGE PROGRAMS)**

### **Procedures for Transitioning Preschool Children to Kindergarten Program**

Early in the new year, the ED will send out a preliminary survey to existing families who have preschool children eligible to enter into kindergarten in the upcoming fall intake. They will be asked to confirm whether or not they will require child care in BBE's kindergarten program for their child, as well as what school their child will be attending (i.e. Phoenix School or another school). This information is being collected for the purpose of Centre projections at the kindergarten and school age child care programs. Projections for the kindergarten and school age programs will be presented to the Board of Directors on an annual basis.

The ED will work with Phoenix School to create a kindergarten classroom list that meets the licensing needs of BBE. Prior to kindergarten registration at Phoenix School, the ED will inform families that they should advise the school that their child is part of the BBE program.

The ED will confirm kindergarten spaces with families as soon as advised by Phoenix school.

For children registered to attend kindergarten at Phoenix school, BBE will work with the family to deliver child care either at the School Age Center if capacity allows or through the Monterey Centre. The placement of children at the School Age centre will be based on the following:

- according to enrollment preferences outlined above
- other special circumstances

If capacity at Monterey Centre allows, child care can only be accommodated as long as the child is still defined as a preschool age child (up to age 6 only/kindergarten) and transportation arrangements can be made by the family for the child to travel between BBE and Phoenix school as per the St. James School Division travel policy.

If the child is located at the Monterey Centre, BBE cannot guarantee a school age child care space at the School Age Center for the child when they begin the Grade 1 year.

If school age child care is required beyond the kindergarten school year, your name can be placed on the provincial waitlist and care will no longer be available for your child after August 31.

For children registered to attend kindergarten at a school other than Phoenix, BBE will work with the family to deliver child care either at the School Age Center or at the Monterey Centre. The family will be responsible for making transportation arrangements for the child to travel between BBE and their school, as per the St. James School Division travel policy. Care at the School Age centre will only be offered if space is available according to priority section above and if approved by the Phoenix School Principal. In either situation, care is not available after August 31 of the year the child is entering Grade 1.

In the event a family who is eligible for a kindergarten space in the kindergarten child care program declines the space, they will be required to initial and date the space on the Kindergarten BBE information document. A copy will be given to the family and a copy will be placed in the child's file.

Any Kindergarten children, who remain at the Monterey Centre for their kindergarten year, may be required to move to a different preschool room than the one that they are currently in so that the kindergarten children are able to spend time together, for centre operational logistics, and for ratio reasons. Placement to another room will be mandatory. Prior to moving a child to another location, each child will be given opportunities to ease the transition by visiting and building a relationship with the staff and the children therein. BBE strives to ensure each child is afforded opportunities to visit their new room before moving permanently to their new space, as long as ratios and capacity allow.

Kindergarten children, who have received confirmation from BBE to move to the School Age Center (Phoenix School), will have opportunity to visit the school over the summer if ratio allows. Information will be shared with families prior to June 30. Preschool fees are in effect for the kindergarten year.

In the event capacity is full at the School Age Center and Monterey Centre and BBE is not able to provide space and/or transition kindergarten children, the ED is responsible for bringing this to the attention of the Board of Directors no later than the end of February. The ED and Board of Directors will explore other available options.

Options **may** include the following:

- approaching the Province, Phoenix School and the St. James School Division for approval to operate additional spaces providing the program is financially and operationally viable
- building a partnership with another community organizations that meets licensing regulations in order to operate a satellite location for a kindergarten/school age program if financially and operationally viable
- informing families that at this time, BBE is not able to transition over any additional children into the kindergarten program due to capacity issues by the end of April.

### **Procedure for transitioning children from Kindergarten Program to School Age Program**

Only children attending Phoenix School are eligible for a school age space, if one is available.

The ED will inform families by the end of June, or sooner, if their child will have a space in the school age program.

A child who does not receive a school age space can be placed on the waitlist at the parents' discretion and would be given priority based on current family enrollment date for the next available school age spot until Oct 31 of that school year, after which normal enrollment priority outlined in priority enrolment section will also apply.

### **NOTICE OF CHANGE OF CARE – All Programs**

A family must notify the ED, in writing, a minimum of two weeks prior, if any changes are required to their child care schedule.

Any family who chooses to give up or cancel their child's spot in the School Age Program then wants to resume care, and subsequently places their name on the waitlist for the School Age Program, will not be eligible for sibling priority as outlined in section priority section above. The family will be placed at the bottom of the waitlist and their new priority date will be based on their most recent request for care.

### **Required Forms**

- Sign-off form for when a family declines their kindergarten space at the school age centre
- Sign-off form for when families are sharing one child care space

#### **4.02 Inclusion Policy**

Children of all abilities are accepted into BBE, wherever possible, and we ensure needed supports are in place upon enrolment. The physical environment is set up to consider accessibility and the unique needs of all children. Experiences and routines are adapted so all children can participate actively and meaningfully. A supportive approach is used that builds on each child's strengths and ensures individual needs are met. We believe in daily communication and value input from parents or guardians. Parents or guardians are encouraged to be part of the decision making process for their child. Collaboration between the centre, families and other professionals ensure positive outcomes for the children. Staff will receive required training by appropriate professionals as needed. We are committed to learning more about various disabilities and full inclusion.

#### **4.03 Withdrawals**

Parents or guardians are required to give two weeks written notice of withdrawal. If a full two weeks' notice is not provided, the centre will invoice you for any unused days to fulfill the two weeks' notice. Your original security deposit will be mailed back after full payment to your account has been received.

#### **4.04 Termination of Membership**

Parents or guardians with children attending BBE become members of the non-profit organization with rights and privileges specified in the By-Laws, available on the Centre's website. The Board of Directors may terminate membership and child care services for just cause. These reasons include, but are not limited to:

- Non-payment of fees;
- Non-compliance of the Centre's Policies including the Code of Conduct;
- Repeated late pick up of your child;
- Other circumstances or occurrences deemed to be a threat to the operations, staff or children in the care of the Centre.

In the event a child's behaviour constitutes a danger to the well-being of another child or one of the Centre's staff, the Centre reserves the right to require the removal of the child immediately.

### **5 Guardianship**

#### **5.01 Custody**

The primary responsibility of BBE in the case of marital or relationship breakdown is to your child and their emotional and physical safety. Parents or guardians are required to inform us of any custody or access agreements at the time of enrolment or if changes occur during your child's time at the Centre. When applicable, submit a copy of your child's custody/legal documents for our files indicating access by the non-custodial parent or guardian.

The Centre cannot deny access to any parent or guardian listed on the registration form without appropriate legal documentation on file. If custody arrangements change who is allowed to pick up your child, you must provide the necessary court ordered or court recognized documentation to the Executive Director immediately. This includes any restraining orders that pertain to the safety of your child or yourself. BBE cannot take any responsibility for disputes arising between parents or guardians concerning custody arrangements, any issues related to a divorce or separation agreement, or a court order.

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

### **5.02 Affidavits**

BBE does not furnish affidavits to parents or guardians in domestic or custodial disputes. When any employee is asked to furnish an affidavit on matters arising out of their job duties, the request is to be communicated to the Executive Director. Staff will attend court proceedings only if subpoenaed.

## **6 Fees**

### **6.01 Child Care Fees**

Invoices are sent to parents or guardians monthly. Invoices are normally emailed, although parents or guardians can ask the Assistant Director or Executive Director for paper invoices. Receipts are emailed for each payment made, and a yearly receipt for income tax purposes will be distributed in February of the following year.

Payments must be made in full and on time by the 15<sup>th</sup> of each month; there are drop boxes located at both sites for payments. If alternate payment arrangements or payment plans are needed they must be discussed with the Executive Director. Methods of payment are cheque, automatic withdraw and cash.

As a funded Centre, our daily fee structure is regulated by the Manitoba Early Learning and Child Care Program. For more information on Manitoba's maximum daily fees visit the Government of Manitoba's website [www.gov.mb.ca/childcare](http://www.gov.mb.ca/childcare). Current fees are also posted on the Centre's website and at the end of this document. In the event of absence, closure or inclement weather preventing families from attending the centre, fees will remain in effect.

### **6.02 Subsidy**

The Manitoba Early Learning and Child Care Program provides a subsidy for child care fees for eligible families based on net annual income. We recommend you apply for the subsidy prior to your child's start date or renew prior to the expiry date as it may take 4-6 weeks to be processed. Please ensure you keep track of allowable absent days and your subsidy expiration date. You will be responsible for paying full child care fees if your subsidy ends. You can request the application forms from the Executive Director, visit the BBE website, or apply at [www.gov.mb.ca/childcare](http://www.gov.mb.ca/childcare).



### 6.03 Incidental Fees

Type	Cost	Details
Refundable Security Deposit	\$300/infant \$208. Toddler. Preschool School Age	Upon withdrawal from the centre and when your account is in good standing a cheque will be issued in the original security deposit amount.
Late Payment Fee	\$15.00	Added to next bill each month
Not-sufficient Funds (NSF) Fee	\$20.00	Any NSF charges the Centre incurs from your payment will be added to your bill based on cost recovery. After three NSF cheques in a calendar year payment may only be made by cash or money order for the rest of the year.
Late Pick-up Fee	\$15.00	A \$15.00 fee will be charged for every 15 minutes or portion thereof, for each child that remains in the centre after 6:00 pm, even with notification. Fees will be added to your next bill.
Lunch Fee (Infant and Preschool Programs)	\$3.50/per lunch	If applicable, regular meal fees will apply if your child is absent. If a parent or guardian who is not signed up for regular lunches forgets to provide a lunch, a forgotten lunch fee will be charged. Parents or guardians with children in the infant or preschool programs must provide 4 weeks notice prior to vacation time in order to have the meal fees removed from their invoice.
Forgotten Lunch Fee	\$5.00	
Lunch Fee – School Age	\$5.00 per lunch	
Snack Fee – Infant/Preschool	1.00 per day	4 weeks notice prior to vacation time in order to have the snack fees removed from their invoice.
Snack Fee – School Age	1.50 per day	4 weeks notice prior to vacation time in order to have the snack fees removed from their invoice.
Key Fob	\$15.00 each	Key fobs are available at the Monterey site only and are non refundable.
Field Trip Transportation Fee	\$6- \$10 per child, per field trip	This will be added to invoices for each child attending trips requiring bus rentals.
Sunscreen and Mosquito Repellent Fee	\$10 per child, per year	This will be added to your invoice in April. Parents or guardians who wish to supply their own sunscreen and mosquito repellent must discuss this with BBE staff first.
<b>ALL FEES SUBJECT TO CHANGE WITH NOTICE</b>		

## 6.04 Statutory Holidays and Closures

Daily child care fees are charged for days where the Centre is closed because it is a statutory holiday or a closure day.

