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**POLICY MANUAL**

Identification Number: 1078

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This Policy Manual, which was revised in December 2019, supersedes all other documents previously published by the Board of Directors and/or Management of Les petites grenouilles Inc.

# TABLE OF CONTENTS

POLICY MANUAL

1. GENERAL INFORMATION page 3

2. ABOUT LES PETITES GRENOUILLES INC. page 3

3. CURRICULUM STATEMENT page 3

 INFANT STATEMENT – APPENDIX I (page 17)

 PRESCHOOL STATEMENT – APPENDIX II (pages 18 to 19)

4. PARTNERSHIPS page 3

5. PROGRAM SCHEDULES AND SERVICES page 4

 CLOSURES page 4

6. ELIGIBILITY page 4

 INCLUSION POLICY – APPENDIX III (page 19)

7. ENROLLMENT CONDITIONS page 5

8. WAITING LIST page 5

9. CHILD CARE FEES page 6

 SUBSIDIES page 7

10. BILLING AND PAYMENT TERMS page 7

 OTHER PROVISIONS page 7

 POLICY ON PAYMENT OF FEES FOR DELAYS AND DURING VACATIONS page 7

11. INSURANCE page 8

12. SUPERVISION page 8

13. BEHAVIOUR MANAGEMENT page 8

 CODE OF CONDUCT – APPENDIX IV (page 20 to 22)

14. TRANSPORTATION page 8

15. FIELD TRIPS page 9

16. HEALTH page 9

 ADMINISTRATION OF MEDICATIONS page 10

17. MEDICAL EMERGENCY page 10

18. ARRIVAL AND DEPARTURE OF CHILDREN page 10

 SUSPICION OF ALCOHOL OR OTHER HARMFUL SUBSTANCE page 11

19. INJUNCTION OR COURT ORDER page 11

20. PERSONAL BELONGINGS TO BE BROUGHT page 12

 FOOD page 12

 CLOTHING page 13

21. PERMISSIONS page 14

22. PARENTAL INVOLVEMENT page 14

23. COMMUNICATION page 14

 COMMUNICATION METHODS page 15

 PROTOCOL (POLICY AND PROCEDURE) page 15

24. CHANGES TO THE POLICY MANUAL page 16

# 1. GENERAL INFORMATION

The daily program, a copy of the license, menu and staff schedules are posted at the entrance of the infant, preschool and school rooms of Les petites grenouilles Inc. (LPG) to inform parents/guardians and strengthen the relationship between the centre and child’s home. More information is available on the LPG website at www.lespetitesgrenouilles.ca.

Members and responsibilities

The centre is a cooperative that provides services to the village of St. Pierre-Jolys, as well as the surrounding villages and municipalities. The membership fee is $10 and must be paid before the child’s first day. The membership fee is only payable once.

The members are responsible for attending the annual meeting of LPG in the fall to participate in and learn about the policies and business of the centre. 12 voting members must be present to constitute the required quorum for votes to be valid.

# 2. ABOUT LES PETITES GRENOUILLES INC.

Les petites grenouilles Inc. (LPG), an early learning and child care centre founded in 1981, is a non-profit centre that offers the programs and services described in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Program** | **Description** | **Full-time** | **Part-time** |
| Infant | Child care service for children 3 months to 2 years old | √ |  |
| Preschool | Child care service for children from 2 to 5 years of age | √ |  |
| Nursery | Sessions for children 3 and 4 years of age(3 years before December 31 of the current year)\*\* The child must be able to go to the washroom by himself (must be toilet trained). A two-week notice will be given to parents of children who are already enrolled if they are not toilet trained. |  | √ |
| Schoolage | Child care before and after school for school-age children (5 to 12 years old) | √ |  |

# 3. CURRICULUM STATEMENT

Appendix I: Infant curriculum statement (page 17)

Appendix II: Preschool curriculum statement (pages 18 to 19)

# 4. PARTNERSHIPS

Our centre works with our community to serve our children and their families. We want to maintain close ties with community programs so that we can access services that will help us meet the needs of children enrolled in our centre and those of their families. This includes a partnership with the Centre de petite enfance et à la famille (CPEF) in the community, as well as the Fédération des parents du Manitoba (FPM), among others.

We are working with the staff of École communautaire Réal-Bérard and the Division scolaire franco-manitobaine (DFSM) to provide additional support to families during significant periods, such as the transition to kindergarten and to meet the special needs of children. If necessary, the staff actively works with school staff and parents to develop and implement transition strategies for children. We meet the families and school staff to make it easier for children to make their way through these changes.

Our objective is to do everything within our power to ensure a smooth transition for the child who is leaving the centre to go to school. Parents/guardians, staff of the centre and other professionals communicate with each other if the child is having difficulty, or at other times as needed.

We consider all possible resources, adaptation of the environment, child development and additional staff to help a child at the centre. The information shared between the two teams always remains confidential and is not shared without the approval of parents/guardians.

