



Parent Policy Manual

Advantage Child Care Academy Parent Policy Manual Introduction:

Advantage Child Care Academy (also referred to as “ACCA”) is a licensed state of the art child care facility operating within the framework of Manitoba’s Community Child Care Standards Act and Child Care Regulation. ACCA has been designed to break the “norm” of today’s early childhood education centers by providing exceptional care in a secure, safety advanced, stimulating early childhood educational environment. ACCA will provide care for children 3 months to 12 years of age at two locations. (Oak Bluff location provides for 21 months to 5 years)

Mission Statement:

It is our purpose to provide an extraordinary premium early childhood educational experience and atmosphere that encourages social, emotional, physical and intellectual growth and development of the child as a whole. In ACCA’s facility, center staff strive to provide exceptional care and learning opportunities for children of professional working parents and students in our community.

Confidentiality:

Information concerning your family is kept by ACCA in the strictest confidence. Government regulations require that a child’s information/registration form be completed and kept on file. ACCA will only release information in your child’s file with your written consent apart from court ordered release.

Philosophy:

At ACCA we recognize a child as a unique individual and respect their rights and feelings. Our program focuses on the development of the whole child as we foster their social, emotional, physical, and cognitive development.

ACCA’s specially trained, qualified, and certified Early Childhood Educators help promote growth and development through center specific organized learning centers that stimulate children’s curiosity and desire to learn.

- Our environment is rich in opportunities for each child to develop fine and gross motor skills.
- ACCA and center staff provides for interaction with and respect for others.
- ACCA fosters curiosity, initiative, and independence.
- At ACCA, children develop abilities and skills that give them a sense of competence and mastery through a challenging environment.

We recognize the family as the most important and effective influence on the development of a child.

- We encourage and promote communication between staff and parents about their child’s daily activities, behavior, and general progress.
- We provide and promote leading edge technology to increase our interaction with parents and provide updates on their child’s daily participation.

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- We see the importance of forming a partnership for the well-being of the child, family, and the center.
- We strive to meet the special needs and challenges of individual families in our community

ACCA Goals:

To provide children an environment which will promote their optimum development in all areas including physical, cognitive, social, and emotional through the following means:

- Providing children with choices and experiences for discovery
- Respecting each child's interest, ability, and skills
- Providing a variety of firsthand experiences that allow children to see, touch, taste, hear and smell things in their environment
- To provide an environment that will nurture a child's self-respect, self-esteem, self-worth and self-confidence

To provide a positive learning environment that enhances each child's level of development through creative arts, crafts, music, storytelling, and general play as well as:

- Provide an individualized program for each child based on the child's abilities and interests
- Provide a play-based program that challenges children as well as fosters curiosity, initiative, and independence
- Maintain a safe, clean, healthy, physical environment necessary for growing children.

To recognize the family as the most important and effective influence on the development of the whole child by encouraging and promoting communication.

ACCA Curriculum Statement:

Learning & Development

Advantage Child Care Academy supports children's learning & development with daily opportunities for play based exploration; experimentation & learning through developmentally appropriate interactions, environments & activities. Opportunity for spontaneous learning happens throughout the child's day.

Building Skills

Through extended play experiences (45 - 60 minute blocks of uninterrupted free play at one time) children build skills such as cooperation and self-esteem, climbing and cutting, problem solving and language. They are provided with opportunities to explore & experiment at the block & discovery centers and sensory table and to develop creativity in the art and dramatic play centers. Learning centers are labelled and children's skills, which are developing, are identified.

ACCA Center Staff Interaction

Our team strive to make the morning drop off at Advantage as easy as possible. Putting together routines that work well for the child and parents which ultimately reduces separation anxiety. We

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recognize and plan according to each family's specific needs. Throughout the day staff members sits near children to observe them at play & work. They share their observations with other staff members during the day and at regular team meetings. They use the information gathered along with their knowledge of children and their development to organize interactions, experiences, play space & play materials to provide a curriculum that meets the needs & interests of individual children and the group as a whole.

ACCA center staff run a schedule that is consistent but flexible, so they can meet the needs of all children. Children learn stability and practice independence through the choices that are available. Transitions occur when children are ready for the next event of the day and this time is used for learning opportunities such as self-help skills like using the bathroom, washing hands & getting dressed.

We provide daily opportunities for large & small group activities & for individual play. Children choose to join our formal group time each day, an option designed to encourage them to learn to self-regulate, make choices & co-operate with others.

Communication between ACCA Center Staff and Families

ACCA staff are outfitted with computing technology and direct access to our Advantage App. These tools allow our caregivers the ability to send digital photos, updates, and messages to our parents. It also allows parents to message the caregivers directly. The daily reports that are created are shared with families to provide a better understanding of their children's participation, learning and development.

We encourage one on one interaction between families and ACCA center staff to speak about their child & share information about their wellbeing and progress. Routine times such as lunch & nap are based on children's daily need and parent's requests. A daily communication log records all information from parents to staff. Staff view parents & families as an important resource to the center and make themselves available & accessible to answer any questions and concerns.

Community & Diversity

Materials are rotated based upon the interests of children, seasons & celebrations, for example: during fall & harvesting we add tractors and trucks to the block center or corn & other cereal seeds to the sensory table. Specific songs, stories & music are added to group time to enhance each child's learning experience.

Having & encouraging warm & friendly conversations throughout the day builds relationships with children, siblings & families. Staff stimulate children's thought processes by asking open-ended questions such as "Why do you like strawberries?" "What do you think will happen next in the story?"

We represent community and diversity, such as age, race, ability, culture, and gender in our curriculum to enable children to recognize similarities & differences. Our environment includes, music, dolls, dress up clothes and maps of Canada depicting Canadian culture; materials such as cultural pictures & art are displayed on the walls. Regular visits from the Community such as CNIB, or Community entertainers, and walks throughout our local parks and attractions expose children to the community.

ACCA Early Childhood Educators:

ACCA is staffed with Early Childhood Educators (E.C.E.'s) with college or university training, as well as Child Care Assistants and support staff. All staff must have a valid standing in First Aid and CPR as well as fill out an Investigation Authorization form. This IA form is first submitted to the Winnipeg Police Department and then to the RCMP for a criminal record and child abuse registry check., ensuring our team members meet all required and mandatory criteria.

Staff are selected based on qualifications set by the Child Center Act. Two-thirds of the staff must be classified as Early Childhood Educator II's or III's. These people have either completed two years of post-secondary education in child care or have a university degree in developmental or family studies.

All employees are required to participate in professional development throughout the year. This will ensure that they are continually challenging their education and remaining current in the study of Early Childhood Education.

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

Occasionally, staff will rotate between rooms to balance the needs of the children and meet licensing requirements. As well in some situations, a primary caregiver may be assigned to a child, but all staff will be expected to provide care for all children.

- Staff may only use a personal cell phones for use with our Lillio reporting app. No other personal cell phone use is permitted when caring for and supervising the children
- Staff make sure that anyone who may need to contact them during working hours knows to call the center's phone number
- If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the center or a child's parents
- If staff use a personal cell phone or other device to photograph or videotape children (with permission of the center and parents), the data is downloaded onto the center's computer and deleted from their phone or device
- Staff will not accept children as "friends" when using social networking sites such as Facebook

Inclusion Policy:

Our goal is to be inclusive in providing developmentally appropriate experiences for all children in a secure, stimulating environment. All children are entitled to full participation and support to meet their individual needs. We recognize each child is unique and support that child in developing physically, socially, emotionally, and intellectually to their fullest potential. Being an inclusive center in which all children and families are welcome, offers countless learning opportunities and benefits for everyone. At ACCA we welcome parent's decision-making regarding care of their children. With parent permission we can utilize agencies such as The Family Center of Winnipeg, New Directions or the Manitoba Early Learning and Child Care Program (MELCC) to assist with strategies to best meet children's needs. Dependent on each unique situation ACCA will also seek out staff training supports specific to each individual child's needs. It is important to note that under the licensing guidelines for ACCA, we do not qualify for Children with Disabilities funding. In the event a child requires additional staff support we will work with the family, and MELCC to find alternate childcare arrangements or to modify existing arrangements.

