



EST. 1974

ST NORBERT
Children's Centre

ROOTED IN HISTORY. GROWING TOGETHER. INSPIRED BY NATURE.

Parent Policy Manual

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List of Acronyms

SNCC	St. Norbert Children's Centre Inc
CCA	Child Care Assistant
ECE	Early Childhood Educator
ELCC	Education & Early Childhood Learning
PD	Professional Development
SNI	St Norbert Immersion School

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Welcome to SNCC, where we are committed to creating a safe, nurturing, and inclusive environment for every child and family who joins our community. We welcome and celebrate the diverse cultures, identities, and experiences of all children, families, and educators. We are committed to creating a respectful environment for everyone. This manual includes the SNCC operating policies. It is expected that all parents/guardians read the document to ensure all information provided has been reviewed and understood.

Cell Phone Use while in our Building

Out of respect for your child(ren) and the adults that care for your children we ask that you do not use your cell phone for the few moments, while in our building.

The History of SNCC

- Sept 1974
 - A nursery program was introduced and run out of the St Norbert Community Club
- Jan 1975
 - The organization was incorporated as St Norbert Nursery School Inc.
- Sept 1981
 - The program moved to Rue Le Maire, offering preschool, school age and nursery school care
- Sept 1983
 - The incorporated name changed to St. Norbert Children's Centre Inc.
- Sept 1987
 - The program expanded into 3 locations; 56/58 Rue Le Maire, 190 Houde Drive in Parc la Salle School, 3514 Pembina Hwy at the St Norbert Foundation
- Nov 1992
 - The new facility was opened at 3448 Pembina Hwy incorporating all programs

Administration

SNCC is a non-profit, government funded organization licensed by the Province of Manitoba. SNCC is licensed for 84 spaces and offers full time care options only.

- 15 infants (3 months to 24 months)
- 48 Preschool (2 years to 6 years)
- 21 School Age (6 years to 12 years)

Mission

To provide a nurturing and stimulating environment that fosters the growth and development of young children, while also supporting the needs of their families. We believe that every child deserves to be loved, cared for, and educated. We strive to create a safe and inclusive space where all children may thrive.

Philosophy

We offer a play-based setting where educators facilitate learning through a variety of play experiences including structured and non-structured activity. We believe play provides the foundation for learning and understanding in all areas of development. We respond to children's play by giving children the freedom and support to pursue their interests. Children are treated as active participants in an encouraging and safe environment. Families are valued, as is our community. The SNCC team is committed to quality, developmentally appropriate, culturally sensitive practice working in partnership with children, families and community. We acknowledge that families are central to children's healthy development and parents are experts on their children.

Organization of the Centre

Board of Directors

SNCC is governed by a volunteer Board of Directors. The Board is responsible for developing policy, making financial decisions for the organization, hiring of the Executive Director, and the overall operations of the Centre. Members of the Board of Directors are elected annually at the Annual General Meeting. The Board consists of parents/guardians of children attending the Centre, and may also include community members. The Board of Directors holds full responsibility for the development and approval of all organizational policies, which may be amended or updated at any time at the Board's discretion.

Executive Director

The Executive Director is responsible for the daily management of the Centre, overseeing all aspects of the program. The Executive Director's duties include management of the finances, the program, Human Resources and the organization as a whole. The Executive Director is accountable to and reports to the Board of Directors on Centre operations.

Assistant Director

The Assistant Director works in conjunction with the Executive Director to develop and implement strategies that ensure all directives support the goals and objectives of the Centre. The Assistant Director is responsible for a portion of the floor management of the program and is designated in charge when the Executive Director is absent.

Team Leaders

Team Leaders are trained professionals providing quality care and education to children in addition to overseeing the daily operations of their respective rooms, guiding staff in their interactions with children and ensuring that all team members contribute to a positive environment.

Early Childhood Educators

ECE's are trained professionals providing quality care and education to children. ECE's plan and implement activities and programming according to each child's developmental abilities and interests.

Child Care Assistants

CCA's support ECE's in providing quality care and education to children. CCA's plan and implement activities and participate in programming.

Inclusion Facilitators

Inclusion Facilitators are the primary caregivers of children with additional support needs. They assist in creating and implementing goals that foster children's emotional, physical, social, and cognitive development based on the child's needs and abilities. Inclusion Facilitators work in conjunction with room educators, parents/guardians, and professionals involved in the child's care.

Bookkeeper

The bookkeeper is responsible for maintaining accurate financial records, and keeping track of income and expenses. This is a part-time position, and weekly hours are listed on the Assistant Director's office door. The bookkeeper is responsible for maintaining accurate financial records, recording financial transactions, managing accounts payable and receivable, reconciling bank statements, preparing financial reports, and ensuring compliance with accounting standards.

Programs

Infant Program

- 3 months to 24 months
- 7:00 am – 6:00 pm
- Ratio 1:4

Toddler Program

- 18 months up to 30 months
- 9:00 am – 5:00 pm
- Ratio 1:5

Preschool Program

- 2-4 years
- 7:00 am – 6:00 pm
- Ratio 1:8

Junior Kinder & Kinder Program

- 4 to 6 years
- 7:00am -6:00 pm
- Ratio 1:9

School Age Program

- 6 - 12 years
- 7:00-8:15 (before school) & 3:30-6:00 (after school)
- In-services and holidays - 7:00am – 6:00pm
- Ratio 1:15

Staff Shortage

Staff-to-child ratios in Manitoba are regulated under Section 8 of the Child Care Regulation which sets mandatory ratios and group sizes for all licensed early learning and child care Centre's. Centre's must meet specific staff-to-child ratios and maximum group sizes depending on the age category of the children. These ratios are legally enforceable and inspected by Child Care Coordinators. Unfortunately, there may be times when the Centre experiences staff shortages. This may be caused by several reasons such staff illness, inclement weather where staff are unable to get to work, labor shortage in the market etc. Should the Centre be in a position where there is a staffing shortage on a particular day, or over an extended period; the Centre may not be able to care for all children enrolled. Should this occur, parents will be notified immediately and will not be charged fees for the day(s).

Mixed Age Group Setting

SNCC provides opportunities for children to develop relationships with educators and peers and to develop his/her socialization skills with younger and older children. In addition to allowing continuity of care, the mixed-age setting offers the younger children the opportunity to observe and learn from older children and offers the older child opportunities to observe and imitate the nurturing, loving care provided to the younger children.

Parent Fees & Payment Schedules

Registration fee - \$200 non-refundable fee per child is required to secure a space within our organization.

Refundable Deposit - A deposit of 10 days of parent fees is required to secure a space within our organization. The deposit will be refunded to you on your child's last day provided there are no outstanding fees, and two weeks' notice has been provided to the Executive Director & bookkeeper, via email.

