



ALEPH-BET CHILD LIFE ENRICHMENT PROGRAM INC.

EST 1983

**A BENEFICIARY OF THE JEWISH FEDERATION OF
WINNIPEG/COMBINED JEWISH APPEAL**

PARENT PROGRAM MANUAL

Revised June 2021

Located at:

1007 Sinclair Street
Winnipeg, MB R2V 3J5

Satellite sites in:

Margaret Park School at 385 Cork Avenue
Forest Park School at 130 Forest Park Drive

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Program manual – revised June 2021

Welcome to Aleph-Bet Child Life Enrichment Program Inc. It is important that you read the following manual that outlines our policies and procedures. Please be sure to clarify any questions that you may have with the Director.

About the Program...

Aleph-Bet Child Life Enrichment Program Inc. is proud to be one of three licensed Jewish daycare centres in Winnipeg. We accept children between the ages of 2- 12 years for our Nursery, Preschool and School Age programs. The concept of the daycare was conceived to create a “home away from home” and provide a place where parents could leave their children while they went to work. Aleph-Bet is committed to providing support and enrichment to children, to prepare them for life in the Jewish and broader based communities.

Established in 1983, Aleph-Bet has had the honour of being a fundamental part of the lives of hundreds of children and families in the community.

Aleph-Bet Child Life Enrichment Program Inc. operates out of 1007 Sinclair Street with satellite sites at Margaret Park School (385 Cork Avenue) and Forest Park School (130 Forest Park Drive). Aleph-Bet is a non-profit, charitable organization licensed by Early Learning and Child Care Program. We are governed by an elected volunteer Board of Directors consisting of parent and community members. Aleph-Bet maintains a membership with Manitoba Child Care Association. Aleph-Bet Child Life Enrichment Program Inc. is also a beneficiary of the Jewish Federation of Winnipeg.

If you would like further information, please do not hesitate to contact our Executive Director – (204) 586-1110 ext. 200.

OUR PHILOSOPHY

At Aleph-Bet Child Life Enrichment Program Inc. we endeavor to provide support and enrichment to children in preparation for life in the Jewish and broader based communities. We hope to instill in the children a sense of pride and commitment in the Judaic culture, heritage, and religion.

We are a play-based centre, where the Early Childhood Educators facilitate learning through a variety of play experiences. Although there are structured learning times throughout the day, we believe that play will provide the foundation for learning and understanding in all areas of development. We respond to children’s play by giving them the freedom, support and encouragement needed to pursue their interests and goals. We strongly believe all children need responsive, respectful and reciprocal care in order to thrive. Children are capable and fully equipped with all they need within themselves to learn and succeed at their own pace and in their own unique ways. We recognize no

two children are alike; therefore, each child is viewed and respected as an individual in his/her process for learning. We approach each child's needs and exploration with respect, understanding, patience and enthusiasm. We provide a stimulating environment that is safe, positive, inclusive, and anti-bias. This supports growing and learning in all areas of development (social, emotional, physical, and cognitive) as a process full of practice, repetition, discovery and success. Children are treated as active participants in all situations of learning and are given the time and space to discover their abilities on their own.

We believe children are an integral part of a healthy community. It is our mission to create a cohesive bond with parents and the community. We work in partnership to achieve an atmosphere where children are valued and able to reach their optimal development.

OUR GOALS AND OBJECTIVES

At Aleph-Bet Child Life Enrichment Program Inc. our goals/objectives are:

- To provide a home-like setting where parents feel confident leaving their children and children feel a sense of belonging;
- To provide a safe, stimulating and nurturing learning environment for all children aged 2-12 years of diverse race, religion, social stratum, and mental or physical capability;
- To recognize and respond to each child as a unique individual;
- To help children develop socially, physically, intellectually, creatively, and emotionally;
- To develop in the children and their families an understanding and appreciation for the Jewish culture;
- To foster relationships that are founded on respect for oneself and for others;
- To establish and strengthen the partnership between parents and daycare through open communication and parent involvement.

HOURS OF OPERATION / CENTRE CLOSURES

The centre is open from 7:15 a.m. to 5:30 p.m. Monday through Friday. All children must be at the centre by 9:30 a.m. This allows children to be integrated into their program before any structured activities begin and helps reduce interruptions or distractions once activities begin. If children arrive after 9:30 a.m. it will be the

parent's/guardian's responsibility to transport children to their group's location. In the event a field trip is planned, parents will be notified in advance of the arrival times.

Please note: If staff arrive prior to 7:15 a.m., it is for the preparation of daily activities. Please wait until the doors are opened at 7:15 a.m.

Nursery Program Hours - The Nursery Program runs from 8:45 a.m. - 11:15 a.m. The Nursery Program does not run on school in-services, or any school breaks i.e. Spring Break, Winter Break, and Summer Break.

The centre is open throughout the year, except for the following Early Learning and Child Care Program recognized holidays for which fees are billed:

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

* If the holiday falls on a weekend, Aleph-Bet will be closing on alternative days in lieu of these days—as per Early Learning and Child Care Program guideline.

In addition, our centre recognizes and closes for the following Jewish High Holidays for which fees are not billed:

- ◆ Rosh Hashanah
- ◆ Yom Kippur

For those families who observe the following Yamim Tovim (holy days):

- ◆ Sukhot – 1st day
- ◆ Sukhot – 2nd day
- ◆ Shemini Atzeret
- ◆ Simchat Torah
- ◆ Shavuot – 1st day
- ◆ Shavuot – 2nd day
- ◆ Pesach – 1st day
- ◆ Pesach – 2nd day
- ◆ Pesach – 7th day
- ◆ Pesach – 8th day

...fees will not be charged provided notice is given in writing to the Director upon enrollment.

REDUCED HOURS

When Christmas Eve (December 24th) falls on a weekday, the centre will close at 1:00 p.m. and when New Year's Eve (Dec. 31st) falls on a weekday, the centre will close at 4:00 p.m.

WEATHER CONDITIONS

In the event of severe weather conditions which may affect the operation of the centre, please listen to 68 CJOB radio station to see if the centre will be closed on the day in question. You may also check the centre's answering machine for an updated message.

If the closure occurs during the day, parents will be contacted by phone to come and pick up their child/ren or make arrangements for their child/ren to be picked up by an alternate as soon as possible.

ANNUAL GENERAL MEETING

Once you have a child enrolled in the centre, you become a member of the Aleph-Bet Child Life Enrichment Program Inc. organization. As a member, you are required to attend our annual general meeting. This meeting takes place once a year in October.

