

Welcome to

# Concordia Child Care Centre



## Parent Policies

Revised October, 2025

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# Welcome to Concordia Child Care Centre – Our “Play to Learn” Place!

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Welcome to Concordia Child Care Centre. We are a non-profit, government funded, licensed Child Care Centre owned and operated by the Concordia Hospital Foundation. All parents are a part of our Parent Advisory Council. The Parent Advisory Council elects 7-9 parents to serve on the Parent Advisory Executive, along with the Director, Concordia Child Care Center and the Executive Director, Concordia Foundation. We are licensed to provide care to eight (8) infants (between the ages of 3-24 months) and sixteen (16) Preschoolers (between the ages of 2-6 years). The Child Care Centre was established in September 2009 to serve the employees of Concordia Campus\*. However, we also have the responsibility of running a viable business, so we do take community members when space allows.

\*Concordia Campus includes any parent that works at: Concordia Hospital, Concordia Place, Concordia Hip & Knee Institute, Concordia Child Care Centre, Concordia Foundation, Concordia Village, Bethania, and Concordia Community Clinic and Pharmacy.

## Definitions and acronyms throughout this policy:

### -Parents

Include any and all legal guardians

### -Educators

ECEs and CCAs

### -ECE

Early Childhood Educator

### -CCA

Child Care Assistant

### -Volunteers

People who are approved either by Volunteer services or post-secondary institutes to help out in our Centre. Volunteers are never left alone with children, nor do they toilet children

### -Students

People who are approved either by Volunteer services or post-secondary institutes to help out in our Centre. Students are never left alone with children, nor do they toilet children

### -Infant

Child three months until their second birthday

### -Preschool

Child two years old until they enter grade one

### -Concordia Campus

Concordia Hospital, Concordia Place, Concordia Hip & Knee institute, Concordia Child Care Centre, Concordia Foundation, Concordia Village, Bethania and Concordia Community Clinic and Pharmacy.

# About Us

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## History

The Concordia Child Care Centre, owned and operated by Concordia Foundation, received our license in August, 2009, and opened for quality care September 8, 2009.

In partnership with the Concordia Foundation, Concordia Hospital, and the Manitoba Provincial Government, Concordia Child Care Centre is able to provide infant and preschool child care services through an operating grant, parental fees, and family participation in fundraising efforts.

## Philosophy

Concordia Child Care Centre shares the vision and values of Concordia Hospital. We embrace the “Concordia Way”, striving toward an ever-increasing level of care and commitment to all our families.

Using the slogan, our “Play to Learn” Place, is reflective of our view that children learn through play. It is our responsibility to partner with families to help each child reach their individual potential in a fun, home-away-from home environment.

We believe every child has the right to a safe, healthy, and happy childhood. Within our Child Care Centre, we uphold this by providing quality early childhood education. Our dedicated and nurturing educators include Early Childhood Educators and Child Care Assistants who are committed to supporting the rights of the child and the needs of families. We aim to provide an enriched environment which continually meets children’s developing social, physical, intellectual, creative and emotional needs.

Our emergent curriculum is geared toward play-based learning, and allows us develop programming based on children’s individual needs and interests. Children are offered rich experiences in music, movement, literature, art, drama, math, science, and social studies. This includes community field trips, guests, and intergenerational activities with the residents of Concordia Place. Our inclusive program respects the diverse abilities of all members, ensuring children are able to participate fully in both planned and spontaneous activities. As appropriate, we also partner with outside professional agencies, and help children transition to other programs, such as school.

We work with families to provide their children with the consistent and optimal care. Our Parent Advisory Council and Parent Advisory Executive are instrumental in helping us achieve this goal, as is our daily communication with all parents. Once a year we hold an Annual General Meeting and ask that all parents attend. This is a great time for you to find out what is going on in the Centre and have your say. Two important means of communication are annual interviews and regularly maintaining individual portfolios that are reflective of each child’s development and child care experiences. We also strive to exceed the Best Practices as outlined by Manitoba Child Care, and the standard of excellence

associated with the “Concordia Way”. These are reflected in our Parent Policies as well as through our Safety Charter, Code of Conduct, Inclusivity Statement and Curriculum Frameworks for Preschoolers and Infants.

## Goals and Objectives

For children:

- To respect themselves, others and their environment that will establish positive relationships with other children, educators, volunteers and visitors.
- To develop healthy and safe habits that promote healthy eating, hygiene, following rules and expressing emotions in an acceptable way.
- To participate in both free play and child-inspired activities, fostering creativity, independence, positive self-image and many other skills.

For educators:

- Maintain a safe and healthy environment while promoting and fostering every child’s individual needs and talents.
- To communicate in an open and friendly manner with all families and colleagues making them feel involved and respected.
- Staying up to date on all policies, procedures, licensing regulations and best practices and to always maintain confidentiality.

For parents:

- To develop positive relationships with all educators, communicating information and working with them to better their child’s experiences.
- To maintain knowledge and abide by of all policies and code of conduct and ask for clarification when unsure.
- To become involved in the Child Care Centre through communicating with educators, attending special events, getting involved in the PAE and helping with fundraising.

## Leadership

The Director works with the educators to apply the Concordia Child Care Centre philosophy to our daily routine, and meet its goals and objectives. The Director provides direction to promote and assess the positive emotional, physical, social, and cognitive development of children in the child care setting. The Director also ensures that all educators communicate positively with all team members (including parents); provide a comfortable, yet stimulating environment; and implement appropriate activities according to each child’s individual interests, needs, and developmental abilities.

Administratively, the Director is responsible for the day to day financial operations of the Centre, and reports to the Executive Director of The Concordia Foundation. The Director also maintains regular contact with government, and is responsible for all documentation and paperwork required to maintain licensing and continual quality enhancement for our program and facility. A full Director Job Description is available upon request.