ACCA Behavior Management Policy:

In accordance with government regulations and best practice for childcare, ACCA does not permit, practice, or inflict any form of physical punishment, verbal or emotional abuse or denial of physical necessities.

Parents and guardians act as partners in behavior management. Communication with parents is undertaken to ensure fairness, consistency, and follow-up. If staff members determine a child's behavior is unmanageable, discussions will be held with parents to formulate a behavior-management plan. If warranted, external resources may be used with the consent of the parents.

The center reserves the right to terminate the enrollment of any child whose behavior cannot be modified to an acceptable level. The ACCA Director will make this decision with its Owners and the Manitoba Early Learning and Care Program delegates.

The center's daily approach to behavior management covers the basic areas of health, safety, and human rights. Children are encouraged to exercise responsibility and judgment in areas where they can do so without jeopardizing their welfare, and to take responsibility for the decisions they make. For example, children must wash their hands before eating. A caregiver reminds all children to do this. A child who resists is encouraged and reminded that "You're not ready for snack until your hands are washed." If the child still refuses, the matter is dropped. When the child arrives at the snack table, he/she will be told: "I will keep your snack right here for you, no one else will eat it – but we all need to wash our hands before we eat." The ECE will not nag, cajole, or place a positive or negative value on the hand-washing or snack. The decision is the child's to make.

When necessary to actively intervene on behavior issues, the following approach is used:

- 1) **Support and explain.** Support the child in the proper way to participate in the activity or use the equipment. For example: "Try pouring the water through a funnel/into a cup. When water gets on the floor, it makes the floor slippery and someone might fall."

- 2) **Caution and warn.** For example: “The water has to stay in the water table. If you want to play with the water, you must pay attention to that. If you can’t keep the water in the table, you’ll have to play someplace else.”
- 3) **Redirect.** For example: “The water table just doesn’t seem to be the place for you right now. Let’s clean this up and go over and build with some blocks.”
- 4) **Remove or isolate** to an adult’s lap within the group, to quiet play in another area of the centre or to supervised time away from the group. Various circumstances may lead to a child being asked to leave a group for a while if the first three steps have not helped. Some examples are:
 - Inappropriate use of language, food or materials. “We don’t like to hear those words at our snack table. When you stop speaking like that, you may join us again.”
 - Behavior inappropriate for the situation. “The other children are listening to the story, when you talk so loudly, we can’t hear.”
 - Repeated incidents of physical aggression.

In instances of interpersonal conflict between children, ECE’s will:

- 1) Observe and assess: is intervention necessary, or are the children able to sort things out for themselves?
- 2) Assist in clarifying and pinpointing the problem: “What’s happening here? So you both want the boat, is that it?”
- 3) Mediate-negotiate: “How are you going to solve this problem?”
- 4) Assist in confirming the solution, letting the children take responsibility: “So this is what you’ve agreed to do.
- 5) Impose a solution if required: “Since you can’t agree on a solution, this is what we’ll do.

In the event some children exhibit behaviors that are unsafe to the child or others, or difficult to manage, ACCA will work with the family by discussing behavior issues, documenting and working together to come up with solutions to aid in changing the behaviors. In the event the behavior continues, ACCA will require parental consent to utilize outside agencies such as The Family Center of Winnipeg, New Directions or the Manitoba Early Learning and Child Care Program (MELCC), to assist with strategies to best meet children’s needs. If the behaviors continue, after consultation with outside resources, ACCA may terminate care, in this situation; the family will be given two weeks’ notice.

Accident Reporting:

At times incidents may occur at the center which involve children. Incidents come in many forms, for example, a pinching incident, biting incident, a fall or a bump into a wall. These types of incidents can occur despite best efforts to minimize their potential; they are simply inherent risks of a childcare center environment.

Should an incident occur, our team will always ensure we respond in a manner appropriate. Examples of this may include consoling a hurt child and treating a scratch or bump with ice and some cuddles, we may also speak with the child who instigated the incident such as a biting or pinching incident to ensure they understand as best they can that their actions were not appropriate. We will also notify the parent of both the instigator and injured via phone call or app messaging of the incident.

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In all instances we will fill out a “Accident Report” form which will be presented to the parent/guardian of the injured child at the time of pickup, and a signature acknowledgement from the parent will be required. Should we not have a clear understanding as to how the incident occurred, we will request that the video surveillance of the room be observed by our director for further clarification and understanding.

Coping/Trial Period:

Families are encouraged to visit the center prior to the child starting care. During these prestart date visits, the parents must stay with their child in the rooms at all times. This may help the child adjust more easily to the new environment and will allow for the development of a relationship with the ECE responsible for their age group when the care begins. Regardless of pre-start date visits, the Center Director will arrange an orientation meeting prior to your child(ren) starting at the center. The first four weeks that a child attends the center will be considered a trial/coping period. This allows time for the staff and parents to discover if your child is ready for a child-care setting. Coping periods vary for every child and it is important that parents understand how this process is best managed. Here is some important information and tips on how to best handle the coping/trial period:

- Always remember, the coping period is harder on the parent than the child
- Naturally the child will want to be with their parent or other family member. Therefore, having a parent or family member present in the room with the child only draws out the time it takes for a child to get used to their new surroundings and to new people.
- ACCA highly suggests monitoring how your child is doing from our parent transition/relaxation room with closed circuit video monitoring vs. from inside the room. If the parent is required for re-entry an ACCA staff member will always advise.
- When you leave your child in their room, always say goodbye.
- Typically crying lasts for only a few minutes when a parent leaves a room as staff immediately redirect a child’s attention to make them comfortable. If the child can see their parent, sometimes they get upset simply because they want you with them.
- Be sure to bring a family picture for your child’s cubby, also a familiar blanket or stuffed animal for rest time. These types of visuals are calming for a child.
- Speak with other families about their experiences; it is sometimes nice to know you are not alone.
- Remember infants do not always participate physically in play, sometimes younger children parallel play, meaning they participate just by watching as this makes them more comfortable.
- Always remember ACCA caregivers are available to answer any questions you may have.

During the coping/trial period, either the center director or parents may request the withdrawal of the child upon four-weeks’ notice by either party. However, depending on the circumstances, the notice period at the discretion of ACCA may be reduced.

Enrolment and waiting list:

ACCA Scurfield is licensed for 122 children. The center has 16 infant care spaces for children aged 3 months to 24 months, 28 Toddler Spaces for Children 24 months to 36 months, 24 pre-school spaces

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for children aged 3-5 years, 24 Pre-K spaces for children aged 4-5 years and 30 Before and After school spaces for children aged 6-12. ACCA on High Level Road (McGillivray Blvd) is licenced for 64 children. The center has 32 Toddler Spaces for children 24 months to 36 months, 16 preschool spaces for children 3-4 years and 16 Pre-K spaces for children 5 years. Our High-Level Road location also runs a part time nursery program. The center's Director administers enrolment and maintains a waiting list of applicants. ACCA reserves the right, at its sole discretion, to reject any application.

The enrolment goal of the center is to fill all available spaces on a full-time basis, as full time is critical to the staffing, programming, and operation of the center. Therefore, priority will be given to a full-time registration over part-time registration. At any given time should a family who enrolled full time decide they would prefer a part time spot; the request must be submitted in writing to the director and the director will advise if the switch to part time can be accommodated.

Part-time enrolment is defined as two or three days of consistent and regular attendance, four or more hours each day, and requires payment of part-time fees payable for each day that the child is registered. In some instances, a part time space will be provided to a family if another family is requesting part time space that meshes the two spaces into one full time space. Should one family in this instance remove their child from care, the center will do its best to attempt to fill the remaining part time space, however this may not be possible, and the remaining part time spot held by the other family may be terminated. In the event full time becomes the priority, families will be given the option of taking a full-time space; if they decline, four weeks' notice will be given to the family.