BOARD OF DIRECTORS

A Board of Directors, consisting of parents, and community members governs Aleph-Bet Child Life Enrichment Program Inc. Should you wish to become a member of the Board of Directors, please inform the Director. Becoming a Board Member requires a minimum commitment of one meeting per month for a one-year term, as well as some extra duties during daycare special events. You may also choose to volunteer your time on one of the Board's standing committees. Speak to either the Director or any Board Member for more information regarding either of these rewarding opportunities. Parents/Guardians are welcome to attend board meetings.

FEES

Registration Fee, Refundable Deposits, and Quarterly Donations

A \$75.00 registration fee is required upon registration.

A deposit for childcare of \$230.00 is required at the time of registration for all children. This deposit will be refunded to you on your child's last day provided all bills are paid in full including all government subsidies and three weeks' notice has been given in writing. If your account has an outstanding balance, the refundable deposit shall be applied toward the balance.

A deposit for each key fob of \$20.00 is required at the time of registration. This deposit will be refunded once the key fob is returned. Each family can have a maximum of four key fobs.

A donation of \$25.00 per family will be billed in each of the following months January, April, July and October. A tax receipt will be issued annually. If you are unable to do so, please inform the Director.

Fee Payment

The fee schedule is as follows:

Full day	\$ 20.80/child/day
Before and After School	\$ 8.60/child/day
Nursery Program	\$ 5.00/child/day

Please note: If statutory or civic holidays fall on a day when your child normally attends or when school is closed, you will be charged the maximum allowable fee as per Early Learning and Child Care Program for that day. Regular fees will be charged for any absences – including vacation or illness.

The centre posts and distributes the fee payment schedule annually. This schedule is posted on the parent information board.

The fees are billed in advance for a full month block. Invoices will be distributed via email or hard copy at least ten days prior to the due date which will be the 1st of each month. Fees are paid by preauthorized debit only. A tax receipt will be issued annually.

Please note: Any variation from paying fees by the due date must be made with the Director in the form of a written payment plan and must be submitted at least five (5) working days prior to the 1st of the month. The five-day grace period will not apply to payment plans (please refer to late fees policy).

LATE PICK UP FEE

Parents/Guardians or those picking up your child/ren are expected to arrive with enough time to speak to staff, dress your child, gather their belongings and leave the centre by 5:30 p.m.

In the event that your child is not picked up on time, Aleph-Bet reserves the right to charge a late pick-up fee of \$1.00 for each minute past 5:30 p.m. per child. A late pick up form will be completed by the staff person on duty and must be signed by the parent/guardian upon receipt. The fee is to be paid directly to the staff on duty prior to the child's return to the centre. A second late pick-up will result in a written warning.

Please note picking up your child habitually late will be documented and forwarded to the Board of Directors and may result in termination of child care services.

Nursery Program – Parents/Guardians must be at the centre by 11:15 a.m. to pick up their children. Parents/Guardians will be charged \$1.00 for each minute past 11:15 a.m.

per child. This late fee must be paid to the centre before your child/ren may return to the program.

Late Payment Fees

It is the responsibility of the parent/guardian to ensure all fees are paid in full by the due date. Fees received 5 days past the due date will be subject to a late fee of \$10.00. For each additional 5-day period that payment is not received a subsequent \$10.00 late fee will be applied.

If full payment is not received in the office within 10 calendar days of the due date a “request for payment” letter will be given to the parent/guardian. If payment is not received within 5 days of the “request for payment” letter, childcare services will be terminated.

Please note: Legal action will be taken to collect any outstanding accounts.

NONSUFFICIENT FUNDS (NSF)

All NSF cheques/charges will be subject to a \$25.00 charge which is payable immediately along with replacement of the amount of the NSF cheque/charges. Repeated NSF cheque/charges will be brought to the attention of the Board of Directors and may result in loss of daycare privileges. All NSF cheques/charges are subject to the Late Fee Policy.

RECEIPTS

All money will be receipted, and receipts placed in your parent mailbox. In February, an annual receipt for fees and donations will be issued. Parents can request a duplicate receipt of all fees paid in the previous year for a charge of \$10.00.

WITHDRAWAL OF A CHILD

Parents must provide the Director with written notice three weeks prior to the withdrawal of their child/ren. Parents are responsible for those three weeks of fees, plus all expenses incurred before the last day the child attends the centre.

In the best interest of each child, the centre reserves the right to request that the parent make alternate child care arrangements for their child if it becomes apparent that a child is not adjusting to the child care environment. Such a request shall be preceded by discussions with the Director, parent/guardian, staff, the Board of Directors representative as well as the Child Care Coordinator. Each child’s situation shall be reviewed and appropriate notice for withdrawal will be given.

SUBSIDY PROGRAM

An application for government subsidy is available from Early Learning and Child Care Program. You may also apply online at www.gov.mb.ca/childcare. It is the responsibility of the parent/guardian, to complete and forward the application immediately to the Early Learning and Child Care Program. Please note it may take 4-6 weeks for your application to be processed. All information requested in the package must be complete for the application to be processed.

It is the responsibility of the parent/guardian, to renew their subsidy application at least three weeks prior to the expiry date. This will ensure the continuation of subsidy benefits.

Parents under the subsidy program must pay the parent portion established by Early Learning and Child Care Program plus an additional \$2.00 per day. Payment is required regardless of illness, absenteeism or vacation. Subsidized parents are responsible for full fees for any absences taken over the allowable number of absences allotted by Early Learning and Child Care Program. Full fees are required until a letter of approval is received.

FUNDRAISING

Fundraisers take place throughout the year. We ask all parents take part in these events. All fundraising money is put back into the program by means of special activities, new toys, equipment for the children's program and renovations. All fundraising suggestions are welcomed and are greatly appreciated. Please note the Board of Directors has a functioning Fundraising Committee. If you would like to be a part of their efforts, please speak to the Director or board member.

DONATIONS

Toys, craft supplies, clothing and play equipment may be donated provided they are in good working condition and meet current safety standards. A tax receipt will be issued for all monetary donations of \$10 or more.

CONFIDENTIALITY

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

PRIVACY POLICY

Aleph-Bet complies with the federal government's ***Personal Information Protection and Electronic Documents Act ("PIPEDA")*** regarding the collection, use and disclosure of personal information. A copy will be provided by the Executive Director upon request.

LEGAL ORDERS / GUARDIANSHIP

Aleph-Bet requires copies of any legal forms (e.g. custody orders, restraining orders) in the event parents do not reside together.

Please note: Without the appropriate documents on file, we are unable to refuse a non-custodial parent access to his/her child/ren.

It will be the responsibility of the parent or guardian to notify Aleph-Bet of any changes to their children's legal status (e.g. name changes, custody orders, guardianship, etc.).