Infant & Toddler Program – 3 months to 2 years - \$10 per day

- Non- refundable registration fee - \$200
- Refundable deposit of \$100 (10 days @ \$10)

Preschool/Panda/ Junior Kinder & Kinder Program- 2-6-years old - \$10 per day

- Non- refundable registration fee - \$200
- Refundable deposit of \$100 (10 days @ \$10)

School Age Program - Grade 1 to 6 - \$8.60 before & after school, \$10 on non-school days

- Non- refundable registration fee - \$200
- Refundable deposit of \$86 (10 days @ \$8.60)

Associated additional fees for 10 hours plus per day

Children are not to be in care for excessively long hours which includes over 10 hours per day. Additional fees will be charged when children attend for 10 or more hours at a rate of \$5 per day for infant/preschool care, and \$10.40 per day for school age on non-school days. The amount will be billed at the end of the month, added on to the following month invoice and be due the following billing period.

Joint Payment Arrangements

Upon registration, parents are required to inform the Centre in writing if there is a joint payment arrangement in place whereby two separate people are responsible to pay Centre fees. All accounts which involve more than one fee payer, or a parent who pays only a percentage of fees, are subject to joint liability. If one payer does not pay their portion of the fees, the other payer will be informed, and child care for both parties will be affected. See late fee policy below. Should any outstanding fees go to Collections or Court, both parties will be named and will be equally accountable.

Invoices & Late Fees

- Invoices are emailed every four weeks, as per payment schedule posted in the locker room area
- Half of the invoice amount is due the Friday following the invoice date
- The balance invoice amount is due within three weeks of the invoice date
- \$10 late payment fee will be charged to accounts not paid within 3 business days past the due date
- \$5 per day will be charged for each additional day until payment is received
- Fees not paid in full within 10 business days of the invoice date may result termination of care. Legal action may be taken to collect any outstanding amount owed
- All payments are to be made via e-transfer to sncc.payment@gmail.com
- Alternate payment arrangements may be discussed by emailing bookkeepersncc@gmail.com .
- A receipt will be issued once payments are received and processed
- An annual statement of fees for tax purposes will be provided for a charge of \$10

Monthly Donations

A donation of \$10 per family will be billed each billing period. Charitable donation receipts are provided annually. Families wishing to opt out of the donation fee may do so by sending an email to bookkeepersncc@gmail.com .

Snack Service and Fee – Preschool Room and School Age Room only

To ensure children have access to a consistent, nutritious food option that supports their energy, learning and well-being, SNCC serves both a morning and afternoon snack to children for a fee of \$1.00 per child per day. The fee will be billed each billing period, and will appear as a separate line item. The fee will only be charged on days the daycare is open. If a child is absent, the fee for the day will still apply. Should you wish to opt out of the snack and snack fee option, advise the Executive Director via email. In this case, you will have to provide both a morning and afternoon snack for your child each day.

The snack menu will be posted in the locker room for your information.

Late pick-up fee

SNCC closes at 6:00 pm. Parents/guardians & children are to be out of the Centre no later than 6:00. Be sure you arrive in sufficient time to speak to staff, dress your child, gather their belongings and depart the Centre by 6:00 p.m. A late fee of \$10 per child, for each 15 minutes will be charged for all late arrivals and departures from the Centre past 6:00. A late fee form will be provided for your signature. You will be invoiced for the late fee charges which will be due upon receipt. A second late pick-up will result in a written warning. A third late pick-up may result in termination of child care services.

In the case of a child who is still in attendance at 6:00 pm, the following procedure will be followed:

1. At 6:00 p.m. parent/guardian will be contacted.
2. If we are unable to reach the parent/guardian, the emergency contacts will be contacted.
3. If we have not heard from the parent/guardian, alternate or emergency contacts, and the child is not picked up by 7:00 pm, Child and Family Services will be called. The educators will remain with the child until a social worker arrives, or accompany the child(ren) in a taxi to Child and Family Services. The parent/guardian will be responsible for all late charges and taxi costs.

Subsidy

Subsidy may be applied for online at www.gov.mb.ca/childcare. It is the responsibility of the parent/guardian, to complete the application prior to or immediately upon enrollment as it may take up to 6 weeks to be processed. The parent/guardian is responsible for all fees until SNCC receives a subsidy letter of approval. Families receiving partial subsidy must pay the parent/guardian portion as set out by ELCC. Payment is required regardless of illness, absenteeism or vacation. Parents/guardians are responsible for full fees for any absences exceeding the amount allotted by the subsidy department.

Withdrawal of a Child

Please advise the Executive Director and Bookkeeper via email, no less than two weeks prior to the withdrawal date of your child(ren). The non-refundable deposit will be applied to your account as well as all expenses incurred before the last day the child attends the Centre.

Arrivals and Departures – SNCC Responsibility

When do children become the responsibility of SNCC?

Arrival to the Centre

All children must be accompanied by the parent/guardian, **directly into** the room they are cared for, or the outdoor space where the group is being cared for. Children become the responsibility of SNCC once the child and parent arrive into the room or outdoor play space, you and your child(ren) are acknowledged by an educator, and child's arrival is recorded.

Departure from the Centre

When a child is picked up to depart the Centre, SNCC relinquishes responsibility for the child(ren) once the parent/guardian arrives to the child's room or playground area where the child is being cared for, and educators are acknowledged by the parent/guardian.

Persons picking up children other than parent/guardian

Educators will allow children to leave the Centre with a parent, guardian, or person listed as an alternate pick-up for the child (as long as the parent/guardian has informed educators of the alternate pick-up). If an educator does not recognize or is unfamiliar with a pick-up person, even if the individual is authorized, they will ask for photo identification (i.e. a driver's license). Children will not be released to anyone not listed as an alternate pick-up on your child's registration form. Any changes to the pick-up list must be provided in writing by the parent/guardian and will be added to the child's file. If someone who is not listed as an alternate pick-up needs to pick up your child a telephone call accompanied by an email will be sufficient for that specific day. The individual's name will be documented, and they must show photo ID prior to entering the daycare for pickup. In accordance with provincial child-care safety regulations, children may not be released to any individual under the age of 12.

Health and Safety – Hand Washing

Families are responsible for washing their child's hands upon arrival to the room every day. Children in the school age room are to be reminded and guided to wash their hands independently.

Centre Closures

The following recognized holidays/closures will be observed. If a holiday falls on a weekend, SNCC will close on an alternative day in lieu. Parent fees will be charged for all closure dates.

New Year's Day	Canada Day	Remembrance Day
Louis Riel Day	Civic Holiday	Christmas Day
Good Friday	Labor Day	Boxing Day
Easter Monday	Day of Truth and Reconciliation	
Victoria Day	Thanksgiving Monday	

Christmas and New Year's

The Centre operates on reduced hours, opening at 7:00 a.m. and closing at 1:00 pm. on Christmas Eve (December 24) and New Year's Eve (December 31).

