

SUGAR-N-SPICE KIDDIE HAVEN INC.

Parent Resource Manual – Revised April 2020

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Welcome to Sugar-N-Spice Kiddie Haven 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

Sugar-N-Spice Kiddie Haven Inc.(Sugar-N-Spice) was started February 16, 1981. We have 3 locations in the Riverbend area of Winnipeg. They are:
123 Red River Blvd. W. in the Riverbend Community School,
101 Ridgecrest Ave in the West Kildonan Collaegiate and
55 Swinford Way in Ecole Riviere Rouge School.

Currently we have 26 infant, 177 pre-school and 167 school age children attending our 3 locations. Sugar-N-Spice Kiddie Haven Inc. is a not for profit, charitable organization licensed by the Province of Manitoba Early Learning and Child Care Branch. We are also an organizational member of the Manitoba Child Care Association (MCCA).

If you would like further information, please do not hesitate to contact our Director at our West Kildonan location (204 334-6357), our Director at our Riverbend location (204 339-4992) and our Director at our École Rivière Rouge location (204-339-4345).

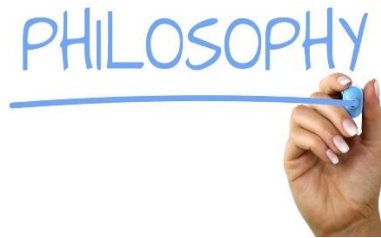
Board of Directors

Sugar-N-Spice is governed by a Board of Directors consisting of up to 12 parent/ community members. Should you wish to get involved on the Board of Directors, please express your desire to the Director. Becoming a Board Member requires a minimum commitment of one meeting per month, 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. If interested in joining the Board, let a Director or Board Member know.

Annual General Meeting (AGM)

Once you have a child enrolled in the centre, you become a member of the Sugar-N-Spice Kiddie Haven Inc. organization. As a member, you are encouraged to attend our ANNUAL GENERAL MEETING. This

meeting takes place once a year, typically early April. All parents are strongly urged to participate in matters affecting their child's daily care.



Our Philosophy

Our childcare facility aims to provide a warm, loving, safe environment that is a balance between home and school.

We strive to create an atmosphere that would be conducive to each child's **S**ocial, **P**hysical, **I**ntellectual, **C**reative and **E**motional development.

While there are some structured learning times throughout the day, we also believe that the children learn as a result of their interactions with each other during free play within the childcare setting.

Our staff will provide an environment with many activity centers where children can play and learn. There is a mixture of quiet and active play areas, as well as areas which promote individual and group interaction. There are activities that stimulate the mind, as well as activities that help to develop small and large muscle skills.

We choose to see your child in terms of natural growth and development. The staff considers each child a unique individual and believes that mutual respect and trust is the base line for a healthy staff/child relationship. Our staff interacts with the children, supervising, guiding, helping, laughing, listening and talking. We seek to facilitate the natural desires that the children have and allow them to explore their interests while in our care. By providing a positive and stimulating environment, we will continue to strive in developing each and every child to his/her fullest potential.



Goals and Objectives

- ❖ Bridge the gap between home and school by providing a place where parents feel confident leaving their children;
- ❖ Provide a safe, stimulating and consistent learning environment;

- ❖ Ensure each child is treated like a unique individual;
- ❖ Develop the children socially, physically, emotionally, and intellectually;
- ❖ Encourage parental participation by practicing daily open communication.
- ❖ Develop appropriate problem solving skills that are based upon respect for each other as well as each other's property;
- ❖ Provide this care to all children age 3 months - 12 years, regardless of nationality, social or physical status;
- ❖ Provide this service daily, between 7:00 a.m. and 6:00 p.m., Monday to Friday, twelve months of the year.



Our Mission Statement

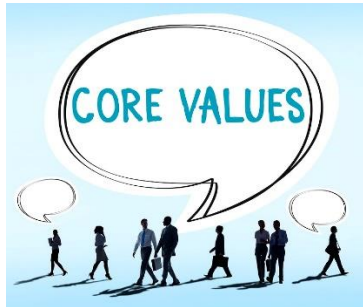
Our Mission, at Sugar N Spice is for our children to achieve their potential in a safe, nurturing and fun learning environment.



Our Vision

Our Vision for Sugar N Spice in the next five to ten years is to:

- Be a recognized leader in childcare in Manitoba.
- Have a team of professionals providing a fun, safe, nurturing and diverse learning environment for children and their families.
- Use technology to enable optimal communication and efficient operations.
- Support the principle of sustainability: environmental, social and financial.
- Provide professional development, health and wellness, and offer competitive employee compensation and benefits



Core Values

The following values have been identified as core to Sugar N Spice's organizational culture. These define what we believe in.

Respect

We value respect because it is the foundation of the interactions between the families, children, staff, community, and school, therefore;

- It allows us to understand, listen and learn from each other.
- We show others that we care.
- It guides us into making ethical decisions.

Relationships

We value our relationships with co-workers, families, children, schools, community, outside organizations, etc., therefore;

- We demonstrate how important relationships are in our day-to-day operations.
- We trust each other.
- We educate each other in how to provide the best care possible.

Learning

We value learning because it is so important that children are given the opportunity to learn through play, therefore;

- We make it easier for the children to learn from each other, the educators and by trial and error.
- Educators learn from each other.
- We facilitate access to professional development giving the educators an opportunity to learn and develop new skills.
- We learn from parents and parents learn from us.

Families

We value families because it is important to us how they feel and what they would like; therefore:

- We make sure their opinions are heard.
- We do our best to accommodate all families.
- We learn about the many cultural backgrounds represented in our centre.
- We do our best to understand what each family needs from us.
- We care for their children and want to provide the best care possible.
- We are involved in helping the families support their children in achieving goals.

Safety

We value a safe environment, therefore:

- We want everyone, especially the children to feel that Sugar N Spice is a safe place, emotionally and physically.
- Staff feel safe at work.



