



Parent Policy Manual

Reviewed: February 2021

PARENT POLICY MANUAL

OUR VISION

Our vision at Dawn and Dusk Before and After School Program is to provide an environment that fosters our children's social, emotional, cognitive and physical growth, and instills in our children a respect for self and respect for others. Through pedagogy and exploration, children will gain a better understanding about the world around them. Providing experiences that encourage creativity and imagination such as loose parts, or risky play which promotes an understanding of self awareness and limits. Children will have an opportunity to make choices, solve problems and to become independent, capable thinkers. Each child is unique and has a right to love, respect and quality care. We encourage children to pursue their passion and interest through environments that invite them to explore, collaborate, reflect and communicate using a wide variety of resources and materials. Through an inclusive, safe and nurturing environment, all children will have opportunities to grow to their fullest potential.

PHILOSOPHY

"Playing to Learn and Learning to Play"

Play is a way of learning for children. Our centre provides structured and unstructured periods through Emergent Curriculum and educator-led activities. Children learn best in ways that are meaningful to them.

We value our community and families. We believe that all children bring equal value to our program. We support an inclusive environment where all children feel loved and safe to share their ideas and learn at a pace that is comfortable for them. We encourage the exploration of materials within the classroom, as well as nature outside, as children reflect about the world around them.

Our rooms are set up in a purposeful manner to foster learning in the areas of dramatic play, writing and literacy, science and sensory play, art, manipulative/block play, cooking/baking experiences, gross motor play and music and movement.

We are committed to providing high-quality care and a program that offers endless learning and educational experiences.

OUTDOOR PLAY

At Dawn and Dusk we value outdoor play and it is an essential part of our program. When outdoors, there is space for children to be loud, physical, energetic, to be inquisitive and explore their surroundings, to be creative, imaginative and messy. Playing outdoors has a positive effect on children's mental health.

It is important for children to experience the outdoor environment in all weather conditions and at all times of the year. Please support us out by ensuring that your child comes prepared for outdoor play, in all types of weather, everyday.

PURPOSE

Dawn and Dusk Before and After School Program is a licensed non-profit organization dedicated to the provision of safe, reliable high quality before and after school programming for school age children and all-day care for kindergarten children who attend John de Graff School.

BOARD OF DIRECTORS

The Board of Directors, elected at the annual meeting of the corporation, governs Dawn and Dusk. A minimum of five Directors and a maximum of ten, serve on the Board and are nominated by the parents/guardians of the children in the program.

Any member of the Board of Directors shall not hold the same position for more than one term (two consecutive years).

PARENTAL INVOLVEMENT

We encourage parent/guardian involvement in the administration of Dawn and Dusk by the following:

- by participation on the Board of Directors
- attendance at Board Meetings or any other special meetings that are held
- by participating in fundraising projects and other events related to the Dawn and Dusk
- by attendance of the Annual General Meeting

Strong parental involvement is the key to the program's success. Parents/guardians having any suggestions or concerns regarding their child or the program's policies should feel free to discuss them with the Director, Assistant Director or with any member of the Board of Directors.

HOURS OF OPERATION

Dawn and Dusk will be open during the school year from September to June with the exception of Statutory Holidays. This includes before and after school times from 7:00 am to 8:50 am and 3:30 pm to 6:00 pm.

The program will be open on all inservice days scheduled at John de Graff School, including Winter Break and Spring Break from 7:00 am to 6:00 pm inclusive, unless voted to close by the Board of Directors.

The Kindercare Program will be open from 7:00 am to 6:00 pm inclusive. Dawn and Dusk is open for the month of July and the first two weeks of August from 7:00 am to 6:00 pm.

Dawn and Dusk will be closed on the following Statutory Holidays:

New Year's Day

Louis Riel Day

Good Friday

Victoria Day

Canada Day

Terry Fox Day

Labour Day

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day

LATE POLICY

Dawn and Dusk closes at 6:00 pm. Please arrive with enough time so you can be out of the building by 6:00 pm.

Any parent/guardian who arrives to pick up their child after 6:00 pm will be charged a late fee of \$10.00 for every 15 minutes, or part thereof, that the child remains in the centre after 6:00 pm.

ENROLMENT

Dawn and Dusk is licenced for 100 spaces. Eighty spaces for school age, and twenty spaces for Kindercare. Enrolment will consist of students attending John de Graff School exclusively.