## Parent Advisory Executive

The Parent Advisory Executive (PAE) consists of 7-9 elected members of the Parent Advisory Council. At the Concordia Child Care Center, the PAE meets as needed to discuss policy, needs of the Centre, fundraising projects etc. We do encourage all parents to become members and have their say. This is your child's Centre and your opinion matters.

## Students and Volunteers

Concordia Child Care Centre works closely with surrounding high schools, colleges and universities. You may also see many of Concordia's amazing volunteers helping out in the Centre. Anyone 18 years and older will always have had both their Criminal Record check and Child Abuse Registry cleared. At no time will a student or volunteer ever be left alone with the children.

## Ages Accepted

Concordia Child Care Centre is licensed to care for twenty-four infant and preschool children with no more than eight of those children under two years of age.

Children may be enrolled in our infant room at three months. However, it is more common to have children start between nine and twelve months.

Infants are eligible for Preschool care at two years old. When space is available in the Preschool Room infants will generally be moved up on their birthday. This will not always be possible.

Children between the ages of two to five are considered preschoolers.

**If space is available** we reserve the right to provide supplementary care for Kindergarten children. However, we cannot provide care in place of Kindergarten for children who are eligible to attend school. We are not licensed for school-age care and therefore cannot provide care for anyone after kindergarten.

# Waitlist and Space Allocation

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## Educator/Child Ratio

Infant (ages 3 to 24 months):

One educator to four children (1:4)Pre-

school (age 2 to 6 years):

One educator to eight children (1:8)

These ratios are in accordance with the Early Learning & Child Care Program regulations. There are times the Centre may have enhanced ratio, but this is not always possible.

## Enrolment and Wait List

Concordia Child Care Centre was created to assist the employees of the Concordia Campus in balancing their family and work needs. However, we also have the responsibility of running a viable business, so we do take community members when space allows.

Space priority will be given as follows:

1. Current Concordia Campus employees who have another child or children enrolled full-time in the Centre
2. Current Concordia Campus employees who have a child or children enrolled casually in the Centre
3. Community member who have another child or children enrolled in the Centre
4. Current Concordia Campus employees seeking full-time child care
5. Community member seeking full-time care

If you are an employee of Concordia Campus, please make sure you indicate that at time of enrollment. That is the only way we will be able to assure you get priority.

Placing your name on the wait list does not guarantee you a spot in our Centre, even if you are a Concordia Campus employee.

Concordia Child Care Centre reserves the right to request a family to make alternate child care arrangements if in the best interest of the child. If it is apparent the child is not adjusting well over a course of time, the director and educators will set up a meeting with the family to discuss the situation. At this time, we will assess the situation, and appropriate notice will be given when needed.

## Space Maintenance

Concordia Child Care Centre will attempt to move infants to the Preschool Room on their second birthday. Due to the limited spaces available in the Preschool Room (16 spaces for 8 infants and all preschoolers already utilizing spots), this will not always be possible.

Early entry to Preschool will be considered, with Government permission, as space and level of development supports.

We strive to maintain stability for both the child and family while working with the space we have. While we do not want to ever withdraw Child Care services, our space is limited, and we may sometimes have no choice but to reduce care. We sincerely apologize for any inconvenience this may cause. We assure and remind you that any family asked to leave for reasons other than conduct or payment concerns will automatically be first on our wait list should a care opportunity open up.

In the event a family decides to go to a casual space, they will be able to resume their regular space if a spot opens up.

## Kindergarten Entry

Preschool children are asked to give four (4) weeks' notice before leaving for Kindergarten. In the event this is not done four (4) weeks before the September long weekend, preschool children will automatically be put into casual positions with care only available when spaces permit. As stated, the Centre may offer care while a child is in Kindergarten, but this is only if space is available, and if the child is still brought to Kindergarten by the parent daily. We will not offer care in place of Kindergarten.

## Casual Care

On occasion free spaces may be open for use by other children. Casual spot users will be notified in the following order: family of a child who was enrolled in the infant room and is awaiting a preschool room spot, family that has another child in the Centre, then by seniority. If days available are known in advance, they will be given to parents in two-week rotations. If the parent accepts the spot for a given day, they must notify the Centre within 12 hours if they wish to cancel or else they will be charged the fee for day.

# Centre Operations

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## Hours of Operation

6:45 AM – 4:45 PM

## Absence and Holidays

To maintain your full-time spot, regular fees apply to any days in which your child is absent due to illness, vacation or personal reasons. In order to cover operating costs, regular fees are also charged for all statutory holidays.

Holidays observed by the Centre:

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

If a Holiday falls on the weekend, the Centre will take the following work day in lieu of as approved by Early Learning and Child Care.

The Centre will also close at 12:00pm on Christmas Eve and 3:00pm on New Years Eve.

With the approval of the Government, the Centre will close throughout the year for Professional Development days. Parents will be provided with notice 2 months in advance of the closure. Regular parents' fees will be charged for these days.

## Arrival and Departure

**Please make sure doors and gates are closed and latched when coming and leaving the Centre.**

**Please do not bring hot beverages into the Centre.**

**Educators may be present both before and after operation hours. This time is to prepare for the day, Centre cleaning and general organization.**

### **Arrival**

- 6:45am (Centre doors open)
- Must remove outdoor foot wear and sanitize your hands before entering our Centre
- Must get your child ready for their day. Outside gear put away and child's shoes on
- Once your child has entered the room (only adults can open the doors in the Centre), please make sure you have contact with an educator before you leave the Centre
- Once your child is safely in the room, please let us know anything that will help us make sure your child has a wonderful day. How they slept, if they ate before coming, if someone different will pick-up, etc. At this time the Centre will assume full responsibility for your child(ren)
- Please let the Centre know if your child will be away due to illness or other reason before 9:00 am. This way we can plan our day or have time to notify other families of communicable disease.