STAFF TO CHILD RATIOS

Staff maintains a maximum 1:8 (staff to children) ratio for the preschool program, 1:10 for the kindergarten and nursery programs, and 1:15 ratio for the school age program at all times. These are the minimum regulations set by the Early Learning and Child Care Program.

The ratio of staff to children may be reduced if a staff member is required to take a kindergarten child to or from the school bus. The only other time this reduction may occur is if a group of children are outside of the daycare and a child/ren needed to return to the centre for the bathroom or necessary first aid attention.

INDIRECT SUPERVISION POLICY

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

Direct supervision refers to being able to see and/or hear your child. Children are always directly supervised while outside. Preschool children (not including kindergarten) are always directly supervised.

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

Due to the physical location of the centre within the school and the developmental ages of the children, indirect supervision occurs daily. The following safety measures are in place to make sure the child returns to the directly supervised area within a reasonable amount of time.

1007 Sinclair Program

When kindergarten and school age children need to go into the hallway to use the water fountain or the washroom, children must tell the staff. The staff check on them if they do not return within a reasonable amount of time.

Margaret Park and Forest Park School Age Programs

Children usually move between areas as a group with a staff. If children want to go to another area (including the playground) without the group, staff use two-way radios to tell the staff in the other area to expect the child. The staff check on them if they do not arrive in the other area within a reasonable amount of time (within 1 to 2 minutes).

Margaret Park School Age Program

When children need to use the washroom in the school hallway, they must tell the staff.

- When inside, children are given a name card to place in the washroom pass pocket when using the washroom. Staff allow for a reasonable amount of time (within 5 minutes) for children to return and then check on them if they do not. When they return, the card is removed from the pocket.
- When outside in the playground, staff use two-way radios to notify staff inside to open the back door to let the child in or if staff inside are not available, staff bring the child inside through the front door and wait in the hall for them to use the washroom. Staff allow a reasonable amount of time (within 5 minutes) for the children to return and then check on them if they do not.

Forest Park School Age Program

- When children need to go into the hallway to use the water fountain or change their shoes and go to the change room/locker area to access their personal belongings, children must tell the staff. The staff check on them if they do not return within a reasonable amount of time (within 1 to 2 minutes).

When children need to use the washroom in the school hallway, they must tell the staff.

- When inside or outside in the playground, staff place the child's name card on the attendance register in the clip sideways while using the washroom. When they return, the card is placed back in the clip with the other cards. Staff allow for a reasonable amount of time (within 5 minutes) for children to return and then check on them if they do not.

- When they are outside, staff wait at the back door for the child's return. If ratios do not allow for a staff to leave the group to wait for the child, the child will go to the washroom with a responsible peer.

Should you have any concerns with the procedures described above, please contact the Assistant Director, Program Supervisor or Program Leader so other arrangements can be made. Parental permission is indicated on the school age permission form.

OUR STAFF

Every facet of our program hinges on our staff. Early Childhood Educators (ECEs) are selected based on their qualifications and experience with children.

The Early Learning and Child Care Program regulates a minimum of two thirds of our preschool staff be classified at an ECE II or III level (Diploma in Early Childhood Education, or equivalent).

All employees must have an up-to-date certification in First Aid and CPR as well as fill out an INVESTIGATION AUTHORIZATION (IA) form. The IA form is first submitted to the Manitoba Department of Family Services and then to the Winnipeg Police Department for a criminal record and child abuse registry check.

We recommend all employees to participate in a minimum of 24 hours of professional development throughout the year. This ensures the ECEs maintain a very high level of care.

BEHAVIOUR MANAGEMENT POLICY

Section 11(1) A licensee shall not permit, practice, or inflict any form of physical punishment or verbal or emotional abuse upon, or the denial of any physical necessities to any child in attendance at the child care centre.

Our goal in behaviour management is to support children in their effort to resolve problems and gain self-control. Each child expresses his/her anger, hurts and frustrations in a variety of ways. To assist each child to deal with their feelings and frustrations appropriately, we explore with the child, natural and logical consequences, provide positive guidance, redirection and set limits.

Aleph-Bet Child Life Enrichment Program Inc. shall not permit, practice, or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities.

In the situation where it has been determined that guidance is required, the following steps will be taken...

1. The child/ren will be approached by a staff member to discuss the behaviour and clearly state what the expectations are at the centre.
2. The staff will redirect the child/ren by offering appropriate choices.

Staff will actively listen to all parties involved and use the ABCDE problem-solving technique:

- A-Ask about the problem
- B-Brainstorm solutions
- C-Choose a solution
- D-Do it
- E-Evaluate

3. If redirection and problem-solving are not successful, the staff will give a warning to the child/ren stating a logical consequence.
4. Should the behaviour further persist, put the child, another child or staff in an unsafe situation or infringe on the rights of others, the child/ren will be separated from the group to reflect on the behaviour. The time separated will be based on the child/ren's developmental level. Once the child is ready, the staff and child/ren will discuss the incident together and come to a solution. He/she will then be directed back into the program.
5. Should the unacceptable behaviour continue throughout the day, and is of an aggressive nature, Aleph-Bet's "Aggressive Behaviour Policy" will be implemented.

Please note: Parents will be informed of incidents that inflict injury upon another person, pose safety concerns or that are recurring in nature. It may be necessary to invite the parents/guardians to meet with the Assistant Director or Director to discuss the situation and to develop a plan of action that will result in success for the child.

AGGRESSIVE BEHAVIOUR POLICY

Once steps 1 through 5 of the Behaviour Management Policy have been exhausted, the Aggressive Behaviour Policy will be implemented.

Aggression means, "any physical, emotional or verbal act which may result in placing him/herself, other children and/or staff members within the centre in an emotional, physical, harmful, hurtful or unsafe situation."

In dealing with aggressive behaviour, the following procedures will be followed:

1. If the aggressive behaviour continues throughout any part of the day, 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 Supervisor and/or Program Leader and the Assistant Director or Director will meet to discuss the behaviour and establish a cooperative plan of action.

3. A second incident will result in immediate suspension from the centre for a designated period at the discretion of the Director in consultation with the Assistant Director, Supervisor and/or Program Leader.
4. If a third incident occurs, the Supervisor and/or Program Leader, the Assistant Director, Director and the Board of Directors will be involved in determining the disciplinary action which may include immediate termination of services.

The Board of Directors reserves the right to:

- suspend daycare privileges;
- consult a Behavioural Specialist;
- limit the child's hours of attendance or;
- withdraw services without notice. The refundable deposit will be held by Aleph-Bet.