Our Staff

Every facet of our program hinges on our staff. Staff are selected on the basis of their qualifications and experience with children.

It is a regulation, set by the Manitoba Early Learning and Child Care, that a minimum two thirds of our staff be classified at an ECE II or ECE III level. (Diploma in Early Childhood Education or equivalent).

All staff must have a valid standing in First Aid and CPR as well as a clear criminal record and child abuse check.

All employees are required to participate in 12 hours of professional development throughout the year.

Students and Volunteers

On occasion, our centre provides a work experience setting for high school, university or college students. In such cases, general observations may be done. Students are approved by their teachers and an interview process is done prior to their involvement in the centre. At no time would the student be part of the staff: child ratio.

In the case of volunteers, an interview will take place prior to any time spent with the children. At no time will volunteers be left alone with the children. All volunteers and students who are over the age of 18 are subject to a criminal background check and a child abuse registry check.



Hours of Operation

For children in the Infant and Preschool programs, the centre is open from 7:00 a.m. to 6:00 p.m. Monday through Friday. In order for your child to derive all the benefits of the program it is advisable that your child be in the program prior to 9:00 am.

For children in the School Age program, the centre is open from 7:00 a.m. to 8:30 a.m. and 3:00 p.m. to 6:00 p.m. Monday through Friday. On in-service days, and during school breaks, the centre operates on a full day schedule opening at 7:00 a.m. and closing at 6:00 p.m.

Please note: If staff arrive early, it is for the preparation of daily activities. Please wait until the doors are opened at 7:00 a.m.

Centre Closures

The centre is open twelve months of the year, with the exception of the following holidays:

New Year's Day
Louis Riel Day
Good Friday
Easter Monday
Victoria Day
Canada Day
August Civic holiday

Labor Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day

Reduced Hours

When Christmas Eve (December 24th) and New Year's Eve (Dec. 31st) falls on a weekday, the centre will operate on reduced hours, opening at 7:00a.m. and closing at 1:00 p.m.

Weather Conditions

In the event of a storm, storm warning, or other weather conditions, which may affect the closure of the centre please listen to your local radio station to see if the daycare will be closed on the day in question. Check the daycare website www.sugarnspicedaycare.ca for an updated message or contact the Seven Oaks School Division regarding closures at 204-586-8061.

If the Seven Oaks School Division is closed, the daycare will be closed also.

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



Code of Conduct

At Sugar-N- Spice Kiddie Haven, we strive to provide a safe, caring, learning environment for children, staff and families. We believe in equality and respect diversity. The daycare's Code of Conduct Guiding

Principles for appropriate behavior include be respectful, be supportive of relationships, be ethical and act with integrity, be supportive of learning, be safe, and maintain confidentiality.

Our Board of Directors, management and staff, children, parents/guardians of children enrolled and all others involved with the centre are expected to behave in a respectful manner and comply with this Code of Conduct. For a copy of the Code of Conduct, please contact the Director.

All parents/guardians of children enrolled at the daycare are required to agree to the terms of the Code of Conduct upon registering their children. Staff are also required to agree to the terms of the Code of Conduct upon commencement of employment.

Arrival and Departure

Security Fobs

Upon registration, parents/guardians will receive a security fob/pass to permit entry into the daycare to drop off and pick up their child(ren). A deposit of \$10 is required for the security fob/pass.

Parents/guardians are asked to use their fob/pass to enter the centre. For security reasons, please do not open the door for strangers or other parents who do not have a fob/pass. If someone asks you to open the door for them, please contact a staff member and ask them to greet the individual.

Arrival

Children must be accompanied into the program by an adult or a person designated by the child's parent / guardian. Sugar-N-Spice is not responsible for any child until the child has entered a supervised area and the parent / guardian has gained the attention of a staff member.

Please remember to allow yourself enough time to take care of your child's needs and to make their transition as pleasant as possible. This will make a big difference in both your and your child's day.

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 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.

If an emergency arises, and someone else is picking up your child please notify us by phone. We will not allow your child to go home with someone else unless you have previously informed us. Any new pick-up person, or people on the pick-up list but not previously known to daycare staff, will be asked to present a photo ID.

Children will not be released to any person who appears to be under the influence of drugs or alcohol. It is the responsibility of the staff on duty to make this decision. An alternate pick-up person will be contacted from the parent's approved list in this event.

After 6 PM:

In the case of a child who is still in attendance at 6 p.m., and no word has been received by the parent, the following procedure will be followed:

- At 6 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;
- If unsuccessful, the staff shall contact the Director who will (in contact with the staff) then proceed with the following;
- In the event that no word is received, and child is not picked up by 7:00 p.m. Child and Family Services will be called. The Staff or Director will remain with the child until the social worker arrives.

Legal Orders / Guardianship

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

Please note: Unless we have the aforementioned papers on file, we are unable to refuse a non-custodial parent access to his/her child.



Fees

Registration Fee

A fee equal to one week's payment per child is required upon registration. Upon your child's withdrawal from the centre this fee will be refunded to you assuming that your fees are paid to date and you have provided the centre with the required two weeks' notice. If your account has an outstanding balance, the registration fee shall be applied towards said balance.

Please note: If statutory or civic holidays fall on a day when your child normally attends, you will be charged accordingly for that day. Regular fees will be charged for any absences – including vacation or illnesses.

The centre follows the fee payment schedule as outlined by the Child Day Care Office.

The billing is done in a 4-week block. Invoices will be distributed electronically approximately one week prior to the first day of the billing period, with fees being due the first day of the billing period. Fees may be paid by Pre-Authorized Debit, cheque (post dates are acceptable), or money order payable to Sugar-N-Spice Kiddie Haven Inc.