## Departure

- **4:45pm** (Centre doors lock)
- Must remove outdoor foot wear and sanitize your hands before entering our Centre
- Please make sure you have made contact an educator before you take your child out of the infant or preschool room. At this time, you will assume full responsibility for your child(ren)
- Parents must pick their child up from the Child Care Centre. If a parent is unable to do so, other arrangements should be made. The Child Care Centre must be notified if someone other than the parent will be picking up the child. Anyone picking up your child must be on your designated pick-up list, and be prepared to show identification. We will not release children to anyone under the age of twelve
- If the educator has not been contacted by a parent or an alternate by 4:45pm, the educator will attempt to call the parents and emergency contacts. If unable to reach these contacts, they will inform the director, or designate, who will then phone Winnipeg Child and Family Services to pick up the child. Even after Winnipeg Child and Family Services have been called, the educator will continue attempting to contact the parents and emergency contact people identified by the parents
- Both Children and parents must be out of the Centre by 4:55PM, the Centre does close at 4:45pm, late fees will be charged if not

**It is the parent's responsibility to make sure that their child is settled in at the Centre before leaving. This includes ensuring the child's coat is hung up in their locker and their shoes are on. Parents are also responsible for dressing their child before going home.**

# Payments and Rates

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## Fees

Infant (ages 3 months to 2 years):

Full time (4 to 10 hours per day) - \$10.00 per day (\$20.00 currently subsidized by the Government)

Pre-school (age 2 to 6 years):

Full time/Casual (4 to 10 hours per day) — \$10.00 per day (\$10.80 currently subsidized by the Government)

Snack club (all children):

Children are offered a healthy morning and afternoon snack, along with milk - \$5.00 per day

*The Centre reserves the right to charge additional fees for children remaining in the Centre after 5 pm, as per our late policy. Half day fees are **not** available.*

Current fees are in accordance with the Manitoba Government Child Care Guidelines. Fees are subject to change based on Provincial increases.

## Lillio

Our Centre uses Lillio to communicate with our families. We also use Lillio to do invoicing, share pictures and store information. This program is a protected web-based system. If you have any questions, please contact the director. Any photos shared over Lillio, are only for the intend family. You must never share or print pictures with other children or staff in them.

## Late Pick-Up Fees

Late fees (in the Centre after 5:00pm) will be charged at the rate of \$15.00 per child for the first 15 minutes and a \$1.00 per minute per child after that. After the second late incident in a calendar year, the parents will receive a written warning. After the third incident in a calendar year, the director will set up a meeting with the family to discuss the situation. At this time, we will assess the situation, and appropriate notice will be given if needed. Whomever picks up the child is required to sign a late fee form at the time, which will be kept on file.

## Method of Payment

Families will be charged a nonrefundable \$50.00 registration fee upon enrollment.

All fees are payable in advance via automatic debit over Lillio. A copy of the withdrawal schedule is available upon request.

It is important that child care fees are paid on time. A charge of \$25.00 will be applied to any account with insufficient funds to cover child care costs. If payments are later than 11:59 pm on the Monday following a billing due date, the account will be charged the late payment fee of \$3.00 per day. Lillio has the ability to do automatic payment. We ask that every family turn this on when setting up your account.

If the Ancillary is unable to obtain funds for two pay periods in a row, the following procedure will be instituted:

- 1 Both parents will receive a letter outlining the payment problem, and a meeting will be set up to discuss any unique circumstances
- 2 When possible, the Centre will help parents apply for subsidy and/or work out a temporary payment adjustment
- 3 In the unfortunate event that an arrangement cannot be made and/or full payment cannot be resumed within three pay periods, a family may be given two weeks' notice to arrange for alternate care. All outstanding fees will remain due, including fees for the notice period.

## Government Subsidy

Government subsidy is available for those families who qualify. Forms are available online at: <https://direct.gov.mb.ca/cdhtml/html/internet/en/provider.html>. Families are responsible for all fees incurred while awaiting Subsidy approval. In the event Subsidy approval is back-dated, all credit will be applied to future invoices. The Centre will not issue refund cheques. Please reapply promptly to ensure continued subsidy.

## Withdrawal

All parents must give the Centre four weeks paid notice when withdrawing their child. This policy will be strictly enforced and failure to provide notice may result in legal action to cover the loss in revenue incurred. Notice of withdrawal must be written in the form of a letter addressed to the Director of the Centre. Kindergarten notice will be assumed, as previously written, if alternative arrangements have not been made and documented with the director.

## Parental Leave

Parents wishing to change their child's space from full-time to casual during a Parental Leave can do so. This child maintains priority to move back into a full-time space when available. The family also has top priority to obtain an infant spot for their new child when one is available. As spots are limited, there is no guarantee that spots will be available on the dates requested. Therefore, parents will be notified of any spaces as they open up, and may want to take a space earlier than anticipated and/or find alternate care while waiting for a spot to open. If a parent declines spaces for their child, priority will be reserved, and they will again be called as the next spot opens up.

## Fundraising

Our Centre will offer a few different fundraisers throughout the year. Please let us know if there is a fundraiser that you would like the Centre to do. We encourage families to participate where they can, as it helps the Centre obtain new items or activities. All fundraisers will be done to reach a certain goal. Could be a new rocking chair for the infant room, landscaping for our court yard or any other big purchase we may have.

### The Giving Tree

The purpose of the Giving Tree is to supplement traditional fundraising.

You can choose the donation amount you feel comfortable with, which will be added to your fees for each billing cycle. You will receive a charitable tax receipt for your donation at the end of the year.

The Giving Tree is entirely optional. Any help with fundraising is greatly appreciated and beneficial to our program.

We encourage families to participate where they can, as it helps the Centre obtain new items and activities, such as Christmas party.