# 5. PROGRAM SCHEDULES AND SERVICES

| **Program** | **Schedule** | **Closure** |
| --- | --- | --- |
| INFANT | 6:15 a.m. to 5:45p.m. | * Holidays
* **At 2:00 p.m. on Christmas Eve and at 4:00 p.m. on New Year’s Eve**
 |
| **Program** | **Schedule** | **Closure** |
| PRESCHOOL | 6:15 a.m. to 5:45p.m. | * Holidays
* **At 2:00 p.m. on Christmas Eve and at 4:00 p.m. on New Year’s Eve**
 |
| **Program** | **Schedule** | **Closure** |
| NURSERY | Mornings: from 9 a.m. to 11:30 a.m. | * Holidays
* DSFM holidays/professional development days
* July and August
 |
| **Program** | **Schedule** | **Closure** |
| SCHOOLAGE | Morning: 6:15 a.m. to 8:45 a.m.Afternoon: 3:30 p.m. to 5:45 p.m.Holidays: 6:15 a.m. to 5:45p.m. | * Holidays
* **At 2:00 p.m. on Christmas Eve and at 4:00 p.m. on New Year’s Eve**
 |

**CLOSURES DUE TO EXTREME WEATHER CONDITIONS:**

In case of closures due to extreme weather conditions, the centre will :

* consult the DSFM regarding closures to École communautaire Réal-Bérard;
* update the answering machine’s message;
* send an email and/or text to the families as soon as possible.

\*If the school is closed, the centre will be closed. Childcare fees will be refunded at the next invoicing period.

# 6. ELIGIBILITY

All children and their families are welcome at our centre. We support the principle of serving the children and families whose characteristics reflect the neighbouring community, including children who need additional support. If our staff needs to undergo training or procure special supplies to care for some children, we will do everything in our power to take the necessary measures before these children attend our centre. (See Appendix III – Inclusion Policy, page 20)

LPG reserves the right to change the eligibility criteria to ensure the centre operates as intended. Parents/guardians of children who are already enrolled in the centre’s programs will be informed of all changes.

In general, children who meet the following criteria are eligible:

* 3 months to 12 years old, from families of the community and surrounding areas;
* who need additional support, from families of the community and surrounding areas;
* a child’s eligibility at LPG will depend on the program’s ability to meet the child’s needs, as well as the availability of personnel.

# 7. ENROLLMENT CONDITIONS

The parent/guardian of the child is asked to contact the centre’s management to arrange for a meeting with the child. Management will provide the parent/guardian of the child with all the necessary documentation to enroll the child.

The parent/guardian of the child must complete the enrollment form and provide the information as stipulated in the laws on child care services. The centre’s management will set a time for an orientation meeting at the centre before the child’s first day.

*Newly enrolled children will be accepted for a trial period of three months to observe their adaptation to LPG. Following a discussion with the parent/guardian, if the child is having problems adjusting in terms of behaviour or otherwise, we will ask the parent/guardian of the child to remove the child with the possibility of reinstatement in the next six (6) months if the situation has changed and if space is available.*

**NURSERY, PRESCHOOL AND SCHOOLAGE:**

After reading the Policy Manual and signing the enrollment form, the parent/guardian of the child must meet with management in person, with the enrollment form completed, and pay a refundable deposit equal to two weeks of child care services. The deposit is required to reserve a space in the program for their child.

The deposit for the infant, preschool or schoolage program and/or child care fees paid in advance will be refunded if the child is removed from LPG permanently, provided that the following requests have been respected:

* LPG received notification, in writing or verbally, two weeks before the departure of the child; and
* all fees have been paid.

**NURSERY:**

After reading the Policy Manual and signing the enrollment form, the parent/guardian of the child must meet with management in person, with the enrollment form completed, and pay a refundable $25 enrollment fee to reserve a space for the child.

# 8. WAITING LIST

**Infant and preschool programs:**

We consult a waiting list when spaces become available in the infant or preschool program, and we contact families in the order in which they appear on the priority list below. Priority will be given as follows:

* 1st priority goes to a brother or sister of a child enrolled full time, based on the date the family was added to the list
* 2nd priority goes to the child on the list (register at [manitoba.ca/registredesgarderies](http://www.CJOB.com) ) or on the centre’s waiting list.

**Schoolage program:**

A child enrolled in the preschool program is automatically eligible for the schoolage program. When spaces become available in the schoolage program, we contact families in the order in which they appear on the priority list below. Priority will be given as follows:

* 1st priority to the child enrolled in the preschool program who will start kindergarten based on the date the family was added to the list
* 2nd priority goes to a brother or sister of a child enrolled full time, based on the date the family was added to the list
* 3rd priority to the first applicant after an announcement is posted at the school.

If spaces in the schoolage program do not become available when a child enrolled in the preschool program starts kindergarten, we consult a waiting list and contact families in the order in which they appear on the priority list below. Priority will be given as follows:

* 1st priority goes to the child who was enrolled and who has a brother or sister enrolled full time, based on the date the family was added to the list
* 2nd priority goes to a child who was enrolled based on the date the family was added to the list.

Should the preschool program have open spaces, children going to kindergarten but who are unable to enter the before and after school program may reserve a preschool spot at 20,80$ a day.

LPG reserves the right to change the criteria for the waiting list to ensure the child care services operate as intended.

#

# 9. CHILD CARE FEES

Child care fees are as described below. The parent/guardian of the child pays for the days the child is enrolled, not for the days the child is present. Any absence due to illness, holiday or vacation will be charged like any other day (except for designated holidays).