Children must be registered at John de Graff before a registration for Dawn and Dusk is accepted. Spaces will not be held for children whose catchment school is not John de Graff. Children currently enrolled in our Kindercare Program will have priority to the school age spaces.

A Kindercare space does not guarantee a school age space. Priority will be given to siblings of children already in the Before and After Program. Any remaining spaces in the Before and After Program will be filled according to the date and time of Kindercare registration. Kinders who do not successfully secure a space in the Before and After Program will be placed back on the waiting list according to the date originally put on the waiting list.

NO NOTIFICATION POLICY

If your child will not be starting on the first day of school in September it will be the parent/guardian's responsibility to notify Dawn and Dusk of your child's starting date. Failure to notify us after 3 (three) consecutive absences will result in loss of your childcare space.

INCLUSION POLICY

We embrace an inclusive program that celebrates diversity and meets individual needs while ensuring a nurturing environment so children can achieve their highest potential. All children bring gifts and have the right to be valued, accepted and included. We adapt our program to meet the needs of each child.

Opportunities are provided for all children to participate in social free play and routines throughout the day. We provide developmentally appropriate group experiences for all children and encourage the socialization of every child with peers. We believe that each child deserves an environment and experiences that promote growth in all area of his or her development.

We respect and value input from parents/guardians and encourage them to be part of the decision-making process for their child. We recognize the desires of the family. We support families by working with them and early intervention professionals who have valuable knowledge and expertise to share with each other. We receive professional development in current areas of child development, research, theory and practice. We are committed to learning more about various abilities and full inclusion as part of our annual training plan.

NON-REFUNDABLE REGISTRATION FEE

A non-refundable registration fee of \$100 per child must be paid at time of registration to Dawn and Dusk.

KINDERCARE FEE POLICY

Daily Fees for the Kindercare program are \$20.80. \$20.80 will be charged everyday, including days that a child attends Kindergarten.

DAILY FEES

The following is our daily fee schedule:

- | | |
|---------------------------------|----------|
| • Before and After School Care: | \$ 8.60 |
| • Inservice Day/Summer Program | \$ 20.80 |
| • Kindercare | \$ 20.80 |

Parents/guardians will be billed on a four-week billing schedule as set out by the Provincial Manitoba Early Learning and Childcare Program. Invoices will be sent out one week prior to the first day of the billing period, fees are due on the first Monday of the billing period. Billing periods are available on the website, www.dawnandduskba.com.

Fees can be paid by cash, cheque, or interac e-transfer. Interac e-transfer payments must be sent to payment.dawndusk@gmail.com. Receipts will be provided for income tax purposes.

Late fees will apply if account is not paid in full 2 weeks after the first day of the billing period.

If a cheque is returned to the Centre NSF, a charge of \$25.00 will be made to the parent.

Parents/guardians will be charged their regular daily fee for all Statutory Holidays and inservice days not attended.

LATE FEE POLICY

A \$10.00 late fee will be applied to the account (each child) every Monday, if fees are not paid in full within 2 weeks of the first day of the billing period, until the account reaches a zero balance.

For example:

<u>Billing Period</u>	<u>Fees Due</u>	<u>Late Fees Apply</u>
Jan.13 - Feb. 9, 2019	Jan. 14, 2019	Jan. 29, 2019

FIELD TRIP FEE POLICY

A field trip fee may be charged for each child who attends a field trip between the months of September to June. Families will be informed of the fee prior to registering for the inservice on the inservice survey.

Child care will be provided at the centre for families who choose to opt out of a field trip. Summer Field Trip and Visitor Weekly Fees will be charged to families who register for our summer program. These fees are decided each year by the Board of Directors prior to summer registration.

JOINT PAYMENT POLICY

All accounts which involve more than one parent/guardian paying a percentage of childcare fees are subject to joint liability. If one parent does not pay their portion of the fees, the other parent/guardian will be informed, and be required to pay the full portion of fees to guarantee their child's space in the program. All parents /guardians who share payment responsibilities of childcare fees will be required to sign the joint payment contract.

NON-PAYMENT

If payment, or payment arrangements are not made within 4 weeks of the due date, a notice will be sent to parent/guardians. If full payment is not received within 1 week of the notice, child care may be suspended and/or your child may be withdrawn from the program, at the discretion of the Board of Directors. The account will go to Small Claims Court.