The Concordia Foundation, on behalf of the Centre, will gladly accept contributions and issue charitable donation tax receipts to donors who wish to make monetary donations to the Centre.

# Health, Safety and Wellness

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## Contact and Health Information

Any changes to the child's information file, such as phone numbers, address, work location, family status, health, **must** be updated with the child care Centre. The child's records must be kept current in case the parent needs to be contacted. The Centre is not responsible for anything that may happen as a result of false information on file.

## Legal Orders

The Concordia Child Care Centre requires a copy of any court-authorized documents stating details pertaining to child care arrangements, care and custody. Without such documentation, the Centre is obligated to ensure equal access and communications regarding the child, to each parent or guardian. In cases where there is a custodial concern, the parent is to provide the Concordia Child Care Centre with a copy of the Order, Judgment or Agreement addressing the issues of access and custody. The enrolling custodial parent should provide written directions regarding access by the non-custodial parent to the Centre. Our educators cannot legally deny access to a non-custodial parent without a legal document outlining access.

## Confidentiality

All information in your child's file is strictly confidential. Parents have access to their child's file, but it cannot be removed from the Centre. Information regarding another child or family will not be released to other parents. All educators have signed a Pledge of Confidentiality restricting them from sharing information outside of the Centre unless there is a medical emergency, or they are subpoenaed by court.

## Individual Support Plans

In the event funding is granted for a child to receive support, the Centre will enhance our ratio and make all attempts to assist the child in an inclusive and non-invasive manner. Regular meetings with outside professionals will be arranged and the Centre will work together with the parents, professionals and most importantly, the child to reach goals and function to the best of the child's ability. All ISP information is strictly confidential and restricted to parent, educators, government, and other professional review.

## Accidents

Concordia Child Care Centre is a safe environment for all children. It is common, however, for children to get bumps, scrapes and other minor injuries during the course of the day. Sometimes children continue playing without realizing they are injured. Sometimes educators are unaware of these minor injuries when the child does not react. An "Incident Report Form" will be filled out for any minor injury that educators' notices. This form will record how the accident occurred, what first-aid was administered, and which educator witnessed the accident. It will be given to the parent for signing and kept in the child's file.

## Emergencies

If a serious injury occurs and is not life threatening, the parent must pick up and transport the child to the hospital or to a doctor. If the parents cannot be reached, an emergency contact will be called. It is extremely important that all emergency contacts are made aware that they are listed as emergency contact and may need to respond to an emergency. It is also important to have all phone numbers up to date. If parents and emergency contacts cannot be reached, the child may be taken to the Urgent Care Department of Concordia Hospital by an educator. Paperwork will be filed with the government for all injuries requiring medical attention.

In the case of a life-threatening illness or injury, educators will call Code blue, the child will be immediately taken to the Urgent Care Department of Concordia Hospital by medical personnel. One educator will remain with the child, and the parents or emergency contact will be notified immediately. If the emergency is directed to Children's Hospital, an ambulance will transport the child and the parents will meet there. The child's information sheet will be taken to the hospital. Parents will be fully responsible for the cost of any ambulance service.

## Insurance

Although the Centre does carry a liability insurance policy, parents are requested to carry insurance for each child, such as Blue Cross or other insurance policies.

## Field Trips

The infants and preschoolers will go on field trips in the immediate community, and on the Concordia Campus. The children will also have other opportunities with visitors and activities brought into the Centre. We will not transport the children by bus (unless parents have been previously made aware) or personal vehicles.

Children will wear pinnies printed with the name "Concordia Child Care Centre" when on field trips. This helps children, educators, and others identifying them as a group.

## Safety and Security

Parents will be provided a swipe card access card into the Child Care Centre. This is for personal use only. All other guests/visitors will be required to knock or buzz to gain access, guests must be accompanied by an educator.

Currently Concordia Place doors are locked both at the front and the side door. If you do not have a swipe card access, please call the Centre and someone will let you in.

## Parking

Families who require pickup and drop off for their child(ren) can park in the Concordia Place parking lot for 20 minutes of free parking. **We cannot park in the loop in front of Concordia Place.** This is a safety hazard and you can get ticketed or towed.

## Parent Involvement

Parents are encouraged to ask questions and give feedback about the program and all other aspects. We ask that parents follow Centre rules when both in the Centre and on the Campus (Only adults open doors, must hold hands when walking, walk inside the building, etc).

## Lunches and Snacks

We provide a snack club, a healthy morning and an afternoon snack. Each snack will consist of a fruit and/or vegetable and a grain product such as bread or cereal or a meat or alternative protein source or a dairy product. On occasion, such as Birthdays, parents may wish to bring in a special snack for all the children to share. The snack must be free of nuts, and arrangements are to be made with an educator.

Children will bring their own lunch and the Centre will provide milk to drink. Please ensure children bring a healthy nut-free lunch with items from all four food groups. **All food must be cut into bite size pieces to prevent choking according to Centre guidelines.** If you are unsure, please talk with an educator. Please label all containers (ask us about Mabel's labels) Please do not bring gum, hard candy, lollipops, raisins or other dried fruit, marshmallows, meat on the bone, kabob skewers or popcorn into the Child Care Centre as these present choking hazards (following Early Learning and Child Care nutrition handbook).

Preschool lunches must be ready to eat, please use ice packs to keep items cold, and items that are best eaten warm need to be in a thermos and/or aluminum foil. Parents may meet their child for lunch at any time, but it is their responsibility to meet their child where they are and re-integrate their child to the appropriate routine. All times on our schedule are approximate, so please let an educator know ahead of time.

On occasion a lunch may be forgotten. The first time, a courtesy call will be given, allowing parents to bring their child a lunch or we will make one. If it happens again there will be a \$10.00 charge added to the child's bill. If this continues to happen over a period of time, the director will sit down with the family and come up with a plan. The Centre is ratio-based and making a child's lunch takes educators out of ratio, leaving other children in a compromised position during a time when careful supervision is required.