Waiting list priority:

Acceptance on the waiting list is unfortunately not a guarantee of placement. Siblings of children, who are currently enrolled in the center, will have priority on our waiting list.

For the infant program, a space cannot be confirmed for your child earlier than four months before the start date. For the pre-school program, the earliest parents can be offered a spot is six months before enrolment. To put this in context, most other centers provide confirmation only one or two weeks in advance (and sometimes just 48 hours).

Before offering placement, the best ACCA can do is give you an idea of the number of other people on the waiting list. Please keep in mind that numbers alone may not paint an accurate picture of your prospects, since circumstances are constantly changing.

On occasion, a space may become vacant before you require care. At this point, if you were at the top of the waiting list, the center director would call to give you the option of beginning care (or paying for the spot) at this time. If you refused, it would be offered to the next person on the waiting list. This could delay your desired start date.

Registration:

Once you have been offered and accept a space in the program, you must pay in advance a registration deposit to hold the space. **This fee is non-refundable.** The registration form will have an agreed upon start date indicated. Please note that ACCA prepares space and in some cases hires and

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trains staff based on your child's specific enrollment date and therefore child care fees will commence on that date and full payment will be required starting at this time.

Registration forms including the PAD (pre-authorized debit) agreement and registration agreement will be completed with our Director at the time of registration. A link to a detailed registration form will then be emailed to you for thorough completion. The registration form, which includes a parental declaration, constitutes an agreement for services between yourself and ACCA. Please complete your online registration forms immediately. Should all forms not be submitted prior to the start date, care will be refused for your child as these forms are a critical component to their safety and well being.

Parents are responsible for providing the center with up-to-date information. ACCA is not responsible for any problems that occur because of inaccurate information. Please help us keep our files current and accurate.

Parental withdrawal of children:

Parents must provide two months (8 weeks) written notice for the withdrawal of their child, starting the Monday of any week. When notice is given, the remaining fees to cover the existing childcare contract will be withdrawn from the pre-authorized debit account immediately. Failure to provide notice will result in an invoice for the eight (8) week period. For parents with children who have registered for the program but change their mind on attending prior to the agreed upon start date, two week's notice must be provided prior to the agreed upon start date to ensure you are not charged for the first month of care, should the notice not be provided, the charges for the first month will stand.

A child will be considered withdrawn if he or she is absent for five consecutive days with no explanation and parents will be liable for fees for this period plus notice.

All fees owing must be paid before a child's last day in the program.

Custody:

If one parent has sole custody or an ex-partner has limited visiting privileges, ACCA requires a copy of the legal custody papers or restraining order to be placed on file at the center. Please speak to the center Director if these circumstances apply to you.

All information regarding children is held in strictest confidence. Should parents wish to request information to assist in a custody dispute, they or their legal representative are asked to arrange to attend a meeting with the center director. ACCA staff cannot prevent a parent from removing his or her own child from the center unless supporting legal documents are on file. While staff will do everything reasonable to prevent children from being taken by a parent who does not have custody or appropriate visiting rights, if the situation becomes violent or threatening, staff will not intervene. Instead, they will immediately contact police.

Fees:

Complete Fee Structure is provided on the "Advantage Fee Statement" and will be provided by the Director at time of enrollment. Daily fee is based on 10 consecutive hours of care per day.

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Fees are payable for each day of the week your child is enrolled, regardless of illness, vacation or statutory holiday. The fees include daily meals.

Fees are due the 1st day of each month for the month following and are payable only by Preauthorized Debit. Should you need to make changes to your preauthorized debit account, ACCA must be notified 6 business days (or more) in advance of the first of the month. If this notice is not provided at minimum 6 business days in advance of the withdraw date, a service fee may be applicable due to NSF or a recalled EFT.

A child will be considered withdrawn from the program should fees fall more than two weeks in arrears and the notice period fees will be debited from the pre-authorized account.

Any outstanding fees in arrears more than 30 days will have a 5% delayed payment charge added to them, which will be added upon each 30 days the bill remains outstanding.

Receipts:

Annual receipts for parent fees will be provided in January of each year or at the parent's request anytime during the year. Receipts for registration fees will be provided with the registration package.

Confidentiality:

Information (both written and verbal) concerning your child and your family is held in strictest confidence. Upon enrollment, the center director will collect the following personal information:

- A child's name, gender, date of birth, address and telephone number
- Parents' marital status, occupations, names, addresses, banking information and telephone numbers
- Information about other family members and emergency contacts
- Medical information, including Manitoba Health numbers and family doctor's contact details
- Information about allergies and medical conditions, language or learning disabilities
- Court documents related to child custody issues

Personal information is required to ensure the best and safest care for your children. All files are the property of ACCA. Parents have access to their children's files upon requesting an appointment to review and discuss the information with the director and/or staff, without the children present.

ACCA does utilize childcare surveillance equipment in a closed (local) and secure viewing environment. The taking of photographs, video, or research projects may be conducted in the center by ACCA team members only, and photos may be posted on ACCA's social media. Parents are required to sign a consent form upon enrollment that gives ACCA permission to take photographs and video of their child. All such material remains the sole property of ACCA.

Red River College has selected ACCA as a practicum site. Child-care students are often placed at the center as part of their courses, under the direct supervision of staff. The students may be required by their instructors to record written observations of children, which are used as a student-assessment

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tool only and parental consent is not requested in such cases. In the case where a student wants to observe a specific child, then parental consent will be required before hand.

Arrival and departure:

ACCA is open from 7:00 a.m. to 6:00 p.m. Monday through Friday year-round, except for the following days. **Exception** of the following days, which fall on a weekday or alternate day, when on a weekend (usually the first regular workday following the weekend):

- New Year's Day
- Louis Riel Day
- Good Friday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labour Day
- National Truth and Reconciliation Day (if it falls on a weekend no additional day is observed)
- Thanksgiving
- Remembrance Day (if it falls on a weekend no additional day is observed)
- Christmas Day

*The center may also close for a professional development day once a year, with parents notified well in advance.

ACCA will close early on Christmas Eve and New Year's Eve. All closures are announced on our electronic bulletin board, in our nightly reporting application and on our social media.

Children should arrive at the center no later than 9 a.m. in order to fully participate in the ACCA program, which begins each day at 9:00am. Upon arrival, staff in your child's room will sign the children in for the day. Please advise staff in advance on occasions when you know your child is going to be late or when the child needs to leave early. All children must be accompanied into the center by the parent or guardian and released to the care of a center staff member in either the infant, preschool or before and after school program. As regulated by the Province of Manitoba, children must be signed in and out on attendance by the ECEs. The center's responsibility begins once the child is signed in within a room.

Please allow enough time to undress and dress your children and tend to their needs, including toileting, before you leave the center. Children should be dressed, with their indoor shoes on and in a clean diaper (if worn), to begin the day. We also request that parents assist their children with hand washing before they start daily activities in the center, this will help reduce the spread of illness in the center.

When picking up your children at the end of the day, please arrive by 5:45 p.m. to ensure they leave the center before the 6:00 p.m. closing time. If you are unable to pick up your child, the center must be notified as to who will be picking up the child. The parent or guardian enrolling the child must provide a list of persons to whom the child may be released. ACCA reserves the right to verify instructions and check identification upon releasing a child. Upon departure parents **MUST** sign their

children out at the monitor located beside the director's office. During both sign in and out child must be in hand.

Late Pick up Fee:

Parents who have not picked up their children following the allocated 10hrs of care will be assessed a late fee of \$30 for the first 15 minutes or part thereof and \$5 for every additional 5 minutes or part thereof. This fee will be debited from your account as necessary. Repeatedly late pick-up will be subject to review by the center director and may result in termination of child from ACCA enrollment.