POLICIES FOR PICKING UP AND DROPPING OFF CHILDREN

Check-in and Check-out Policy

Dawn and Dusk uses an Ipad and the Fastoche Childcare Management System to sign the children in and out electronically. When dropping off and picking up your child, please make sure that the educator with the Ipad has verbally acknowledged that you are checking the child into, or out of, our care.

The safety of the children is important and this ensures that our attendance is accurate. For this reason, a wave from across the room will not be an accepted form of check-in or check-out.

If your child has not been checked into Dawn and Dusk following the appropriate procedures, they will not be electronically signed into our care. This could result in your child being left unsupervised. A phone call will be made to the parent/guardian with a verbal warning. This will be documented.

A second occurrence of improper check-in will result in a letter from the Board of Directors.

A third occurrence of improper check-in will result in termination of child care services.

Children are not to arrive before 7:00 am. If a parent/guardian arrives at the centre with their child(ren) and discover that a Dawn and Dusk educator has not yet arrived, parents/guardians are expected to remain at the centre with their child(ren) until a Dawn and Dusk educator arrives.

Written notice or a message left on our answering machine must be given if the child is to be picked up by a person other than those designated on the child's(ren's) information form.

If you pick up your child(ren) during the school day for a scheduled appointment or due to an illness and they will not be attending the program at 3:30, please contact the centre. Dawn and Dusk will adhere to the following procedure if a child(ren) is/are expected to be in attendance after school and does/do not show up:

- Re-check the Fastoche communication book and text messages regarding the child's(ren's) absence, as well as with fellow educators who may have received a last-minute message regarding the child's(ren's) absence.
- Go to the school office to check the sign out book and ask the secretary if the child was in attendance that day.
- If the child(ren) is/are still missing the educator will then attempt to make contact with the parent or guardian.

Children are signed out by an educator at 8:45am when they are dismissed to go outside and line up at their appropriate doors. When the temperature is below -26 C with windchill, children stay inside and are dismissed to school care at 8:35am.

Summer Program

Children must arrive by 8:45am everyday.

Children are not permitted to be dropped off or picked up during field trips or outings.

PATROLS

Patrols are signed out at 8:35 AM by an educator.

ABSENCES

Please contact Dawn and Dusk if your child(ren) will be absent.

This can be done the following ways:

- 1. Call the centre at 204-654-1594 before 3:00 pm and leave a message.**
- 2. Call the centre cellphone at 204-333-7989 and speak to an educator.**
- 3. Text our Fastroche communications at 204-400-2455 and leave a message.**

Please ensure when leaving a message, you include the following information:

- Child's name**
- If they will be absent all day (so we don't expect them in the afternoon)**
- Reason for absence (illness, appointment or vacation)**

INSERVICE DAYS, SPRING BREAK and WINTER BREAK

We will be open from 7:00 am to 6:00 pm unless we have been advised by RETSD Maintenance Dept. that there will be an earlier closure (i.e. Christmas Eve Day, New Year's Eve Day).

Parents/guardians will be charged the inservice day fee for inservice/winter break/spring break, unless you respond *not attending* to the inservice/holiday break attendance email. If you respond *not attending*, you will be charged the regular daily fee.

VACATION TIME

Parents/guardians who wish to withdraw their child(ren) from the program during the school year in order to facilitate a scheduled vacation must pay the regular daily fees to retain their spot.

LUNCHES AND SNACKS

A nutritious morning and afternoon snack will be served to the children. Morning snack is served at 7:45 am until 8:15 am. Families are reminded that this does not take the place of your child eating breakfast. Afternoon snack is served at 3:45 pm until approximately 4:15 pm. On inservice days, Christmas and Spring Break a lunch will be required unless you have been notified otherwise. We can not accommodate lunches that require heating up. Please note that Dawn and Dusk, in keeping with the RETSD guidelines, is a **peanut butter and nut free** centre.

We ask that you do not send anything in your child's snack or lunch containing these products. Please be aware of other food allergies in the centre that are posted by the snack menu.

Children registered in the Kindercare program will bring their own lunch daily. We do participate in the school milk program and hot lunch days.