Infants may be offered the preschool snack when it is appropriate, and with respect to the parent's wishes. In general, however, parents supply food and drink for their infant. Please label all containers (ask us about Mabel's labels). Educators will feed infants according to their expressed needs, and, whenever possible, the instructions given by the parents. It is important to communicate the frequency and administration for all infant feedings. Educators are not permitted to prop bottles or put children to sleep with a bottle. We cannot give infants food, such as cereal or pabulum, through a bottle. We are also prohibited from giving vitamin supplements unless they are prescribed by a doctor.

## Allergy and Anaphylaxis

Please let the director know at the time of registration or as soon as you find out if your child has an allergy of any kind. We will discuss if a URIS form must be filled out and the proper precautions we will take. If we need a URIS form, our health nurse will come out and provide training.

**Concordia Child Care Centre is a Nut aware Centre. All products containing any type of nuts are not allowed in the Centre. Peanut allergies are the leading cause of anaphylaxis. Children with other life-threatening allergies will be closely monitored. Policies may subject to change.**

## Diapers

Parents are required to supply disposable diapers, wipes and any creams for their child. Please ensure an adequate supply is always on hand. Educators will send a reminder when your child's supplies are getting low. If a child is out of diapers, the Centre will provide one. The parent is then responsible to reimburse the diaper(s) to the Centre. We ask that the child continue to wear diapers until they are ready to pottytrain. At that time, they can switch to side tear off pull-ups.

## Toilet Learning

We understand that each child will master toilet learning at their own pace. We want to support and encourage this as soon as they are ready. Toilet learning will begin at the Centre once a child shows signs that they are interested and physically capable. Parents and educators will work together to help the children reach their toilet learning goal.

Please always make sure your child has a minimum of three (3) sets of clothing (underwear, pants, socks and shirt) in their locker. Once your child had used up their extra clothing they will remain in a diaper/pull-up for the rest of the day. We will continue to work with the family, but if the child does continue to have more than three (3) accidents a day over a weeks' time, we may need to review our plan. We always want to support our families, but must keep in mind the Centre can be a busy place and sometimes is harder to toilet learn.

## Nap and Quiet time

We understand that every infant has a different schedule. Some infants nap twice a day, while others only nap once. Our infant room does not have a set nap schedule, as to meet every infant's individual needs. The six youngest infants sleep in cribs and the two oldest sleep on toddler cots. The Centre provides sheets and we ask parents to provide a sleep sack, if you choose. Blankets, stuffed toy and pillows cannot be in the crib with an infant.

Rest time is part of our preschool program. All preschool children are required to have a 30-minute quiet rest on their cot. We respect that children need to listen to their body to meet their needs. Parents are welcome to request that an educator does not help their child fall asleep. Educators will do their best to wake up a child after a period of time, if requested. However, we cannot provide one on one care, so this might not be done every day or at the exact time requested. The Centre provides sheets and we ask parents to provide a blanket. Your child can bring a comfort toy for nap time, if they choose. Blankets and stuffed toys will be sent home every Friday to be washed.

## Biting

Biting is a natural developmental stage that many children go through and is most common between 12 – 36 months of age.

The safety of the children is our primary concern and we at Concordia Child Care Centre, do our best to minimize these incidents.

When a child bites, we ensure the child that was bitten is given proper attention and care for the bite. Depending on the severity of the bite, proper first aid will be provided. When an incident occurs, the parents of both children involved will be notified. An incident report will be written up and given to the parents at the end of the day. Names will be omitted for confidentiality reasons.

When a child bites, they will be redirected the area. An educator will talk to the child using cause and effect statements and label feelings to describe the painful result of biting – ex. “Sally is sad and is crying because she is hurt. Biting hurts.” The educator may also show the child with their hands how to be gentle and lightly stroke their arm and repeat “gentle touches only.”

From there, the educator will analyze the incident and figure out why the biting has happened and work to address the problem based on the child, their development, and their needs.

Below are ways that we prevent biting on a daily basis:

- Provide a supportive environment
- Provide a consistent, yet flexible schedule
- Provide a variety of sensory activities and materials
- Interact with children gently and empathetically
- Model appropriate interactions between educators and children; model nurturing, sharing, respectful, and polite behaviours
- Use cause and effect statements to help children understand positive behaviour
- Position educators nearby so there is close supervision
- Observe when and where the biting takes place, how frequently, etc.

If this becomes an on-going problem, we will observe and document the child’s behaviours and work with the parents to develop a plan to help the child.

# Illness and Emergencies

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## Sick policy

Any child who is sick and unable to participate fully in the program must stay home.

Please let the Centre know if your child will be away due to illness before 9:00 am. This way we have time to notify other families if it a communicable disease.

If a child becomes ill at the Centre, parents will be notified and expected to pick up the child as soon as possible. If parents are unable to pick up the child within thirty minutes, alternative care must be found.

If the child has a communicable disease, Public Health regulations must be observed. A doctor's note may be required, stating that it is safe for the child to return.

Any infectious/communicable disease that is occurring in the Child Care Centre will be posted in the front entrance and/or near the Parent Bulletin Boards.

If your child has one or more of the following symptoms, they are considered ill.