The parent/guardian of the child pays LPG for holidays recognized by Manitoba Early Learning and Child Care (MELCC) which include:

– New Year’s Day

– Louis Riel Day

– Good Friday

– Victoria Day

– Canada Day

– Civic Day

– Labour Day

– Thanksgiving

– Remembrance Day when it falls on a working day (November 11)

– Christmas Day

– Boxing Day

– any other day designated by MELCC.

|  |  |  |
| --- | --- | --- |
| **Program** | **Days** | **Fees** |
| **Infant** | Per day  | $30 |
| Holidays, leave, vacation and absencesChristmas Eve and New Year’s Eve1 |
| **Preschool** | Per day  | $20.80 |
| Holidays, leave, vacation and absencesChristmas Eve and New Year’s Eve1 |
|  |  |  |
| **Nursery** | Per session | $9.90 |
|  |  |  |
| **Schoolage** | Per dayRecognized holidays during regular school schedule | $8.60 |
| Holidays (Christmas, spring and summer) | $20.80 |
| Christmas Eve and New Year’s Eve1  |

1 According to day care services for children, the minimum number of hours that a day care centre must open to charge fees for a full day is four (4) hours (if this falls on a working day).

\*One receipt per family will be issued by the end of February of each year for income tax purposes.

**SUBSIDIES**

Subsidies are available for families who qualify. Interested families can contact the MELCC.

# 10. BILLING AND PAYMENT TERMS

**INFANT, PRESCHOOL AND SCHOOLAGE:**

Child care fees are billed in advance, every four weeks according to the schedule set out by the MELCC.

\*There’s possibility of making a small donation on each invoice, just be sure to advise the centre. This is optional and can start or stop at any point.

\*One receipt per family will be issued by the end of February of each year for income tax purposes.

**NURSERY:**

There are three payment method choices:

* 1. one payment for the entire year, payable when the child’s enrollment is confirmed
	2. three payments, dated according to the schedule set out by the centre and provided during enrollment
	3. payment at the beginning of every four-week period in the form of post-dated cheques.

The parent/guardian of the child is responsible for paying the child care fees under all circumstances and regardless of their financial situation at the time.

**OTHER PROVISIONS:**

If the fees have not been paid by the due date, a $20 late fee will be added to the amount due for each month delayed.

For delays that exceed four (4) weeks or if LPG has received no warning or acceptable explanation, LPG will take the following steps, at the discretion of Management:

**1**- A letter with an adjusted invoice informing about the late payment will be sent to the parent/guardian.

**2**- In addition, the director will contact the parent/guardian to discuss the late payment. If contact cannot be established after three (3) attempts, the parent/guardian will be considered notified and the child care centre will proceed with the next step.

**3**- The parent/guardian of the child will provide a cheque for the total amount due, or post-dated cheques, according to the agreement with LPG in the 10 days following the conversation.

**4**- If the centre does not receive any payment and is unsuccessful in coming to an agreement with the parent/guardian, the child will be considered removed from LPG. The deposit will not be refunded to cover the expenses incurred by the delay. Any unpaid debts will be brought before the Small Claims Court of Manitoba.

**CHEQUES WITH NON-SUFFICIENT FUNDS:**

The parent is responsible for paying a $25 fee for issuing a cheque with non-sufficient funds. The fees and NSF cheque must be reimbursed by certified cheque.

**POLICY ON PAYMENT OF FEES DURING PARENTS’ VACATION:**

The term “vacation” refers to the period when the child does not attend the centre at the choice of the parent/guardian of the child.

The parent/guardian of a child enrolled in the infant, preschool or school program is entitled to up to 1-week vacation FREE (per fiscal year from October to September) under the following conditions:

* that the child attends LPG full time (this does not include children who withdraw in the summer)
* that the child is at LPG for at least one year before being eligible
* having given the centre notification of at least two weeks
* and that this is for at least five consecutive days of vacation.

Apart from this, the parent/guardian must pay the childcare fees throughout the year to keep the child’s place in the childcare centre.

\*LPG reserves the right to make changes to this policy with a minimum of 1 month’s notice.

**\*\* There will be no allotted vacation for the fiscal year 2019-2020 due to the two-week closure without fees during the summer of 2020. \*\***

**FEES FOR DELAYS BY PARENTS:**

**ALL PROGRAMS:**

The infant, preschool and school programs at the centre close at 5:45 p.m.

* All parents in the infant, preschool and schoolage programs must pick up their children and be outside the centre by 5:45 p.m. at the latest, according to the centre’s clock.
* If staff must remain later because a parent has not picked up his or her children, a penalty will be charged to the parent in question at the rate of $10 per fifteen minutes or portions of fifteen minutes.

The parent must sign a late slip and pay the late fees to the staff immediately when the parent arrives. If not paid, late fees will be transferred to the monthly bill.

In the event of an exceptional delay (*snow storm, traffic, etc.)* the parent/guardian of the child must notify LPG as soon as possible so that the staff can reassure the child.

If there are repeated and frequent delays, LPG will be forced to ask the parent/guardian to withdraw their child from the centre.

# 11. INSURANCE

The centre maintains a comprehensive general liability insurance policy for the BOD, staff and children who attend LPG, whose coverage includes trips outside LPG. Since we are located in a school, the DSFM offers property and civil insurance.

# 12. SUPERVISION

LPG complies with the supervision regulations of the child care program of Manitoba Family Services. Children who attend LPG are supervised at all times. Volunteers and/or students cannot be included in the staff/child ratio.

# 13. BEHAVIOUR MANAGEMENT

LPG has a behaviour management policy that encourages positive interactions between staff and children, realistic expectations regarding a child’s abilities and natural consequences for behaviour, all in a supportive environment.

\*See Appendix IV for the Code of Conduct (pages 21 to 23)

# 14. TRANSPORTATION

LPG is responsible for the safety of a child from the time he arrives until the time he leaves, as indicated on the attendance sheet. Parents are required to accompany the child to the room at the centre. Parents are also required to signal their child’s departure at the end of the day.