Safety Precautions:

Children and adults are required to remove outdoor footwear at the main entrance to the center. This protects children from slipping and falling and keeps the play and eating area clean. Please do not walk to the locker area or on the carpet with your outside shoes on. All children are required to have a separate pair of shoes for inside wear while at the center.

Please do not place personal articles, such as purses, on the floor. This will help prevent smaller children from putting unsafe objects in their mouths. Instead, please place these items in your child's locker or somewhere else out of reach. Hot beverages in sealed containers are only allowed in the staff room, parent transition room and director's office.

The following safety precautions should be observed in the infant/toddler room:

- Remove your shoes upon entering. This protects children's fingers/toes and helps provide a clean carpet area for your child.
- Open doors carefully and close and latch all doors behind you. Notify a staff member when you are leaving the room.
- Fasten all safety belts in highchairs and buggies etc. Always ensure the high-chair tray is securely in place before moving away from your child.
- NEVER leave a child unattended in a highchair, play structure, etc.
- NEVER leave a child unattended on the changing table. A staff member will assist you should you require an article that is not within your reach. PLEASE remember to wash your hands well before and after changing your infant/toddler and to clean and disinfect the change table. A staff member will be happy to explain the procedure or to assist.

Secure Center Access:

The center director will arrange for ACCA parents to have a maximum of two (2) security fobs programmed to access the center, if this fob is lost, stolen or not returned upon completion of care, the fob will be deactivated and a fee of \$35.00 will be billed automatically on your next monthly child care invoice. Anyone deemed a risk to employee or business security will be rejected an access-fob application and will be required to immediately withdraw their children from ACCA. For those occasions when an alternate person will be picking a child up from the center, please contact the center director by email or phone to make arrangements. In this situation, access will only be granted by ringing the entry buzzer located in the vestibule. When your care ends with ACCA please return your key fobs to the director to avoid charges. When accessing the center, please remember to

NEVER allow anyone to follow you through the door at ACCA, ensure the door closes behind you upon entry and exit (no one will be mad at you for doing this).

Supplies:

All your children's possessions, clothing and footwear must be labeled with their names. The center cannot assume responsibility for lost or misplaced items. Each child will be assigned a "cubby" in their assigned room for their clothing and personal items. Parents are responsible for changing children into and out of their outdoor clothing at the beginning and end of each day. Children are required to wear shoes in the center at all times for health and safety reasons. Running shoes are best. Toys from home are not allowed unless they are brought for "Show and Share" or another special occasion.

Supplies Provided by ACCA:

- Breakfast, lunch, and afternoon snack (for those children eating "table Foods") The menu is posted next to the kitchen.
- Milk (homogenized in the infant program or two per cent in the pre-school program), including milk for bottles, and filtered water.
- Dishes, cups and cutlery.
- All classroom supplies for Infant and Toddler, Preschool, Pre-K and Before and After Program.

Refrigerators are available in the Infant rooms for Baby food and bottles

Parents must supply:

- A blanket and cuddly toy for nap time. ACCA launders the bedding on a weekly basis
- An adequate supply of diapers or training pants, diaper wipes and diaper cream. These articles will be used for your child only. Please check regularly to see if these items need replenishing.
- In the situations where medication is required for life threatening allergies such as an EpiPen® or chronic conditions, parent consent will be required to create a health care plan with a public health nurse
- Any medications that your child takes on a regular basis or for emergency purposes, such as an EpiPen® or asthma inhalers
- A pair of indoor running shoes, with non-marking soles, to be kept in the center always.
- Rubber boots or winter boots
- A complete change of clothing appropriate to the season, including underwear and socks. Infants and toddlers will require at least two sets of extra clothing at the center. Please check regularly to see that your child has a complete change of seasonally appropriate clothing and footwear that fits. Please check your child's locker daily for wet or soiled clothing to be taken home and laundered.

Please send clothes appropriate for play and check the weather forecast at the beginning of each day. Suggested articles, in addition to basic clothing items:

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Spring/fall

Rubber boots
Rain coat
Jacket/sweater
Splash pants
Light mitts and hat

Winter

Two pairs waterproof mitts
Scarf/neck warmer
Winter boots
Toque
Winter coat
Snow pants

Summer

Sun hat
Bathing suit
Towel
Shorts
Loose clothes
Sandals

Parents of infants and toddlers must supply:

For your child's cubby

- Diapers and wipes. Extra diapers can be stored at the center. Wipes can be brought in their regular container or in the refill bag.
- Extra clothing. Your child should have at least two pairs of extra clothing in their cubby.
- Please make sure the clothes are appropriate for the season as well as the right size. The Infant/toddler program uses the cubbies for outdoor clothing only. Please bring any extra clothing into the room and provide it to a caregiver.
- Diaper cream or Vaseline, if these are used – please label.

For your child's basket (sits on top of the cubby)

- Food/snacks. In the basket you can store jarred food and dry food such as crackers, cookies and infant cereal. Please do not store fresh fruit in the basket as ACCA stocks plenty of fresh fruit.
- An extra soother (if your child uses one).
- An extra bottle and formula (if your child takes one). If your child should run out of prepared bottles you have supplied for the day, the staff will be able to make more (on an emergency basis only). NOTE: parents are responsible for cleaning/sterilizing infant bottles/nipples daily.

For the Fridge:

Should your child not be on table foods, you may store in the fridge; Perishable food, snacks and prepared bottles. You are required to bring all the special food, snacks and bottles that your child will need during the day. In the fridge are trays that are labeled as to how to separate the foods, lunch vs. snacks. Bottles can be stored on the top shelf of the fridge. ACCA supplies whole milk and water, and full lunch and snacks for those children able to eat "table foods"

For Your Child's Bed:

- Please bring in a familiar blanket that provides comfort for your child.
- Cuddly sleep toy (if your child is used to having one).
- The ACCA team will ensure cribs sheets and blankets are laundered and ready for your child.

Miscellaneous:

Photographs. Please bring a picture of your child for their locker; As well please bring a family photo that can be displayed in the infant/toddler rooms and Preschool rooms. We often have the children tell us about their family while referring to the picture.

It is very important that everything you bring to the center is labeled with your child's name. Please check your child's basket and cubby regularly so you can anticipate what they may need and empty it of the "Creative Treasures" they may have made for you. When required, ACCA staff will place an ACCA reminder card on the child's locker for supplies that need replenishment.

Sunscreen and Insect Repellent:

Parents must apply sunscreen on their children each morning during the spring and summer. ACCA staff will reapply sunscreen as required during the day. If necessary, staff will also apply low-DEET insect repellent. Sunscreen and low-DEET is to be supplied by the parent as to avoid any allergic reactions.

Nutrition and Medical

Nutrition:

ACCA provides milk (homogenized or two per cent), filtered water, breakfast, lunch and afternoon snack daily. The menu is posted next to the kitchen window as well as on the sign in screen. Should your infant not yet be consuming table foods, families are required to provide lunch, infant formula, and infant cereal for their child daily.

As outlined in Canada's Food Guide (posted in the ACCA kitchen for your reference), it is recommended that our lunch consist of at least:

- one serving of milk or milk products
- one serving of meat and alternatives
- one serving of breads or cereals
- two servings of fruit or vegetables

Parents may wish to provide a special snack on birthdays and special occasions. This gesture is greatly appreciated. Please inform the staff and provide a list of all ingredients used in home-baked items. All special food items such as birthday cakes must be presented to the center director or teacher for approval upon arrival.

Nuts:

ACCA is NUT AWARE! ACCA members take very seriously the risks associated with life threatening nut and other allergies and take steps to minimize those risks.

Please do not send nuts, peanuts or items containing nuts or peanuts to the center with your child, including items labeled "may contain nuts" or "made in a factory containing nuts". Since seafood can also pose a life-threatening allergy, please label food items that contain fish.

ACCA has developed an anaphylaxis policy to deal with the threats posed by nut allergies. The policy is attached to this guide. Please take the time to read it. It outlines the expectations on all parents, staff and children at ACCA. It sets out the steps that are taken at all times, including specific guidelines for instances when a child who has a nut or other life-threatening allergy is enrolled at the center.