- Coughing continuously
- Fever
- Sore throat/ hoarse voice
- Shortness of breath/ breathing difficulties
- Conjunctivitis (pink eye)
- Vomiting or more than one bout diarrhea in the last 24 hours

If your child has two or more of the following symptoms, they are considered ill

- Runny nose
- Muscle aches
- Fatigue
- Headache
- Skin rash of unknown cause
- Loss of appetite

Condition	Description	Length of exclusion
Fever	Temperature over 38C (under arm)	Normal temperature for 24 hours without fever reducing medication
Pink eye /Conjunctivitis	Red irritated eye(s) with yellow or green discharge.	Must see doctor and on medication for 24 hours
Ear infection		Child can attend as long as no fever and can fully participate
Diarrhea	After the second incident in one day	Must be 24 hours since last bout

<b>Condition</b>	<b>Description</b>	<b>Length of exclusion</b>
Vomiting	After first incident	Must wait 24 hours after last episode
Strep throat		Must see doctor and on medication for 24 hours
Skin rash	Suspected to be a communicable disease	Must see doctor and require a note for re-entry
Skin rash	Not suspected to be a communicable disease	Educators will watch the rash. If has not gotten better/gone away within a few days, will be asked to see a doctor
Roseola	Usually several days of high fever, followed by a distinctive rash just as the fever breaks	Must stay home with fever. Once fever breaks and rash is present, child can come back if they can fully participate
Hand/foot/mouth	Common infection that causes small blisters on hands, feet and/or inside/outside of mouth	Must stay home with fever. Once fever breaks and rash is present, child can come back if they can fully participate and sores are not open
Inability to cope	Child is unable to fully participate in daily activities (including outside for an hour) or needs one-on-one care	Child must stay home until they can fully participate

Educators must follow the same rules as children. In the event that the educator/child ratio is not met due to illness, the Centre will have to decrease the children they can accept until acceptable educator/child ratios can be met again (see short Educator policy).

#### Asthma/Allergies:

Child can attend as long as they can fully participate in the program. Parents must ensure the Centre has any needed medication at all times, in case of an attack or reaction. For this purpose only, a special “as needed” medication form is available. URIS forms must also be filled out annually.

#### Lice:

If an educator finds nits or bugs in the child’s hair, the parent will be called to pick up the child immediately. The child will not be allowed to attend the Centre until all nits have been removed. Upon returning to the Centre, an educator will check the child’s hair and should the educator see any nits, the child will not be allowed to stay. We are a nit and lice free Centre.

## Bed Bugs:

The Centre strongly encourages any parent who notices signs of bed bugs in their home or on themselves or their child or has been in contact with bed bugs to notify the Director or designate immediately. The Director or designate will provide support and resources to any family that is in need. In the event that an educator suspect that a child has bites consistent with those of bed bugs, the parents will be contacted to pick up their child, like with any unidentified rash. Child will need to be seen by a doctor to confirm the marks are bed bug bites. Once the rash has been confirmed and the family has taken all the steps to reduce the risk of bed bugs hitch hiking into the Centre, the child can come back. The Centre will not close, unless short-term closure is required for a bed bug treatment by a licensed professional.

Steps you can take that will help reduce the risk of bed bugs hitch hiking to the Centre:

1. Please keep all clothes, shoes, backpacks, lunch boxes, coats, and books away from beds and upholstered furniture.
2. Any items that must be stored near beds or other furniture should be placed in a clear plastic bin or plastic bag until the child needs to take them outside the home.
3. If you suspect that these items have been in contact with beds or other furniture, please place these items in a dryer on medium-high heat for at least 20 minutes. Also, items can be laundered by washing and drying on the hottest settings the fabric can safely withstand.

Steps the Centre will follow if there is evidence of bugs, droppings or casings found in the Centre:

1. Note will go home to all families to remove everything from their child's locker to be cleaned at home. Extra clothing (in a sealed bag), day care shoes and lunch kits can be brought back.
2. All blankets and stuffed toys will be sent home to be cleaned and will stay at home until further notice.
3. Bags will be brought in to put all outside clothing in while children are in the Centre.
4. Housekeeping will be notified and they will put their protocol into place.
5. Public Health and our Coordinator will be notified.
6. Educators will monitor the Centre for any evidence of bugs, droppings or casings.
7. All stuffed toys, pillows, dress-up clothing, etc. will be cleaned and put away.
8. Floors will be vacuumed throughout the day.
9. Sheets will be removed from beds and beds will be disinfected once the children wake up.

Concordia Child Care Centre follows Manitoba Health Guidelines addressing the prevention and management of the AIDS virus infection. The routine for handling blood and body fluids, regardless of whether one is infected or not, is as follows:

- Disposable towels or tissues are used and properly discarded.
- Disposable gloves are used by all educators to avoid the risk of having mucous membranes or any skin lesions exposed to blood or body fluids.

## Medication

Prescription medicine will be administered only when a medical form is filled out by the parent. The educator who administers the medication will also sign the form. When the medication is finished, the parent will sign the form and it will be filed in the office. This applies to all medication. The medication is also required to be in the original container, labeled by the Pharmacist, with the child's name, time and method of administration and expiry date, when brought to the Centre.

For safety reasons, the medication must be hand delivered to an educator. The Centre is not allowed to administer medication unless it has been provided in the original container by the parent.

**Medication must never be left in a child's locker or backpack.**

## Teething

Health Canada restricts the Centre from allowing infants or preschoolers to wear necklaces designed to prevent or reduce teething pain. We are also not allowed to administer teething gels or other non-prescribed oral ointments. Family members may give children medication for comfort but educators are only permitted to give prescribed medications. Children with a fever of 38C do need to be at home.

## Outdoor Play

The Provincial Child Care regulations state that all child must go outside to play every day. As a general guideline, parents can expect that their children will be outside for at least an hour per day. If a parent feels that their child is not well enough for outdoor play they should be kept home until able to fully participate in our child care program. The Centre encourages as much outdoor play as possible to promote optimal health. Educators will ensure children are dressed for the weather and stay hydrated.

Winter: Infants will not go outdoors when the wind chill factor indicates the temperature is below -25 C.

Preschoolers will not go outdoors for an extended period of time when the wind chill factor indicates the temperature is below -25 C.