Please note: Any aggressive, violent or intentional aggressive behaviour that endangers the child, other children, staff, equipment, or property cannot be tolerated. In these extreme cases, the child will be automatically suspended for three days or have their spot permanently revoked without warning.

Once again, we state that our number one priority is the welfare, safety, and security of all children, families, and staff within our program.

FAMILY AND CENTRE INCOMPATIBILITY

If a family and the centre's policies, philosophies and/or goals are incompatible, Aleph-Bet reserves the right to withdraw care.

Definitions:

The following will result in the initiation of the Family and Centre Incompatibility Policy:

- 1) An inability to adhere to the policies, philosophies and/or goals of Aleph-Bet.
- 2) Any incident involving abuse of either a verbal or physical nature of children, staff or families. At no time will any form of threats or intimidation be tolerated. Any concerns involving staff, families and/or children can be brought to the Assistant Director or Director's attention. Whenever possible, attempts will be made to resolve conflicts between the parties. At no time is it appropriate to confront staff, families or children at the centre. We as adults in the centre must always model appropriate and respectful problem-solving techniques.

The following steps will be taken if a family and the centre's policies, philosophies and/or goals are incompatible:

- 1) Parent/Guardian will be notified verbally of the incident(s). A record of verbal notification will be placed on the child's file. The Director will be made aware.
- 2) Upon a second incident a meeting will be held with the Director and all parties involved. Documentation will be presented, and The Board of Directors will notify parent /guardian that child care services will be withdrawn if there are further incidents.
- 3) Upon a third incident, The Board of Directors will notify the parent/guardian of immediate withdrawal of services without notice. The refundable deposit will be held by Aleph-Bet.

YOUR CHILD'S DEVELOPMENT

If the Director and staff think a child would benefit from having a developmental or behavioural assessment, the parent/guardian will be contacted for permission. The daycare will assist the parent/guardian in completing the necessary steps needed in order to facilitate this process.

ENROLLMENT REQUIREMENTS OF CHILDREN WITH MEDICAL CONDITIONS

If the child is diagnosed with one or more of the following medical conditions:

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

The parent /guardian(s) is required to:

- Submit 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 program staff by a registered nurse.
- Participate in the development of an Individual Health Care Plan.
- Review, sign and return all required documents promptly.
- Notify centre staff 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. If a child attends without medication, the parent/guardian(s) will be contacted to bring medication to the centre.

- 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.

INCLUSION PROGRAM

Aleph-Bet Child Life Enrichment Program is an inclusive centre which welcomes all children of varying abilities. If a child requires additional supports, the parent may request an application be made to Early Learning and Child Care Program – Children with Additional Support Program.

The program will be staffed with Early Childhood Educators trained in inclusion and there will be enhanced ratios to meet the needs of the individual child and the group. All staff will work as a team to provide a program that meets the developmental needs of all children. All individualized plans are overseen by the Director.

An application for funding, a developmental assessment, and an intake meeting are required components for this program. The hiring of an additional staff member is determined by the availability of funds through the Children with Additional Support Staffing Grant Program.

Parents can talk to the Assistant Director or Director for more information about the inclusion policy.

EXPECTATIONS FOR PARTICIPATION IN THE CHILDREN WITH ADDITIONAL SUPPORT PROGRAM

For a child to continue to receive funding support at Aleph-Bet, the following conditions must be met by the parent/guardian(s) on an annual basis:

- Share information related to the child's development with centre staff and team of professional therapists.
- Notify centre staff of any scheduled school intake meetings if the child will be entering school or is currently enrolled for a centre representative to attend.
- Participate in the development of an Individual Program Plan.
- Review, sign and return all required documents promptly.

Notify centre staff of any changes to the child's developmental or medical profile.

SUPPLY LIST FOR PRESCHOOL/SCHOOL AGE CHILDREN

- ◆ Outerwear appropriate for daily weather conditions (mandatory)
- ◆ 2 pairs shoes or runners (1 indoor pair and 1 outdoor pair) (mandatory)
- ◆ At least 2 complete changes of clothes (labeled) (mandatory)
- ◆ Blanket for naptime/rest time (preschool/kindergarten)

- ◆ Disposable diapers, wet wipes, and other toiletries (mandatory for children toilet training and in diapers)
- ◆ A box of Kleenex
- ◆ Plastic cup for milk at lunch and all utensils for lunch (mandatory)
- ◆ A bib for lunch

BUS SERVICE FOR KINDERGARTEN AND SCHOOL AGE CHILDREN

Children attending school who require bus service will be taken to and picked up from their bus by a staff member. If your child will be absent, you are responsible to call Seven Oaks Transportation. If the temperature or wind chill reach minus 45 degrees Celsius or colder at 6:00 a.m. school buses will be cancelled. Parents will be responsible for taking their child to and from school. Before and after school care will be provided.

Please note: Arrangements must be made by the parent in partnership with their respective School Division.

ARRIVAL AND DEPARTURE

Arrival

Children must be accompanied into the program by an adult, or a person designated by the child's parent/guardian. Aleph-Bet is not responsible for children until they have entered a supervised area and the parent/guardian has notified a staff member of the child's arrival.

Please remember to allow yourself enough time to settle your child into the program and to make their transition as pleasant as possible. This will assist in establishing a positive start to both yours and your child's day.

It is recommended children remain in the centre no longer than 9 hours per day. This is in the best interest of the child, as 9 hours is the maximum amount of time most children can comfortably cope in the program. An extra \$10.27 fee will be charged if care exceeds 10 hours in one day as per Early Learning and Child Care Program.

Our centre also encourages families to spend holiday times together. Please notify the centre as to the dates your child/ren will be away.

Departure

Only a person designated by the parent/guardian will be able to pick up a child. Once the pickup person has entered the centre, the child becomes their responsibility. Please ensure departures are pleasant and unrushed.

Please note: Any person picking up your child must be a minimum of 12 years old and be able to provide the staff with photo ID. Any pick-up person(s) not known to daycare staff will be asked to present a photo ID.

If an emergency arises, and someone else is picking up your child/ren please notify us by phone. We will not allow your child to go home with someone else unless you have previously identified them as having pick-up privileges.

In the case of a child who is still in attendance at 5:30 p.m., the following procedure will be followed:

- ◆ at 5:30 p.m. an effort will be made to contact the parent/guardian at home and/or at work
- ◆ if unsuccessful, the emergency/alternate person on the child's list will be called;
- ◆ in the event no word is received, and the child is not picked up by 6:30 p.m. Child and Family Services will be called. The staff or Director will remain with the child until the social worker arrives, or the staff or Director will accompany the child/ren in a taxi to Child and Family Services and the staff or Director will take a taxi back to the centre. The parent will be responsible for all late charges and the taxi costs.