Parents are responsible for transportation to and from LPG. Under no circumstances will the director or staff allow a child to leave with someone who has not been authorized to accompany him. This authorization must be provided by telephone, in writing, by mail or in person by the parent/guardian. The authorized person must provide proof of identity to the staff member of the centre before leaving with the child.

# 15. FIELD TRIPS

Field trips are part of our program and we believe there is a benefit in all of the children enjoying excursions and outings. We organize many field trips for the children, especially during the summer.

Most often, the children walk to the location of the field trip or travel by school bus rented for the occasion (*if required for the field trip*), accompanied by a member of the staff. Children are informed about road and group safety before every field trip. A staff member cannot drive a child in their personal vehicle for field trips.

For an organized outing, a permission sheet will be posted for the approval and signature of parents/guardians. For unplanned outings or daily walks in the neighbourhood, a permission sheet may not necessarily be distributed (refer to the parent’s/guardian’s signature on enrollment).

Transportation for field trips outside the neighbourhood for nursery will be handled by parents/guardians (ex: Village du Père Noël).

# 16. HEALTH

Our centre provides monitored training to staff according to the specific needs of children in terms of health care. Every member of the staff wants children attending our centre to stay healthy.

To respond safely to the needs of children with more complex medical requirements, an external nursing agency develops a personalized health care plan (URIS). The parent/guardian of a child who suffers from a medical condition that requires special medication (*such as an asthma pump or EpiPen)* must provide the medication or device so that it will accompany the child at all times.

To effectively control the infection of children at our centre, any child with the signs or symptoms described below may not be at the centre:

* fever (a child cannot be brought to the centre if he has taken medication to lower a fever that morning)
* an unusual behaviour that prevents the child from participating in all activities, including outdoor activities, without discomfort
* diarrhea (with blood in the stool or two or more episodes)
* extreme difficulty in breathing
* vomiting
* the child’s condition requires more care than what the staff can provide without compromising the health, safety and care of the other children
* the child’s condition poses a health risk if it is transmitted to other children or staff.

If the signs or symptoms described above occur while the child is at the centre, he will be separated from the rest of the group and the parent/guardian will be notified immediately and must arrange for someone to pick up the child within the hour. Treatment guidelines (for example, how long the child should stay home) depend on the diagnosis.

\*See the centre’s Health and Safety Plan regarding the anaphylaxis policy (at the office).

# SICK CHILD ENROLLED IN THE SCHOOLAGE PROGRAM

When a child enrolled in the schoolage program becomes ill during the school day, we ask you to kindly inform LPG as soon as possible so that the staff responsible for the group knows whether or not the child will return to the centre after school. A child who is too sick to be in school is considered too sick to be at the centre.

#

# ADMINISTRATION OF MEDICATIONS

**MEDICATIONS PRESCRIBED BY A PHYSICIAN:**

In accordance with the rules of the Bureau de services de garde du Manitoba (Manitoba Child Care Services Agency), we can only administer medication to a child if the following conditions are met:

– The medication is in its original container and labelled with the child’s name, expiry date, dosage, time and method of administration

– The consent form on Fastoche has been completed and signed by the parent/guardian of the child.

**CHILDREN WHO SUFFER FROM A MEDICAL CONDITION:**

LPG agrees to administer medications sold without a prescription (such as an antihistamine) to a child who suffers from a medical condition as an exception (if the child is having difficulty breathing) and only if the following conditions are met:

– The consent form has been completed and signed by the parent/guardian of the child

– The medication has been provided by the parent or guardian of the child

– The medication is in its original container

– The physician has provided a letter.

**CHILDREN WHO HAVE A FEVER:**

To relieve pain and make a child with a fever more comfortable, LPG will administer *Tylenol/Advil* as an exception and only if the following conditions have been met:

– The parent/guardian has been notified by telephone and has given consent

– The educator will register the administration of the medication in the Fastoche program.

**MEDICATIONS WITHOUT PRESCRIPTION:**

If a medication sold without prescription is administered while the child is at the centre, the parent/guardian will be notified immediately and will have to arrange for someone to pick him up within the hour. The final decision regarding administration of non-prescription medicines remains at the discretion of management.

#

# 17. MEDICAL EMERGENCY

In a medical emergency requiring immediate attention, if the parent/guardian of the child cannot get to the centre immediately, the child will be transported to his physician or hospital by ambulance regardless of the severity and/or if the degree of injury is undetermined, at the expense of the parents/guardians of the child. LPG will not allow a child to leave the centre alone under any circumstances. Children must always be accompanied by an authorized adult.

# 18. ARRIVAL AND DEPARTURE OF CHILDREN

**ARRIVAL OF THE CHILD:**

We respect the full inclusion of children throughout the day.

The opening hours in effect are for all children, regardless of age or ability. The exit doors are accessible and easy to use for all children and their families. **The parent/guardian or responsible person (a responsible person must be at least 12 years old) must go to the staff with the child** to ensure that the staff realizes the child has arrived and marks the time of arrival on the attendance sheet.

The child must arrive at the centre accompanied by a parent/guardian of the child, or a responsible person, who will help the child:

* Remove his boots, coat, hat, etc.
* Store his personal belongings in his locker
* Lead him to the room.

**DEPARTURE OF THE CHILD:**

The parent/guardian, or responsible person, must go to the staff with the child to ensure that the staff realizes the child is leaving, and records the departure on the attendance sheet.

The parent/guardian, or other person who is authorized to pick the child up, will help the child put away his toys/games, gather his belongings and get dressed.