BBE will be closed for the following Statutory Holidays and closure days:

News Years Day - January	Canada Day – June	Remembrance Day during week only – November
Louis Riel Day - February	Terry Fox Day – August	Christmas Day – Dec
Good Friday – March/April	Labour Day – September	Boxing Day – Dec
Victoria Day – May	Thanks Giving – October	

*A day in lieu will be taken for statutory holidays that fall on a weekend (except for Remembrance Day). Four weeks' notice will be given to allow for alternate child care arrangements to be made.*

- BBE will be open on Easter Monday.
- BBE may close one day per year to allow staff to participate in workshops that will assist them to continually provide a quality program for our families and regular fees will apply. Four weeks notice will be provided.
- The Centre will close at 3:00 p.m. on Christmas Eve.
- The Centre will close for the period from December 27 up to and including December 31. Parents or guardians will not be billed for these dates.
- The Centre may close at 5:00 p.m. on the annual barbeque/annual general meeting day.

## 6.05 Late Fees and Collections

Child care fees must be paid on time. If payment is not received, you will receive a secondary notice and have a specified number of days to pay. If payment is not received, a late payment fee will be charged to your account. BBE will act to collect unpaid fees by working with the parent or guardian to arrange a payment plan. Failure to abide by the agreed upon payment plan is grounds for immediate withdrawal of service. The Centre will take additional steps to collect payment by sending your account to a collection agency.

## 7 Arrival and Departure

### 7.01 Arrival

We encourage parents or guardians to keep their child on a consistent schedule, i.e. pick up and drop off times. Upon arriving at BBE, parents/guardians must ensure that staff are aware of their child's arrival. Parents or guardians must ring the doorbell or use the key fob system and accompany their child to their room. Once the parent or guardian has advised the staff of their child's arrival, BBE staff are responsible for signing in each child and will assume responsibility of the child.

### 7.02 School Age Centre: Transitioning to/from School Classes

Children attending Phoenix school will be monitored down the hallway as they travel to their classroom or arrive after school. Please notify the Centre if you are picking up your child directly from school and he/she won't be attending the after-school care program, as Phoenix School will not notify BBE if your child is picked up directly from school. BBE Staff will wait outside their designated classroom for your child and will take responsibility for them once the teacher dismisses

them into our care. For safety reasons, in the event that BBE has not been notified of a change at the end of the day where the child is to be bused, the child will remain in BBE care.

Phoenix School often offers after-school programs and does not always inform BBE that these programs are being offered. If your child is attending an after-school program hosted by Phoenix School, you must inform BBE of the time and dates your child will be absent. The Centre has a form that must be filled out by a parent authorizing your child to attend Phoenix's after-school program. If parents fail to complete and sign the form, the centre must maintain responsibility for your child and your child will be taken to BBE at the end of the school day. BBE staff will pick up your child from Phoenix's after-school program as long as it is hosted in the school itself.

### **7.03 Departure**

The Centre is responsible for children until they have been picked up by an authorized parent/guardian, at which time they will be signed out by staff on an attendance sheet. As such, parents/guardians must ensure staff are aware of their child's departure.

### **7.04 Authorized Parents/Guardians/Alternatives for Pick Up**

Staff are responsible for ensuring children are released to authorized individuals. As such, parents/guardians must phone the Centre to advise staff if someone other than an authorized parent/ guardian will be picking your child up. The person picking up your child must be at least 16 years of age. Individuals picking up your child (parents, guardians, and alternates) should be prepared to show photo I.D. if staff are unfamiliar with them.

### **7.05 Required Parent Communications**

Please notify the Centre if:

#### **Absenteeism**

- Your child will be absent.
- You are picking up your child directly from school and they won't be attending after-school care.

#### **Late Pick Ups**

- You or an alternate is unable to pick your child up by 6:00 p.m. After 6:00 p.m., if you have not contacted the Centre we will proceed to call your alternates. At 6:30 p.m. if we still have no contact with you or your alternates, Child and Family Services will be notified to pick up your child.

### **7.06 Drug and Alcohol Policy**

If staff suspect that the person who arrives to pick up your child is under the influence of drugs or alcohol and that their behaviour could be a safety concern to your child, the parent or guardian will be asked to call someone else to pick up your child. In the event that the parent or guardian refuses to comply, staff will notify the police of the person's suspected condition and provide them with their name and a description of their car and license plate number. Child and Family Services will also be notified of the incident. Ongoing violation of this policy would be grounds for termination of service.

## **8 Supervision**

### **8.01 Supervision**

BBE staff directly supervise children in our care at all times. In specific circumstances School Age children may be indirectly supervised with their parent or guardian's permission and with staff knowledge.

### **8.02 Indirect Supervision**

Indirect supervision refers to when the staff are not in the same room/area and may not be able to see or hear your child directly but are still monitoring your child's safety. Staff will take into account the age, developmental level and individual needs of each child as they determine the level of supervision required for each situation. As each child grows and develops, they need opportunities to practice independence and build self-confidence. Indirect supervision encourages these skills. On all occasions staff would be aware of the child's location and observe from the hallway or would physically check on the child approximately every ten minutes.

Examples of when indirect supervision may occur are when children:

- Walk to the washrooms independently.
- Deliver a message to another room.
- Walk to and from their locker.
- Move between school age groups independently.

Please fill out and sign the Indirect Supervision Policy form if you think your School Age child has demonstrated the ability to act independently with only indirect supervision in a specific activity listed on the form.

### **8.03 Supervision of children who leave without permission**

If your child becomes upset and leaves their supervised group, BBE will remain responsible for providing the best supervision that is possible under the circumstances. If we are unable to convince your child to return to the group, we will call the parent or guardian and expect them to come and take responsibility of their child for their safety. In the event that your child leaves BBE, or that we are unable to locate your child, we will alert the police and the parents or guardians immediately. The Centre is unable to provide care, on an ongoing basis, to children who will not stay with their supervised group.

## **9 Programming**

### **9.01 Curriculum Statements**

BBE has infant and preschool and school age curriculum statements that provide an overview of daily program activities. Children learn by making their own choices about play activities at least half of the time during the Centre's daily operations. Curriculum is developed and adapted to allow children to learn at their own pace depending on their developmental needs without explicitly focusing on school age readiness.



## **INFANT CURRICULUM STATEMENT**

BBE provide an environment that provides learning built upon each individual child's needs. Play spaces and materials are designed to accommodate groups of children and to encourage interaction between the children and caregivers. Separate areas are available for more individual play as well. Staff sit on low chairs or the floor to be at the children's level. This allows them to be accessible to the children; to easily interact, encourage small group play, observe and guide the children. We have low child-sized furniture to encourage children's gross motor development to pull their bodies up and move around the room. The children take the lead and we provide the appropriate guidance dependent upon their present level of knowledge, capabilities and interests. Building a strong and trusting relationship with staff is a vital aspect of the program. The staff is well aware of children's activities and care giving times as opportunities for teachable moments. Learning is built into all activities, ex: diapering, eating, arrivals, and departures with activities taking place individually and with small groups. We provide a main staff for each child with the children being exposed to consistent staff throughout the day. There are opportunities for free play where staff sits on the floor or low chairs while reading or interacting with the children. Staff take the time to respond respectfully and thoughtfully so infants and young children can learn and thrive. We provide an area that is safe and healthy for the children to rest/sleep, based on their developmental needs and individual schedule. Each child is provided with their own cot or crib to sleep on.

Toys and loose parts are set out on low shelves that children can reach in containers to allow for open ended play and enable children to make choices. We optimize the children's learning with the use of intentional activities and experiences, focusing on doing at least one activity each day for each child as a way of empowering infants/toddlers and help them feel significant.

We respect the need for children to experience the outdoors and real world by providing opportunities for the children to interact with nature both indoors and outdoors. Opportunity is provided for the older toddlers to visit as a group with the preschool children prior to their advancement into the preschool program.

Each child is encouraged to participate in their own care giving routine with the staff engaging in conversation to label their actions. All the children are encouraged to be part of their own self help skills with them feeding and dressing themselves to their own level of capabilities. Step stools are provided to facilitate children reaching the sink and practice handwashing independently. Utensils and small cups are provided to develop fine motor and self feeding skills.

As the children play and explore, we add toys as needed to expand on their play and foster their interests. Discussion about what they are doing and questions about what they are experiencing takes place. The children are read to individually or in small groups. Songs, finger plays and dancing are common spontaneous activities and can also assist in transitions from one activity to another. The infants are introduced to markers, pencils, paints and crayons along with paper as exposure to colours and markings. These activities offer opportunities to practice eye-hand coordination and

fine motor skills. As the children participate in open ended, process oriented activities their imagination, creativity and cognitive processes (such as cause and effect) can develop. The children are encouraged to socialize with their peers and practice sharing materials with an adult's help.

Communication between the parents and staff is done through the use of electronic journals, notes and direct contact with each other at arrival and departure times. Feedback and open communication is valued. Pictures are shared from the center with the family and family pictures are encouraged to be brought in from home. We treat the family as a whole with interest given to all members (siblings, parents, grandparents, all extended family). Children are observed on a daily basis and information is shared with parents and programs may change to meet the needs of the children as they are growing.

Children are exposed to diversity within the center through the use of books, pictures, cultural costumes, play food and discussion about similarities and differences in family activities or family dynamics, Exposure to different languages and cultural celebrations are encouraged amongst the families and facilitators. Parents are encouraged to meet with each other at the annual AGM and volunteering experiences either through field trips or visiting in their child's room at any time. The program offers children many learning opportunities to grow in all areas of development. The environment promotes learning and successes for the children. Nurturing staff offer activities, guidance and a warm relationship with each child in the program. We strive to connect with families and incorporate their diversity within our program.