Staff Professional Development

SNCC will close up to 5 days per year, for team professional development. Parents/guardians will be notified of the closure a minimum of 4 weeks prior to the date. Fees will be charged for the day.

Required Daily items

Families are responsible for providing the following daily items for their child. Everything must be labelled with your child's name!

Infant/Toddler

- All child's food requirements for the day, milk, bottles, meals, snacks
- All toileting items including diapers, wipes, creams
- A sleep sack if your child is under the age of 12 months (for nap)
- A small blanket if your child is over the age of 12 months (for nap)
- Fever reducing medication
- Several changes of clothing in a re-useable labelled bag
- Weather appropriate clothing and footwear

Preschool

- Daily lunches
- Daily snacks (only if you have opted out of the SNCC daily snack program)
- All toileting items including diapers, wipes, creams (diapers must have Velcro sides, not pull-up style)
- Several changes of clothing in a re-useable labelled bag
- Weather appropriate clothing and footwear, runners for indoor play

School Age

- Daily lunches
- Daily snacks (only if you have opted out of the SNCC daily snack program)
- A change of clothing in a re-useable labelled bag
- Weather appropriate clothing and footwear, runners for indoor play

Programming

What should your child wear to daycare? Comfy clothing that is non-restrictive, comfortable, and can get dirty. Two complete changes of clothing should be kept in your child's locker at all times. Comfortable indoor **and** outdoor footwear is required.

Outings

A variety of local outings to locations in the community will occur, specifically throughout the spring, summer and fall months. Parents sign a general consent for local walks in the neighborhood not requiring transportation, such as visits to the park, the tennis courts, heritage park, and the farmer's market. Outings to further locations or requiring transportation will have a separate and individual consent form for parents/guardians to sign in order for your children to participate

Outdoor Play

In accordance with regulatory requirements and because we love playing outside, outdoor play is provided to children each and every day! During the winter months, children play outdoors unless the temperature, with wind chill is colder than -25C. During the summer months, precautions will be taken regarding high temperatures, UV index and humidity. Children will need the following items to comfortably play outdoors. If your child does not have weather appropriate clothing for outdoor play, you will be contacted and expected to bring the required items to the Centre as soon as possible.

- Winter: Warm parka, snow/ski pants, water proof mitts/gloves, neck warmers, boots, extra socks
- Spring: Jacket, splash pants, mittens, hat and rubber boots, extra shoes, extra socks, sunscreen
- Summer: Indoor and outdoor shoes, sun hat, light weight clothing, bathing suit, sunscreen
- Fall: Jacket, mittens, hat, indoor and outdoor shoes, rain boots

Sunscreen

Provide sunscreen for Spring and Summer months. We ask that your child arrives with sunscreen already administered in the morning. Educators will re-administer throughout the day.

Insect Repellant

SNCC will provide a generic brand of bug repellant, similar to "OFF", for preschool and school age children. If you prefer something other than what the Centre uses feel free to provide for your own child(ren).

Fastoche Child Care Software

SNCC utilizes a secure electronic platform to share real-time digital pictures and updates of children's daily activities with parents/guardians. Fastoche uses password-less authentication through secure, time-limited inks for safe and private access. Parents will be asked to provide consent in order to participate.

Weather Conditions

In the event of severe weather conditions which may affect the operation of the Centre you will be advised via email of a Centre closure. If the closure occurs during the day, you will be contacted by phone or email to come and pick up children or make arrangements to have children picked up as soon as possible.

School Closures

Should SNI close due to inclement weather, SNCC may also close. When a school closure is announced and SNCC remains open, we will attempt to accommodate care for school age children **however** this will be dependent upon whether educators can be secured in order to meet ratios. Families will be advised as soon as possible, informing that school has been cancelled, at which time parents may email the Centre requesting care. We will advise as soon as we are able to, as to whether we are able to provide child care on the given day. Should school bus service be cancelled and school is still open for classes, children are to attend school, and parents/guardians will be responsible for transporting their own child to and from school.

Nap

Infants & Toddlers

In keeping with safe sleeping practices for infants under the age of 12 months old, SNCC does not use blankets but rather a sleep sack to keep a child warm. There are no stuffies, pillows, jewelry, teething necklaces, bits or soother strings used when children under 12 months old are napping. A blanket may be provided for your infant if they are over 18 months of age. Infant children under 18 months nap in either a crib or playpen. Children over 18 months of age nap on cots. SNCC provides a sheet for the cots, and all bedding is laundered weekly or more often as necessary.

Preschool

Preschool children in the preschool room nap on cots. SNCC provides all bedding, which is laundered weekly or more often if needed. If a child is not sleeping after 30 minutes, they may get up and participate in quiet activity. Non-nappers will have a half hour rest period during which time they will be encouraged to lay quietly, look at stories, or listen to music. SNCC provides a sheet for the cots, and all bedding is laundered weekly or more often as necessary.

Toilet Training

SNCC works with parents as preschool children are beginning to toilet train. Bathroom times are scheduled throughout the day. Ensure all toileting supplies required by your child are in adequate supply at the centre at all times. We ask that you provide pull-ups with Velcro sides, which may be removed without undressing the child during the toilet training period.

Nutrition

Infants & Toddlers

Parents/guardians are to provide all food and drink each day, for infants and toddlers. Children under twelve months of age will be fed according to their own schedule as determined in consultation with the parent/guardian. As children reach the one-year mark and can sit unaided, they will begin to eat lunch and snacks at routine times of the day that match the routines of other young toddlers. Infants and toddlers are directly supervised for all eating routines. All lunch kits, food containers & items, baby bottles, etc must be clearly labelled with your child's name.

Bottles and Soothers

Educators will provide bottles and/or soothers at parent/guardian request. Educators will work with families to transition children from a bottle to a sippy cup to ease the transition to the toddler or preschool room when the time comes. Provide a small storage container for your child's soother.

Preschool & School Age

SNCC provides fresh fruit, cereal and milk for morning and afternoon snack. Parents/guardians are responsible for providing a nutritious, sufficient lunch each day. Label lunch kits and all food containers with your child's name, and place an ice pack in the kit as lunches are not stored in a refrigerator. Note that we do not heat up lunches.

Food related allergies

SNCC reserves the right to ask parents/guardians to supply alternate food choices for snack/lunches in the event a child(ren) have food specific allergies.