Program Fees

The program fee schedules as of January 1, 2019, are as follows:

Infants	\$30.00/ day for up to 10 hours \$44.00/day if greater than 10 hours
Pre School	\$20.80/day/child up to 10 hours \$30.20/day/child if greater than 10 hours
School Age	
Before and After School	\$8.60/day/child
In-services and Breaks	\$20.80/day/child up to 10 hours \$30.20/day/child if greater than 10 hours
Hot lunch program	\$3.25/day (to be reviewed annually)
Snack fee	\$.50 a day (includes morning and afternoon snack)
PAD fee	is \$1.50 a billing period

Please note: our program currently does not offer part time care.

Late Payment Fees

The payment due date will be posted at the time that bills are distributed in a prominent location of each centre so that parents are fully aware of payment dates. It is the responsibility of the parent/guardian to ensure that all fees are paid in full by the due date.

A grace period of 10 days will be provided to parents to allow some flexibility in the event that their payroll date does not coincide with the centre's payment due date. On the 11th day past the due date, a \$20 late fee may be imposed and a letter will be sent to the parent /guardian requesting payment in the next 10 days (including late fee). If the account is not paid after 21 days, a letter will be sent to the parent/guardian advising them that the space will be terminated on the 30th day overdue. At that time, the account will be brought to the attention of the Finance Chair of the Board of Directors. If amounts owing are not paid after termination, the account will be sent to a collection agency.

NSF Cheques

All **NSF cheques** will be subject to a \$20.00 charge.
Pre-authorized debit nsf is subject to a \$30.00 charge

Late Pickup Fee

Parents/Guardians or those picking up your child are expected to arrive in enough time to speak to staff, dress your child, gather their belongings and leave the centre by 6:00p.m.

If a parent/guardian arrives prior to 6:00 p.m. but has not left the centre by 6:00 p.m., Sugar-N-Spice reserves the right to charge a late fee for every minute stayed after 6 p.m. This charge is currently \$1.00 per minute, per child. (For example: If you have arrived at 5:50 p.m., and you have spoken to staff, dressed your child, gathered their belongings and left the centre it is 6:13, you would be charged \$13.00.)

If a parent/guardian arrives after 6:00 p.m., Sugar-N-Spice reserves the right to charge a late pickup fee. This charge is currently \$20 per child if the parent/guardian arrives after 6:00 p.m. but before 6:30 p.m. and \$40 per child if the parent/guardian arrives between 6:30 p.m. and 7:00 p.m.

In the event that child is not picked up by 7:00 p.m. Child and Family Services will be called. The Staff or Director will remain with the child until the social worker arrives.

All late pickup fees are at the discretion of the Director.

Subsidy Program

An application for government subsidy is available online at www.gov.mb.ca/childcare.

It is the responsibility of the parent/guardian, to renew their subsidy application by the due date. This will help to ensure the continuation of subsidy benefits.

Fundraising

Many fundraisers take place at the daycare throughout the year. We ask that parents take part in these events. You may however, choose to become an inactive fundraiser. Information regarding this option is included in your enrollment package. All fundraising money is put back into the program by means of special activities, new toys, and equipment for the children's program. All fundraising suggestions are more than welcome, and are always greatly appreciated.

Please note that the Board of Directors has a Fundraising Chair.

Income Tax Receipts

Sugar-N-Spice will issue annual receipts for income tax purposes no later than February 28th of the following calendar year. For families that have left the center prior to income tax receipts being issued, receipts are available to be picked up at the center.

Wait List

Wait List Policy

To be placed on the wait list, families should submit their names and current contact information to the Online Childcare Registry. When a space becomes available you will be contacted by the Director or Supervisor. Your contact information must be kept up to date in the OCCR.

****Placement on the wait list (for preschool or school age) is not a guarantee of a space in the center.***

Please Note:

1) If a space from the wait list is offered and declined, parents will be given the option to either have their child's name removed or remain on the list.

2) Priority will be given to families meeting criteria in this order:

- Employees of Sugar N Spice Kiddie Haven Inc
- and/or Siblings of children currently enrolled in one of our programs based on their family start date.
- Transfer active families from one location to another providing there is space without removing current children in that location.
- Staff members of Seven Oaks School Division
- Online Childcare Registry

Our School Age wait list is based on the following:

- Employees of Sugar n Spice Kiddie Haven Inc.
- Current Family start date within Sugar n Spice Kiddie Haven Inc.

Please note: Transfers can only be made once between locations per child. Special circumstances may be considered at the discretion of the Centre Director.

Withdrawal of a Child

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

If insufficient notice is given, the parent/guardian will be responsible to pay the fees for a two-week period beginning at the date of notice.

Exception to this policy will only be given in the case where a parent / guardian has been laid off. Proof must be forwarded to the Director in the form of a letter from the former employer.

In the best interest of each child, the centre reserves the right to request that the parent make alternate childcare 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, representative from the Board of Directors as well as the Child Care Coordinator. Each child's situation shall be reviewed and appropriate notice for withdrawal will be given.



Confidentiality / Privacy Policy

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

Sugar-N-Spice has a comprehensive privacy policy to ensure that any information that is provided by you to our facility is used for intended purposes only. The policy has been developed in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and can be viewed in its entirety by contacting the Director.

Programs and Activities

Sugar-N-Spice operates 3 programs:

- Infant Program at West Kildonan Collegiate and École Riviere Rouge
- Preschool Programs at Riverbend, West Kildonan and École Riviere Rouge
- School Age Program at Riverbend and École Riviere Rouge.

Please consult the policy for the program in which your child participates for more specific information about each program. See our website for more information regarding the individual programs.

Clothing & Lockers

Please ensure that your child wears clothing that is daycare friendly!! The shoes they wear should be slip-proof, comfortable, and good to run in!

Please Note: Since the staff cannot be responsible for all lost or misplaced articles of clothing please label everything!