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## PRESCHOOL CURRICULUM STATEMENT “To play is to learn”

Play is the natural way a child learns, therefore play lies in the heart of Bright Beginnings Educare (BBE) Curriculum. We believe every child is a unique individual with their own pattern for learning socially, emotionally, intellectually and physically, therefore, our environment, activities and interactions are flexible to meet each child’s needs.

Nurturing staff are role models through kindness and positive interaction and we strive to create warm relationships with each child in the program. Our schedule is predictable yet flexible in order to encompass each child’s needs. For example, we may lengthen free play time and shorten group time when children are engaged in exploration and discovery in order to promote and strengthen learning opportunities that are relevant to children at that moment.

The learning opportunities we provide are hands-on, where children act upon what they are experiencing and feeling. We provide a minimum of two periods of 60 minutes of uninterrupted free play time in our schedule daily where children choose who and what to play with.

The environment is set up to promote the idea of individuality and independence by encouraging children to explore on their own and make choices within a safe environment. For example, children are able to choose between 2 or 3 options that are appropriate for them. They can choose to participate in an activity, such as art, dramatic play, or science where items are placed at a child’s level so that they are able to reach independently. Children are encouraged to help themselves to drinking water if they wish throughout the day.

Children are encouraged to play in a variety of environments that are developmentally appropriate and which promote and foster friendships, critical thinking skills and sharing with their peers. This play takes part through-out the day both indoors and outdoors. Examples may include children working together on an art project to display on our walls, playing house in the dramatic area or spending time outside in the sandbox working together to build roads with other children from different rooms and utilizing a wide variety of materials such as shovels, construction play equipment, buckets, wood, or pipes. Outside, children often pull each other in wagons or sleds around the playground. During nap time, children who do not nap, may move together from different rooms to participate in a variety of activities such as block play, building puzzles or exploring together in a science area.

Children are offered both staff-led or discovery self-oriented activities in a warm environment that provide opportunities to grow in all areas of development. There is time for active play, small group work and feeling socially accepted are learned when children clean up toys after play time, after a meal or when they put their jackets in their own lockers after outdoor time. Self-discipline and self-regulation skills are practiced while waiting for a turn with a favourite toy.

We ask open ended questions to stimulate children’s language and reasoning during their play and throughout the day. These questions help to draw attention to the concept being explored, awaken the children’s curiosity and deepen their thinking. For example, we may set up the water table near

the sand table and then ask “What do you think will happen if we mix water into the sand table?” “How can we mould and structure the sand?” Then, “Why do think this happened?”

Throughout the centre and in rooms information is posted for parents and staff as a resource that provides a list of skills gained while using the materials in particular area.

Observing children’s play by watching, listening, taking notes, joining in and taking photos are all important tasks for our staff. By doing so, we are able to use this information to expand on the curiosity of each child and create meaningful learning opportunities. We use these observations to help us plan our interactions, the play space and materials, and activities that help each child learn and develop at their own pace. For example, after observing a child talking with peers about a new pet, the housekeeping area was modified to represent a veterinarian’s office.

We share children’s learning experiences with families through electronic journals and an electronic bulletin board on a monitor as well as send notes and interact directly with each other at arrival and departure times. Other forms of communication include newsletters, updates, and collections of artwork. Feedback and open communication is valued and families are welcome to spend time in the centre at their convenience. Pictures are shared from the center with the family and family pictures are encouraged to be brought in from home. We treat the family as a whole with interest given to all members (siblings, parents, grandparents, all extended family). Children are observed on a daily basis and information is shared with parents and programs may change to meet the needs of the children as they are growing.

An important goal of BBE is to draw upon the diversity of the families to enrich the children, parents, and staff. We encourage parents and families to share their professions and cultures by coming into the center to provide learning opportunities for the children and staff. We also enrich our environment by including materials showing race, gender, family dynamics, culture, ability and age in the play space. For example, our house keeping area includes a selection of dolls from different races and multi- cultural play food. Another example is the library area where we offer a selection that includes books about grandparents and people using specialized equipment. Our snack and lunch programs incorporate a variety of foods that are multi-cultural. Exposure to different languages and cultural celebrations are encouraged amongst the families and facilitators. Parents are welcome to meet with each other daily at pick up and drop off times, special events and the AGM.

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## **School Age Curriculum Statement**

We believe each child is a valuable individual and has the right to be treated with respect and acceptance. We provide children with an environment and activities that meet all developmental domains: social, emotional, physical and cognitive.

Our relationships with children and families are established through sustained and positive interactions. The building of these relationships is demonstrated with both verbal and physical gestures; smiles, eye contact and warm tone of voice. All children and family members are greeted upon arrival and welcomed into the program each day.

We provide information to families about their child's learning and development by verbal communication, posting pictures on the television above the lockers, weekly emails and postings on the parent board.

We encourage the children to be respectful of one another and of the ideas and opinions of others. We use opened-ended questions, a positive tone of voice and ensure that our words and body language match the message we are communicating.

We develop trust with the children by being attentive to their needs, acknowledging their interests and guiding their play with role-modelling and comments that enhance their learning. BBE School Age Program strives to have a warm, nurturing, safe environment where everyone has a chance to learn. We understand that children learn best through child led play. Observations and documentation happen daily by the staff to ensure the children develop socially, physically, cognitively and emotionally. BBE learning experiences and environment reflects the observations. Open ended and hands on room arrangements and learning experiences will stimulate independent thinking, reasoning and build relationships.

BBE School Age program provides a sense of self and responsibility, for their environment and community. We encourage children to work together, with the role modelling of staff, in programming center activities and community-based activities. We encourage the children to be respectful of one another and their ideas and comments. These learning experiences will teach the virtues of compassion, kindness and consideration of others.

We believe play is the basis of all children's learning and that each child's play experience is unique. Play-based learning allows the children the freedom to choose their play area based on their own interests. This makes them an active participant in their learning, which helps to stimulate their curiosity, inventiveness, problem-solving skills, and social skills. We provide large blocks of time for free play each day with a balance of both active and quiet play opportunities. We follow a daily schedule with regular routines and transitions so children are secure in knowing what to expect. However, it is flexible so we can make changes to the timing of routines or activities to meet the needs of individual children.

We provide opportunities for both indoor and outdoor play that encourage creativity, stimulate curiosity and promote a sense of wonder. The indoor play areas include fine motor, art, large muscle, blocks, construction materials, science, technology, library, music, daily living, sand and water play. The outdoor play area emphasizes large muscle development and activities by providing experiences that include running, jumping, cooperative games, bike riding, and play structures. Exposure to nature both outdoors and bringing nature indoors helps children gain respect, curiosity and wonder for the beauty of natural play experiences. The children are free to explore the materials in each of these areas and learn from hands-on experiences.

Our staff use an emergent curriculum approach to plan play areas and staff-led experiences. We offer toys, equipment and activities that are based on our knowledge of individual children, child development and the goals and wishes each family has for their child. This way, our planning emerges from the needs and interests of the children currently attending our program. We observe children during their play to find out about their developmental needs and interests. Then we provide materials that relate to these topics of interest and meet children's needs. We extend the children's learning with open-ended questions, adding related items that stimulate further curiosity and by providing challenges for children that are appealing but achievable.

Group time helps children learn prosocial skills and promotes language. Group time may consist of small groups of 5 or 6 children which encourage children to share their ideas, role-play or participate in games.

Child-inspired or spontaneous learning occurs when children become curious about their world around them. We use natural occurrences as an opportunity to encourage curiosity and extend the children’s knowledge and understanding. Initiating conversations about what the children are experiencing makes their learning meaningful.

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## 9.02 Mixed Age Group Policy – Infant to School Age

### Preschool/Toddler/Infant

During the day, Infants, toddlers and preschool children will be primarily in their designated areas. There may be intervals of times throughout the day where groups of preschool, toddler or infant children spend time together, following Manitoba Childcare regulations and Best Practices. This is most likely to occur during

- Opening (6:45 am -7:45 am) in the designated opening preschool or infant room. (The preferred room being in the infant room)
- Daily outdoor time in one of the 3 playgrounds located at the BBE centre, which is safe for all age groups
- Closing (5:15 pm - 6:00 pm) in the designated closing preschool or infant room. (The preferred room being the infant room).
- Other times may include when children come together for activities or events for a short period of time in one of the preschool rooms or infant/toddler room.
- When a infant/toddler is visiting a preschool room, prepping for their transition to the preschool program

During the times that the children come together in a mixed age group setting, the preferred room will be one that is accommodating to infants/toddlers. Small materials and equipment will be adjusted and placed high during the visit, staff will be familiar with the space and monitor the children closely. If preschool children are visiting the infant program, (for example, at the end of the day) materials will be provided that meet the needs of the preschool children and are safe for the infant/toddler children.

### School Age Scheduling

Children in kindergarten (“kinders”) are considered pre-school age and require a ratio of 1 staff for every 10 children. School age children in grades 1 to 5 require a ratio of 1 staff for every 15 children.

Children in the kindergarten and school age programs at BBE are often in mixed ratios, such as before and after school, in-service days, and school breaks. A maximum of 10 kinders are in a group with 15 school age and 2 staff. The exception is between the hours of 8:20 am – 3:00 pm during the hours that the kindergarten program runs on a daily basis during the school year.

BBE utilizes 4 rooms at Phoenix School that are used for after school programming. The children are divided amongst these 4 rooms and spend approximately 1 hour in these groups before joining together either for outside time, in the gym for physical activities or between room 5 and the main room.

### Developmental Benefits

These groups as noted above will have the opportunity to play and inter-act with one another at different times during the day. It is our belief that rich exchanges take place when children are permitted to play, socialize and interact with one another, fostering physical, social, emotional and cognitive development.

This time provides an opportunity for siblings to play with each other as well as develop; friendships, empathy, enhanced learning, nurturing and understanding of differences among the children. All of these occasions will lend to enhanced development for all children as modelling and observation occur.

The children will follow a similar schedule and routine, with differences allowed for each mixed age group noted above for varying needs such as naps, nutrition, and attention level. Children will be offered/provided with safe activities, materials and toys that are suited for their individual needs.