SNCC maintains a peanut/nut safe environment. Do not send food items containing nuts/nut products

Inclusion Policy

SNCC welcomes all children to our program. Our daily program integrates all children into activities that are meaningful and well suited to their developmental level. Educators will make every effort to adapt the indoor and outdoor program to accommodate children and to give all children the opportunity to develop physically, socially, emotionally, and intellectually to their fullest potential. Children are recognized as individuals and are supported as such. A respectful partnership is created between families, the child care program and professionals. Mutual support is established by sharing information between the home, the Centre and outside professionals. Families are welcome to take part in the decision making. This information will be used to ensure the child's needs and abilities are met as required. Educators will be involved and work with all children and professional development will be provided as required. If based on observation and documentation educators deduct a child would benefit from having a developmental or behavioral assessment a meeting will be arranged with the parent/guardian to develop an action plan and further steps.

Illness – Keeping our Daycare Family Healthy

When children do not feel well, they are unable to participate comfortably in activities and programming and need more care than the adults that care for them are able to provide. They also pose a risk of spreading illness to others including the adults that care for them each day. Help us reduce the spread of illness to ensure a safe environment for all children and adults.

When to keep your child home

If your child shows symptoms of not feeling well or is too ill to participate fully in the daily program either indoor or outdoor, they are to remain at home until they are well enough to do so. Notify the Centre if your child(ren) will be absent. This allows us to be aware of children exhibiting "like" symptoms. In case of contagious illnesses, a notice of the illness will be posted for the information of all families. Should a child arrive at the centre with an injury or illness educators may request the child seek medical attention.

You will be called to pick up your child immediately if they are exhibiting symptoms of not feeling well such as:

- Runny nose, persistent coughing or congested breathing
- Low energy, unusually tired, wanting to rest instead of play, general signs of being unwell
- Irritability, fussiness or crying more than usual
- Vomiting, diarrhea, complaints of pain such as a stomach-ache, headache or earache
- Difficulty participating in regular activities, clingy or unusually quiet
- Rashes, redness or other visible skin changes
- Breathing concerns such as wheezing, or noticeable effort to breathe
- Fever of 37.7 degrees or over for infants, fever of 38 degrees or over for preschool/school age children

We will attempt to make your child as comfortable as possible until picked up. Your child may return to the Centre once they have been symptom and or fever free (without fever reducing medication) for 24 hours.

Communicable Disease

If your child has a communicable disease, you will be asked to follow the Public Health Guidelines regarding incubation and isolation. A doctor's certificate may be requested prior to your child returning to the centre. Children with the following infectious disease or condition may return to the centre once the following criteria has been met:

• Measles	4 days after onset of rash
• Head Lice	Once treated and all nits removed
• Mumps	9 days after swollen glands appear
• Strep Throat	24 hours after starting antibiotics
• Red Measles	4 days after the appearance of rash or until asymptomatic
• High Fever	Once fever has subsided, and child is able to fully participate in the program
• Pink Eye	Once on appropriate antibiotics for 24 hours
• Scabies	Once treated (treatment of contacts may be necessary)
• Impetigo	Once on appropriate antibiotics or 2 weeks if no treatment is given
• Ringworm	Once under treatment
• Whooping Cough	5 days after the start of antibiotics or 2 weeks if no treatment is given
• Vomiting	Once vomiting has subsided & child is able to fully participate in the program
• Chicken Pox	In mild case, once child is able to fully participate in the program
• Giardiasis	Once diarrhea has subsided & child is able to fully participate in the program
• German Measles	7 days after onset of rash and asymptomatic
• Diphtheria	Once 2 negative cultures have been obtained or on antibiotics for two weeks
• Diarrhea	Once diarrhea has subsided and child is able to fully participate in the program
• Skin rash	Once there are no open sores, or given clearance by a Dr or rash has subsided
• Mouth sores	Once there are no open sores, or given clearance by a Dr or rash has subsided

Injury / Emergency

Every effort is made to provide a safe environment and reduce the risk of injury to children, however in the event of an injury, accident or emergency the following will occur:

- First Aid will be administered as required.
- In the event a child's health, safety and well-being has been jeopardized, an injury report will be written by the educator(s) who was in attendance at the time. The report will be provided for parent/guardian review and signature. The signed document will be placed in the child's file.
- If medical treatment is required, the parent/guardian or emergency /alternate person will be notified to pick up the child and ensure that they receive the necessary medical attention.
- If the injury is such that an ambulance is required, 911 will be called, and the parent/guardian called immediately. An educator will accompany the child (if ratios permit) to the hospital and remain with the child until the parent/guardian arrives.
- The parent/guardian is responsible for the cost of the ambulance.
- If medical attention is sought, a serious injury report will be submitted to ELCC.
- **It is vital that we are able to reach a parent/guardian at all times. Contact information on file must be current. Be sure to inform us immediately of any changes to your contact information.**

Medication

If your child is well enough to attend daycare but needs medication, the medicine will be administered providing the following criteria is met.

Prescription drugs

Medication must be provided in the original container labelled with child's full name, expiry date, dosage, time, duration and method of administration. Parent/guardian must complete a medication authorization form prior to the medicine being administered at the Centre. All medication must be given directly to the educators on duty and will be stored in a location inaccessible to children. One educator will be designated to administer the medication and a written record will be kept including type of medication, time and dose, along with the signature of adult administering.

Non-Prescription fever reducing medication

Infants & Toddlers only - Parent/guardian will be contacted to advise of a child's fever, over 37.7 degrees C. Parent/guardian will be asked for permission for educators to administer fever reducing medication, and informed the child must be picked up immediately. We ask that parents/guardians provide fever reducing medication upon enrollment. Educators will administer dose based on package directions.

Enrollment Requirements of Children with Medical Conditions

- Life-Threatening Allergy (Epi-pen)
- Seizure Disorder
- Asthma (Inhaler)
- Diabetes
- Cardiac Condition
- Steroid Dependence
- Gastrostomy Feeding Care
- Clean Intermittent Catheterization
- Suctioning (oral and/or nasal)
- Bleeding Disorder
- Osteogenesis Imperfecta
- Ostomy Care
- Pre-set Oxygen

If a child is diagnosed with one or more of the above conditions, the parent /guardian(s) is required to:

- Complete a Unified Referral and Intake System (URIS) Group B support application which includes the development of an Individual Health Care Plan and training of Centre educators by a URIS nurse
- Participate in the development of an Individual Health Care Plan
- Review, sign and return all required documents promptly
- Notify Centre educators of any changes to the child's medical or developmental profile
- Ensure all prescribed medications are left at the Centre or accompany the child daily. A child will not be able to remain at the Centre if medication is forgotten.
- Ensure medications are replaced prior to the expiration date. The child will not be permitted to attend the Centre in event medication is not replaced.

Allergies and Anaphylaxis

To ensure the safety of children with a known risk of anaphylaxis, to minimize exposure and to ensure a rapid response to an emergency, parents/guardians, children and educators must understand and fulfill their responsibilities. All educators and parents/guardians of children with allergies are to:

- Be aware of what an allergen is and what allergies are identified within the centre.
- Be aware of the appropriate steps to avoid an anaphylactic reaction through such things as proper hand washing, safe food handling, label reading, education and training of concerned parties.
- Be aware of the steps to deal with an anaphylactic occurrence including availability and use of an Epi-pen or auto-injector, emergency contacts and procedures.