It is your responsibility to keep your child's locker neat and tidy. Check it daily, for wet or dirty clothing. Please remember to take your child's artwork home weekly

Toys and Personal Belongings

Please do not permit your pre-school child to bring personal belongings e.g. special gifts / toys, electronic games, etc. from home unless requested by the staff for special occasions

Bike Helmets

Parents are required to provide a CSA approved helmet for their child to wear if their child wishes to ride a bike, trike, and/or a scooter at the centre. Please ensure to label the helmet with your child's name. Helmets may be left in your child's locker for the summer. Children without helmets will not be permitted to ride a bike/trike/scooter. Sharing of helmets is not permitted

Lost and Found

Any lost and found items will be taken and placed within the daycare's/school's lost and found. Once again, we stress the importance of labeling all of your child's clothing.

Outdoor Play

It is a Child Day Care Regulation that children must have the opportunity to participate in outdoor play (weather permitting) on a daily basis.

We will remain indoors if the temperature is colder than -25C (with the wind-chill) or hotter than +25 (with the humidex). Special consideration will be taken in regards to rain.

See our website for our Play Policy.

Field Trips

We believe that it is important to expose the children to their local and surrounding communities. With this in mind, 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.

Please note: Fieldtrips/speakers will occur throughout the year however they will be mainly concentrated throughout the summer months.

Parents will be asked to sign a permission form for all outings (with the exception of neighborhood walks). Parents may also be asked to provide a "donation" to help cover the admission costs incurred by the field trips. Any parent wishing to volunteer to help will be welcomed.

Depending on the location of the field trip,

Your School age child may:

- walk;
- ride in a transit bus;
- ride in a bus, owned and operated by an outside company (rented);

Your pre-school child may:

- walk
- ride in a transit bus;
- ride in a bus owned and operated by an outside company (rented)

Your infant child may:

- Experience visits to community places within walking distance
- Enjoy visitors brought into the center

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

Walking Field Trips: In most cases, parents will not be notified in advance of any walking field trips. Such trips are usually taken around the Riverbend community (i.e. trips to the mailbox, nature walks, slurpie days, etc.). During these walking trips, the required child: staff ratio is maintained and the children will usually walk in partners.

Field Trips by Transit or Rented Bus: School-age children may be transported to field trips by Transit or rented bus. For field trips to Kildonan Park and West Kildonan Library, children 3 years and up may be transported by Transit bus. Otherwise, all field trips for pre-school children will be by rented bus only. The children travel with the same child: staff ratio in effect. While en-route, they are required to remain in their seats. It is important to know that these forms of transportation do not provide seatbelts for the children. Staff will sit intermingled with the children to ensure their safety.

Infant Lab Visits: Groups of children will occasionally visit the Infant Lab in West Kildonan Collegiate, which is located in the school adjacent to the centre. Staff will maintain constant supervision and ratios during these visits.

Photographs and Videos

From time to time, we may take video or photographs of the children for in-house use. (i.e. to show at our AGM, or just for fun, to show the children).



Infant Program Policy

About the Program

We accept children between the ages of 3 months - 2 years for our infant / toddler program. Staff maintain a maximum 1:4 ratios (staff to children) at all times. **We are licensed for 14 spaces at our West Kildonan location and 12 at our École Riviere Rouge location, and maintain a waiting list.**

Primary Caregiver

For most families the choice to put their child in a childcare setting can be overwhelming. To help make this adjustment as smooth as possible Sugar-N-Spice supports the Primary Caregiver System.

Each child will be assigned a caregiver who will “primarily” responsible for the majority of your child’s daily routine care (feeding, diapering, and napping). This caregiver will also be the contact staff for parents and will ensure that information about your child’s day is communicated daily.

Communication

Daily communication is a vital piece of your child’s well-being. Sharing information is encouraged in a variety of ways.

“Daily Reports” – When you drop off your child we ask that you complete the report to tell us about your child’s night and/or morning as well as relay any messages for the upcoming day. Staff will also use the “report” to inform you about your child’s day and will include notes on things such as nap times, supplies needed, eating patterns as well as a brief description of the day’s happenings.

Personal Belongings and Lockers

Each infant will be provided with a locker to store their personal belongings.

Please label everything that is brought in for your child.

- 3 Changes of clothing
- Footwear for indoors and out
- Suitable outdoor clothing
- Bag of diapers
- Wipes
- Cream or powder (if required)
- Blanket and comfort toy (if needed) for rest times
- Plastic bottles (and liners if needed)
- Boxed Cereal or toddler foods (if needed)
- Soothers and clips (if needed)
- Tylenol or Tempera in its original container (labeled) – give directly to staff for storage

Daily Nutrition and Bottles

For infants / toddlers not eating solid food yet, parents will be responsible for providing their child with a morning and afternoon snack and a lunch. You can send pre-cooked food if you like as the infant room has a microwave available for re-heating purposes.

Please make sure that all food is precut into bite size pieces and all fruit is peeled; this will allow the staff the time to sit with your child and make meal time an enjoyable, relaxing experience.

Parents are asked to supply any beverage (breast milk, prepared formula) that their child drinks from a bottle. All bottles should be unbreakable and labeled. Please note: It is important to leave information about how much your child typically will drink as bottles will only be heated once and discarded within an hour of doing so.

If your child is breast fed and it is convenient for this to continue during your work hours, we will certainly work with you to accommodate your schedule.

Toddlers will be encouraged to be seated in the eating area. This will help prevent choking as well as contamination of the bottle or cup which could easily be left of the floor or picked up by another child.

All containers, cups or bottles must be labeled with the child's name

As the children are able, we will provide them with a snack in the morning and the afternoon as well as start introducing the foods offered in our hot lunch program.

Rest Times

Each infant/ toddler under 18 months of age will be provided with a crib for resting. When your toddler begins the transition to the toddler/preschool program we will discuss with you their readiness to rest on cots. Sugar-N-Spice will provide sheets for all cots and cribs, which we will launder weekly. Parents are responsible for supplying and laundering their child's blanket weekly.

Please note: For safety reasons, caregivers will not put infants/toddlers in their crib or on their cot with a bottle. (This is to prevent choking and other health concerns such as tooth decay)

Your infant's sleep schedule will be respected by the centre. As your child gets older we will work with you towards one daily nap.