ILLNESS AND INJURY

All children in attendance at Aleph-Bet are required to participate fully in the program in both indoor and outdoor activities. If your child is too sick for full participation, they may not attend the centre.

If your child/ren will be absent due to illness, parents must notify the centre. This allows us to be aware of children exhibiting “like” symptoms. In case of contagious illnesses, we must post notices for the benefit of all families.

Should a child arrive at the centre with an injury or illness, the staff may request the child be seen by a doctor or seek medical advice.

If the child has symptoms of illness such as **fever, vomiting, two bouts of diarrhea in one day or a suspected condition** while in attendance, measures will be taken to make the child as comfortable as possible. The parent/guardian will be contacted, informed of their child’s condition and notified to pick them up. If they are unavailable, the emergency contact person will be called.

If your child has a communicable disease, you will be asked to follow the Public Health rules regarding incubation and/or isolation. A doctor's certificate may be required upon re-entry into centre.

Children with the following conditions may not attend the centre. The child may return once the following criteria have been met:

Infectious Disease/Condition	Child May Return to Centre
Measles	4 days after onset of rash.
Pediculosis (Head lice)	Once treated and all nits removed.
Mumps	9 days after swollen glands appear.
Strep Throat	24 hours after starting antibiotics.
Red Measles (Rubella-Mandatory Immunization)	4 days after the appearance of the rash or until asymptomatic.
High fever	Once fever has subsided and the child is able to fully participate in all aspects of the program.
Conjunctivitis (Pink Eye)	Once on appropriate antibiotics for 24 hours.
Scabies	Once treated (treatment of contacts may be necessary).
Impetigo	Once on appropriate antibiotics for 24 hours.
Ringworm	Once under treatment.
Pertussis (Whooping cough)	5 days after the start of antibiotics or 2 weeks if no treatment is given.
Vomiting	Once vomiting has subsided and the child is able to participate in all aspects of the program.
Undiagnosed skin rash or mouth soars	If there are no open sores, or once diagnosed and given clearance by a physician, or rash has subsided.
Chicken Pox	In a mild case the child once able to participate in all aspects of the program.
Giardiasis	Once diarrhea has subsided and the child is able to participate in all aspects of the program.
Diphtheria	Once two negative cultures have been obtained or the child has been on antibiotics for two weeks.
German Measles (Rubella)	7 days after onset of rash and asymptomatic
Diarrhea (not due to medication)	Once diarrhea has subsided and the child is able to participate in all aspects of the program.

MEDICATION

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

- ◆ Both prescription and non-prescription medication must come in the original container;
- ◆ All medications must be labeled with the child's full name, expiry date, dosage, time, duration and method of administration;
- ◆ The parent/guardian must complete a medication authorization form prior to the medicine being administered at the centre;

In addition, the following precautions are taken by the centre when handling medication:

MEDICATION MUST NEVER BE LEFT IN A CHILD'S LOCKER

- ◆ All medication must be given directly to the staff on duty;
- ◆ Medication will be stored by staff in a place that is out of children's reach;
- ◆ One staff person on duty will be designated to administer the medication;
- ◆ A written record will be kept including the type of medication, time and dose, along with the administering staff's signature;
- ◆ It is the parent/guardian's responsibility to remember to take the medicine home at the end of the day. Staff are not responsible for returning forgotten medication after hours.

Tip for parents: Many pharmacies will provide two labeled containers for prescription medication, upon request.

ALLERGY ALERT AND ANAPHYLAXIS POLICY

Aleph-Bet has established an Anaphylaxis Policy that describes the roles and responsibilities of all persons attending the centre. Our goal of ensuring the safety of children with a known risk of anaphylaxis depends on the cooperation of the entire community. To minimize exposure and ensure a rapid response to an emergency, parents/guardians, children and staff must understand and fulfill their responsibilities.

All staff and parents/guardians of children with allergies:

- 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 EpiPen 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 staff and children (developmentally appropriate) to provide an inclusive and accepting atmosphere. A detailed copy of our policy is available upon request.

ACCIDENTS / EMERGENCIES:

We take every effort to reduce the possibility of accidents and injuries at Aleph-Bet. All staff members are trained in First Aid as well as Infant/Child CPR.

An ECE will administer First Aid or CPR as required in the event of an accident. If necessary, the parent/guardian or emergency /alternate will be contacted.

If an injury requires medical treatment, the parent/guardian or emergency /alternate person will be notified to pick up the child and ensure they receive the necessary medical attention. If no one can be reached an ambulance will be called and a designated ECE will escort your child to the hospital.

If your child should require emergency medical care, an ambulance will be called and a designated ECE will escort your child to the hospital. The parent/guardian will be notified immediately. The staff will remain with the child until the parent/guardian has arrived. The parent/guardian is responsible for the cost of the ambulance.

In the event your child is injured at Aleph-Bet Child Life Enrichment Program Inc. an incident report will be written by the staff present at the time of the injury. The incident report will be presented to the parent/guardian within 24 hours.

In the situation where the child requires medical attention, a serious injury report will be completed with a copy being forwarded to the Early Learning and Child Care Program. The forms will then be signed by a senior staff and copied (1 copy to be kept in child's file), with the original being given to the parent. An incident report will be written to accompany the serious incident report.

IT IS VITAL WE ARE ABLE TO REACH YOU AT ALL TIMES. NOTIFY THE CENTRE OF ANY CHANGES IN YOUR HOME/WORK PHONE NUMBER(S) OR YOUR EMERGENCY CONTACT PHONE NUMBER(S). WE DO NOT TRANSPORT CHILDREN IN STAFF VEHICLES AT ANY TIME.

DAILY NUTRITION

Parents/guardians are responsible for providing enough food and beverages for their child/ren to meet their nutritional needs throughout the day. We encourage a balanced lunch with a variety of choices from the [Canada Food Guide](#). We only permit water, milk and 100% fruit juice for beverages but we recommend sending whole fruit over juice. Scheduled eating periods include morning snack (7:30-9:30 am), lunch (11:15 am-12:15 pm) afternoon snack (2:00-3:00 pm) and late snack (4:00-5:00 pm). The Daily Schedule is posted in each program room.

Children are encouraged to try new foods unless allergies or religious practices prohibit this. As an Allergen Aware centre, Aleph-Bet Child Life Enrichment Program Inc. **restricts tree nuts and peanuts from the program areas. This includes foods which list tree nuts and peanuts in the ingredients.** We reserve the right to restrict other foods should other allergies arise.