The Centre will make every effort to provide a safe environment to children at risk to anaphylaxis through proper training and education of educators and children (developmentally appropriate) to provide an inclusive and accepting atmosphere.

Incident/Behaviour Report

Incident

Parents/guardians will be informed of incidents where the child's health, safety or well-being may have been in jeopardy via a written incident report. (such as an abrasion, a fall, a bite, etc)

Behavior

SNCC is committed to maintaining a safe, respectful environment for all children and adults. When a child engages in behavior that causes harm to themselves, others or property, such as hitting, biting or intentional damage, a behavior report will be completed. The report provides a factual description of the incident, and the actions taken by educators to ensure safety as well as steps implemented to support the child's learning and well-being. A copy of the report will be shared with parents/guardians to ensure transparent communication and ongoing collaboration. The parent/guardian must sign the report once reviewed. The report will be kept in the child's file. If behaviors are recurring in nature, a meeting will be requested by the Executive Director or designate to discuss and develop a plan of action. See Code of Conduct below.

Code of Conduct

At SNCC, we strive to provide a safe, caring, learning environment for children, educators 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 educators, children, parents/guardians of children enrolled, and all others involved with our Centre including visitors such as students, therapists, etc.

Guiding Principles for Appropriate Behaviour

- **Be Respectful** - We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We are respectful of the environment, equipment and materials
- **Be Safe** - We work and play safely to help keep ourselves and others from getting hurt. We observe, model and comply with regulations as outlined by the Province of Manitoba.
- **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 at individual levels.

Developmental Capabilities of Children

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

Unacceptable Behaviours

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

- all forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive and harassing in nature, 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 children by:

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

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

- providing a welcoming environment for all who enter
- 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 (rules, policy and procedures) & working together to solve problems
- modelling and encouraging appropriate behaviour

Consequences for Inappropriate Behaviour

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

- reminding people of expectations and limits, and 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, and responding sympathetically and acknowledging feelings, and establishing natural & logical consequences.
- provide behaviour reports outlining the incident as a form of communication with parents/guardians which will be used as a form of documentation.

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

- having a formal or informal meeting with parent/guardian to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future.
- giving a written warning that outlines specific concerns and consequences if the behaviour continues.
- using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour.
- accessing outside resources for help, such as a behavior specialist or other professionals to help educators understand and reduce a child's inappropriate behavior.
- contacting ANCR (All Nations Coordinated Response Unit) to access parenting supports.
- contacting mediation services to resolve conflicts between adults.
- contacting 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.
- contacting the police to assist with threatening behavior.

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

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

Behavior Management Policy

At SNCC we strive to create a supportive environment which encourages positive interactions among educators and children and realistic expectations of children's capabilities. Our goal is to support and enable a child to learn independence and appropriate and acceptable behavior. To assist each child to deal with their feelings and frustrations appropriately, we explore natural and logical consequences, provide positive guidance, redirection and set limits.

The Community Child Care Standards Act, Section 11(1), indicates "a licensee shall not permit, practice, or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities to any child in attendance at the child care centre." Guidance techniques practiced by educators include:

1. Using positive guidance strategies and treating children with respect
2. Teaching about appropriate behaviour using warm and friendly communication
3. Respecting diverse abilities and social and cultural backgrounds of all children
4. Acting as behavioral role models
5. Actively listening to all parties involved
6. Discussing the behavior, expectations for behavior, and possible redirection by offering choices
7. Educators will actively listen to all parties involved

Behaviour Management Strategies

1. Explain expectations – support the child in proper use of equipment "blocks are for building, not throwing"
2. Lay out boundaries – "if you continue to throw blocks, I will help you find another area to play"
3. Redirect – "let's see if there is a space we can find to throw balls"

4. Remove – if redirection and problem-solving are not successful, child will be moved to a quiet area with time away from the group to breathe and self-regulate, spend time with an educator
5. Investigate – why is the child exhibiting the specific behaviour?
6. Respect Emotions – validate child's emotions. "I see you seem sad today"
7. Support with boundaries – "it is ok to be angry, however not okay to hurt your friends"
8. Assess/support – consider other issues that may be contributing to the behaviour
9. Should the behaviour continue throughout the day, and is of a nature where either the child, other children or adults' safety is at risk, SNCC "Aggressive Behaviour Policy" will be implemented

Aggressive Behavior Policy

Aggressive behaviors include "any physical, emotional or verbal act which may result in placing him/herself, other children and/or educator within the Centre in an emotional, physical, harmful, hurtful or unsafe situation." In dealing with aggressive behaviour, the following procedures will be followed:

1. The parent/guardian or emergency contact person (in that order) will be contacted to immediately pick up the child(ren). Documented report(s) of the incidents will be given to the child(ren)'s parent/guardian within 24 hours. A copy will also be made to keep in the child(ren)'s file.
2. The family, the educator and the Executive Director will schedule a time to meet to discuss the behaviour and establish a cooperative plan of action. In the case of a school age child, the child may be included in the meeting at the Executive Director's discretion.
3. A second incident may result in immediate suspension from the centre for a designated period at the discretion of the Executive Director in consultation with educator, and the Board of Directors.
4. If a third incident occurs, the educator and the Executive Director will be involved in determining the disciplinary action which may include immediate termination of services.
5. The Executive Director, in consultation with the Board of Directors, reserves the right to suspend childcare privileges, limit the child's hours of attendance and or withdraw services without notice. SNCC will retain the refundable deposit.

Any aggressive, violent or intentional aggressive behaviour that endangers the child, other children, adults, equipment, or property will not be tolerated. In these extreme cases, the child will be automatically suspended for three days or termination of care may occur without notice.

Family and Centre Incompatibility

If family and SNCC policies, philosophies and/or goals are incompatible, SNCC reserves the right to withdraw child care services. The following incidents will not be tolerated, and may result in enforcement of the policy:

1. Refusal to adhere to the policies, philosophies and/or goals of SNCC including acknowledgement and signing of an incident report
2. Any incident involving abuse of a child, an educator or a family, in a verbal or physical nature
3. Any form of threat or intimidation

Whenever possible, attempts will be made to resolve conflicts between the parties. At no time is it appropriate to confront educators, families or children at the Centre. Adults are to model appropriate and respectful problem-solving techniques at all times. The following steps will be taken when a family and Centre's policies philosophies and/or goals are incompatible.