Soothers

We understand that some children who enter daycare are still attached to soothers. Soothers (provided by parents) will be given to the child, if necessary, at naptime only.

Diapering and Toilet Training

Diaper checks / changes are done frequently throughout the day and are recorded for your information. Once a child is ready for toilet training, we will work with you to make it a positive experience for your child.

We ask that parents check their child prior to leaving them at the centre. This ensures a dry, comfortable start to their day. Please follow the posted diapering procedure. Any questions please let us know.

Parents are asked to supply all items your child requires for diapering. This includes diapers, wipes, creams, powders, etc.

Illness and Medications

The most common illnesses in children are respiratory infections (colds, croup, and strep throat) as well as ear infections. Because they haven't yet developed immunity to most infections that they are exposed to, younger children are at a greater risk of becoming ill. To make things worse, infants and young children frequently put toys in their mouth, which only increases the spread of germs from one child to another.

Please see the Illness and Injury and Medication sections for more detailed information about illnesses and administering medications.

In the case of infants (a child under 2 years of age) the staff will administer Tempra or Tylenol if the infant's temperature rises above 101.0 degrees F- taken by ear thermometer **AND** the centre has on file the parent's signature authorizing this. We will always try to contact the parent for authorization prior to administering any medication. This is to ensure that the infant's temperature does not rise to a dangerously high level while the staff is trying to contact the parent. As infant fevers can mask a multitude of issues parents will be expected to pick up their child in an expedient manner.

Parents are expected to supply the Tempra or Tylenol for their child to be kept at the centre.

Moving Up

We are pleased to offer a gradual transition to the preschool program for your child via our toddler - young two room. This room cares for children ages 18-30 months and provides an opportunity for your child to gain some independence in a developmentally appropriate setting.



Preschool Program Policy

About the Program

We accept children between the ages of 2-5 years for our preschool program. Staff maintain a maximum 1:8 ratio (staff to children) at all times. We are licensed for 53 spaces at our Riverbend Community School location and 60 at our West Kildonan Collegiate location, 56 spaces at our École Riviere Rouge location and maintain a waiting list.

Ratio Flexibility

The ratio of staff to children may be reduced if a staff member is required to pick up children from the school bus. The only other time that this reduction may occur is if a group of children are out on the school grounds and a child(ren) needed to return into the centre for bathroom or necessary first aid attention.

At all times our first consideration will be given to finding ways that staff / child ratios will be maintained. e.g. taking a larger group of children inside or having “helpers” aid the staff.

Please note: At no time will any preschool child be left unattended.

Daily Nutrition

A mid-morning and mid-afternoon snack, as well as an optional hot lunch will be provided for your preschool child. The cost of this is \$.50 a day. On a weekly basis, the menu will be posted on the parent bulletin board in the preschool program. To ensure variety, the menus are based on a 4-week rotation. As per Child Day Care Regulations, snacks will include 2 food groups, while lunch will include 3 food groups. The cost of hot lunch is presently \$3.25 and may be subject to increases.

Children are encouraged to try new foods unless allergies or religious practices prohibit this.

Clothing

Ensure that you have at least one complete change of labeled clothes in your child's locker. (This must include a shirt, pants, socks and underclothes).

Rest Period / Nap Time

A rest period/naptime is part of our daily schedule. Children who are resting or taking a nap will be provided with a cot/mattress for their own use, as well as a sheet, which is washed weekly. Parents are asked to provide a blanket (and a small pillow if your child needs one.) All blankets must be taken home weekly to be washed and returned on Monday. If your child needs a cuddly toy to snuggle with during naptime, feel free to send this as well.

After half an hour should a child not be sleeping, he/she will be given an alternate activity to do.

Toilet Training

Sugar N Spice does accept children who are not toilet trained. Bathroom times are scheduled throughout the day to encourage training. Needless to say, we will work along with the parents to help their child accomplish this feat!

If your child is in diapers, you must ensure that you keep an adequate supply of disposable diapers, wet wipes, powder / creams and at least one complete change of clothes at the centre.

Teething

In the case of toddlers (a child 18 months – 2 ½ years) the staff will administer Tempra or Tylenol if the toddler is displaying obvious signs of teething, appears to be in discomfort **AND** the centre has on file the parent's signature authorizing this. This is to ensure that the toddler can be at ease and enjoy the remainder of their day. If the child's discomfort persists, the parent may be expected to pick up their child.

Parents are expected to supply the Tempera or Tylenol for their child to be kept at the centre.

Kindergarten Children

Children attending the Riverbend Community School and École Rivière Rouge Community School kindergarten program are walked to and from their classroom by a Sugar-N-Spice staff member. Children who are transported by a bus to other schools will be taken to and picked up from their bus by a staff member.

Please note: Transportation by bus arrangements must be made by the parent in partnership with the Seven Oaks School Division. For more information, please call 338-7051.

Kindergarten children wishing to get into the Sugar-N-Spice School Age Program will be placed in the program dependent upon the availability of spots.

Space is not guaranteed in the school-age program.

Priority will be given to children attending Sugar-N-Spice based on the family's original enrollment date within Sugar N Spice. Withdrawing your child from the program at any point and time forfeits your child's original enrollment date. (With the exception of approved leaves outlined in the Family Leaves section)

A child's original enrollment date will remain in effect until the child is ready to enter grade one and space is the School Age program is available. If you decline a spot that is offered to you within the school age program, you may lose your status on the wait list.



School Age Program Policy

About the Program

We accept children between the ages of 6-12 years attending grades 1-6 in our school age program. Upon completion of grade 6, children may remain in the program during the summer following the end of their grade 6 school year up to and including the last Friday prior to the start of their grade 7 school year. Any exceptions to this policy must be approved by the Board of Directors.

Staff maintains a maximum 1:15 ratio (staff to children) at all times. We are licensed for 87 spaces at our Riverbend location and 60 at our École Rivière Rouge location, and maintain a waiting list.