Illness:

If your child is ill and unable to actively participate in the daily program, including outdoor play, he or she should be kept away from the center until sufficiently recovered. If a child attending the center becomes ill (vomiting, fever, diarrhea, etc.) during the course of the day, the child will be removed from the classroom and a parent will be contacted and asked to come and pick up their child immediately. In some instances, should our staff or director feel the child is too ill to attend the center, and a parent disagree, a doctor's note may be required.

Your child may not attend the center if he or she has a communicable disease, elevated fever, has been treated within the last **24 hours** for an elevated fever, severe diarrhea, vomiting or is excessively lethargic. Children with a cold will be accepted if they are able to go outside with the others. As a rule of thumb, children who are too ill to go outside due to a cold are too ill to be at the center that day. **At any time and in response to current world health situations (i.e. Pandemics), the center may place further restrictions on childcare attendance for fevers, diarrhea, rashes and mild cold symptoms. Attendance in the center may also be affected by provincial health order in a pandemic or related situation. Fees must continue to be paid for days when a child is away (due to illness or situation regulated by public health).**

It is essential to be aware of possible circumstances that may be contributing to a child's symptoms. New foods, allergies or medication may produce side effects such as those listed below. In such cases, please discuss appropriate management with staff members.

Instances of communicable diseases such as coronaviruses, conjunctivitis or impetigo will be posted in the center and on the Advantage App (Lillio) to alert other families to their presence in the center. These postings do not identify the affected children just the room in which the communicable disease has been noted and the precautionary measures put in place.

The following guidelines apply, with assessment to be made by the Center Director should the child be in attendance or requesting attendance. The Director has the sole authority to decide and demand that any child not attend/be removed from care temporarily in any of the following situations:

- **Diarrhea:** After the first incident of diarrhea, a parent will be notified. After the second incident in one day, the child will be required to leave the center until the child's bowel movements return to normal for a **12 hour** period. This helps avoid contagion. This guideline does not apply to children who are on medication that has diarrhea as a side effect unless there are many incidents. If an incident of diarrhea has occurred at home, the center must be notified, and **12 hours** must pass before returning the child to care at ACCA.
- **Vomiting:** After the first incident of vomiting, a parent will be notified. After the second incident in one day, the child will be required to leave the center. Exclusion from the program is required until the vomiting has stopped for a period of **12 hours**. This helps avoid contagion. If an incident of vomiting has occurred at home, the center must be notified, and 12 hours of no vomiting must pass before returning the child to care at ACCA.

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- **Fever:** The center uses a sterilized ear-probe digital thermometer when a child seems feverish. If the child's temperature is 38 degrees C or more, a parent will be notified, and staff will administer fever medication (unless the signed fever management forms states otherwise). Only one dose of over-the-counter medicine (e.g. Tylenol or Tempa) will be administered by staff. The child will be removed from the room and be monitored until they are picked up by their parents. If an incident of fever has occurred at home the center must be notified and **24 hours** with no fever must pass before returning the child to care at ACCA. During a pandemic more stringent and longer “fever free” periods may be required in order to return to the center. Please refer to our Pandemic Plan.
- **Conjunctivitis (pink eye):** - If a child has red, irritated eyes, with a yellow or green discharge, a doctor should see the child. If conjunctivitis is diagnosed, the child needs to have been on medication for at least **24 hours** before returning to the center. (In accordance with Department of Health Regulations).
- **Inability to cope:** If the child is unable to participate in all the daily activities or needs one-to-one care, the child will be required to leave the center. Staff members, in consultation with the center director, will make the decision to send the child home based on their observations and knowledge of the child's normal behavior.
- **Skin rash:** If the child develops a rash that is suspected to be a communicable disease (e.g. measles, impetigo), the child will be removed from the classroom and monitored and the parent will be notified to pick up their child. If the rash is diagnosed by a professional to not be a communicable disease, the child can return to care and the rash will be monitored. If the child still has the rash after a few days, parents will be asked to have the child examined by a doctor again. If the rash is communicable, the child's rash it to be treated at home and the child must be rash free for **24 hours** before returning to the center.

Frequent hand washing and cough etiquette is of utmost importance. **We ask that you wash your hands when you enter and leave the center.** This will help more than anything else in keeping germs and viruses at bay.

We ask that parents **assist their child each morning with washing their hands when they are brought into the room.**

All staff are asked to remember to wash their own hands when entering the center.

Children will be encouraged to wash hands after play outside and before and after play in our water and sand areas. Hand sanitizer is also available throughout the center (for the adults).

Other Health Hazards:

Please note that the following health hazards listed are uncommon in our childcare setting.

Head lice:

If live lice are found in your child's hair, you will need to immediately remove him or her from the center. The child must be treated, and nits removed before returning to the center. An advisory is posted for all parents when cases of head lice are discovered at the center. Affected children are not identified. **ACCA is a nit free facility**; this means ECE's will check the child's hair to ensure all nits have been removed before the child returns to the center.

Bed Bugs Policy:

Bed bugs are oval shaped insects without wings that bite at night. They prefer to feed on human blood but also bite mammals and birds. Signs of bed bugs are bites or rashes on humans especially found around the face, neck, upper torso, arms, hands; physical signs such as blood spots on furniture, bedding, carpet or walls; and the bugs themselves.

- Any parent or legal guardian who notices signs of bed bugs in their home or on themselves or their child; or has been in contact (through other sources) with bed bugs will notify the Director or their designate.
- Any employee who notices signs of bed bugs in any area of the child care center shall promptly notify the Director or their designate.
- If signs of bed bugs are confirmed at the center, the Director or their designate shall notify families of the Center.
- In the event that the staff suspects that a child has insect bites (consistent with those of bed bugs) the parents or legal guardians will be contacted to pick up their child immediately.
- Parents or legal guardians will be required to provide a doctor's note that clearly identifies whether or not the bites resemble those of bed bug bites.
- If a diagnosis of suspected bed bug bites is confirmed by a doctor the following steps must be taken before the child can return to the center:
 1. Confirmation, in the form of a written and signed report by a certified Pest Control Company, that the premises in which the child resides or co-resides has been inspected and found to show no signs of bed bug infestation; and or received a treatment to prevent or eliminate a bed bug infestation.
 2. An expectation that all other necessary measures are taken to ensure the removal and elimination of a bed bug infestation. This includes all Public Health recommendations. Families will be provided with a list of recommended actions to take.
 3. The center will perform a daily visual full body inspection of the child (in a respectful and discreet manner) to monitor for signs of new bites which would indicate the bed bug infestation has not yet been remediated.
 4. If this is the case the child would be asked to leave until a second confirmation by a certified Pest Control Company can be provided.

If the above measures are not taken, Management or the Center Director reserves the right to discontinue care.

Please visit this website for more information.

https://www.gov.mb.ca/fs/childcare/resources/pubs/bed_bug_guide.pdf

As part of our Bed Bug prevention strategy we ask that all children come to our center in clothing they have not slept in the night before.

Medication:

ACCA cannot supply medication. Staff can dispense medication that you bring as long as it follows Manitoba Child Center Act regulation 14 (12) (c), which states:

(c) Accept only medicine brought to the center by the parent or guardian, and which is supplied in the original container or in a container supplied for the purpose by a pharmacist in the case of prescribed medicine.

Medication should be provided to center staff upon arrival for safe and appropriate storage. Staff cannot administer over the counter cough and cold medicines to children in the center.

Universal precautions:

ACCA follows Manitoba Health guidelines on prevention and management of virus infection. The routine for handling blood and bodily fluids (regardless of whether there is an infection) is as follows:

- Disposable towels or tissues are used and properly discarded.
- Staff members, to avoid risk to any skin lesions or body fluids use disposable gloves.

For further information on our handling of illness, please refer to page 20. Illness.