If someone other than the parent/guardian of the child must pick the child up, the staff responsible for the child’s group will be responsible for ensuring that this person, according to the enrollment form (authorized persons), is actually authorized to pick up the child. Furthermore, the identity of the person must be verified.

The parent/guardian of the child is responsible for informing the centre of any changes to the child’s enrollment form. Under no circumstances will a child be allowed to leave alone or with someone who is not authorized to take him.

\*The centre has a “locked doors” policy. This means that anyone who wants to enter must be admitted by a staff member using the video surveillance system.

**CHANGING THE CHILD’S SCHEDULE:**

The parent/guardian of the child is encouraged to notify the centre in the following cases:

* absence
* change in the departure or arrival time
* change of person picking up the child
* appointment that results in an absence during the day.

**SUSPICION OF ALCOHOL CONSUMPTION OR OTHER HARMFUL SUBSTANCE:**

The policies and procedures to be followed if an adult is suspected of having consumed alcohol or another harmful substance before picking up the child at the centre are as follows:

* The staff must notify the parent/guardian of the child that he seems to be under the influence of alcohol or another harmful substance;
* The staff must explain that this worries the staff because she cannot judge the quantity of the substance that has been consumed by the parent/guardian;
* The staff must ask the parent/guardian of the child if he wants to use the telephone to contact someone who can take the child home;
* If the parent/guardian of the child insists on taking the child, the staff must let them go.

The staff must explain to the parent/guardian of the child that if he leaves with the child, LPG’s policy requires the staff to:

* contact and inform the police
* contact and inform the other parent/guardian of the child (if possible)
* contact and inform management.

The staff must also prepare a written report of what happened. If the parent/guardian of the child does not cooperate or if the situation occurs again, LPG will have no other choice than to terminate the contract with the family of the child.

LPG is not responsible for the safety of a child after he leaves the premises of the centre.

# 19. INJUNCTION OR COURT ORDER

In cases where a court order or written consent gives custody of a child to a specific parent, or restricts access to the child to one parent, it is the responsibility of the parent who has custody of the child or the parent who wants to have restrictions applied regarding access to the child, to ensure that management of the centre has a copy of all court documents regarding restricted access to the child and/or his care.

Any changes regarding court orders or consent regarding care or access to the child must be provided in writing and signed by the parent who has custody of the child.

LPG will do its best to ensure that court orders and written consents are applied, but will not under any circumstances be held responsible if they are not respected.

# 20. PERSONAL BELONGINGS TO BE BROUGHT

The child’s name must be written on everything that belongs to him to prevent losses or accidental exchanges with other children.

**INFANT/PRESCHOOL:**

Children enrolled in the infant and preschool programs must bring the following to the centre:

* baby formula *(if necessary)*
* a nutritious lunch in a lunch box
* labelled change of clothing
* a backpack every day
* sunscreen, insect repellent
* diapers, wet wipes, ointment *(if necessary)*
* a pair of sneakers or sandals (one pair for inside and one pair for outside). Sneakers are highly recommended for outdoor games (such as on the structure);
* a blanket or stuffed animal for children who nap (*if necessary and to be left at the centre)*.

**SCHOOLAGE:**

Children enrolled in the schoolage program should bring the following to the centre:

* a nutritious lunch in a lunch box
* labelled change of clothing
* a backpack every day
* sunscreen, insect repellent, bottle of water for the summer
* a pair of sneakers or sandals (one pair for inside and one pair for outside). Sneakers are highly recommended for outdoor games (such as on the jungle gym).

**NURSERY:**

Children enrolled in the nursery program should bring the following to the centre:

* a nutritious snack in a lunch box
* labelled change of clothing
* a backpack every day
* sunscreen, insect repellent
* a pair of sneakers or sandals (one pair for inside and one pair for outside). Sneakers are highly recommended for outdoor games (such as on the jungle gym).

**NUTRITION** :

Breakfasts : children can eat a small breakfast from home at the centre until 7:30 am.

LPG offers a variety of nutritious snacks to infants and preschoolers every day; in the morning around 8:45 am and in the afternoon around 2:45 pm. The schoolagers are offered a snack in the morning between 7:30 am and 8:20 am as well as after school around 3:30 pm. The snacks are prepared following the Canadian Food Guide for Healthy Eating as well as the Community Child Day Care Standards Act. Children registered in the LPG nursery program must supply a nutritional snack to every session. Snack menus are posted in each room of the centre.

Children in the infant, preschool and schoolage (inservice days) programs must supply a nutritious lunch. Here are the food items that will be prohibited :

* foods containing peanuts and nuts or traces of peanuts and nuts (due to allergies)…sunflower and pumpkin seeds are accepted;
* candies, chips, chocolate bars and pop drinks…pretzels and veggie straws/chips are accepted;
* if possible, please assist us in the lunch routine for infants by having grapes cut lengthwise and avoiding hard raw veggies such as carrots and cauliflower in the infant program.

Prohibited foods by age group (due to choking hazards) :

* Infants : corn, hot dog, popcorn and marshmallows
* Preschoolers : popcorn

Children will be encouraged to eat the main course such as a sandwich, vegetables and yogurt before being offered their dessert.

Lunch boxes cannot be refrigerated. We recommend using a freezer pack to keep food cold. A microwave as well as utensils and bowls will be available as needed. If a child needs something to drink, we will offer water at lunchtime.

Should a child forget a lunch, LPG will offer a lunch at a cost of 10$ on an exceptional case basis.