Arrival

A school age child who is being dismissed from school (either within Riverbend Community School, École Rivière Rouge or by school bus from another location) is responsible for coming into the childcare program on their own. Once they arrive a staff will mark the child as present.

On the occasion that a child does not arrive and the staff has not been notified, the staff will speak to the school secretary to see if the child was absent, or contact the parent / alternate contacts to discover the whereabouts of the child.

Parents are required to walk their child into the daycare upon arrival.

Intermittent Supervision

On occasion, children who demonstrate responsibility within the centre will be allowed times of "intermittent staff supervision". This still ensures that staff know the whereabouts of all children at all times but allows children to: go to the washroom by themselves, have time away from the group when they ask (i.e. getting a drink of water, take messages to the preschool program, etc.).

Ratio Flexibility

The ratio of staff to children may be reduced if a staff member is required to drop off or pick up children from the school bus. The only other time that this reduction may occur is if a group of children are out on the school grounds and a child needs to return into the centre for bathroom or necessary first aid attention.

At all times our first consideration will be given to finding ways that staff / child ratios will be maintained. E.g. taking a larger group of children inside or having "helpers" aid the staff.

Daily Nutrition

A before school and after school snack will be provided for your school age child. The cost of this snack is \$.50 a day. On a weekly basis, the menu will be posted on the parent bulletin board in the school age program. To ensure variety, the menus are rotated on a weekly basis. As per Child Day Care Regulations, snacks will include 2 food groups.

Children are encouraged to try new foods unless prohibited by allergies or religious practices.



Inclusion Policy

Inclusion Statement

At Sugar-N-Spice we accept and welcome children of all abilities. We believe that each child deserves an environment and experiences that promote growth in all areas of his or her development. With that in mind, our daily schedules, along with our indoor and outdoor environments are regularly assessed to ensure that full participation in the program can be achieved by each and every child.

Access to Services

All families are placed on our waitlist based on the date that they register on the Online Childcare Registry. When a family informs us that their child requires additional supports this is noted on the wait list for information purposes.

When a family who is being enrolled into the program has a child requiring additional support needs, the following steps will be taken to ensure a smooth transition for all.

1. The child and family will be introduced to centre staff and tour the facility.
2. The parents/ guardian and the centre contact will discuss the child's needs.
3. Supports and contacts that are already in place will be identified and noted.
4. An application to the Inclusion Support Program will be made for funding (if applicable).
5. If required, the centre will access the services provided by URIS to ensure that all staff are fully educated and comfortable with any medical needs the child may have.
6. Centre supports (environmental accommodations or staffing) will be identified and the necessary steps will be taken to put them in place.
7. An intake meeting to establish an Individual Program Plan (IPP) will be set and held annually thereafter. Note: IPPs will be completed with the input of all stakeholders including parents, centre staff, early intervention professionals, and school personnel.

In their day to day workings with any of the children enrolled at Sugar-N-Spice, staff may identify concerns regarding particular behaviors and/or a delay in a child's development. In this circumstance, the following steps will be taken:

1. The staff will engage in meaningful discussions with the family to ensure that the balance between home and the centre is maintained.
2. The staff will complete sufficient, objective observations paying particular attention to precipitating factors as well as any environmental factors that may be playing a contributing part.
3. Interim staffing may be put in place to support the child and the program.
4. If outside supports are needed, the centre will contact either the specialist employed with the Manitoba Child Care Program or a representative from the Family Centre. Families may also be requested to follow up with their child's physician.
5. The centre will then precede as per #4, 5, 6 and 7 noted above.

COMMUNICATION



Communication

Mailboxes/Emails

We will speak to you personally as often as we can, however there are times when it may be necessary to hand out information such as memos, book orders, fundraising brochures, etc. These will be put into your child's mailbox (if applicable). Please empty it daily, making sure that the mail you take is your own. Your child's first name is on your mailbox. Please check your email daily for updates, changes or vital information.

Most communication is done via email.

Newsletters

We believe that a newsletter provides a great update on the happenings around the centre as well as what could be happening in the future. From time to time, the newsletter may contain contests for your child or yourself to take part in. Usually, the newsletter is released at the beginning of each new month (September to June). Newsletters are sent electronically if you provide an email address. We welcome any comments you may have regarding our newsletter.

Comments or Concerns

Comments and concerns regarding your child's day should be brought to the attention of the staff available. If you feel more comfortable speaking with the Program Supervisor, please feel free to do so.

While we like to maintain an "OPEN DOOR POLICY" here at the centre – schedules (parents and staff) or the contents of some conversations may dictate that a meeting time be set to properly address any issues. This may require some preplanning on everyone's behalf. Should you wish to set up a specific appointment time, please call the Director at 204-334-6357, the R.B. Director at 204-339-4992 and our E.R.R. Director at 204 339-4345.

The welfare of your child is of great concern to us and we will work toward a solution to any problem you may have.

Please note: concerns regarding policies or fee payment should be brought to the attention of the Director.



Illness and Injury

All children in attendance at Sugar-N-Spice are required to participate fully in the program (in all three programs: infant, pre-school and school age). This includes indoor and outdoor time. If your child is displaying with symptoms that describe him/her as being sick, they should not be in the centre.

If your child will not be attending the centre due to illness, please take a moment to contact us and let us know. This allows us to keep a watchful eye for other children who may be exhibiting "like" symptoms. It also allows us to promote a healthy environment by posting required 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 a child becomes ill while at the centre, measures will be taken to make the child as comfortable as possible. The parent/guardian will be contacted via telephone and/or email and informed of the child's condition. If the parent cannot be reached, the emergency/alternate contact will be called. If a parent is unable to leave work, then must find an alternate person to pick up their child and advise the centre. For the well-being of the child as well as the health of the other children in the centre, it is advised that the ill child be picked up immediately and within the hour the call is made (to account for travel time).

If one or more of the following symptoms is present, a child is considered ill.