Programming:

ACCA staff members plan and implement a program of activities in areas including art, music, drama, literature, science, movement, and social studies. This planning revolves around “emergent curriculum” for learning. An emergent curriculum is one that builds upon the interests of children. It is often spontaneous and responsive to the immediate interests of a group of children. Topics are driven by the ideas, excitement, information, and questions from the children themselves.

Ideas are supported and extended by providing equipment, books, craft supplies, and experiences through which the children can learn more about their natural interests and curiosities. ECE’s explore alongside the children and observe and encourage their discoveries.

The daily schedule is planned to provide a balance of free choice and directed activities, active and quiet play. Along with planned activities, children can choose to play in various areas and learning centers. The room arrangements include different learning centers, each providing materials that are

carefully chosen to ensure safety, encourage creativity and imagination, promote development of skills for exploration and self-expression. Materials/toys are rotated often to provide new challenges. The learning centers include:

- **Daily living or housekeeping center:** this provides children with the opportunity to role play many real-life situations as well as explore what it would feel like to be someone else. This area is changed to facilitate many different role-playing situations, such as home, doctor's office, restaurant and more, promoting cooperation, problem-solving, social skills and imaginative play.
- **Music center:** provides recorded songs and instruments to promote freedom of expression, creative movement and singing.
- **Quiet thinking center:** this is a quiet area with a selection of books to look at and listen to, which facilitates an appreciation of literature and promotes development of pre-reading skills.
- **Creative art center:** contains art media to develop fine motor skills, understanding of concepts of color, size, shape and pride and self-expression through their creativity.
- **Science discovery center:** this area is used to facilitate exploration and discovery of the child's senses and objects in their environment. It provides tactile experiences for children using different mediums and textures, such as sand, macaroni and rice.
Children develop fine motor skills through manipulation of the materials provided.
- **Unit block center:** this has many building opportunities with blocks and manipulative toys as well as trains, trucks and cars which facilitate creativity, develop hand-eye coordination and pre-math skills. It also contains a variety of manipulative toys to develop fine motor skills, hand-eye coordination and encourage the ability to solve problems and work cooperatively.
- **Active living or large muscle center:** this includes the climber, bikes and other equipment that develops large muscles, balance and coordination.

Outdoor Play:

Outdoor play is provided in the ACCA Playground and other certified neighborhood parks and public areas at which Children enjoy fresh air and sunshine. Child center regulations state that all children must go outside every day, weather permitting. As the daily program includes a period of outdoor play or walking for the children, it is the parents' responsibility to ensure children are dressed properly. It is also important to have a good supply of extra outdoor clothing (such as mittens) available to prevent children from getting wet, dirty, or cold.

Field Trips and Special Guests:

An important component of the pre-school program is the opportunity for children to participate in experiences not found in a typical childcare center. To ensure the utmost safety for our children, ACCA often brings the learning opportunity in house or onto our property. In some cases, we do venture off site and children in the preschool and before and after school program may be asked to come along on field trips if deemed appropriate. Special permission will always be obtained in advance.

The Advantage Reporting App and electronic bulletin board are used to inform parents of field trips. The center uses only approved transportation authorities, including our own transportation vehicles, or in some instances may walk if it is a short distance away. Parents are welcome and encouraged to

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attend our field trips. Special guests will be announced in advance. Parents are always welcome to join in the fun. New ideas for trips and special guests are always welcome.

Creative Treasures:

Please check your child's locker, bin, bag and art folder regularly to collect these items. These accomplishments are very important to your child. Unfortunately, anything not claimed will be discarded.

Show & Learn:

Each classroom organizes a "**Show & Learn**" schedule. On Show & Learn days, please help your child choose an item to talk about. Examples include a picture, book, nature object or something of significance to the child.

Rest:

Children are given the opportunity to sleep or rest each day. Children in the infant/toddler program have their own cribs except in cases where they may be sharing a part time space. Nap times for infants are flexible and will be based on the child's schedule and needs. Toddlers' nap times are scheduled to occur between 12:00 p.m. and 2:00 p.m. each day. Preschool children nap from 12:15 p.m. to 2:30 p.m., depending on individual needs. Older preschoolers in our Pre-K program will rest for a half-hour daily and then engage in quiet activities. Please bring any special nap requests to the attention of your child's classroom teachers.

Parental Visits:

The involvement of parents and guardians in their children's daily program is always welcome. Families are encouraged to join us for celebrations, special visitors and field trips.

Parents are also invited to spend time with their children during lunch time.

Newsletter, Bulletin Board, Resource Materials:

The electronic bulletin board inside the front entrance highlights all types of pertinent information such as the daily/weekly events, center schedule, etc. All other important information will be shared via our electronic reporting application which send messages directly to your smart phone or computer each night at 7:00pm. On occasion notices may also be posted in each room or on the sign in/out kiosk.

Parental Concerns:

Whenever you have any concerns, please inform staff, or the director so we can discuss it. ACCA welcomes feedback on our program and encourages you to share your concerns with us. If discussion does not resolve the issue within a reasonable period of time, parents are asked to submit their concerns in writing to the Director and cc' info@advantagechildcareacademy.ca.

Respectful Environment:

The center's environment will be a safe and secure place to learn, work and visit. It will be free from physical, emotional, verbal and sexual abuse and harassment. This secure and fulfilling learning environment will not tolerate the following:

- Any act or threat of violence
- Vandalism or deliberate damage to property
- Possession or threat of a weapon

Depending on the severity of the situation the following actions may be taken:

- Contacting police or Child and Family Services,
- Suspending the family's membership in the center

Child Abuse:

If ACCA staff members have reason to believe a child is being abused or neglected, they will contact Child and Family Services to begin appropriate action. The center will follow regulations set out in the Child Center Act which state: "Every licensee shall report, or cause to be reported, any case of suspected child abuse relating to a child attending the licensee's center to the Director of Child and Family Services or a designated child care agency as required by the Child and Family Services Act."

Intoxication or Drug Abuse:

Parents or guardians who appear to be under the influence of drugs or alcohol and are driving will have to have someone else drive them home. An alternate contact person may be called and asked to escort the child home. If the parent does not cooperate, staff will notify police and Child and Family Services.

Emergency and Evacuation Procedures:

In the event of an emergency, our staff will evacuate the children to our evacuation site. In this event, parents will be notified immediately, and children will need to be picked up immediately. Should an evacuation occur, childcare fees for the day will not be reimbursed. Please note that evacuation procedures involve the use of Winnipeg transit buses in some instances or shelter in nearby businesses which have been pre-arranged.

Advantage Child Care Academy (ACCA) CENTER'S PRIVACY POLICY

PROTECTING YOUR PRIVACY

Your privacy is important to ACCA. (referred to as 'us' or 'we' in this policy), and the purpose of this policy is to tell you what personal information we collect about you, how we use it, whether we

ACCA Parent Policy Manual

disclose it to anybody else, how long we keep it, and how you can request access to your personal information or obtain more information about ACCA privacy policies.

PERSONAL INFORMATION

Personal information means any information about you except your name, business title, business address, and business telephone number. It also does not include your home address and telephone number if these are published in a telephone or other directory.

ACCOUNTABILITY

We are responsible for the personal information under our control and we have a designated privacy officer Hermeet Dhanjal who is responsible for our compliance with this policy and with privacy legislation.

WHAT PERSONAL INFORMATION DO WE COLLECT?

When you enroll your child with us we may collect some or all of the following personal information...

- Your child's name, address and telephone number
- Gender of the child
- Birth date
- Marital status
- Parent's names, address and telephone numbers
- Your occupation/school, address and telephone number
- Work hours and full or part time
- Name of family doctor, address and phone number
- Medical and individual health numbers
- Similar information about other members of your family [siblings, other adults in household, emergency contacts]
- Health information about your child [e.g.-allergies, medications, language or learning disabilities]
- Court documents [e.g. custody orders].
- Financial Information

ACCA Childcare Center Photo and Secure Video Policy

Introduction

At ACCA, the safety, security, and development of your child are our highest priorities. To enhance these objectives, we utilize closed-circuit cameras (CCTV) and photograph activities in our facility. This policy outlines our standards regarding video recording, access, retention, and the use of photos taken within the center. By enrolling your child at ACCA, you agree to these terms.