**PERSONAL TOYS:**

With the exception of days designated as “show and tell”, personal toys are prohibited at LPG, as it already has many toys that are accessible to everyone. To meet the requirements of the Family Services and Consumer Affairs regulations, and to better control illnesses, all stuffed animals are prohibited as “show and tell” objects. Blankets and stuffed animals cannot be exchanged **between the centre and home**. The only “stuffed animals” allowed will be for nap time. They will be brought in for a preschool child and left at the centre. Electronic devices are prohibited.

**CLOTHING:**

We take the children outside every day, even twice a day *unless the temperature is -25*°*C or colder with the wind chill factor, according to Environment Canada.*

We strongly remind parents/guardians of the child to dress them appropriately, according to the weather. We recommend:

**Winter clothing:**

* Coat and snow pants
* Neck warmer, warm mittens, hat
* Winter boots.

**Clothing for spring or fall:**

* Waterproof pants
* Light jacket
* Rubber boots
* Umbrella.

**Clothing for summer:**

* T-shirt that covers the shoulders (*camisoles are not recommended)*
* Sun hat or cap that covers the ears
* Sunscreen, mosquito repellent
* Bathing suit and towel for water games (if applicable)
* Sunglasses with plastic lenses
* Sandals with “Velcro” (flip flops are not recommended). Sneakers are highly recommended for outdoor games (such as the structure).

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# 21. PERMISSION TO ALLOW CHILDREN TO BE OBSERVED OR PHOTOGRAPHED

On the enrollment form, LPG asks parents/guardians of the child for permission to observe, interview (i.e. students enrolled in the early childhood education program), assess, photograph or film the child as part of a research project or any other activity taking place in the centre.

# 22. PARENTAL INVOLVEMENT

LPG is a non-profit organization managed by a director where the board of directors (BOD) has legal responsibility. The centre holds a license from the Community Child Day Care Standards Act, Child Day Care Regulation. The BOD of LPG is composed of parents of children enrolled at LPG or volunteers from the community. We value parental and family involvement, and we respect it. We encourage family members to participate in the daily life of their child at the centre.

The active participation of parents or family members as volunteers for field trips, as members of the board of directors, by their presence at the centre with the children or in any other way that suits the family, is strongly recommended by our staff. We always welcome questions and comments from parents and family members.

To ensure it runs smoothly, LPG needs the involvement and support of parents. Their cooperation in the following areas is always appreciated:

* becoming a member of the BOD
* supporting the staff
* repairing equipment and/or toys
* raising funds
* participating in field trips.

\*A gift for terms of service can be granted as follows:

 - less than one term (a card)

 - 1 term (a card and $25 gift certificate)

 - 2 terms (a card and $50 gift certificate)

 - 3 terms (a card and $75 gift certificate)

 - 4 terms or more (a card and $100 gift certificate)

# 23. COMMUNICATION

Daily communication between parents and staff focuses on the child and family, and centres mainly on the strengths of the child.

If necessary, we can organize a meeting with family members, facility staff and other service providers to establish and evaluate objectives for a child. We must obtain written consent from the family to disclose information to other professionals whose cooperation is sought with the staff to establish development goals. We keep all information about your child and his family strictly confidential.

French is the language of choice for communication at the centre. For exogamous families, communication will continue in French with the child, but may be provided in English for the English-speaking parent/guardian.

All communication, such as e-mails, letters, notifications, etc. with parents/guardians is bilingual, in French and English as much as possible.

# COMMUNICATION METHODS

In terms of the daily operation of LPG, parents/guardians of the child are encouraged to discuss any compliments, wishes, comments or concerns with the staff. The management, staff and members of the board of directors of LPG are always at your disposal.

Additional methods of communication are available to you:

* e-mail
* the child’s locker or schoolbag
* communication notebook
* board
* website.

# E-MAIL MAILING LIST

On the enrollment form, LPG asks parents/guardians of the child for permission to use the e-mail address as a method of communication. The intent of the mailing list is to encourage effective, constant, quick and “green” communication. LPG wants to become more “green” and we appreciate your support. You will receive the following information by e-mail:

* closure due to weather conditions or in the event of an emergency
* correspondence of Francophone services (i.e. 233-ALLÔ, FPM, CPEF)
* correspondence from the centre (letters, newsletters, invoices)
* newsletter or other relevant information from École communautaire Réal-Bérard.

\*All communications ensure the confidentiality of private information.

# COMMUNICATION PROTOCOL

LPG’s BOD relies entirely on management and its skills to ensure the management and smooth running of the centre in a harmonious atmosphere. The centre seeks to maintain open communications between all stakeholders to demonstrate the importance of communicating its message well to the children. This includes verbal and non-verbal communication. French is the language of choice for communication at the centre.

Policy

In terms of the daily operation of the centre, the parents/guardians of the child are encouraged to discuss any compliments, wishes, comments or concerns with management. Concerns about the director can be sent to the BOD in writing or to: calpgboard@gmail.com if the issue cannot be resolved with her.

Procedures

In order to maintain this atmosphere of trust, we have set up a system for communication between parents/guardians and the centre which includes:

1. With regard to any situation, comment or concern that may affect the smooth operation of the centre, the parent/guardian is asked to first contact the staff in question. If the situation is not resolved to the satisfaction of the parent/guardian, he may contact management in person or in writing.
	1. If there is a problem that needs to be resolved, management will determine which solution should be adopted, and will contact the people involved.
	2. If management is unable to resolve the problem alone, it will contact the president of the BOD who will decide to convene a special meeting to resolve the problem, if necessary.
	3. Communication will be exclusively with the members directly involved in the matter.