The Early Learning Curriculum, as set forth in the Parent Policy, will be used as a guideline for play, inclusion and development for all children. Children will be provided time to play in individual or small group activities. All children are encouraged to play interactively with direct supervision.

**Ratio**

Ratios will be met as per regulation 8(2)(b) , where children are cared for in mixed age groups, the ratio will be calculated on a pro-rated basis, based on the following;

Age of Children	Staff	# of Children	Maximum Grp Size
3 months – 24 months	1	4	8
2 – 3 years	1	6	12
2 – 6	1	8	16
4 – 5 years (kindergarten)	1	10	20
6 – 12 years	1	15	30

**Safety**

Children’s safety is a priority and supervision of children will be closely monitored. Safety policies and procedures will be in compliance with Section 5(g) and Section 17 of the licensing manual. Evacuation procedures and emergency procedures will follow the BBE Emergency Evacuation Plan outlined in the Enhanced Safety Manual, which is reviewed and updated annually or on an as-needed basis during the year. Portable first aid kits are accessible and contain emergency contact information for all children. All staff have current first aid training and attend an annual training session each year with the local Health Nurse. Fire, tornado and lock down drills will be practiced when in mixed age group settings several times a year and recorded in our drill log sheet.

All BBE policies and procedures will be followed.

## Supervision

Evacuation Safety - Children are evacuated according to the evacuation plans posted in each room. Once outside, the groups gather together at the meeting place and await further instruction.

Direct supervision is provided while children are in the rooms and outside by prorating the ratios to meet the needs of the groups.

Kinders/School Age Site: Indirect Supervision - Parents are asked to sign an indirect supervision form for any child over 6 years of age at the beginning of every school year, or when their child starts, so that their child has permission to go to the bathroom or walk between rooms on their own. Staff watch from a doorway to ensure the child reaches their destination.

### **9.03 Nap and Rest Policy**

All children will have rest time each day. Infants, toddlers and preschoolers will have nap time in a crib or on a cot, while older children will have quiet time. In the Infant Program the children sleep when they need to sleep. They are provided with a crib and then a cot after 18 months. We ask that you bring your child a blanket and a special soft item if they prefer. Infants under 12 months will not be given a blanket or soft toy. A tight fitting bunting bag or sleep sac may be used. Items will be washed weekly or as needed at the centre.

Rest time is a part of every child's day at the Centre and leaves them better able to cope for the remainder of the day and exhibits higher levels of tolerance, patience, enthusiasm, friendship, laughter and participation. If a child is uninterested in napping after 30 minutes of trying to nap they can play quietly in the room.

Children in the School Age Program will have opportunities to have quiet time after lunch for 30 minutes.

### **9.04 Toilet Policy**

Diaper checks are done at specific times during the day as well as when required. Please provide a supply of diapers (cloth or disposable), wipes and diaper cream/powder. As children are ready staff can begin potty training in partnership with parents or guardians plans at home. Parents are encouraged to discuss with staff potty training strategies to ensure continuity and establish an individualized plan. Pull ups or diapers may be required for longer periods of time during nap or outdoor time if your child continues to have **accidents during potty training**.

Children will be assisted with wiping for as long as needed, but encouraged to be independent when developmentally appropriate. School age children are encouraged to let the Centre staff know when they need to use the bathroom, and they are also reminded before outdoor play and other transition times.

In the event that a child is unable to reach the bathroom in time, the child will be given clean clothes from their locker, soiled clothing will be placed in the child's locker to be taken home to wash. Staff will assist children in getting cleaned up as appropriate and will advise the parent/guardian at departure time.

### **9.05 Movie Policy**

On occasion staff may choose to show a movie or utilize the smart televisions that are located in the Centres for learning purposes. The Centre will only show movies that have been rated GENERAL by the Manitoba Film Classification Board. The viewing of a movie is always optional and alternate activities are available.

### 9.06 Sample Daily Schedule

Each program is slightly different, and the schedules below are here simply as an example of the range of activities families can expect in different programs each day. The Province requires that the actual daily program be posted in the Centre along with staff schedules.

Time	Infant/Toddler	Preschool	Kindergarten	School Age (before and after school)
6:45a.m.	Opening/ Arrivals/ Free Play / School Age Children Depart at 8:20			
8:30	Diaper Check	Toileting/ Hand Washing		
8:45	Snack	Free Play		
9:00		Snack		
9:30	Diaper Check/ Individual/Group Activity/Outdoor Play	Activities/ Free Play / /Outside Play		
10:00				
11:00	Diaper Check			
11:15	Lunch	Clean Up/ Toileting/ Hand Washing		
11:30		Lunch/ Free Play		
12:00p.m	Naptime/ Quiet Activities/ Diaper Check		Lunch	
12:30		Rest Time/ Library /Activities/ Creative Art/ Free Play	Group Activity	
1:00			Bathroom/ Outside Activity	
1:30	Diaper check		Free Play	
2:30			Snack	
2:45	Snack	Snack/Free Play	Free Play/ Staff Initiated Activity	Snack/Free Play/ Staff Initiated Activity
3:00				
3:30	Indoor/ Outdoor Play	Free Play/Toileting		
4:00		Outside Play	Clean Up/ Toileting/ Outside or Gym Play	Clean Up/ Toileting/ Outside or Gym Play
4:30	Diaper Check			
4:45	Departures/ Free Indoor Play/Quiet Activities			
6:00p.m.	Centre Closed			

\*The schedule is flexible to adjust to the individual needs of children on a daily basis.

### **9.07 Playroom Safety**

In order to provide a safe environment for both children and parents or guardians in all playrooms, staff encourage the following indoor behaviours:

- Quiet voices.
- Walking feet.
- Cleaning up toys your child is playing with before they leave the Centre.
- Wiping your shoes on the mats located just inside the doors.
- Removing outdoor footwear when entering the rooms, especially the infant room to protect crawling infants' fingers and keep floors clean.
- Using indoor shoes for children – which are stored in their lockers or kept on the shelving at the School Age Centre.

### **9.08 Child Observations**

All of our infant, toddler and preschool children at the Monterey site are observed by staff on a regular basis. Observations help provide staff with relevant information on what changes might be needed in their programs. From these observations, the programs change to meet the needs of the children as they are growing. These observations are shared with the parents or guardians through our electronic program, so staff and family may work together for the best interest of the child.

If parents or guardians wish, they can discuss these observations with staff at a scheduled parent appointment.

### **9.09 Developmental Capabilities of Children**

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

If the Executive Director and staff think that a child would benefit from having a developmental or behavioural assessment, the parent or guardian will be contacted for permission. The Centre will assist the parent or guardian in completing the steps needed in order to facilitate this process. The Centre will also work with parents or guardians who ask for assistance to access resources.

### **9.10 Emotional Care**

BBE strives to recognize the emotional needs of all children, and to create opportunities for emotional growth in all our programs and interactions. Open lines of communication are vital for your child's well being. Please remember that Centre staff should be notified of any significant changes in the child's home life. Confidentiality is assured.

### **9.11 Touch Policy**

BBE regards physical contact and closeness with children as natural and essential. Touching shows that the staff are at ease with a child who wants to hold their hand, or share a hug. It is important for children to feel safe and secure so that they can develop a sense of trust with staff and between one child to another.

We believe in the importance of positive touch, from both male and female staff members, for the healthy development of young children. Touch reduces stress, aids healthy brain and emotional development, and demonstrates love for the children in our care. Each child should be allowed to determine what kinds of touches they find acceptable. With support from families and appropriate guidance and instruction, staff can help develop children's understanding of appropriate touch.



Training on teaching children about appropriate touch is offered to our staff at the time of employment and periodically thereafter.

Appropriate touch in early education settings is non-intrusive and causes no feelings of discomfort or confusion for the child. Such contacts should also not cause feelings of discomfort or confusion for staff, and take into consideration a child's right to make choices about their participation.

### **9.12 Field Trips and Outings**

The Centre may arrange field trips from time to time in order to offer a variety of experiences children may or may not otherwise have exposure to. Children can learn and grow in many ways including, but not limited to: cultural exposure, socially acceptable behaviour and develop gross motor skills.

Field trips outside the community are minimal as we follow the MELCC recommendation to bring visitors into the centre rather than travel outside of the community as safety and the well-being of your child is a priority. Trips outside the community for Preschool and School Age Children require parents or guardians to sign a permission slip in order for their child to participate. Community or local trips and walks will not require a permission slip, as this permission is granted in the enrolment process.

Permission slips include the departure time, return time and any special instructions for the parents or guardians. Parents or guardians are required to pay the field trip fees for field trips that require transportation. This fee will be added to your bill. You will receive at least 24 hours notice, and most often a week's notice prior to a field trip.

Parents or guardians can choose to have their child remain at the Centre instead of going on the field trip. If parents or guardians choose to keep their child home or find alternate child care arrangements on the field trip day, regular child care fees, including the meal fee (if applicable) still apply.

If a parent or guardian chooses to drop their child off at the Field Trip Site they should notify BBE staff ahead of time. BBE staff and children will usually travel by rented van or bus, i.e. First Canada Transportation. Children will not be transported in private vehicles.

BBE will ensure appropriate safety measures are taken to accommodate children with allergies/asthma/special needs.