Summer: Infants will not go outdoors once the temperature is above +30C (either in temperature alone or temperature and humidity combined)

Preschool children will not go outdoors for longer than 30 minutes once the temperature reaches +30C (either in temperature alone or temperature and humidity combined). They will be encouraged to stay in the shade as much as possible. Once the temperature reaches +35C (either in temperature alone or temperature and humidity combined), all children will stay inside.

## What to Bring

- Blanket for rest time for preschoolers
- Sleep sack for nap time for infants
- A soft toy for rest time (as needed)
- 3 complete changes of clothing for your child
- Diapers (disposable), wipes, diaper cream and training pants (as needed) – these items can be stored in the Centre for future use, notes will be sent to parents when supplies are running low.
- Formula for babies (as needed)
- Indoor and outdoor shoes
- **Clothing appropriate for the weather**
- Lotion sunscreen and insect spray (please ensure it is not expired)
- Lunch

Please make sure to label all personal belongings, clothes, shoes, boots, formula and food containers with your child's name (ask about Mabel's labels).

When choosing clothing to dress/bring for your child, please remembers your child will be exploring and experimenting all day. They will be using markers and paint; they will be in the water, sand and mud just to name a few.

A few complete changes of clothing must be kept at the Centre. Children in the process of toilet training will require at least four changes of clothes.

Any diapers or pull-ups used must be provided by the parents and must be disposable. The Centre strongly discourages the use of pull-ups before a child is really ready for them, as indicated by interest and consistent use of the toilet or potty.

The Concordia Child Care Centre requests you listen to the daily weather forecast and dress your child appropriately for the conditions. We provide the following as a guideline, as we want to ensure your child is as comfortable as possible during outdoor play. As a general rule, children will be outside for at least one hour per day.

**Spring and Fall**

Rubber boots  
Rain Coat  
Warm sweater/jacket  
Splash pants  
Sun hat

**Winter**

Two pairs of mittens  
Scarf/neck warmer  
Hat/toque  
Winter boots  
Winter jacket  
Ski pants

**Summer**

Bathing Suit  
Towel  
Sun hat  
Shorts

Running shoes are best for indoor and outdoor play. All children are required to wear shoes in the Centre for health and safety reasons. A pair of indoor shoes is to be left at the Centre.

Flipflops/sandals/slippers are discouraged as they are not generally safe or suitable for active play. This is only a recommendation and will not be enforced unless a child shows a risk of injury with chosen foot gear.

**Personal Belongings**

The Concordia Child Care Centre is not responsible for any personal items. Please make sure all your items are clearly labeled. We ask that children do not bring any electronics, special objects or expensive articles of clothing. We do have an account with Mabel's Labels, please see information in registration package.

# Policies

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## Behavior Management Policies

We understand every child is different and are committed to helping every child develop to their full potential. We feel everyone should be treated equally, in a positive and respectful manner.

There are three behaviors in which an educator will intervene immediately:

- A child hurting himself/herself
- A child hurting another child or adult
- A child destroys objects or equipment

There will be no physical punishment - no striking a child, either directly or with an object, shaking, shoving, spanking. This includes forcing a child to repeat physical movements or any other action carried out which results in physical injury to the child.

There will be no verbal or emotional abuse by an adult, that is, no harsh language, belittling, or degrading response to a child's questions or comments. This form of abuse humiliates and undermines a child's self-respect.

There will be no denial of physical necessities including normal comforts such as shelter, clothing, food, bedding or toileting.

Educators will conduct themselves in the following manner:

- Model appropriate behavior
- Acknowledge children's positive behavior
- Use clear, positive directions
- Offer indirect guidance through room arrangement
- Supervise children's play, assisting as needed
- Use positive re-direction as necessary
- Implement separation of the children (for short periods of time) when problems develop
- Talk with children, assisting them and encouraging them to talk about the issue
- Encourage children to talk with one another, use problem-solving skills, and develop empathy
- May implement age appropriate personal time, in extreme incidents

Persistent or severe aggressive behavior will be dealt with in the following steps:

- Educators will inform the parents of any behavior concerns
- Objective observations and behavior charts will be kept and shared with parents
- A meeting with the Director, parents, and (as deemed appropriate) the Concordia Child Care Centre educator who was dealing with the child will be scheduled, with follow-up meetings as appropriate
- A follow-up meeting may likely be scheduled with the parents to discuss the child's progress towards improvement. Government support may be requested with parent approval. This may include observation and evaluation by outside agencies. Educators will also continue to document
- If the parent refuses outside help and the behavior continues, the daycare has the right to suspend the child and/or institute a 'three strike rule' whereby the child will have to be taken home after three acts of aggression on any given day. A chart indicating the severity of behavior will be provided. Full fees will continue to be charged during the suspension. The daycare office will be involved, and attempts will still be made to seek extra support with parental consent. While waiting for assessment or once support has been brought in, suspension may still occur if it is believed that the behavior exhibited is of significant danger to educators and/or children
- If the behavior continues after suspension, and no extra support is available, the Centre will attempt to speed up the process with a call to our Coordinator to arrange Interim Support. If there is still no help available, the Centre may no longer be able to provide effective care and may issue the parent two (2) weeks' notice of termination. As stated above, each situation will be assessed on an individual basis. While our aim is to be completely inclusive, safety is of utmost importance to maintain our comfortable home-away-from-home environment.

Please refer to our Code of Conduct for additional information.

## Child Abuse Policy

**Educators are required, by law, to report any suspicion of child abuse, neglect, or endangerment.**

A full child abuse protocol is available for review.

Educators recognizes that discipline at home may differ from that used at the Centre, and may not be classified as abuse. However, parents must act in accordance with our Behavior Management Policy while in the Centre and on the facility grounds. Refusal to do so may be grounds for immediate termination of your child care spot.