PARENTS/GUARDIANS MUST ENSURE ALL FOOD ALLERGIES ARE LISTED ON THEIR CHILD/REN'S REGISTRATION FORMS.

Please include all eating utensils needed for the food you are providing on a daily basis. You may also purchase single-use plastic cutlery to keep in your child's locker to be used in the event reusable cutlery is forgotten. Lunch kits and re-usable food containers must be clearly labeled with your child's name. As lunches are left in your child/ren's locker, ice packs/thermoses are recommended. We do not heat children's lunches. Please prepare and ensure the food is ready to be eaten to the desired temperature and to your child's preference. (i.e. warmed pizza, peeled apple). If your child does not have lunch, we will contact you to make arrangements for a lunch to be provided.

Special Occasions – If you wish to celebrate your child's birthday in the centre, you are welcome to bring in store-bought treats, which **do not contain or list tree nuts or peanuts in the ingredients.**

Late snack is at 4:00 p.m. (send a labeled "late snack" baggie or container) for a child who is here past 4:00 p.m.

CLOTHING & LOCKERS

Children should wear clothes that are non-restrictive and can get dirty. Shoes should be non-slip, comfortable, and good to run in! Shoes with open backs are not permitted. At least two complete changes of clothing should be kept in your child's locker daily including indoor and outdoor shoes. Remember – accidents and fun do happen!!

It is your responsibility to keep your child's locker neat and tidy. Check it daily, for wet or dirty clothing, artwork, lunch kits and dishes.

Please label all your child/ren's property. A lost and found box is located within the program. Monthly, items remaining in the lost and found will be washed and placed in our spare daycare clothing bin.

OUTDOOR PLAY

In accordance with Early Learning and Child Care Program Regulations, children must take part in outdoor play on a daily basis (weather permitting). During the winter months, the children will remain indoors only in cases of extreme cold (-25 c. or if the combined temperature and wind chill present a Wind Chill Factor of -25 c). During the summer months, precautions will be taken regarding high temperatures, UV Index, and humidity.

Sunscreen – Aleph-Bet bills \$15.00 per child for sunscreen and mosquito repellent. If families prefer their own type of sunscreen parents/guardians are responsible for supplying sunscreen and mosquito repellent during the summer months. Your child/ren must be sent in the morning wearing sunscreen if they arrive after 9:30 a.m. Staff will re-apply throughout the day as needed (April – October)

REST PERIOD/NAPTIME

A rest period/naptime is part of our daily schedule. All nappers will be provided a cot/mat for their own use, as well as a sheet, which is washed weekly. Parents are asked to provide a blanket. All blankets must be taken home weekly to be washed and returned on Monday. If your child needs a cuddly toy to snuggle with for naptime, feel free to send this as well.

After a half hour, should a child not be sleeping, he/she will rejoin the group.

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 tapes (music or stories). You are encouraged to send a blanket for your child to rest with to ensure they are comfortable during this rest period. If non-nappers do fall asleep, we allow them to sleep for a minimum of 20 minutes.

SOOTHERS AND BOTTLES

We understand some children who enter daycare are still attached to soothers and/or bottles. Pacifiers and bottles (provided by parents) will be given out, if necessary. Children must be sitting when using these items in order to prevent a choking incident.

TOILET TRAINING

Aleph-Bet accepts children who are not toilet trained. Bathroom times are scheduled throughout the day to encourage toilet training. We will work along with the parents to help their child accomplish this feat!

If your child is in diapers, an adequate supply of disposable diapers, wet wipes and powder/creams must be kept at the centre.

FIELD TRIPS

We believe that it is important to expose the children to their local and surrounding communities. We will plan to go on a variety of developmentally appropriate field trips throughout the year. When the opportunity arises, we will also bring in speakers/special visitors to share with the children.

Parents will be asked to sign a permission form for all outings (except for outings within walking distance). Parents will be asked to give a donation to help cover the cost of the field trip. Any parent wishing to volunteer their time will be welcome to do so.

Depending on the location of the field trip, your child may walk, take a transit bus or a bus owned and operated by a private company.

FIELD TRIPS BY TRANSIT/RENTED BUS: While en-route, children are required to remain seated. Please be aware that these forms of transportation do not provide seatbelts for the children. Staff will sit intermingled with the children to ensure their safety.

Should there be a field trip you would rather your child not attend, please inform the centre. The centre will try to accommodate your child/ren. If this is not possible, the parent/guardian will be responsible for making alternate arrangements for care until there is a staff person available at the centre to care for your child/ren.

FIRE DRILLS AND EVACUATION PLAN

In case of fire, the alarm will be activated, and the following evacuation procedure will be followed:

All staff will immediately act in their designated areas of responsibility. i.e. taking out the first aid kit, blankets, and coats, or checking small rooms and escorting the children out of the centre.

The number one priority is getting all the children out safely and quickly!

EVACUATION PROCEDURES

- ◆ the children will be escorted out of the building through the nearest exit;
- ◆ should the children be on their cots, the staff should take the child's blanket to wrap them in;
- ◆ in the winter, staff are responsible for grabbing coats/blankets
- ◆ bathrooms, utility room, kitchen, offices and lockers will be checked for children;
- ◆ once outside, everyone will move to the designated safe area, **the grass beside the H.S.BA. Gardens at 1001 Sinclair Street** at the side of the driveway. (In winter months, the caretaker at that address is contacted and the children have access to the recreation room indoors.
- ◆ **Forest Park Program's** designated place of shelter away from the centre is **Aleph-Bet Child Life Enrichment Program at 1007 Sinclair Street.**
- ◆ **Margaret Park Program's** designated place of shelter away from the centre **during school hours is Edmund Partridge Community School at 1874 Main Street** and **outside of school hours is Edmund Partridge Community School at 1874 Main Street**
- ◆ the leader is responsible for taking out the daily attendance book, and once everyone is outside safely, staff will perform a roll call and a head count to ensure all of the children are accounted for.

As part of the licensing requirements, a Fire Inspector from the City of Winnipeg Fire Department inspects the centre on an annual basis. Fire Extinguishers are accessible and maintained annually. The centre is equipped with smoke detectors.

FIRE DRILLS -- will take place monthly and are recorded in the centre's files.

TOY POLICY

Unless requested by the staff for special occasions, please do not permit your child to bring toys from home as they may become lost or broken. Toys which promote violence are not permitted at the daycare i.e.: guns, swords, power rangers, knives (anything related to fighting). This will be left to the staff discretion. We also do not permit electronic toys at the centres.

PHOTOGRAPHS AND VIDEOS

We may take video or photographs of the children to be used as part of the program. These photographs may be distributed in the centre, to children who are leaving in "good-bye albums", or may be used for the promotion of Aleph-Bet Child Life Enrichment Program Inc. A consent form will be issued upon enrollment.