## **10 Communication**

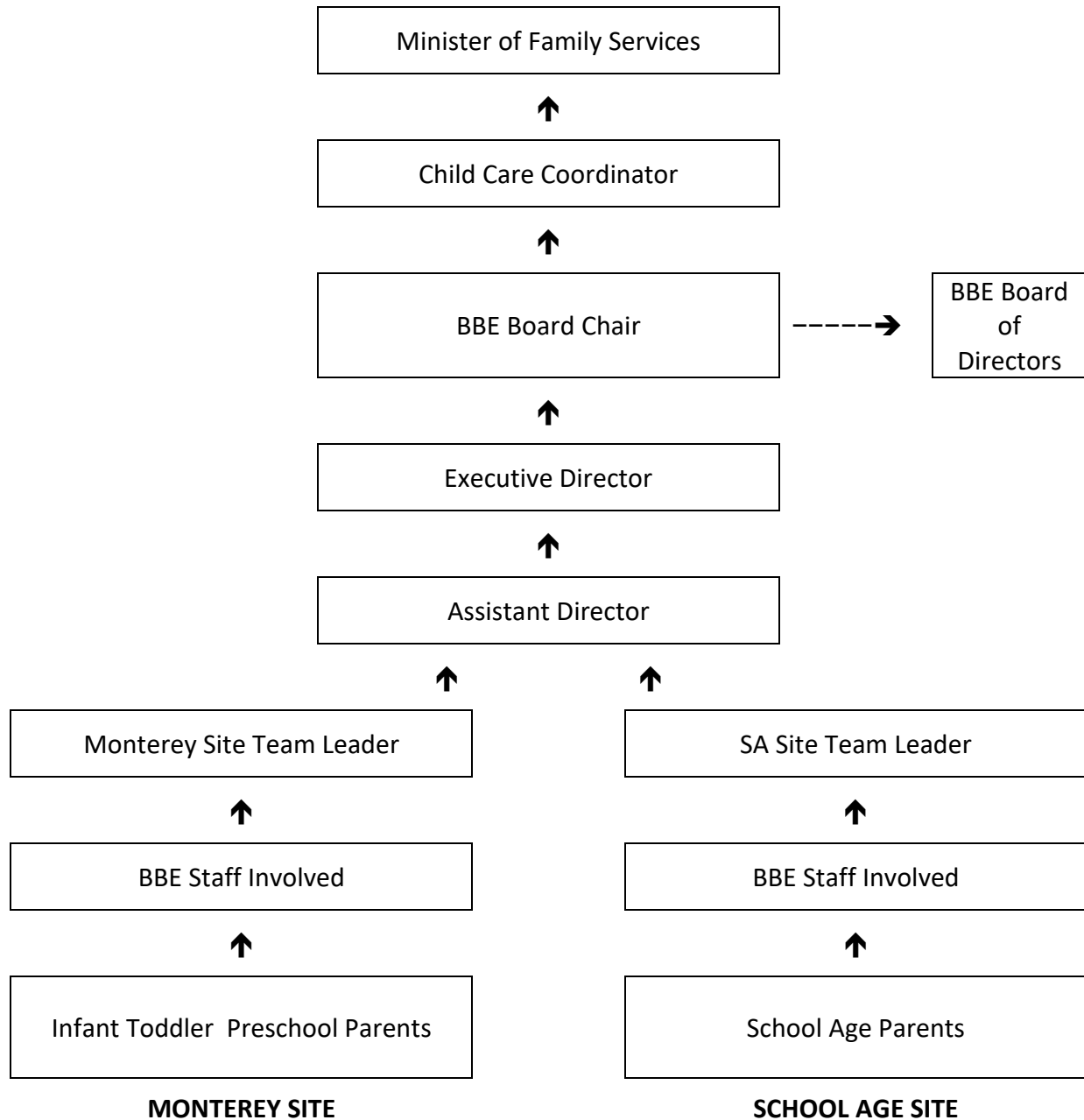
### **Lines of Communication**

BBE makes every effort to ensure concerns expressed by families are addressed and resolved in a timely manner. Parents or guardians who have a concern regarding the care their child(ren) receives are encouraged to follow the Parent Lines of Communication to address the concern.

Talk to the Centre's staff involved in the matter first. If this does not address your concerns then contact your child's room leader. If your concern is still not addressed please contact the next senior staff person as outlined on the lines of communication chart. We encourage parents to speak with the Executive Director prior to engaging the Centre's Board Chairperson. The Board Chairperson is responsible for bringing forward all parent communications to the Board of Directors. If you still

have concerns after the Board of Directors has been engaged, the Provincial Child Care Coordinator for the Centre can be contacted.

## Bright Beginnings Educare Parent Lines of Communication



*Parents/Guardians who have a concern regarding the care of their child(ren) receives is encouraged to follow the lines of communication to address the concerns*

*BBE makes every effort to ensure concerns expressed by families are addressed/resolved in a timely manner.*

## 10.02 Confidentiality

BBE holds any information regarding your family in the strictest of confidence. All staff are required to sign a confidentiality oath. We only ask for the information that we need to deliver high quality child care. We do not release any information from your child's file to outside parties without written consent from the parent or guardian. Parents or guardians can access their child's records at the Centre by making a request to the Executive Director. From time to time we may have practicum students placed in the Centre. They may be required to record observations on the children for their instructors. Your child's anonymity is guaranteed.

Staff are instructed not to discuss children and their families outside the Centre with the following exceptions:

- An emergency or injury to the child where medical information will be released to the proper authorities and medical staff attending the child.
- In case of suspected abuse, to the appropriate child welfare departments.
- A release of information form has been signed by the parent/guardian.

## 10.03 Information Updates

Communication between the parents or guardians and staff is done through the use of electronic communication journals, direct contact with each other at arrival and departure times and through other means of technology. BBE treats the family as a whole with interest given to all members (siblings, parents or guardians, grandparents, all extended family).

In order to keep your child's file accurate and up to date, you are responsible for informing the Centre of changes to your child's record, including family information. Parents or guardians must review and submit their contact and family information on record at the Centre each year.

Information will also be communicated through the following methods:

- If one or both Centre locations are unable to open, its closure will be posted on the CJOB website by 6:15 a.m. or staff will send out a mass email/text to families informing them of the closure. In addition, every effort will be made to reach parents or guardians by telephone as early as possible that morning.
- Parent or guardian check in or visits. We have an open-door policy, and encourage and invite parents or guardians to drop in at any time to see how their child is doing, or to spend time at the Centre playing with their child. Feel free to call or email as well.
- Child observations are shared on a regular basis through the electronic journal program .
- Family mailboxes in the Centre.
- An electronic bulletin board is utilized at both sites that contains information daily
- Pictures are often posted in the centre for families to view and family pictures are encouraged to be brought in from home.
- Daily communication journals are utilized in all programs and are shared with the parents or guardians on a regular basis. Feedback is welcomed.
- Parent Information Bulletin Boards are located at both Centres and include the following information:
  - List of emergency phone numbers
  - Canadian Child Care Federation's Rights of a Child in a Preschool Setting
  - Provincial Child Care License and Manitoba Child Care Association Member Certificate
  - Monthly Calendar, Daily Schedules and Current Staff Schedule

- Behaviour Management Policy
- Parent Lines of Communication
- List of members of the Board of Directors
- Current Illness Information and Policy
- Occupancy Permit
- Evacuation Plan
- Alarm Certificate (Monterey site only)
- Insurance Certificate
- Lunch/Snack Menu and permit to Operate Food Services (Monterey site only)

#### **10.04 Appropriate Use of Technology**

All children, parents, staff and others involved in the Centre must use e-mail, electronic devices and the Internet according to our policies. This protects people's privacy and the confidentiality of information. Anyone violating this rule will be subject to a range of consequences.

Children at the Centre are not to be photographed or recorded without prior permission from their parent or guardian. Children and adults are not allowed to put photos, audio or video recordings or information about the children, staff or the children's families on their cell phone, electronic device or the Internet without written permission. Pictures are shared from the Centre with the family and family pictures are encouraged to be brought from home.

Accessing, viewing, uploading, downloading or distributing material that is inappropriate is unacceptable at BBE. Cameras, video and audio equipment are to be used by the Centre for Centre purposes only.

Employees must remove cell phones from their person and are not to use them during work hours, unless authorized by the Executive Director for work purposes. If, for safety purposes, it is necessary for staff to take a personal cell phone during the course of outings with children, it must be used only for emergency contact with the Centre or the children's parent or guardian or emergency services.

Children are not to bring electronics to the centre except when specified by the Team Leader or Management.

#### **10.05 Electronic Social Networks**

Staff must not accept the Centre's children as "friends" or "follow" them when using social networking sites such as Facebook, Tumblr or other types of information sharing. Staff and parents should use discretion and respect confidentiality when using social media among themselves.

### **11 Emotional/ Behaviour Management**

#### **11.01 Emotional/Behaviour Management Policy**

All behaviour management takes into account the developmental capabilities of all the children. We find that when staff and parents or guardians work together, inappropriate behaviours are decreased, which results in a more positive environment for all. Inappropriate behaviour will be dealt with individually with as little embarrassment to the child as possible, but with the understanding that it must cease and plans should be made so that it does not occur in the future.

In accordance with the licensing standards for Child Care Centres, BBE will not permit, practice or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance.

The Staff will:

- Use problem solving techniques (encourage children to solve problems on their own with support from staff)
- Use redirection, removal and natural consequences
- Document consistent behavioural concerns

### 11.02 Guiding Principles for Appropriate Behaviour

BBE promotes the following guidelines when it comes to appropriate behaviour for children:

**Be Respectful:** Everyone is respectful of themselves and other people. Everyone is respectful of the ideas and feelings of others. Everyone is respectful of the environment, equipment and materials.

**Be Safe:** Everyone works and plays safely to help keep themselves and others from getting hurt.

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

**Be Supportive of Learning:** Everyone learns to the best of their abilities and supports the learning of others.

### 11.03 Proactive Strategies

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

- Having realistic and developmentally appropriate expectations for behaviour (as outlined in 11.02)
- Setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour
- Planning a program based on children's interests and developmental needs
- Establishing consistent yet flexible schedules and routines that help children gain trust, security and self control

The Centre creates a positive environment for children, parents or guardians, and others involved by:

- Developing positive relationships, including making time to talk and listen
- Establishing clear, consistent, simple limits, rules, policies and procedures
- Guiding children to develop at their own pace
- Stating limits in a positive way and periodically reminding people
- Providing explanations for limits, rules, policies and procedures
- Working together to solve problems
- Modeling and encouraging appropriate behaviour

### **11.04 Unacceptable Behaviours**

The following behaviours by children, parents or guardians, volunteers and others involved in our Centre are unacceptable:

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

The following behaviours by children while in the Centre's care towards other children, staff, volunteers and others involved in the Centre are unacceptable:

- Hitting, pushing, kicking, stomping on body parts
- Screaming loudly and out of control
- Throwing items around the room (chairs, blocks, anything that can harm another)
- Running away from the room or the group outside
- Bullying, threatening or frightening others
- Refusing to follow rules on a continual basis
- Profanity or conversations regarding sexually related content
- Pointing and making "shooting" motions continually towards people
- Any physical, emotional or mental aggression.