- Running a temperature of 101 degrees Fahrenheit or higher
- After the second bout of diarrhea
- After vomiting twice
- If coughing continuously (and especially if the cough accompanies a fever)
- If the child is not able to stay awake or is continuously lying down
- Has a rash suspected of being contagious
- Has a rash or spots that is unidentifiable
- If the child had colored discharge coming from one or both eyes
- Has a communicable disease that requires the child to be away from an identifiable time.

Please note: 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 daycare.

Medication

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

- Medicine must come in the original container;
- Medicine must be labeled with the child's full name, expiry date, dosage, time and method of administration;
- The parent/guardian must complete a medication authorization form prior to the medicine being administered at the centre;
- Should the medication not be a prescription, it must still come in the original container, and a parent must sign the medication authorization form. (i.e. cough drops, Tylenol, children's aspirin)

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

*** MEDICATION MUST NEVER BE LEFT IN A CHILD'S LOCKER/BACKPACK**

- All medication must be given directly to the staff on duty;
- Medication will be stored by staff in a place that is out of the reach of children;
- Staff will 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 after hours for forgotten medication.

Accidents / Emergencies

We make every effort to reduce the possibility of accidents and injuries at Sugar-N-Spice. However, understanding that accidents do happen, all staff are trained in First Aid as well as Infant/Child CPR.

Staff 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.

The following incidents will result in an immediate call to a parent/guardian and a written incident report will be left in the child's mailbox:

- Any bite that breaks the skin.
- Any break of the skin that may result in scarring.
- Any fall or incident that results in a blow to the head (which may or may not result in a visible injury)
- Any injury that results in a nose bleed.
- Any incident that results in bruising.
- Any injury in close proximity to the child's eyes
- Any injury that the staff deem may require medical attention or follow up.

If an injury requires minor medical treatment, the parent/guardian or emergency /alternate person will be notified to come pick up the child and ensure that they receive the necessary medical attention. If your child should require emergency medical care, an ambulance will be called and a designated staff 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.

Staff will record all accidents and incidents on an "incident form". In the situation where the child requires medical attention, an "accident report form" will be completed with a copy being forwarded to the Child Day Care Office. The forms will then be signed by a Supervisor/Assistant Supervisor and copied (1 copy to be kept in child's file), with the original being given to the parent. All serious accidents that result in medical attention will have a "serious accident report" filed with Child Day Care as well as with the Board of Directors.

Since we need to know where you can be reached at all times when your child is in our care, it is vital that we are kept informed of any changes in your home/ work phone numbers or your emergency alternate numbers.



Allergy/Anaphylactic Allergy Policy

Please notify the staff of any allergies that your child has. If you have a child susceptible to allergies, it is beneficial to make it a part of your routine to review the menus as this will alert you to potential allergy situations.

Sugar-N-Spice has a comprehensive anaphylactic allergy policy which outlines the necessary procedures that the centre; in co-operation with the family and public health will take to ensure the safety of their child while attending Sugar-N-Spice. The full policy is available for view upon request from the Director.

Sugar-N-Spice is peanut/nut free. Should your child wish to bring a snack from home to eat first thing in the morning, or to share with the whole centre on special occasions, please make sure it does not contain any peanuts/nuts. On occasion, rooms within the daycare may have restrictions on other allergens (i.e. eggs, fish, etc.). Parents can request a list of allergens to avoid at any time.

Child Abuse

Regulation: Every child care professional who in the course of their professional or official duties, has reason to suspect that a child has suffered or is suffering from abuse that may have been caused or permitted by a person who has or has had charge of the child, the suspected abuse shall be reported to Child and Family Services.

AIDS/HIV and Hepatitis

Parents and daycare providers have become increasingly concerned about a possible spread of AIDS/HIV and Hepatitis in childcare facilities.

According to the Manitoba Human Rights Commission, people have the right to keep information about his/her health confidential. However, if your child is infected it is our hope that you would inform the Director upon enrollment. All information would be kept confidential. Staff is aware of the precautions to use for handling blood and/or bodily fluids.

Head Lice Policy

Upon identifying head lice/nits on a child, the parent/guardian will be called to pick up their child immediately. Information will be provided by the centre to assist you in identifying lice and how to completely remove them from your child's hair.

The child may return to Sugar-N-Spice when they have been treated and all lice/nits have been removed. A staff will be required to check the child's hair to ensure the child is free from lice/nits prior to them being able to stay.

All cases of head lice will be posted for your awareness upon the entrance or bulletin board.



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, the emergency cards, blankets and coats, or checking small rooms and escorting the children out of the centre, etc.

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

- 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 "the emergency evacuation bags" - which contain hats, blankets and mitts. Staff will not stop to gather up jackets.
- bathrooms, utility room, kitchen, office and lockers will be checked for children;
- once outside, everyone will move to the designated safe area the supervisor / senior staff is responsible for taking out the daily attendance book, and will perform a roll call and a head count to ensure that all of the children are accounted for.

In the case of an actual evacuation, Riverbend site children will evacuate to École Rivière Rouge, West Kildonan site children will evacuate to the River Ridge Retirement Residence and École Rivière Rouge site children will evacuate to Riverbend. Parents will be notified by staff from there.

As part of the licensing requirements, a Fire Inspector from Fire Prevention Branch inspects the centre sites on an annual basis. Fire extinguishers are accessible, and maintained by the Seven Oaks School Division. The centre is equipped with smoke detectors as well as a sprinkler system.

Fire drills will take place monthly, and are recorded in the centre's files.

Enhanced Safety Plan

Sugar-N-Spice has a more comprehensive Enhanced Safety Plan covering topics such as facility safety, inspections and maintenance. The plan is reviewed and updated annually by staff and the Board. A copy of the Enhanced Safety Plan is available at each centre and available for parents to view at any time upon request.



Behavior Management Policy

Sugar-N-Spice Kiddie Haven Inc. is committed to helping children develop to their fullest potential; every individual who enters our door is required to treat all others and their property in a positive and respectful

manner. We believe that all decisions relating to how situations are handled will be made “based on the developmental capabilities of the individual child”

Regulation 9(1)

Sugar-N-Spice Kiddie Haven Inc. shall not permit, practice, or inflict any form of physical punishment verbal or emotional abuse, or denial of physical necessities for any child in attendance.