STUDENTS and VOLUNTEERS

Aleph-Bet provides students and volunteers with the opportunity to gain work experience in the child care field. They will be given an orientation of the centre. At no time will students or volunteers be included in the staff to child ratio, nor will they be left alone with children.

INVOICES, NEWSLETTERS AND CORRESPONDANCE

All invoices, newsletters and correspondence will be sent via email unless otherwise requested. Information/notices may also be placed in your mailbox or on your child's locker.

CHILD PROTECTION POLICY

Manitoba Regulations require that any suspected child abuse be reported. 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.

If a staff member suspects abuse or has evidence to substantiate a report of abuse, they have a legal and professional obligation to inform Child and Family Services (CFS). The child protection agency will then determine whether an investigation is warranted or not.

Aleph-Bet strives to work in partnership with parents whenever possible; however, our first priority is the safety and well-being of the children in our care. Parents will only be notified of a report to CFS in cases where the abuse is suspected by someone other than the parents. This will be left to the discretion of the CFS case worker.

SECURITY

Cameras are installed through the building at 1007 Sinclair Street. Parents/guardians receive a key fob to access the building. If your key fob is lost inform the centre immediately. Please make sure the doors are not opened for anyone you do not know. Forest Park and Margaret Park locations have a locked door entry, and you must buzz to get in.

COMMENTS or CONCERNS

Comments and concerns regarding your child's day should be brought to the attention of the staff available. While we like to maintain an "OPEN DOOR POLICY", schedules or certain topics of conversation may require that a meeting time be set to properly address the issue. **Please note:** Concerns regarding policies or fee payment should be brought to the attention of the Director. Should you wish to set up a specific appointment time, please call the Director at (204)586-1110 ext. 200.

ALEPH-BET CHILD LIFE ENRICHMENT PROGRAM ENDOWMENT FUND

Established in 2003, an Endowment Fund is housed at The Jewish Foundation of Manitoba. This fund ensures a stream of funds for the organization into perpetuity. Individual Endowment Funds within the Aleph-Bet Fund may be created with an initial contribution of \$100. Funds may be added to at any time. A charitable tax receipt will be issued for every contribution. This is a wonderful way to mark your child's involvement in Aleph-Bet Child Life Enrichment Program.

To create an Aleph-Bet Endowment Fund or to receive more information, please contact The Jewish Foundation of Manitoba, (204) 477-7520.

TRIBUTE CARDS

Tribute cards can be sent for any occasion: Births, Bar/Bat Mitzvahs, Weddings, Honours and Sympathy. To send a tribute card, please call The Jewish Foundation of Manitoba Card Line at (204) 477-7520 and ensure your contribution is being placed in the Aleph-Bet General Fund or your own fund with the Aleph-Bet Endowment Fund. Charitable tax receipts will be issued by the Foundation for your contribution. A minimum contribution of \$10 is required.

Every time a card is sent, it helps ensure Aleph-Bet's future.

SUMMARY

These are the existing policies of Aleph-Bet Child Life Enrichment Program Inc. They are in place to meet and satisfy the needs of the children within our care, as well as to promote and sustain the effective and efficient running of our centre. Please feel free to offer any suggestions you might have.

Please note any changes to this policy manual will be voted upon by the Board of Directors and posted in the Board meeting minutes. The parent manual will be reviewed every three years and the new version will be available on the website.

Thank you for the time spent reading this policy manual, and for entrusting your child/ren to our care.

APPENDIX A

<u>CENTRE CODE OF CONDUCT:</u>	1007 Sinclair Street	- p.30
	Margaret Park	- p.35
	Forest Park	- p.40

CENTRE CODE OF CONDUCT

ALEPH-BET CHILD LIFE ENRICHMENT PROGRAM INC.

**FACILITY NUMBER:
#1001**

**LOCATION:
1007 SINCLAIR STREET
WINNIPEG, MANITOBA**

**CONTACT PERSON:
ROBYN AVERY- EXECUTIVE DIRECTOR**

PHONE: 1-204-586-1110

EMAIL: robyn@alephbet.ca

**MAILING ADDRESS:
1007 SINCLAIR STREET
WINNIPEG, MANITOBA
R2V 3J5**

CODE OF CONDUCT

At Aleph-Bet Child Life Enrichment Program Inc., we strive to provide a safe, caring, learning environment for children, staff and families.

We believe in the equality of all people and respect diversity.

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

- management and staff members
- children
- parents/guardians of children enrolled
- all others involved with our centre
- community members using the Green Garden Getaway

Guiding Principles for Appropriate Behaviour

Be Safe

We work and play safely to help keep ourselves and others from getting hurt.

Be Kind

We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. 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 Neat

We are respectful of the environment, equipment and materials. We take responsibility for ourselves and our belongings and respect the belongings of others. We work together to maintain a healthy clean environment.

Be Supportive of Learning

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

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.

Appropriate Use of Technology

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

Unacceptable Behaviours

The following behaviours by children, staff, 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
- harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome this includes yelling at others and/or carrying on discussion that are of a sensitive or private nature in public spaces within the centre
- all forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise
- discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone
- actions that negatively impact an individual's and/or group's ability to participate in and benefit from the program offered. This includes repetitive disruptive behaviours such as disregarding the safety of others and their right to learn in a positive, peaceful and respectful environment

Proactive Strategies

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

- having realistic and developmentally appropriate expectations for 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 and routines that help children gain trust, security and self-control

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

- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits, rules, policies and procedures
- stating limits in a positive way and periodically reminding people
- providing explanations for limits, rules, policies 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, staff and others involved in our centre by:

- reminding people of expectations, limits, rules, policies and procedures
- using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- talking only about the behaviour, not labelling the person
- responding sympathetically and acknowledging feelings
- establishing natural, logical consequences

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

- using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
- having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- developing a written contract with an adult or older child that outlines specific expectations and consequences
- giving a written warning that outlines specific concerns and consequences if the behaviour continues
- accessing outside resources for help, such as:
 - a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
 - child and family services to access parenting supports
 - mediation services to resolve conflicts between adults
 - the Manitoba Human Rights Commission for information and advice to resolve an issue informally or to make a formal complaint if the behaviour involves discrimination or harassment
 - the police to assist with threatening behavior

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

- suspending or dismissing a staff member
- suspending or withdrawing child care services because of a child's or family member's inappropriate 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

GREEN GARDEN GETAWAY

The Green Garden Getaway located on the east end of the property is privately owned by Aleph-Bet Child Life Enrichment Program Inc. It is available for use by the community after hours. The centre reserves the right to direct others to leave the property during the hours of 7:15 AM – 6:00 PM. This will be left to the discretion of the staff and management of the centre.