1. The parent/guardian will be notified either verbally or via email, of the incident that occurred
2. The incident will be documented, and a record will be kept on file
3. Upon a second incident a meeting will be held with the Executive Director, a Board of Director representative and parties involved. Documentation will be presented, and the Executive Director will notify parent /guardian that child care services will be withdrawn if there is a third incident

4. Upon a third incident, the Executive Director/ Board of Directors will notify the parent/guardian via email, of immediate withdrawal of child care services without notice. SNCC will retain the refundable deposit

Direct / Indirect Supervision

Direct Supervision

Refers to being able to see and/or hear children at all times. Infants and preschool children are directly supervised at all times.

Indirect Supervision – School Age Children only

Refers to times when educators may not be able to see or hear children directly but are still monitoring children's safety. Staff recognize the need for children to be independent while still being safe and secure. Age, developmental level and individual needs of each child will be taken into account as educators 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. Parental consent is required in order for school aged children to be indirectly supervised when going to their locker to obtain items, and going to the bathroom when the group of children are playing outdoors. Note that if a child does not return to the group within a few moments, they will be checked on by staff.

Transportation of Kindergarten & School Age children to and from St Norbert Immersion School

Seine River School Division provides bus transportation to and from our Centre for Kindergarten & School Age children. Parents/guardians must apply for bus transportation with the Seine River School Division and advise the Executive Director/designate once the request is approved.

What is required prior to an SNCC educator walking your child to the bus stop on the first day of school?

1. Parents/guardians must provide signed consent for their child(ren) to be transported by SNCC educators, to and from the school bus stop.
2. Parents, guardians, kindergarten and school age children are required to review and sign the SNCC Code of Conduct for children being walked to the school bus stop.

SNCC Responsibility of Kindergarten and School Age Children

SNCC is no longer responsible for the child once the child boards the school bus. SNCC becomes responsible for the child, once the child walks off the bus and is acknowledged by the educator at the end of the school day. Educators expect all children to take the bus to the Centre at the end of each school day, unless otherwise notified. If a child does not return to the Centre on the school bus, the daycare will contact the parent/guardian. Once notified, the parent/guardian is responsible for locating and picking up the child.

Enrollment

The Centre maintains a waitlist for all programs. When a space becomes available, priority is given to siblings of children already enrolled. After priority placements are considered, families on the waitlist will be contacted.

Transition to the Next Category of Care

Infant to Preschool

Children are considered enrolled in the infant program until the day before their second birthday. Infants **are not** guaranteed a space in the preschool program once they turn two years of age. Movement to the preschool category of care **will only** occur should there be a vacancy to accommodate the child.

Kindergarten to School Age

Children who complete kindergarten are not guaranteed a space in the school age program. Movement into the school age program **will only** occur should there be a vacancy to accommodate the child.

Upon completion of kindergarten, the following will occur:

1. If there is a vacancy in the school age program, the child will move to the school age category of care on July 1, once they have completed kindergarten.
2. If there is NO vacancy in the school age category of care, the child will remain in the preschool category of care until a school age vacancy becomes available.
3. If there is no vacancy in the school age category of care, prior to the first day of the given school year, the child will be withdrawn from care on the date provided by the Executive Director.
4. Should school age category of care spaces be limited, vacancies will be allocated to kindergarten children transitioning in, based on the initial date of the child's enrollment at SNCC.

Process for children moving from one category of care to another

The transition of a child from one category of care to another will be communicated to parents/guardians by the Executive Director/designate. Should there be no vacancy in the next category of care, families will be given as much notice as possible, and the child will be withdrawn from the Centre on the date provided by the Executive Director/designate.

Note that it is the responsibility of the parent/guardian to check in with the Executive Director or designate regarding the availability of spaces in the next category of care, on a regular basis.

Transitioning from one room to another

All children are recognized as individuals and are supported as such. Children's best interest in addition to the needs of the individual rooms and Centre are considered when planning for a transition from toddler to preschool or preschool to school age rooms.

Enhanced Safety Plan

SNCC has an Enhanced Safety Plan in place to provide guidance and direction to educators and the Board of Director's and ensure the safety of the children, families, educators and visitors to our Centre. The document is available for review either electronically or as a hard-copy, upon request.

Fire Drills & Evacuation Procedures

- Practice fire drills are completed monthly
- Fire inspections of the building are completed annually. Fire extinguishers are serviced annually.
- In case of a fire, the alarm will be activated and all educators will immediately act in their designated areas of responsibility.
- Children will be escorted out of the building through the nearest exit. Emergency bags will be taken.
- Head counts will occur as children transition out of the room, out of the building, and once gathered safely at the muster point.
- An educator will complete a final visual sweep of playrooms, bathrooms, kitchens, offices and lockers.
- If necessary, all children and adults will transition to the place of shelter. Places of shelter include St Norbert Community Arena, 3450 Pembina Hwy, 204-296-4120, or The Behavioral Health Foundation, 35 av. De la Digue, 204-269-3430.

Controlling Visitor Access/Locked Door/Security

Upon enrollment, parents/guardians are provided with the security code to enter the Centre. Door codes may be changed annually or as needed. Parents/guardians must not reveal the door code to anyone including their children. Doors must not be left open for anyone at any time. If the policy is breached, your child's enrollment at the Centre may be at risk.

Intercom System

Visitors other than parents/guardians are to use the intercom system to buzz in. Visitors will be expected to identify themselves prior to entering the building. Do not allow other visitors entry with you as they are to identify themselves individually. This will ensure anyone accessing the building is permitted to do so.

Loss of heat, water, power, telephone

The Centre may not remain open if there is a loss of water, heat, power or telephone. Fees for cancellation of child care due to emergencies are not refundable.

Lines of Communication

The procedure for parents/guardians to follow when questions or concerns arise is as follows:

Step 1

Bring your question or concern to the attention of the source/person immediately involved. Discussions will take place to seek out information and understanding and must take place away from the children.

Step 2

If further discussion is required, please speak to the room Team Leader, the Assistant Director or Executive Director.

Step 3

Should additional discussion be required, you are welcome to contact a member of the Board of Directors. (contact information is listed on the bulletin board in the locker room area) Following this line of communication fosters teamwork and a respectful environment for all involved.

Child Protection

Licensing Regulations require that any suspected child abuse be reported to ANCR. (All Nations Coordinated Response Unit). Child abuse involves an act or omission by a parent/guardian or person responsible for the care of the child, resulting in physical injury to a child, exposing a child to any sexual activity or behaviour, or a pattern of behaviour that attacks a child's emotional development and sense of self-worth.

Legal Orders / Guardianship

SNCC requires copies of any legal forms such as custody orders, restraining orders etc. that may be in place. Without the appropriate documents on file, we are unable to refuse a non-custodial parent access to the child. It is the responsibility of the parent/legal guardian to notify SNCC of any changes to their children's legal status.