Video Recording Policy

1. Purpose

Our closed-circuit cameras are used to ensure a safe and secure environment for children, staff, and families. The system provides transparency and peace of mind while fully respecting privacy required by law.

2. Continuous Recording

Cameras within the center operate 24 hours a day, 7 days a week. This allows us to monitor the environment continuously for safety and operational purposes. The footage is recorded and stored on a secure system.

3. Access to Footage

To maintain safety and confidentiality:

- Recorded footage is accessible only to authorized personnel, including the center's directors.
- Parents may view footage on CCTV monitors located in the designated transition room to observe general classroom activity. Access is restricted to this physical location and does not extend to remote or personal devices.

4. Footage Retention and Request for Review

Footage is retained for **6 calendar days** on our secure server. After this timeframe, footage is permanently deleted unless flagged for a specific incident. If you have a concern and believe footage review is necessary:

- You must notify the center **within 6 days** of the event in question.
- Requests for review must be made in writing to the center's director, providing specific details about the concern.
- All reviews of footage will be conducted by authorized personnel in a secure location.

We encourage timely communication about any concerns or incidents within this period to ensure our ability to assist effectively.

5. Privacy

The cameras are installed in common areas such as classrooms, hallways, and outdoor play areas. **No cameras are placed in areas where reasonable expectations of privacy exist, such as bathrooms.**

Photo Policy

1. Purpose and Use

Our teaching staff may take photos of children engaging in activities, learning experiences, special events, and milestones. These photos are used for:

- Documenting educational progress.
- Sharing moments with families (e.g., newsletters or parent communication apps).
- Promoting the childcare center (e.g., via ACCA's official social media accounts).

2. Social Media and Promotional Use

By agreeing to this policy, you consent to the appropriate use of your child's photos for promotional purposes on ACCA's social media platforms. We take great care to:

- Ensure all photos are tasteful and in keeping with the nurturing, positive environment of our center.
- Avoid sharing photos that could compromise privacy or safety.
- Refrain from including personal identifiers (e.g., your child's full name) in public-facing content.

If you would like to opt-out of promotional photo use, please inform the center's administration in writing. However, photos taken for internal educational or communication purposes will remain permitted.

3. Confidentiality and Security

All photos are managed professionally and stored securely. Staff are prohibited from using children's images for personal purposes or sharing them outside approved channels. ACCA reserves the right to monitor and enforce compliance with this policy.

4. Parent Responsibility

While ACCA exercises diligence in monitoring the use of photos, parents are reminded to respect the privacy of other children and families. Photos viewed or obtained from the center should not be distributed or posted without explicit permission.

Acknowledgment

By enrolling your child in ACCA Childcare Center, you confirm that you have read, understood, and agreed to this **Photo and Secure Video Policy**. This agreement ensures a safe, respectful, and transparent environment for all children, families, and staff.

QUESTIONS or CONCERNS

If you have any questions or concerns about this privacy policy or about the collection, use and disclosure of your personal information by ACCA please contact our privacy officer Hermeet Dhanjal and we will try to address your concerns.

THE SECURITY OF YOUR PERSONAL INFORMATION IS IMPORTANT TO US

We use your personal information only for the purposes identified below and access to your personal information is limited to those employees of ACCA who need to have access to it.

HOW DO WE USE YOUR PERSONAL INFORMATION?

Your personal information may be used by us to provide the best and safest care for your child, to obtain appropriate financing for this care, to provide you with reminders and updates about the care of your children.

SOMETIMES WE HAVE TO SHARE YOUR PERSONAL INFORMATION WITH OTHERS:

We do not sell your personal information to third parties. We may share minimum amounts of information with third parties such as treasurer or credit reporting agency. We may also disclose your personal information when we are required or permitted by law to do so.

HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

We retain your personal information for period of two years. Financial information we keep for a period of seven years. After the two and seven year periods are over we shred all documents using the appropriate confidential shredding services. As required by law, we comply with these requirements.

WHAT CAN YOU DO IF YOU WANT TO LIMIT THE USE TO WHICH WE PUT YOUR PERSONAL INFORMATION?

Most of the personal information that we collect is necessary for us to provide the best care for you and your child, we cannot do this without that personal information. Similarly, we must disclose your personal information as described above in order to take care of your child, to provide the necessary services related to the child, assist you in arrangements for financing to provide this service to your child. If you do not want us to use or disclose your personal information in a particular way, please contact our privacy officer as described above and we will be pleased to discuss with you how we can limit collection, use or disclosure of your personal information.

YOU CAN REQUEST ACCESS TO YOUR PERSONAL INFORMATION

You have a right to access the personal information that we have about you and to request personal information that you believe to be inaccurate be corrected. If you wish to access your personal information you should contact our privacy officer who will be pleased to assist you.

Advantage Child Care Academy CODE OF CONDUCT

CENTER NAME: Advantage Child Care Academy (ACCA)

FACILITY NUMBER: 101548 (Scurfield) & 102885 (High Level)

LOCATION ADDRESS:

Scurfield: 51 Scurfield Blvd, Winnipeg MB. R3Y 1G4

Oak Bluff: 4 High Level Road, Unit 2. Oak Bluff MB R4G 0E2

CONTACT PERSON: Teresa Muirhead Executive Director

PHONE NUMBER: 204-453-2222 (Scurfield) 204-885-1709 (Oak Bluff)

EMAIL ADDRESS: tmuirhead@advantagechildcareacademy.ca

CODE OF CONDUCT

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

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

- Management and staff members
- Children
- Parents/guardians of children enrolled
- All others involved with our center

Guiding Principles for Appropriate Behavior

Be Respectful

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

Be Caring

We treat people and things gently.. Caring makes the world a safer place.

Be Cooperative

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

Be Supportive of Learning

We learn to the best of our abilities and support the learning of others.

Vision statement and guiding virtues

“In our center we will focus on the development of the whole child. We will be respectful of each other and our environment. We believe in maintaining a caring and peaceful atmosphere. We will promote creativity throughout all our interactions in our daily lives.”

Respect

We show respect by speaking and acting with courtesy. We treat others with dignity and honor the rules of our family, school and nation. Respect yourself and others will respect you.

Caring

Caring is giving love and attention to people and things that matter to you. When you care about people, you help them. You do a careful job, giving your very best effort. You treat people and things gently and respectfully. Caring makes the world a safer place.

Peacefulness

Peacefulness is being calm inside. Take time for daily reflection and gratitude. Solve conflicts so everyone wins. Be a peacemaker. Peace is giving up the love of power for the power of love. Peace in the world begins with peace in your heart.

Creativity

Creativity is the power of imagination. It is discovering your own special talents. Dare to see things in new ways and find different ways to solve problems. With your creativity, you can bring something new into the world.

Developmental Capabilities of Children

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

Appropriate Use of Technology

All children, parents, staff and others involved in our center must use e-mail, electronic devices and the Internet according to our policies. This protects people's privacy and the confidentiality of information.

E-mail, Electronic Devices and Internet Policies

Children, staff and all others using our childcare centre's computer and electronic devices must:

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

Inappropriate use includes:

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

Supervision and Monitoring

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

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

Staff make sure that anyone who may need to contact them during working hours knows to call the centre's phone number.

If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the centre or a child's parents.

If staff use a personal cell phone or other device to photograph or videotape children (with permission of the centre and parents), the data is downloaded onto the centre's computer and deleted from their phone or device.

Staff do not accept children as "friends" or "buddies" when using social networking sites such as Facebook or Instagram.