Guidelines for Regulation 9(1)

Physical punishment includes striking a child, either directly or with an object, shaking, shoving or spanking the child. It also includes forcing a child to repeat physical movements, or any other action carried out which results in physical injury to the child.

Verbal or emotional abuse includes any harsh, belittling, or degrading response by an adult in the centre, which would humiliate or undermine a child's self-respect.

The denial of physical necessities includes normal comforts such as shelter, clothing, food, bedding or toileting.

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

1. The child will be approached on a one to one basis by the nearest staff member. The staff will get down to the child's level, make eye contact and speak in a calm and non-threatening manner, directly to him/her.
2. Staff will actively listen to all parties involved.
3. Staff will encourage and assist the child with solving the problem as well as coming up with a workable solution for all.
4. The staff will explain (if necessary) and ensure that the child understands what is expected of him/her, and why his/her actions were in question.
5. The staff will redirect the child by offering choices.
6. Should the behavior persist, the staff will give a warning to the child. The warning will be direct and with a natural consequence. E.g. "Keep the craft supplies at the craft table or you will have to leave the craft table."
7. Should the behavior persist, put another child or staff in an unsafe situation or infringe on the rights of others, the child will be removed from the group. The time removed will be based on the child's development level. After a brief time the staff and child will discuss the incident together. He/she will then be directed back into the program.
8. Should the unacceptable behavior continue throughout the day, and if it is of an aggressive nature, Sugar-N-Spice's "Aggressive Behavior Policy" will be implemented.

Please note: parents will be informed of incidents that inflict injury upon another person, or that are recurring in nature. In the case of recurring behaviors, it may be necessary to invite the parents/guardians to meet with the director to discuss the situation and to develop a plan of action that can result in success for the child.



Aggressive Behavior Policy

As Early Childhood Educators, it is our responsibility to ensure the physical safety and total well-being of all children within our care. The centre has adopted the following policy regarding aggression:

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 behavior, the following procedures will be followed:

1. The child will be removed from the group and the centre's BEHAVIOR MANAGEMENT POLICY will be implemented by staff, to redirect the child and to stop the aggressive behavior.
2. If the aggressive behavior continues throughout any part of the day, the parent/guardian or alternate pick up person (in that order) will be contacted to immediately pick up the child. Documented report(s) of the incidents will be given to the child's parent. A copy will also be made to keep in child's file.
3. Once the parent has been called on occasions relating to aggressive behavior, the Director will consult with a member of the Board of Directors. Following the consult with the Board member, the parent will be informed of any impending decisions.

The Board has the right to a) impose a suspension of daycare privileges; b) consult a Behavior Management Specialist; c) limit the child's hours of attendance or; d) terminate the space. In case of termination, the two-week notice period would be waived.

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

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



Third Party Programming Policy

Sugar-N-Spice Kiddie Haven Inc. reserves the right to decide whether external programming offered by third parties are allowed within the day care facility.

Play Policy

At Sugar-n-Spice Kiddie Haven Inc., all children are entitled to play. It is important to their quality of life and is a part of how they learn and enjoy themselves.

Play is essential for children's development, building their confidence as they learn to think about problems and relate to others. Children learn by leading their own play and by taking part in play that is guided by adults.

At Sugar-n-Spice Kiddie Haven Inc. we understand the importance of play in a child's development. We support and facilitate play and do not seek to control or direct it. We will never force children to participate in play, but allow children to initiate and direct the experiences themselves.

We believe that play builds a child's self esteem, confidence, communication and social skills.

At Sugar-n-Spice, we allow children to access a range of different weather conditions including rain, snow, heat, ice and winds. We will decide on the safety of the children and decide when to intervene during weather conditions. At Sugar-n-Spice we follow Best Practice

https://www.gov.mb.ca/fs/childcare/resources/pubs/elcc_manual.pdf for weather conditions.

Facilitating Play

We support and facilitate play by:

- Providing a safe, suitable environment for children to play in
- Preparing play activities in advance so that they are ready when the children arrive
- Providing a variety of equipment for the children
- Not expecting children to be occupied at all times
- Making outdoor play available every day, weather permitting
- Involving and encouraging children in planning their own activities based on their interests
- Planning activities to stimulate curiosity and imagination allowing them to express themselves
- Intervening in play when necessary, to prevent accidents or injuries or to encourage appropriate social play
- Warning children in advance when play is coming to an end.

Play areas and Equipment

- All play areas (indoors and outdoors) are assessed daily for safety before the children arrive. Staff are educated in where to dispose of objects such as needles, drugs, glass, etc.
- Children play in age appropriate playgrounds.
- We do not allow children to climb trees or anything that does not have proper support and proper ground cover.
- Activities such as open fires (bon fires, barbeques) must be supervised by adults at all times.
- Children will not play in an area with environmental hazards Children must wear helmets on scooters, ice skating, roller skating or blading, riding trikes or bicycles while being supervised by staff
- Toys and equipment are regularly checked for safety concerns such as breakage, sharp objects, etc.

Summary

These are the existing policies of Sugar-N-Spice Kiddie Haven 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 that 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 annually.



General Parent Compliance Policy

Please read, sign, and return this page to the Director as soon as possible. All parents/guardians are required to sign and comply with the policies outlined with the General Parent Manual or care will be denied.

I _____ have read, understand and agree to comply and adhere with the policies of SUGAR-N-SPICE KIDDIE HAVEN INC. I understand that failure to comply with these policies may result in discontinuation of daycare services.

DATE: _____

Child(ren)'s Name (please print): _____

Parent(s)/Guardian(s) Name (please print) _____

Signature of Parent(s)/Guardian(s): _____

Questions: this is your space to jot down any questions or comments you may have about the policies within this manual.