### **11.05 Consequences for Inappropriate Behaviour**

BBE will consistently respond to inappropriate behaviour by children, parents or guardians, and others involved in our Centre by:

- Reminding people of expectations and limits, rules, policies and procedures
- Using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- Talking only about the behaviour, not labelling the person
- Responding sympathetically and acknowledging feelings
- Establishing natural, logical consequences

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

- Learning what may be contributing to the inappropriate behaviour and how to help reduce or eliminate the behaviour by documentation
- Having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- Accessing outside resources for help, such as: a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
- Child and Family Services to access parenting supports
- Mediation services to resolve conflicts between adults

- The Manitoba Human Rights Commission for information and advice to resolve an issue informally or to make a formal complaint if the behaviour involves discrimination or harassment
- The police to assist with threatening behaviour

In extreme cases, the Centre will take additional steps such as:

- Suspending or withdrawing child care services because of a child's or family members inappropriate behaviour
- In the case of a visitor not allowing the person to return to the centre
- Contacting the police and/or Child and Family Services (CFS), if the behaviour is illegal such as abuse, assault or threatening another person

## **11.06 Suspension Policy**

If behaviours continue, then the following will take place:

- A written explanation will be issued to the parent or guardian and a discussion will take place in order to establish a cooperative plan of action between the family, Team Leader and Executive Director, along with a reasonable time period to carry out the plan. After the time period has elapsed a review meeting with the same parties will be set.
- A second such incident may, at the discretion of the Team Leader in consultation with the Executive Director, result in a suspension from care for a designated period of time. Upon return to the Centre, the Executive Director, Team Leader, parent or guardian and child will have a re-entry meeting to review the expectations and Code of Conduct. The Board Chair will be notified.
- A third such incident may, at the discretion of the Team Leader in consultation with the Executive Director, result in permanent suspension from the care at the Centre. The Board of Directors would be notified prior to this decision.

Note: Depending on the circumstances and nature of the incident, the Team Leader in consultation with the Executive Director maintains the right to suspend care immediately, without written notice. At such a time the parent or guardian would be contacted and expected to pick their child up as soon as possible.

If care has been permanently suspended, the child may not be allowed to attend BBE in the future, depending on the circumstances. Family/Guardian may re-register and follow the BBE online waitlist procedures, should re-entry be considered.

If a child is suspended from school, child care will not be available at the Centre for the same period of time.

## **12 Health and Safety**

### **12.01 Health and Safety**

Your child's health and well-being is extremely important to everyone at BBE. Centre staff are trained in and maintain emergency first aid and CPR.

### **12.02 Enhanced Safety Plans**

Please ensure that you read the BBE Safety Plan for your child's Centre location. The plans include information about the child care facilities and equipment, communication and emergency procedures, prevention and safety measures, and staff training on handling emergency situations. This helps staff and the Board of Directors to react quickly and appropriately in emergencies. The plans are available on the Centre's website or through the office.

### **12.03 Child Abuse Policy**

BBE staff have a legal obligation to report any suspicion of child abuse or neglect to the Executive Director and to Child and Family Services. Abuse includes but is not limited to physical, emotional and sexual.

### **12.04 Accidents and Injuries**

An incident report form will be completed for all accidents or injuries when the accident or injury leaves marks on the child, or if the staff feel the parent or guardian should be aware of what occurred. The incident report is shared with the child's parent or guardian, signed and then placed in the child's file.

### **12.05 Emergencies**

If an emergency arises and staff feel your child is in need of an ambulance one will be called. Parents or guardians will be called immediately to be advised of the situation. For this reason it is important that we have a current phone number where you can be reached. Parents or guardians are responsible for ambulance costs. Children will not be transported in staff's private vehicles. If we are unable to reach you for any reason your alternate emergency contact will be called.

### **12.06 Illness**

We realize that illness can be a hardship on families so please ensure you have a back-up plan in case your child is ill. If staff feel your child is not at their norm, physically or emotionally, you will be notified. A child will not be allowed to attend or remain at the Centre if they show signs of poor physical health. Parents or guardians will be required to pick up their child when they show any of the following signs:

- 2 or more episodes of diarrhea;
- Fever over 38°C (100.4°F);
- Vomiting;
- Lethargy; and/or
- Undiagnosed skin rashes or infections.

If your child is too sick to participate in all of the Centre's activities, then they are too ill to be at the Centre.

BBE reserves the right to request that a child remain home for a 24 hour period if a child is showing multiple signs of illness for an extended period of time. BBE will approach these scenarios on a case by case basis to best meet the care needs of the child while protecting the health and wellbeing of BBE children and staff.

BBE requires parents and guardians to call the centre if your child will be away due to illness. Regular child care fees, including the meal fees still apply if your child is absent due to illness.



### **12.07 Communicable Diseases**

Notify BBE if your child should contract any of the following communicable diseases:

- Hepatitis A, Hepatitis B, tuberculosis
- Impetigo, ringworm, scabies
- Measles, mumps, rubella (German measles)
- Pinkeye (conjunctivitis) with yellow or white discharge (pus)
- Rash
- Strep throat
- Whooping cough (pertussis)
- Head lice or nits (see section below)
- Bed bugs (see section below)
- Hand, foot & Mouth
- Pinworm

This allows us to notify other families of the signs and symptoms to watch for while maintaining your family's privacy by placing a sign on the Centre's communication board. All information will be kept confidential. Staff follow universal precautions for handling blood and/or bodily fluids.

### **12.08 Sunscreen and Mosquito Repellent Policy**

Staff will encourage light-coloured, loose-fitting, long-sleeved tops and long pants when outside and will limit peak hours of high UV rays or mosquito activity. With parent or guardian's permission sunscreen (SPF 60) and mosquito repellent (with DEET) will be applied to children no more than 30 minutes prior to playing outside following Health Canada's regulations when the UV Index is moderate or high. School age children are encouraged to put it on themselves, but staff will be watching and helping to make sure your child is covered with adequate sunscreen.

Parents/guardians will be charged an annual fee per child to cover the cost of sunscreen and mosquito repellent or they can provide their own. Infants under 6 months will not have sunscreen or bug spray applied. Children under 2 will only receive one application of mosquito repellent per day. If your child has specific sunscreen or mosquito repellent requirements, please inform the Team Leader.

### **12.09 Lice/Nits Policy**

BBE has a no nit policy in the case of head lice. Nits are lice eggs and often attach to hair. If nits or lice have been found in a child's hair, the parent or guardian will be called immediately to pick up the child. Your child can return only when their hair and scalp has been treated with a lice shampoo and ALL nits have been removed from the hair. This prevents further infestation among other children, families and staff. We recognize the expense and time attached to treatments and will do everything we can to control an outbreak. BBE will complete a head check of each child daily when there is a confirmed case at the respective centre. The school age children will also be checked daily in the event there is a confirmed case at Phoenix School. Head checks will be completed for a full week following a confirmed case, and will be continued until no further incidents are confirmed. Lice/nit checks will be done discretely and will ensure ratios are maintained.

### **12.10 Bed Bug Policy**

Bed bugs are oval shaped insects without wings that bite at night. Signs of bed bugs are bites or rashes especially around the face, neck, upper torso, arms, and hands. Physical signs include blood spots on furniture, bedding, carpeting or walls; and the bugs themselves.

Any staff who notices signs of bed bugs in the Centre, will notify the Executive Director immediately. The Executive Director or authorized designate will discreetly move the child from the main area so that the child's clothing and other belongings can be examined. In the event a bed bug is found it will be placed in a sealed container for identification purposes.

In the event that signs of bed bugs are found on a child, the Executive Director or designate will contact the parent or guardian immediately to notify him/her of what was found and to provide information on resources that can help (i.e. provincial Bed Bug Hotline).

In consultation with the Board Chair or designate, the Executive Director or designate will determine all necessary notifications and steps according to BBE's bed bug policy to address the bed bugs. The centre follows the Bed Bug Guide for Licensed Child Care Facilities published by the provincial government.

### **12.11 Inoculations**

Immunization is one of the most effective ways of preventing many common childhood illness and infections. BBE encourages you to make sure your child's immunizations are up-to-date.

### **12.12 Medication**

If your child requires anything with medicinal properties while at the Centre you are required to fill out a Medication Form. Staff will take every measure appropriate but will not force children to take medication. Parents or guardians will be notified if medicine is not administered. All prescription medicine, non-prescription medicine, or items with medicinal properties must be:

- In its original container;
- Clearly marked with your child's name;
- Current (not past the expiry date); and
- Accompanied by a doctor's prescription or a doctor's note.

A Doctor's prescription or note will not be required for fever reducing medicine for children under 2 years of age. Children cannot carry medication on their person. School Age children are only allowed to carry inhalers or EpiPens on their person. Parents or guardians must give medication directly to a staff person who will then ensure it is locked in a lock box in the child's room. For safety reasons Epipens and inhalers are not in lock boxes, they are easily accessible for the staff to use them with the children in emergencies.

### **12.13 Allergies/ Anaphylaxis Policy and Scent Sensitivities**

BBE is a peanut free facility; however, because it is not possible to control all possible factors we cannot guarantee an allergen free environment. All known allergies must be disclosed and certified by a doctor. Once BBE is advised that a child has an allergy, staff who provide care to this child are notified immediately and families are consulted to identify ways that the child can be kept safe while at the Centre.

Children with known allergies must have an up-to-date inhaler and EpiPen, if required. An inhaler and/or EpiPen must be left at the Centre. If your child arrives without their inhaler or EpiPen you will be asked to take your child home with you.

Please note that parents or guardians may be required to fill out a Unified Referral Intake Service (URIS) Application. URIS is a provincial program led by the departments of Health, Seniors and Active Living; Families; and Education and Training. URIS provides support for children who need assistance to perform special health care procedures when they are attending community programs.

Parents or guardians will be notified immediately if an allergic reaction is suspected. Your child's safety is our number one concern and therefore if a child appears to be going into shock an ambulance will be called. Staff are trained to recognize signs of shock.