All users of the Green Garden Getaway are expected to use the area in the following manner:

- all garbage and debris is to be placed in the trash bin
- all landscaping material is to left in its original place (ie. rocks and stones)
- do not sit or walk on the top of the tunnels
- do not walk or sit on the two top stone of the waterfall
- respect the trees, shrubs and other plants by walking around them and ensuring that no damage is done to them
- fires of any kind are strictly prohibited
- any form of alcohol or illegal drug use is strictly prohibited
- any form of profanity, abusive behaviour or vandalism will not be tolerated and will result in the loss of privileges and/or criminal charges.

CENTRE CODE OF CONDUCT

ALEPH-BET CHILD LIFE ENRICHMENT PROGRAM INC.

FACILITY NUMBER:
#100901

LOCATION:
385 CORK STREET
WINNIPEG, MANITOBA

CONTACT PERSON:
ROBYN AVERY- EXECUTIVE DIRECTOR

PHONE: 1-204-586-1110

CELL: 1-204-979-0458

MARGARET PARK SCHOOL PHONE: 1-204-338-9384

EMAIL: robyn@alephbet.ca

MAILING ADDRESS:
1007 SINCLAIR STREET
WINNIPEG, MANITOBA
R2V 3J5

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- children
- parents/guardians of children enrolled
- school personnel and all others involved with the school
- all others involved with our centre

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- all forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise
- discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone
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- providing explanations for limits, rules, policies and procedures
- working together to solve problems

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- establishing natural, logical consequences

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

- using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
- having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- developing a written contract with an adult or older child that outlines specific expectations and consequences
- giving a written warning that outlines specific concerns and consequences if the behaviour continues
- accessing outside resources for help, such as:
 - a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
 - child and family services to access parenting supports
 - mediation services to resolve conflicts between adults
 - the Manitoba Human Rights Commission for information and advice to resolve an issue informally or to make a formal complaint if the behaviour involves discrimination or harassment
 - the police to assist with threatening behavior

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

- suspending or dismissing a staff member
- suspending or withdrawing child care services because of a child's or family member's inappropriate 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

CENTRE CODE OF CONDUCT

ALEPH-BET CHILD LIFE ENRICHMENT PROGRAM INC.

FACILITY NUMBER:
#100902

LOCATION:
130 FOREST PARK DRIVE
WINNIPEG, MANITOBA

CONTACT PERSON:
ROBYN AVERY- EXECUTIVE DIRECTOR

PHONE: 1-204-586-1110
CELL: 1-204-791-8197

PROGRAM CELL: 1-204-979-0457

FOREST PARK SCHOOL PHONE: 1-204-338-9341

EMAIL: robyn@alephbet.ca

MAILING ADDRESS:
1007 SINCLAIR STREET
WINNIPEG, MANITOBA
R2V 3J5

CODE OF CONDUCT

At Aleph-Bet Child Life Enrichment Program Inc., we strive to provide a safe, caring, learning environment for children, staff and families. We believe in the equality of all people and respect diversity.

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

- management and staff members
- children
- parents/guardians of children enrolled
- school personnel and all others involved with the school
- all others involved with our centre

Guiding Principles for Appropriate Behaviour

Be Safe

We work and play safely to help keep ourselves and others from getting hurt.

Be Kind

We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. 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 Neat

We are respectful of the environment, equipment and materials. We take responsibility for ourselves and our belongings and respect the belongings of others. We work together to maintain a healthy clean environment.

Be Supportive of Learning

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

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.

Appropriate Use of Technology

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

Unacceptable Behaviours

The following behaviours by children, staff, 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
- harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome this includes yelling at others and/or carrying on discussion that are of a sensitive or private nature in public spaces within the centre or school
- all forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise
- discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone
- actions that negatively impact an individual's and/or group's ability to participate in and benefit from the program offered. This includes repetitive disruptive behaviours such as disregarding the safety of others and their right to learn in a positive, peaceful and respectful environment

Proactive Strategies

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

- having realistic and developmentally appropriate expectations for 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 and routines that help children gain trust, security and self-control

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

- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits, rules, policies and procedures
- stating limits in a positive way and periodically reminding people
- providing explanations for limits, rules, policies 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, staff and others involved in our centre by:

- reminding people of expectations and limits
- using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- talking only about the behaviour, not labelling the person
- responding sympathetically and acknowledging feelings
- establishing natural, logical consequences

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

- using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
- having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- developing a written contract with an adult or older child that outlines specific expectations and consequences
- giving a written warning that outlines specific concerns and consequences if the behaviour continues
- accessing outside resources for help, such as:
 - a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
 - child and family services to access parenting supports
 - mediation services to resolve conflicts between adults
 - the Manitoba Human Rights Commission for information and advice to resolve an issue informally or to make a formal complaint if the behaviour involves discrimination or harassment
 - the police to assist with threatening behaviour

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

- suspending or dismissing a staff member
- suspending or withdrawing child care services because of a child's or family member's inappropriate 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

APPENDIX B- CENTRE TECHNOLOGY POLICY

Aleph-Bet E-mail, Electronic Devices and Internet Policies

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

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

Inappropriate use includes:

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

Supervision and Monitoring

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

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

- Staff do not use cell phones and other personal electronic devices when they care for and supervise children.
- Staff make sure that anyone who may need to contact them during working hours knows to call the centre's phone number.
- If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the centre or a child's parents.
- If staff use a personal cell phone or other device to photograph or videotape children (with permission of the centre and parents), the data is downloaded onto the centre's computer and deleted from their phone or device.
- Information about children, parents, staff and the centre (including photos or videos) is not to be posted on:
 - a staff member's personal web space
 - social networking web sites (for example, blogs, MySpace, Facebook, etc.)

- public networking or file sharing sites (like Photobucket, Flickr, YouTube, etc.)
- any other type of Internet website excluding alephbetdaycare.ca

- ❑ Staff do not accept children as “friends” or “buddies” when using social networking sites such as Facebook or MSN.

- ❑ Any photos taken during business hours are the property of Aleph-Bet Child Life Enrichment Program Inc. and photos can only be taken with Aleph-Bet equipment.

- ❑ If a family/staff member requests photos from an event, permission must be signed by the families of the children in the photos.

APPENDIX C

Centre ENHANCED SAFETY PLANS for the following locations are available upon request:

- ◆ 1007 Sinclair Street

- ◆ Margaret Park

- ◆ Forest Park

Please email the Executive Director to receive an electronic copy.