Confidentiality

All information pertaining to your child will be kept confidential. Parents may have access to their child's file upon request. Child information will only be disclosed to a third party once written consent from the child's parent/guardian has been received.

Privacy Policy

SNCC complies with the federal government's Personal Information Protection and Electronic Documents Act ("PIPEDA") regarding the collection, use and disclosure of personal information.

Photographs and Videos

We take videos or photographs of the children to be used for in-house programming, newsletters, etc. Photos may also be used for the promotion of SNCC. A consent/release form must be signed upon enrollment.

Invoices, Newsletters and Correspondence

All invoices, newsletters and correspondence will be sent via email. Pertinent information will be posted for your information on dry erase or bulletin board in the locker room area.

Parental Involvement

Upon enrolling a child, parents/guardians become voting members in the general membership of the Centre, and as such, one member per family is required to attend the SNCC Annual General meeting. This is a requirement of the organization. Parents are encouraged and welcome to put their names forward to sit on the Board of Directors. If you have a talent that could help the centre in any way, please feel free to share it with us. If you sew, fix toys, paint or have an interesting profession that you could come and chat to the children about, we would be grateful for your help and time.

Fund Raising

The SNCC Board of Directors may run fund-raising events from time to time, which parents will be asked to participate in.

Lockers

Each child will be provided with a labelled locker space for storage of personal items. Please keep your child's locker space neat and tidy. Soiled items, clothing no longer needed for the season, art work, etc is to be taken home daily.

Lost & Found

Check the wooden lost and found bin frequently! Unclaimed items will be donated to a charity.

Toys from home

Unless requested for a special activity such as Show & Tell, children's personal toys are to be left at home. Toys which promote violence are not permitted. (guns, swords, knives or items relating to fighting) This will be left to the educator's discretion. Electronic devices are also not allowed at the Centre.

Birthdays and Special Events

Infant & Toddler

If you wish to celebrate your child's birthday, feel free to send in apple sauce pouches. If you wish to send in goody bags, please connect with the educators in the room for our protocol.

Preschool & School Age

If you wish to celebrate your child's birthday, feel free to send in mini-cupcakes (store-bought). The package must list the ingredients, and all items are to be Nut/Peanut Free. If you wish to send in goody bags, please connect with the educators in the room for our protocol.

Lice & Bedbugs

Lice/Bedbug outbreak

Parents will be called immediately and children will have to be removed from the Centre and may return once a recommended treatment has been completed by the family or area of residence. Families are required to report any cases of either lice or bedbugs to the Centre immediately.

Lice

Children may return to the Centre once all nits have been removed and hair has been treated. It is recommended that families access a professional service to remove nits/lice.

Intoxication Policy

The Centre has a duty to ensure children are released only to individuals who can safely assume care. If a staff member has reasonable grounds to believe that a parent/guardian or authorized pick-up person is under the influence of alcohol or drugs, the child will not be released. Educators will contact the parent/guardian to arrange an alternate pick-up. If the parent/guardian cannot be reached or is the impaired individual, staff will proceed to call the child's approved emergency or alternate pick-up contacts.

Smoking

Smoking is strictly prohibited anywhere on the premises, including indoor and outdoor areas.

Students and Volunteers

From time to time, SNCC hosts students and volunteers, to gain work or educational experience. At no time will students or volunteers be left alone with children or considered as part of ratio.

Use of Email, Electronic Devices and the Internet

Our Centre uses technology in a limited, purposeful and developmentally appropriate way, ensuring that any digital tools support children's learning, protect their privacy and uphold a safe, respectful environment. Screen time, when used, is minimal, age-appropriate, and directly connected to educational goals, and educators are expected to model responsible technology use at all times. All digital communications, photos, and records are handled in accordance with confidentiality requirements and professional standards to safeguard children, families and staff.

To ensure that children's, educator's and family's privacy and confidentiality of information is upheld, personal cell phones, iPads, iPods etc. are not to be used on the floor for personal use, while employees are working with the children without prior permission from the Executive Director /designate.

All employees of SNCC must adhere to this policy, and failure to do so can result in consequences and disciplinary action. Educators may use the internet during work hours, solely for in-house purposes that support program operations, documentation, communication and other job-related responsibilities. E-mail is to be used for business purposes only.

Educators, children and all others using the Centre's computers and electronic devices must respect and protect the privacy of others and must respect and protect the integrity of all electronic resources. All intellectual property (ideas, creations and copyrights) of others must be respected and protected. All communication must be in a respectful manner and the use, or discovery of the use of any threatening or inappropriate material, must be reported.

Inappropriate use includes, but is not limited to:

- Intentionally accessing, transmitting, copying or creating material that violates the confidentiality of children, parents/guardians/caregivers, educators or the Centre itself
- Intentionally accessing, transmitting copying or creating material that violates the Centre's Code of Conduct including messages that are pornographic, threatening, rude, harassing, bullying, or discriminating
- Intentionally accessing, transmitting, copying or creating material that is illegal, such as obscenity, stolen material or illegal copies of copyrighted works
- Using the Centre's technological resources for personal use without permission, or for personal gain

Personal cell phones must remain in educators' lockers when working with the children, unless prior permission for alternate use, is provided by the Executive Director/designate. Educators are permitted to take their personal cell phone on all outings away from the Centre. The phone is to be used in the event of an emergency only.

Information about educators, children, parents/guardians and the Centre (including photos or videos) must not be posted on an employee's personal web space, any social networking site (blogs, Facebook, Myspace, Twitter, Instagram, X, Snap Chat or any public networking or file sharing site similar to Photobucket, Flickr, YouTube etc) or any other type of internet website. Employees must not accept children, under the age of 18, as "friends" when using social networking sites. The Executive Director/designate has the right to monitor the use of information technology resources and to examine, use and disclose any data found. If criminal information is discovered, the information may be used for disciplinary purposes and reported to police.

Social Media

The Centre encourages parents to express any concern to the Executive Director through healthy and respectful forms of communication. Social media should never be used to air grievances or divulge confidential Centre policies or procedures in any way. The Centre strongly discourages parents from posting Centre information that may cause negative reactions from the public, or put the Centre in any kind of jeopardy or disrupt its services. The Executive Director and the Board of Directors are happy to engage in conversation with parents at any time to discuss areas of concern or questions.

Infant & Toddler Curriculum Statement

We believe and understand that the experience infants and toddlers have while in our care, plays a vital role in their growth and development. The infant and toddler curriculum is based on two primary components; care-giving routines and exploratory play. Educators engage children through verbal and non-verbal communication, including responding to cues and labelling interactions and feelings, all while nurturing a trusting relationship with the children. Educators support children in building relationships by gently guiding shared play, modeling interactions, and responding sensitively to each child's cues to help them feel safe and connected. Planned experiences may include finger-painting with peers, and discussing the sensory experience, or inviting a child to play with another child using a common toy or piece of equipment.