### Scent Sensitive Centre

To ensure the health and well-being of everyone at BBE we encourage all children, parents and staff to reduce the use of fragrances and irritants or replace them with unscented alternatives whenever possible. The most common products that contain fragrances or irritants are: fabric softener, laundry soap, hair products, shampoo, conditioner, lotions, creams, perfume, body spray, cologne, aftershave, hand soap, deodorant, diapers, wipes, mosquito repellent, sunscreen and cigarettes/cigars/vaping.

Chemicals in fragrances/irritants can cause: allergic reactions, headaches, migraines, nausea, dizziness, fatigue, weakness, confusion, anxiety, difficulty breathing, sinus congestion, skin irritation and loss of appetite.

If children, parents, or staff are using a product that cause a reaction, we ask that you work with BBE to ensure the health and well-being of everyone. Parents may approach any staff member, with any concerns about scent sensitivities.

### 12.14 No Smoking Policy

No smoking (including cigarettes, cigars and vaping) of any kind is permitted inside any BBE buildings or on the premises.

### 12.15 Emergency and Inclement Weather

Every effort will be made for BBE to remain open throughout the year, however, in the event of extremely adverse circumstances, including severe storms, adverse road conditions, or other emergency, the Executive Director (or designate) may decide to close the Centre as per operational policies to ensure the safety of the staff, children and families. If one or both Centre locations are unable to open, its closure will be posted on the CJOB website by 6:15 a.m. and the Executive Director or designated staff will send out a mass email to families informing them of the closure. In addition, every effort will be made to reach parents or guardians by telephone as early as possible that morning.

If BBE has to close during the day because weather or emergency conditions make staying at the centre unsafe, the Centre will notify parents or guardians by telephone and ask them to pick up their child as soon as possible. In the event that parents or guardians cannot be reached, the family's alternate emergency contacts will be called.

In extreme circumstances the Centre will ensure the children are relocated to the emergency alternate location. The emergency alternate locations are:

- Headingley Community Centre at 5353 Portage Avenue for the **Preschool and Infant Centre**
- Headingley Library at 49 Alboro Street for the **School Age Centre**

If relocation is necessary, every effort will be made to reach parents or guardians by telephone and/or mass email to inform them of the location of your child.

### **12.16 Outdoor Policy**

As per Manitoba's child care regulations, BBE includes time outdoors every day except when there are extreme cold or extreme heat conditions. In the winter children are outside to minus 25 degrees Celsius with or without a wind chill, so children must be dressed with suitable, cold temperature outdoor clothing. In the summer, children must be dressed in cool clothing, hats and bring a swimsuit and towel for outdoor water activities.

Staff monitor UV levels in the summer and take precautions to limit sun exposure during the hottest part of the day (between 11am and 4pm) by using sunscreen, staying hydrated with water, and wearing hats.

## **13 Items from Home**

### **13.01 Clothing**

In order for your child to be comfortable at BBE they require suitable clothing. Children should arrive at the Centre in clothing suitable for arts and crafts. Your child will need a complete change of clothing in their locker or backpack at all times. Please ensure all your child's personal belongings are clearly labeled. If your child is toilet training please ensure that they have sufficient clothing changes in case of accidents. All children are encouraged to be part of their own self-help skills with them feeding and dressing themselves to their own level of capabilities.

Centre staff will ensure that children are dressed appropriately for the weather conditions by communicating with parents or guardians regarding specific articles of outdoor clothing needed for their child. Parents or guardians are responsible to supply adequate outdoor clothing for their child.

### **13.02 What to Bring to the Centre**

All Programs:

- Indoor and outdoor footwear (e.g. flat bottom shoes, non-marking runners, sandals with backs)
- Insulated lunch kit with freezer pack if not in lunch program
- Extra set of clothing including underwear
- Sun hat
- Winter - Warm jacket, snow pants, 2 pairs of gloves or mittens, hat, neck warmer (preferable to scarves).
- Spring - Splash pants, rain coat and rubber boots.
- Summer - Cool clothing, bathing suit and towel.
- Fall – Wind proof jacket, splash pants, sweater, light toque/hat, light gloves/mittens.

#### Infant Toddler and Preschool Programs:

- Diapers and accessories (e.g. diaper cream, powder, wipes)
- Fever reducing medication (infants only)
- For children under 12 months: bunting bag/Sleep sac
- For children over 12 months: A light blanket, stuffy, special soft item,
- Soother
- Sun hat with ties-appropriate to age
- Muddy Buddy in Spring and Fall

#### **13.03 Necklace Policy**

Children at the Monterey Centre may not wear necklaces while they are at the Centre. This includes, but is not limited to, teething necklaces and costume or play necklaces. Staff will ask parents or guardians to remove necklaces from children, or the staff will remove the necklace and place it in your child's locker. Necklaces pose a strangulation risk if they catch on a piece of furniture, hook, or other object. Many necklaces also have small pieces that can break off and pose a choking hazard.

#### **13.04 Toy Policy**

Toys from home should stay at home except for soft security toys used for nap or as requested by your child's room. BBE cannot guarantee the safety of toys from home. These toys often get lost, traded or broken causing unnecessary upset. If a child does bring a toy from home, they will be asked to put that toy in their locker/backpack until they are picked up and taken home. Toys that depict violence such as guns and swords are not permitted. If your child wishes to bring a special item from home to show it to other children, speak with the staff to identify a time such as show and tell when the item can come to the Centre.

#### **13.05 Lost and Found**

A lost and found area is located at the Monterey site. In June and December any unclaimed articles will be washed and given away or used as spare Centre clothing. Please label all of your child's clothing. Items found at the School Age Centre are sent to the school's lost and found.

### **14 Food**

BBE strives to provide nutritious food and a healthy environment for eating and learning about food. Staff support children through engaging children during meal and snack times, discussing foods and facilitating discovery. Children are encouraged to eat but allowed to decide if and how much to eat. All programs have water available to children during hours of operation. Staff will encourage children to drink water during snack/meal times, during/after physical activity and during/after outdoor time. Water will also be provided if a staff member notices a child is dehydrated or if a child requests water.

BBE recognizes that children require variety in their food choices, including choices from each food group as well as foods in different colours, textures and temperature. BBE is striving to provide whole food sources and thus limiting processed and high sodium/sugar food items.

#### Infant Feeding (ages 3 months-2 years)

BBE recognizes that daily communication with families can help an infant's overall health and well-being. BBE works closely with families regarding their feeding preferences to develop a feeding plan for their infants; and discuss which foods have been introduced at home.

Parents or guardians of infants are encouraged to bring expressed breast milk or to breast feed at the centre. Please discuss the use of expressed breast milk with staff to create a feeding plan for your infant. If your child is formula fed please bring formula.

BBE encourages healthy meals and snacks. For further information about healthy eating, please refer to Canada's Food Guide. One way the Centre does this is by limiting pop, candy and chips for special days only. On these special celebration days, staff will post a sign-up sheet where parents/guardians can offer to bring in special treats for the children. If you are unsure of some items in your child's lunch, please feel free to speak with a staff member. If your child brings food that is restricted, the food will be sent home with your child.

Children are able to bring their own snacks and lunches. BBE encourages parents to provide healthy options and to follow Canada's food guide. Tips/suggestions on healthy eating for children can be found at [www.manitoba.ca/healthyliving/foodinchildcare](http://www.manitoba.ca/healthyliving/foodinchildcare).

Ensure that your child's containers are clearly labelled. The Preschool and School Age Centre have microwaves to warm up lunches. If your child is at the Centre for lunch and their lunch is forgotten, we will feed your child and you may be charged the lunch fee. Milk or water will be provided for all children at lunch.

Preventing Choking: Please ensure items that your infant/preschool child is at risk for choking on are cut into smaller pieces (i.e. hot dogs, grapes, etc).

#### **14.01 Restricted Foods/Items**

BBE is a PEANUT FREE facility. The Centre strongly discourages other nuts to reduce cross contamination and to limit exposure to potential allergens. Other restrictions are:

- Gum is not permitted.
- Glass containers are not permitted, please use a plastic container or a bag.
- Hot liquids are only permitted in the kitchen and staff room.
- Sunbutter or wow butter must be labelled. If not labelled, it will not be served and the child(ren) will be provided lunch (if required) from the center (lunch fee may be applied).

Special dietary needs that individual children may require will be the responsibility of the parents or guardians. Families are encouraged to send food items and snacks for their children.

#### **14.02 Snack & Lunch Program**

We offer a morning and afternoon snack daily for all programs operating at those times. Parents/guardians can also choose to bring snacks from home for their child. Manitoba Child Care regulations states there must be at least one selection from the fruit and vegetable group and one selection from any other food group. BBE Snacks include 3 of the 4 food groups, including a fruit or vegetable and at least one additional option from the other food groups, from the **Canada Food Guide**.

BBE offers daily an infant, toddler and preschool lunch program for a fee however parents/guardians may choose to bring their child a lunch from home. Children attending the Kinder program at Phoenix School will be responsible for their own lunches. Milk is provided to the Kinders during lunch if they are on the snack program. On In-service days and some school holidays a hot lunch is available for a fee at the school age program.

BBE lunches follows Manitoba Child Care regulations which require meals to include two selections from the fruit and vegetable group, one selection from the grain products group and one selection from either the milk and alternatives group and/or one selection from the meat and alternatives group.

A monthly rotating menu for snacks and the BBE lunch program is available on our website and is posted at the front door of both Centres. Changes to the menu will be noted on the posted menus as soon as possible.

### **14.03 Celebrations**

If parents or guardians are planning to celebrate their child's birthday by having a special event or peanut free snack at the Centre, they must check with the staff first. In the past, parents or guardians have arranged for clowns, magicians or special snacks at the Centre. We are certainly encouraging parents or guardians to continue to celebrate with BBE, but please check with the Centre first. **\*\*Peanut free snacks\*\***

## **15 Governance**

### **15.01 Board of Directors**

The Board of Directors is a voluntary group of between 5 and 11 parents or guardians who meet on a monthly (or as needed) basis to discuss issues related to the governance, policy and strategic direction of the Centre. Members are elected to serve a one-year term and can maintain a position on the Board for a maximum of 6 years. The Board has the following standing committees: Finance, Executive, Fundraising and Policy.. A copy of BBE's By-Laws can be found on our website.