## Adult Respectful Behavior Policy

Concordia Child Care Centre promotes the development of healthy, happy, respectful and responsible individuals. We need to make sure we are role modeling these expectations at all times. Concordia Child Care Centre has identified two types of behaviors that will not be tolerated by anyone within our Centre:

1. Verbal abuse: Such as yelling, inappropriate language, and racist or sexual remarks.
2. Physical abuse: Such as threatening gestures, pushing, or striking.

If you witness any of these types of abuse we ask that you report it to the Director immediately. The Director will look into the incident and determine what follow-up action is required.

### **Verbal Abuse:**

Adult will ask the abuser to calm down. If that does not work, they will walk away. Adult will document the incident and talk with the Director/PAE about the situation.

Should the behavior continue or is severe, the abuser will be immediately terminated from the program, fees will remain for the 4 weeks.

### **Physical Abuse:**

Security will be called and incident will be reported to the police. The abuser will be immediately terminated from the program; fees will remain for the 4 weeks.

## Adult Confidentiality Policy

Concordia Child Care Centre is committed to ensuring a safe, respectful, and confidential environment for all children, families, educators, students, and volunteers. To maintain trust and protect the privacy of everyone in our community, we ask all families to adhere to the following confidentiality expectations:

Confidentiality Within and Outside the Centre:

- Information regarding children, families, educators, students, or volunteers must not be discussed outside of the Centre.
- Conversations about individual children, behaviours, family situations, or educators must remain private and only be shared with our educators when necessary for the care and well-being of the child.
- Any concerns or questions should be addressed directly with an educator or the Director, not with other parents or members of the community.

Use of Social Media:

- Parents may not post photos or videos that include other children, families, educators, or volunteers without explicit written consent from the Centre.
- Photos or videos taken during Centre events must be carefully reviewed to ensure no other children or educators are included before sharing on personal social media.
- Screenshots, photos, or videos from Centre communication platforms (such as Lillio) that include other children or educators may not be shared, printed, or distributed in any way.

### Sharing Positive Experiences:

- We encourage families to share their positive experiences at our Centre. This may include posting about your child's activities, development, or experiences, provided that no other children, educators, students, or volunteers are identified in words, photos, or videos.

### Respect and Responsibility:

- By respecting confidentiality, families help ensure a safe, trusting, and professional environment for all.
- Breaches of confidentiality will result in a meeting with the director to discuss the situation. Appropriate notice will be given, if needed.

### Intoxication Policy

Should an educator or other adult suspect a parent, or person picking-up, is under the influence of alcohol or drugs they will offer to call someone on the pick-up list or call them a taxi. If the parent, or person picking-up, does not cooperate, security will be notified and an emergency contact for the child will be called. Child and Family Services will also be notified and child may be withdrawn from the Centre, fees will remain for the 4 weeks.

### Emergency Evacuation Policy

In case of a fire or other emergency in the Child Care Centre, the children will be evacuated from the building. We have three places of shelter depending on the situation:

1. Tunnel, just outside the fire doors leading towards the hospital
2. Lecture room down the tunnel
3. Main entrance of Concordia Hospital through the infant room doors

Any evacuation process will be handled safely, and as expeditiously as possible. An attendance check will be taken when leaving the Centre and when we arrive at our place of shelter. Emergency exit diagrams and procedures are posted at each entrance. Please see the Safety Code for more information.

A fire drill will be conducted at least once per month, following the procedures as outlined in the Emergency Planning Manual. This practice is to enable the children to familiarize themselves with an emergency situation if need ever arises.

## Blizzard Policy

When the River East Transcona School Division closes schools due to weather conditions, the Centre will also close. When serious weather begins after the children have arrived at the Centre, parents will be called to pick up their children. Fees will not be waived at this time. Local radio stations and the internet broadcast weather information indicate school division closures.

## Pandemic Policy (2020)

Note: this policy is a guide but could change greatly depending on government and/or Centre regulations. Government public health guidelines become the basis of this policy where necessary. Concordia Child Care Centre is considered a pandemic site as the Centre cares for children of parents who are front line workers.

Children or educator with symptoms of acute respiratory tract illness with fever should stay at home. If a child displays symptoms while at the Centre, parents will be notified and should arrange for immediate pickup.

E-mail and Lillio communication will be sent to parents regarding any updates.

In the event that the educator to child ratio is not met due to educator illness, the Centre may have to decrease the children they can accept until acceptable educator/child ratios can be met again (see short educator policy).

In the event that the Centre has a reduced maximum capacity of children due to Government mandate, the children whose parents are most needed in healthcare and frontline work or parents who do not have alternate childcare arrangements will be given first selection of maintaining a spot. Spot sharing is also encouraged. Parents may volunteer their temporary withdrawal to make space for children who need it. Daily rates will not be charged to parents not using the days.

Once the pandemic state is over, the spots of the children and all applicable rates will return as they were prior.

During a flu pandemic, these routine health practices remain the same but should be carried out with additional diligence and reviewed with educators, children and families:

- proper sneezing and coughing etiquette
- hand washing procedures
- diapering and toileting procedures
- cleaning and sanitizing procedures
- procedures for proper storage, handling and serving of food

*Infection Control Guidelines for Early Learning and Child Care Facilities:*  
(available at [www.manitoba.ca/childcare](http://www.manitoba.ca/childcare) )

### Entry to the Centre:

Everyone must use hand sanitizer before entering the Centre and must remove their shoes. All shoes must be removed, even if they have not been worn outside but worn at work.

### Complaints

Complaints should be brought to the attention of an educator, if appropriate. If it is not resolved, the complaint should be brought to the director. If the issue still cannot be resolved, it will discuss with the member representing The Concordia Foundation.

### Registration Package

Please see your registration package for important paperwork to be filled out for your child. We must have all paperwork complete before admission of your child. If you have any questions please email, call the Centre or come down to talk.

We look forward to our partnership in caring for your child