Educators create a warm and nurturing environment where children are able to explore, learn, and grow. The children's environment is thoughtfully arranged to encourage exploration. Open spaces, and easily accessible toys and materials create a homelike environment. Soft seating areas, baskets of books, soft climbing items and tables for creative play create learning opportunities throughout the space. Fine motor items accessible to the children include musical instruments, blocks and puzzles.

Outdoor equipment provided offers opportunities for children to crawl, jump, run, ride, throw, and kick, promoting gross motor development.

The daily schedule is posted, and is flexible to meet the individual needs of children. Outdoor times may be extended, lunch may be offered earlier, and nap time may last longer, based on children's needs.

Routines and transitions are flexible, and carried out in a manner that is familiar and comforting to the children, promoting a sense of security. Mealtimes are planned to create a homelike atmosphere. Children are seated in high chairs, or at small tables, and their food is placed in front of them. A social atmosphere is created as educators talk about foods being served, explain what is occurring, and engage in general interactions.

Nap is provided to meet the needs of children. Cribs and playpens are placed in the same location each day, and educators assist children to sleep in a way that is most comforting to the child, which may include being left to fall asleep independently, having their back rubbed, or being rocked to sleep.

Diapering and dressing are opportunities for educators to promote literacy, social skills and independence. Actions are labelled ("I am now taking off your diaper"), new words are used and songs are sung.

Educators communicate with one another, as well as parents, to better understand the needs of the child, as well as the needs of the family as a whole. Information is shared both verbally and in written format about each child, each day. Daily information sheets are completed with the purpose of capturing the child's day. Planned activities, as well as the child's routine for the day is documented, and shared with the parents/guardians. Children's photos and art work is posted for the information of families. Families are encouraged to bring in special objects that reflect their home life, such as cultural music, cooking utensils, and dress up clothing.

Preschool Curriculum Statement

We believe and understand the experience preschool children have while in our care, plays a vital role in their growth and development.

Educators engage in active listening, maintain eye contact, get down to the child's level and role model positive interactions, all with the purpose of building relationships with children. Educators attempt to spend time with each child, each day, to get to know their individual needs and interests.

The environment is set up into learning centers to encourage and invite all types of play including solitary, cooperative, small group and large group. Educators observe and respect children's play, and will step in to enhance ideas and concepts, taking cues for when children need space to expand play independently. Educators will expand on children's language, share new ideas, new words and new concepts.

Daily curriculum planning includes many activities from a variety of areas. Spontaneous activities also occur. The daily schedule is flexible and may be adapted to meet children's needs. As play is viewed as the most valuable learning tool, large blocks of uninterrupted play are offered both in and outdoors. Group times are planned, and children are invited to participate. Children are provided with opportunities to make choices which encourages independence and builds confidence.

Daily routines such as hand washing, dressing, bath rooming and transitions, offer opportunities for children's learning. Educators use these times to converse with children, discuss proper hygiene practices, ask "what comes next", and explain what is occurring during a given routine.

Daily communication with parents results in healthy relationships and mutual trust. Educators listen to families as they share information, and in this manner are better able to understand what the family needs and wants.

The events of a child's day, and their learning and development is celebrated each day, and shared with families in a variety of ways, including general conversation, via posting of children's artwork, long-term projects, and photos of children engaged in daily activity.

Toys and equipment are rotated frequently, and chosen based on children's interests. Educators ensure the environment is diverse in nature, with many books, postings, and items reflecting people of varying ages, ethnicities and abilities. Musical instruments, play food, and dress up clothing also reflect diversity.

Daily outdoor activity occurs, connecting children to nature, providing them the opportunity to learn to love the outdoors, and love our seasons. Activities are provided in our playgrounds, and in local greenspaces in our neighborhood. We spend many hours outdoor each day.

We offer opportunities for parents to be involved in the Centre, by being on the Board of Directors, volunteering, reading stories to children, sharing a talent, or providing a traditional food for children to share.

School Age Curriculum Statement

The school age program is designed to nurture children's growing independence, curiosity and sense of responsibility through engaging, developmentally responsive experience. The learning environment is carefully created, and encourages exploration, collaboration and meaningful connections, supporting each child as they develop the skills and confidence needed for lifelong learning. When children have questions, educators will encourage them to seek out answers through explorative activities which may be planned or spontaneous.

Educators understand that each child is a unique individual with varied interests, needs and abilities. Educators create an environment that guides learning, enhances knowledge and meets the needs of all children.

School age children are growing physically, emotionally, socially, cognitively and linguistically. As they develop, peer connection, friendships and alliances are crucial. Our program values and supports the social learning that occurs among school age children. By fostering peer relationships, educators help children feel connected, help them develop skills needed to participate respectfully and confidently in a group setting, and help them feel capable in a community that supports growth.

Children have access to many developmentally appropriate toys and equipment and they may request additional items to be taken out and added to the environment at any time. The daily schedule is flexible and allows for much unstructured time. Children may engage in self-directed activity, free play either in or outdoors, and/or participate in planned activities. Quiet times are also offered.

Programming promotes personal responsibility, development of self-help skills and opportunities for children to learn to appreciate and respect the environment. Educators encourage problem-solving skills and guide children as they work through conflicts. Children are expected to treat peers, educators and the environment with kindness and respect.

Educators are continually observing children, and ensure they are accessible to support children as they develop their skills, talents, interests and confidence. Children who are interested are given opportunities to assist with daily tasks such as washing tables, unpacking delivery orders, and assisting with the younger children in the room, allowing for children to feel a sense of pride and fulfilment.

Additional Items:

Child Information Record

The child information record form must be completed prior to your child's first day in attendance. Completion of this form indicates consent that all policies have been read, understood, and agreed upon.

Change of Contact Information

Parents/guardians are responsible for providing the Centre with current or changes in contact information by sending an email to stnorbertcc21@gmail.com.

FAQ's

1. Who do you speak with about your child's day?
 - a. Comments or questions regarding your child's day should be brought to the attention of the educators in the room your child is cared for.
2. Who do you speak with regarding policies?
 - a. Questions about processes or policies should be discussed with the Team Leader, Assistant Director or Executive Director.
3. Who do you speak with regarding invoicing, payment of fees, donations, tax receipts, etc?
 - a. Contact the bookkeeper at bookkeeper.sncc@gmail.com. Alternatively, the bookkeeper is in the office two mornings a week. Her schedule is written on the dry erase board on her office door.

In Conclusion

SNCC educators are dedicated to the care and well-being of your children. They are professionals and have been trained in child development. Some have had many years of experience working in a child care setting. All educators have current First Aid and CPR certification and must complete a Criminal Record Check and Child Abuse Registry with Vulnerable Sector Search Check upon hire.

Please take the time to get to know the people who care for your children each day.