Please contact the Executive Director or any member of the Board of Directors if you are interested in participating on the Board or one of the committees. Being a board member is not required to serve on a committee.

### **15.02 Fundraising and Donations**

BBE is a non-profit registered charity. Each year BBE must fundraise a set amount in order to support current programming levels. Funds raised above this set amount are used for special projects, special events and to further enhance existing children's programming. Four to five times a year we ask that families participate to help us achieve our fundraising goal. We understand that fundraising may be time consuming and therefore families may voluntarily opt to make a donation each time in lieu of taking part in the fundraising events or arrange to pay a monthly fee of your choice on your invoice.

Donations may be made by cheque, cash or money order. The Executive Director will provide a charitable donation receipt for the donated amount to the donor. The name and address of the donor will be on the receipt.

If you are donating gifts of property such as toys, books, equipment, or tickets for auction, staff will provide a receipt for the fair market value of the gift (if determinable) less any advantage greater than \$75. For example, if donated tickets were purchased in bulk, the face value of the ticket less the bulk savings amount would be the fair market value for receipt purposes. For more information

on the Canadian Revenue Agency guidelines for charitable gifts, please visit: <http://www.cra-arc.gc.ca/chrts-gvng/chrts/prtng/rcpts/dtrmnfmv-eng.html>

### **15.03 Forms**

The following forms are available upon request to the Executive Director in regular or large font:

- Registration form
- Parent and Guardian Policy Manual compliance form and consents
- Authorization for Dispensing Extended Medication form
- URIS application
- Indirect Supervision Policy form

## **16.00 SURVEILLIANCE POLICY**

Bright Beginnings Educare Inc. (BBE) recognizes the need to strike a balance between the individual's right to privacy and the center's duty to promote and maintain a safe and secure environment for children, staff, families and visitors.

To ensure the safety and security of all children, staffs, parents, and visitors, as well as the security of our daycare facility, Bright Beginnings Educare is equipped with 24-hour video surveillance system and security cameras have or may be installed in all classrooms, hallways, kitchen area, outdoor play area, and parking lot and may conduct video surveillance of any portion of its premises at any time, the only exception being private areas such as restrooms or staff room and that video/security cameras will be positioned in appropriate places within and around our preschool or daycare center facility and used in order to help promote the safety and security of people and property. The security system will be at both the Monterey and School Age Site in the Portable only.

The use of closed circuit television surveillance systems (CCTV) results in the collection of personal information in the form of images and records the conduct of individuals.

## **17.00 KEY FOB POLICY**

The FOB system allows staff and families to enter the building by swiping a small key fob rather than pressing the door buzzer and waiting to gain access to the building. The FOBS are secure and can only access the centre Monday thru Friday and between the hours of 6:45 am – 6:00 p.m, providing the front door is unlocked.

Your name will be attached to an individual FOB number and should the FOB be lost or your child no longer attends the Monterey site, the FOB will be de-activated. Key Fobs should not be shared with family members.

If a key fob is lost or stolen please contact Lori at 204 299 0564 (call or text) or email [brightbeginnings@mymts.net](mailto:brightbeginnings@mymts.net) as soon as you are aware the fob is missing. A new fob will be given in replacement for a fee of \$15.00.

As always, when entering or exiting the building please be sure you are comfortable with who you are letting into the building.



The cost is \$15

.00 one time only (non-refundable) for each FOB ordered. There will be a maximum of 3 FOBS per family. Fob expenses will be charged to your account.

## **18.00 ACCESSIBILITY POLICY**

### **Statement of Commitment**

Bright Beginnings Educare (BBE) is committed to complying with the Accessibility Standard for Customer Service under the Accessibility for Manitobans Act.

In establishing the following policies, BBE has taken steps to identify and overcome existing client barriers. Alternatively, if the barrier cannot be removed, alternate, cost-free methods of accessing the goods or services have been developed.

Our “customers” or “clients” are the children we serve, as well as their caregivers and, during special events, their community supporters.

For further information refer to Accessibility Policy.

## **19.00 APPENDIX**

### **BRIGHT BEGINNINGS EDUCARE FEE SCHEDULE**

Description	Fee Per Day	Comments
<b>Infant Daily Rate</b>  (3 months – 24 months)	\$30.00	Rates apply all year, including Statutory holidays. Fees will not be charged for the 3 days that BBE is closed over the Christmas Break.  Over 10 hours/day \$42.00
<b>Preschool /Toddler Daily Rate</b>  (Age 2 – 6)	\$20.80	Rates apply all year, including Statutory holidays. Fees will not be charged for the 3 days that BBE is closed over the Christmas Break.  Over 10 hours/day \$30.00
<b>Hot Lunch Infant Toddler &amp; Preschool</b>  <b>School Age In-service</b>	\$3.50  \$5.00	unlimited food/milk  unlimited food/milk  Fees apply when away <b>Optional program</b>
<b>Snacks Infant, Toddler, Preschool,</b>  <b>School Age (Kinder – Gr5)</b>	\$1.00  \$1.50	Unlimited food/milk  Unlimited food/milk <b>Rates apply when away</b> <b>Optional program</b>
<b>(Grade 1 – 5)</b>  <b>Before and/or After School</b>	\$8.60	Charge applies 5 days per week to maintain a space beginning the first week that school begins. ( typically the Tuesday after the long weekend)  Over 10 hours per day \$20.80
<b>Spring Break</b> <b>Summer Vacation</b> <b>Winter Break</b> <b>In-service</b> <b>Stat Holidays</b>	\$20.80	Full charge applies whether the space is used or not.  EXCEPTION: Fees will not be charged for the 3 days that BBE is closed over the Christmas Break.
<b>Kindergarten (preschool space)</b>	\$20.80	Rates apply all year, including Statutory holidays, winter break and spring break. Fees will not be charged for the 3 days that BBE is closed over the Christmas Break.  Over 10 hours per day \$30.00

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## School Age Indirect Supervision Policy (Age 6 – 12)

Children may be supervised in one of two ways: directly or indirectly.

**Direct supervision** refers to when staff are directly in the same room/area and able to see and/or hear your child. Children are always directly supervised while outside.

**Indirect supervision** refers to when the staff are not in the same room/area and may not be able to see or hear your child directly but are still monitoring your child's safety. Staff will take into account the age, developmental level and individual needs of each child as they determine the level of supervision required for each situation. As each child grows and develops, they need opportunities to practice independence and build self-confidence. Indirect supervision encourages these skills.

The following procedures are in place to ensure the children's safety:

- Children must ask staff when they need to leave the room to go to the washroom or their locker in the hallway.
- Staff note the children's names and time they left the room to use the washroom on the attendance clip board and stroke it out when they return to the room. The staff monitor the time to make sure the children return in a reasonable amount of time (approximately 3 to 5 minutes).
- When children go to their locker, children leave the door open and staff monitor the time to make sure the children return in a reasonable amount of time (approximately 30 seconds to 1 minute.)
- If children want to move to a different room or playground when the group is not moving, they must tell staff. Staff use walkie talkies to let the staff in the other area to expect the child and to say when the child has arrived. The staff monitor the time to make sure the children return in a reasonable amount of time (approximately 1 to 2 minutes)
- In all situations, if children do not return to the directly supervised area within a reasonable amount of time, staff go to check on them and request assistance from other staff when needed.

## Indirect Supervision Consent Form

My child \_\_\_\_\_ , \_\_\_\_\_

(birth date) \_\_\_\_\_ has demonstrated the ability to act independently with only indirect supervision during the following situations.

✓	Type of Indirect Situation	Parent Initial	Date
	walk from the daycare room to the washroom, change clothes (if need be), use the toilet, wash hands, and return to the room		
	go to his/her own locker in the school hallway to return or bring an object/clothing to a daycare room		
	deliver a written message to another room		
	walk between different daycare rooms, gym and/or playground		
	on swim trips, may get undressed and dressed in locker room privately with staff outside the door		
	on field trip, may use a public washroom appropriate to one's own gender with staff outside the door		

Parent Signature: \_\_\_\_\_

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

Daycare Director: \_\_\_\_\_



ACTIVITY PERMISSION FORM - MONTEREY

I \_\_\_\_\_ (parent/guardian) grant permission for my child, \_\_\_\_\_ to participate in the following activities that take place at Bright Beginnings Monterey site from the date below until they leave the Monterey site.

If the permission is to change, I understand that it is my responsibility to inform the staff at Bright Beginnings.

I understand that BBE at all times will keep my child’s safety and best interest a priority and that all regulations will be followed and enhanced ratio will be in place if the activity is such that it is required.

Please check

Description of Activity	Yes	No	Ask at each event
To participate in using hair products in hair such as gel, washout color, hairspray or mousse			
To participate in activities with nail polish on nails; hand or feet			
To participate in face painting activities using professional face painting supplies			
To take small walks around the community and/or visit the near by playground or community centre			
To visit the splash pad through out the summer			
To participate in water play using small buckets, water games, etc- weather permitting			
To have tattoos or glitter applied to arms, legs, hands,, face			

\_\_\_\_\_  
Signature Parent/Guardian

\_\_\_\_\_  
Date



**ACTIVITY PERMISSION SITE - SCHOOL AGE**

I \_\_\_\_\_ (parent/guardian) grant permission for my child, \_\_\_\_\_ to participate in the following activities that take place at Bright Beginnings School Age program from the date below until they leave the Alboro site.

If the permission is to change, I understand that it is my responsibility to inform the staff at Bright Beginnings.

I understand that BBE at all times will keep my child's safety and best interest a priority and that all regulations will be followed and enhanced ratio will be in place if the activity is such that it is required.

Please check

<b>Description of Activity</b>	Yes	No	Ask at each event
To participate in using hair products in hair such as gel, washout color, hairspray or mousse			
To participate in activities with nail polish on nails; hand or feet			
To participate in face painting activities using professional face painting supplies			
To walk around the community and/or visit the near by playground library, store			
To bike ride around the community using approved helmets on designated days. (ie holidays)			
To participate in water play – weather permitting (mostly on holidays/in-service)			
To have tattoos or glitter applied to arms, legs, hands,, face			

\_\_\_\_\_  
Signature Parent/Guardian

\_\_\_\_\_  
Date