Unacceptable Behaviors

The following behaviors by children, staff, parents and others involved in our center 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 behavior 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, color, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone

Proactive Strategies

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

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

We create a positive environment for children, parents, staff and others involved in our center by: developing positive relationships, including making time to talk and listen

- Establishing clear, consistent, simple limits
- Stating limits in a positive way and periodically reminding people
- Providing explanations for limits
- Working together to solve problems
- Modeling and encouraging appropriate behavior

Consequences for Inappropriate Behavior

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

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

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

- ■ Using behavioral analysis to learn what may be contributing to a child's inappropriate behavior and how to help reduce or eliminate the behavior
- ■ Having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behavior in the future
- ■ Developing a written contract with an adult or older child that outlines specific expectations and consequences
- ■ Giving a written warning that outlines specific concerns and consequences if the behavior continues
- ■ Accessing outside resources for help, such as:
 - ➤ A behavior specialist or other professionals to help staff understand and reduce a child's inappropriate behavior
 - ➤ 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 behavior involves discrimination or harassment.
 - ➤ The police to assist with threatening behaviour.

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

- ■ Suspending or dismissing a staff member

- Suspending or withdrawing child care services because of a child's or family member's inappropriate behavior
- In the case of a visitor not allowing the person to return to the center
- Anyone deemed a risk to employee or business security will be rejected as a security-Access
- Holder and will be required to immediately withdraw their children from ACCA
- Contacting the police and/or child and family services (CFS), if the behavior is illegal such as abuse, assault or threatening another person

ANAPHYLAXIS (LIFE-THREATENING ALLERGIES)

The following roles and responsibilities outline the procedures that will be followed if:

- a child currently in the center has been diagnosed with a life-threatening allergy
- a child about to enroll in the center has been diagnosed with a life-threatening allergy

IMPORTANT:

Call an ambulance immediately to take the child to the hospital when an adrenaline auto-injector is used.

The entire community has a role to play in ensuring the safety of children with a known risk of anaphylaxis in a community setting. To minimize risk of exposure and to ensure rapid response to an emergency, parents, children and centre staff must all understand and fulfill their responsibilities.

Director (or designated alternate) will:

1. Work as closely as possible with the parents of the child with a known risk of anaphylaxis. Regularly update emergency contacts and telephone numbers.
2. Immediately start appropriate planning for an *Individual Health Care Plan/Emergency Response Plan* that considers the age and maturity level of the child, the specific allergen and the centre's circumstances.
3. Submit a URIS application with parents, including *An Authorization for the Release of Information* form. Remind parents that it will need to be completed every year.
4. Have parents complete an *Authorization for Administration of Adrenaline Auto-Injector* form.
5. Contact the public health nurse (or contracted nursing agency if the public health nurse is not available) to develop the *Individual Health Care Plan/Emergency Response Plan* and schedule staff training.

6. Identify a contact person for the nurse.
7. Inform other parents that a child with a life-threatening allergy is in direct contact with their child (with written parental approval). Ask parents for their support and cooperation.
8. If it is not developmentally appropriate for the child to carry an auto-injector, make sure the adult responsible for that child wears it in a fanny pack. An alternative is to keep it in a safe, UNLOCKED location accessible only to the adults responsible.
9. Staff Training
 - Notify staff of the child with a known risk of anaphylaxis, the allergens and the treatment.
 - Have all staff (and possibly volunteers) receive instruction on using an auto-injector.
 - Inform all substitute staff about the presence of a child with a known risk of anaphylaxis. Be sure to advise them of the appropriate support and response, should an emergency occur.
 - Store the *Individual Health Care Plan/Emergency Response Plan* in the staff communication areas for easy access while keeping in mind the importance of confidentiality.
 - Arrange an annual in-service through the nursing service to train staff and monitor personnel involved with the child with life-threatening allergies.
10. Help with carrying out policies and procedures for reducing risk in the centre.
 - Post allergy alert forms with photographs, in the staff room, kitchen, eating area and other appropriate locations (with written parental approval).
 - Develop safety procedures for field trips and extra-curricular activities.
11. Make sure there are processes to:
 - Monitor when a child's *Individual Health Care Plan/Emergency Response Plans* will expire.
 - Annually review and submit a URIS Application form to make sure there is an *Individual Health Care Plan/Emergency Response Plan* for each child with a life-threatening allergy.
 - Monitor the expiry dates for children's adrenaline auto-injectors. Remind parents about expiry as needed.
 - From time to time, remind other parents in the centre how important it is to make sure packed lunches and snacks are allergen-free.

Responsibilities of all staff:

1. Receive annual URIS training in caring for a child with anaphylaxis.

2. Display a photo-poster in the child care centre (with written parental approval).
3. Discuss anaphylaxis with the other children, in age-appropriate terms.
4. Encourage children not to share lunches or trade snacks.
5. Choose products that are safe for all children in the centre (parental input is recommended).
6. Instruct children with life threatening allergies to eat only what they bring from home, if applicable.
7. Reinforce hand washing to all children before and after eating.
8. Facilitate communication with other parents.
9. Follow policies for reducing risk in eating and common areas.
10. Enforce rules about bullying and threats.
11. Leave information in an organized, prominent and accessible format for substitute staff.
12. Plan appropriately for field trips. Make sure auto-injectors are taken on field trips and emergency response plans are considered when planning the trip.

Responsibilities of the parents of a child with anaphylaxis:

1. Tell the centre director about the child's allergies and needs.
2. Provide their child with an up-to-date auto-injector. If it is not developmentally appropriate for the child to carry it, parents should confirm the auto-injector is in a specified location (safe, UNLOCKED location accessible only to the adults responsible), or on the person of the adult responsible for the care of the child.
3. Make sure their child has and wears a medical identification bracelet.
4. Submit all necessary documentation as required.
5. Provide the child care centre with adrenaline auto-injectors before the expiry date.
6. Make sure that auto-injectors are taken on field trips.
7. Participate in the development of a written *Individual Health Care/Emergency Response Plan* for their child, which is updated every year.
8. Be willing to provide safe foods for their child, including special occasions.
9. Provide support to the facility and staff as required.
10. Teach their child (as developmentally appropriate):

- To recognize the first signs of an anaphylactic reaction
- To know where their medication is kept and who can get it
- To communicate clearly when he or she feels a reaction starting
- To carry his or her own auto-injector on their person (for example, in a fanny pack)
- Not to share snacks, lunch or drinks
- To understand the importance of hand washing
- To report bullying and threats to an adult in authority
- To take as much responsibility as possible for his or her own safety

Responsibilities of all parents:

1. Cooperate with the child care centre to eliminate allergens from packed lunches and snacks.
2. Participate in parent information sessions.
3. Encourage children to respect the child with a known risk of anaphylaxis and centre policies.
4. Inform the staff before food products are distributed to any children in the centre.

Responsibilities of the child with anaphylaxis:

1. Take as much responsibility as possible for avoiding allergens, including checking labels and monitoring intake (as developmentally appropriate).
2. Eat only foods brought from home, if applicable.
3. Wash hands before and after eating.
4. Learn to recognize symptoms of an anaphylactic reaction (as developmentally appropriate).
5. Promptly inform an adult as soon as accidental exposure occurs or symptoms appear (as developmentally appropriate).
6. Wear a medical identification bracelet.
7. Keep an auto-injector on their person at all times, such as in a fanny pack (as developmentally appropriate).
8. Know how to use the auto-injector (as developmentally appropriate).

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Responsibilities of all children (as developmentally appropriate):

1. Learn to recognize symptoms of anaphylactic reaction.
2. Avoid sharing food, especially with children with a known risk of anaphylaxis.
3. Follow rules about keeping allergens out of the centre and washing hands (as developmentally appropriate).

Refrain from bullying or teasing a child with a known risk of anaphylaxis.

Acceptance of Parent Policy Manual:

Thank you for reviewing the ACCA Parent Policy Manual. Acceptance and understanding of this policy is fulfilled upon completion of the registration process at ACCA. Should you have any questions at all please do not hesitate to contact the center at info@advantagechildcareacademy.ca or 204-453-2222 (Scurfield) 204-885-1709 (High Level)

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