# 24. CHANGES TO THE POLICY MANUAL

The LPG policy manual has been adopted by the BOD of the LPG to ensure the smooth operation of the centre and the well-being of your child. Any changes made to these regulations will be communicated in writing to the parents/guardians and posted on the centre’s web site as soon as possible.

If you have suggestions on how these regulations can be improved, please inform us of them in writing by sending them to the management, who will communicate them to the BOD of LPG.

APPENDIX I

Infant curriculum statement

The infant program of Les petites grenouilles Inc. provides a healthy, safe and comforting environment for children from 3 months to 2 years of age. Infants learn through games offered by staff, taking their interests, needs and overall development into consideration. They play, talk, comfort, touch, hold and sing with them throughout the day.

The centre offers an orientation session with the infant and the parent/guardian before beginning to learn about the child and his routine. The family provides a list of his routine at home to help with the transition to the centre. The staff observes the infants carefully to determine their individual needs. The parent/guardian is encouraged to share his values and concerns. Staff inform the parents in writing about events that happen during the day with their children.

The staff speaks gently and respectfully with the infants. They form very strong bonds with them through one-on-one interactions and direct eye contact. They sit on the floor with them and meet all their needs to nurture this relationship. They also encourage group play by rolling a ball from one to another, looking at pictures in a book, dancing, singing and playing games with toys.

During snacks and lunch, the staff sits with the infants to interact with them. They develop their motor skills and self-esteem by learning to eat alone. They each have a labelled bottle for water during the day, and their own area with a properly labelled blanket. The staff provides a calm and quiet environment (e.g. soft music) for nap time.

The staff offers activities, such as water table, sand, paint, crafts, play dough and puzzles throughout the day. Infants are encouraged to participate according to their needs. They learn more by playing and manipulating the various textures and materials. The staff continues to play with them, exploring to enhance their learning. They play outside every day (weather permitting), where they can learn more.

There is a quiet area for solitary play (such as looking at books, sitting on a chair or on a couch) for infants if they wish. There is also a corner with large blocks for climbing, a kitchenette and a corner for small blocks and toys.

The involvement and participation of parents/guardians is essential to the partnership with the centre. Their values and opinions are highly respected and valued. We encourage parents/guardians to bring photos from home to the centre so they can post them for the infants. We encourage the sharing of the family culture and try to offer books, photos and toys that represent various cultures. The staff interacts with the children and these objects to encourage individuality and respect for others.

Appendix II

Preschool curriculum statement

At the Les petites grenouilles centre, we offer a program that encourages the autonomy and independence of each child and that allows everyone to be open to young people in a natural and safe environment.

We offer children choices by providing a stimulating and rewarding environment. Our children learn while having fun. We have several centres where children can develop regardless of their age. For example, the dramatic arts centre offers children many opportunities to dress up, pretend to cook and imagine they are whatever they want by playing, exploring and learning about themselves and about those who are playing with them. The gross motor skill centre, equipped with a large space, windows, carpet and toys, such as blocks and trucks, allows the child to exercise his body while playing.

Children are encouraged to expand their imagination through play on a daily basis. Our library corner helps them develop a love for reading alone or in a group. The furniture designed for them, rocking chair, carpet, puppets and a variety of books encourage reading among the children and the teacher. We have a variety of books that include people from diverse cultures, abilities and ages. This promotes learning about similarities and differences. The children always have the choice to do crafts that interest them. The craft area has many resources available, such as paint, glue, pens, and paper of different textures and colours.

These areas allow the children to learn life skills, such as taking turns, sharing, cooperating, modeling, loving, and thus promote increasing and happy development for each child.

We like to see children playing, laughing, having fun and, most importantly, learning while playing. We encourage children to use their imagination and creativity during the day. We get down to their level to participate in their play. We help them cook in the dramatic arts centre or build a ramp with blocks. We ask the children questions and comment about their play.

The time for putting things away, telling stories and current activities are part of our routine. Although we have a regular schedule that allows children to know what to expect, we are also flexible so we can meet the needs of the children. For example, if the children are playing very well, we might wait until the game is over before we start putting things away.

To better meet the needs of the children, we spend a lot of time observing. Based on our observations and team discussions, we decide on the focus of our activities on a weekly basis. We use planning sheets to note our weekly activities and the topics that interest the children. With the help of staff, the children take turns putting toys away, sharing and listening.

Good nutrition is a priority for us. Our menu includes the four food groups. This contributes to the growth and development of each child. The staff at the centre are encouraged to eat their snacks and lunches with the children. This promotes good eating habits and encourages group discussions. This also gives the children an opportunity to share what they did the previous evening with others. The staff also shares personal stories about what they did and what they plan to do.

At Les petites grenouilles, every individual is unique and important. We attach value to the little things that are the foundations of the children’s lives. We encourage good habits, respect for self, others and the environment. We make friends and we are friends at the same time. We post the unique art work of the children throughout the centre. This allows them to see the ideas, thoughts and creations of others.

Finally, the success of our centre is mainly based on teamwork. This can be seen on our bulletin boards and walls that are filled with pictures of the children, their families and our staff. We take the time to welcome parents and talk to them about their child’s learning. Families participate in our program by attending the annual barbecue, volunteering and by bringing in recyclable items that children can use in their craft activities. We are involved with the school and the CPEF, and we attend a variety of concerts and activities offered for children from nursery to the 3rd grade. We have access to the gym, library and classrooms for nursery. Our participation in the various activities of École communautaire Réal-Bérard and the CPEF gives us an opportunity to learn about our community. Our team includes centre staff, parents, staff of École communautaire Réal-Bérard and the CPEF, and most importantly, the children.

Appendix III

Inclusion Policy

We accept and welcome all children.

We uphold the full inclusion of children who need additional support due to a physical, cognitive, social or emotional need.

The indoor and outdoor spaces are set up so that all children can move freely and make choices based on their abilities, interests and needs.

We constantly evaluate our daily program to meet the needs of all children. Opportunities are offered to ensure that all children can participate in games and our routines throughout the day. We provide experiences in developmentally appropriate groups for all children and encourage each child’s socialization with peers.

We encourage feedback from parents as part of our program. We respect and value their ideas and will incorporate them into our daily activities. We support families and obtain access to early intervention professionals. We will communicate with parents on a daily basis through the communication notebook, portfolio, e-mail or website.

We acquire knowledge about the diverse needs for additional support and participate in workshops to ensure that staff can receive the training necessary to facilitate inclusion. We will be in contact with schools, organize a smooth transition to the school program and provide an overview of what needs to be in place for schoolage children.

Appendix IV

Code of Conduct

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| **CODE OF CONDUCT**At the Les petites grenouilles Inc. centre, we strive to create a safe and caring learning environment for the children, staff and families. We believe in equality and respect diversity. |
| We expect the following people to act in a respectful manner and comply with this Code of Conduct: **–** management and staff**–** the children **–** the parents/guardians of enrolled children**–** everyone that has a connection with the centre.  |
| **Guidelines on appropriate behaviour**  |
| **Respect**We show respect for ourselves and others. We respect the ideas and feelings of others. We respect the environment, equipment and materials.**Safety**We work and play safely to ensure we do not hurt ourselves or others.**Cooperation**We resolve our problems by talking to each other and by listening to each other with respect and in order to find a solution. When we cannot resolve a problem by ourselves, we ask for help.**Support for Learning**We learn as best we can and we support the learning of others. |

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| **Level of development of children** |

We know that it is normal for children to sometimes adopt inappropriate behaviours for various reasons. We always take the level of development of each child into consideration when we determine both the expectations for behaviour and the consequences for inappropriate behaviour.

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| **Appropriate use of technology** |

All of the children, parents, employees and anyone with a connection to our centre must use e-mail, electronic devices and the Internet in accordance with our guidelines. This protects the privacy of individuals and the confidentiality of information.

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| **Unacceptable behaviour** |

The following behaviours are unacceptable from the children, staff, parents and other people connected with our centre:

**–** all forms of intimidation (physical, verbal, emotional, social or via the Internet), including comments, actions or visual elements that are intentional, hurtful and repeated

**–** harassment, including any behaviour that degrades, demeans, humiliates or embarrasses and which, in the opinion of any reasonable person, is undesirable

**–** all forms of abuse (sexual, physical or psychological), including those inflicted verbally, in writing or using any other method

**–** discrimination against any person or group of people based on race, colour, ancestry, nationality or national origin, ethnicity, religion, age, sex, characteristics based on sex, sexual orientation, marital status or family status, source of income, political convictions and physical or mental disabilities

– acts that put someone else in danger, including acts of physical violence (with or without a weapon) and threats made against someone.

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| **Proactive methods** |

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

– by having realistic and appropriate expectations for child development in terms of behaviour

– by arranging the environment and by setting up equipment to encourage appropriate behaviours and reduce the risk of inappropriate behaviours

– by planning a program based on the interests and needs of children, and by ensuring they match their levels of development

– by establishing consistent, but flexible routines and schedules that help children gain confidence, feel safe and in control.

We create a positive environment for children, parents, staff and other people connected with our centre:

– by establishing positive relationships, in particular by taking the time to talk and listen

– by establishing well-defined, consistent and simple limits

– by stating limits positively and regularly reminding people about them

– by explaining the reasons for the limits

– by working together to resolve problems

– by using models and encouraging appropriate behaviours.

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| **Consequences for inappropriate behaviour**  |

We react systematically in the event of unacceptable behaviour by children, staff, parents or other people connected with our centre:

– by reminding people about expectations and established limits

* by demonstrating respect in explaining why a behaviour is inappropriate and what we expect as behaviour
* by speaking only about the behaviour, without judging the person
* by responding in a caring manner and by respecting the feelings of the person

– by providing natural and logical consequences.

Depending on the severity and frequency of the behaviour, we will consider other measures, including the following:

– analyzing the behaviour to determine what may be contributing to a child’s inappropriate behaviour and how we can reduce or eliminate the behaviour in question

– set up a formal meeting to discuss the concerns and to develop an action plan to encourage appropriate behaviour in the future

– prepare a written contract, with an adult or an older child, that sets out clear expectations and consequences

– provide a written warning that sets out the specific concerns and the anticipated consequences if the behaviour persists

– make use of external resources, including:

> a behavioural specialist or other professionals to help staff understand the inappropriate behaviour of the child and to reduce it

> services for the child and family in order to obtain parental support services

> mediation services to resolve conflicts between adults

> the Manitoba Human Rights Commission to obtain information and advice on resolving a problem amicably or on filing a formal complaint if the behaviour involves discrimination or harassment.

In extreme cases, we will take additional measures, which include the following:

– suspension (1-3 days without pay) or dismissal of a staff member

– suspension (1-3 days with fees) or withdrawal of child care services due to the inappropriate behaviour of a child or family member

– in the case of a visitor, prohibit the person from returning to the center

– contact the police and (or) services for the child and family in the event of illegal behaviour, including abuse, assault or threats against another person.