CLOTHING

Please ensure that your child is provided with appropriate footwear and clothing for indoor and outdoor play at all times (winter: hat, mitts, boots, snow pants, etc.). Outdoor play is regular part of our programming.

TOYS FROM HOME:

Toys from home should not be brought to the centre unless a "toys from home" activity has been planned. Parents/guardians will be notified in advance if an activity like this has been planned. Children will be asked to keep all toys from home in their backpacks. Dawn and Dusk will not accept responsibility for lost or stolen toys that are brought from home.

PROFESSIONAL DEVELOPMENT POLICY

The centre will be closed in lieu of Easter Monday for the Friday during the Annual Manitoba Child Care Association Conference so all educators can attend. This is typically the last Friday in May. Fees will still be collected for this day.

Dawn and Dusk will close 1.5 hours early (4:30 pm) three times during the school year (September – June) for staff professional development. Dates will be provided to families at the beginning of the school year with at least 6 weeks' notice before an early closure date.

WITHDRAWAL OF CHILDREN

Two weeks written notice is required in advance of withdrawing your child(ren) from the program. If notice is not received, the parent/guardian will be billed for a two-week period. All fees owing must be paid before the child's last day in the program.

GUARDIANSHIP

Dawn and Dusk requires a copy of any legal forms stating who has legal guardianship of the child should the parents be separated or divorced. Without these forms we cannot refuse a parent/guardian access to their child.

IMPAIRMENT POLICY

When a parent/guardian is displaying signs of impairment (slurred speech, odor of alcohol or cannabis, staggering, etc.) arrives to pick up their child, an educator will approach the parent/guardian and privately express concern that they don't seem to be themselves, and that there is a concern for the safety of the child. The educator will offer to make alternate travel arrangements.

HEALTH AND MEDICATION

Dawn and Dusk follows the "Well Beings" guide on issues regarding Physical Health, Safety and Emotional Well-Being of Child in Child Care Centres.

Should your child(ren) become ill while at Dawn and Dusk, every effort will be made to keep them comfortable and parent/guardian will be notified. If your child is having difficulty coping and unable to participate in the program (determined by educator), parent/guardian must make arrangement to have their child picked us as soon as possible. Please remember if we cannot reach you, we will call an emergency contact person.

The following information lists specific common ailments and provides guidelines which Dawn and Dusk follows:

Colds/runny noses: Your child may attend providing there are no other symptoms.

Fever: Children cannot be at the centre if their fever is 38 C or higher.

Diarrhea: If your child has 2 or more episodes in one day they must be picked up from the centre.

Vomiting: Exclusion is necessary until vomiting stops.

Pinkeye: Exclusion from centre 24 hours after first dose of medication prescribed by the child's doctor.

Ear Infections: Once under treatment the child(ren) may attend, proving they are coping and able to take part in all activities.

Strep Throat: Exclusion from centre until antibiotics have been taken for a minimum of 24 hours.

Impetigo: Exclusion from centre until under treatment for a minimum of 24 hours.

Head Lice: Exclusion from centre until treated and all nits are removed.

Communicable Diseases: Your child may not attend the centre if they have contracted a communicable disease (i.e. measles, chicken pox etc.) The child must remain home during the incubation period. Please advise the centre if your child is away with a communicable disease.

Administration of Medication:

- Parent/guardian must fill out a medication form.
- Dawn and Dusk will keep a written record of its use, including the type of medication, time of administration and signature of the educator who administered it.
- We will accept only prescription medication brought to the centre by the parent/guardian and in its original container.
- We will designate one educator with the responsibility of administration.
- Dawn and Dusk will not accept any responsibility for illness or side effects caused by the medication, taken by a child upon permission or instruction by the parent/guardian who has made such an arrangement for the child to take the medication on their own.

ALLERGY ALERT AND ANAPHYLAXIS POLICY

When a child with a life-threatening allergy enrolls at Dawn and Dusk Before and After School Care Program Inc. or if diagnosed with a life-threatening allergy or other condition that may require the use of an Epi Pen or other specific procedure, the following process will be followed:

- If your child has a health care condition for which the child requires an intervention during attendance at the centre, A Unified Referral and Intake System (URIS) application must be completed to ensure the development of a health care plan and training of educators by a registered nurse takes place. This must be done on an annual basis.

- Parent/guardian must ensure all allergies, food restriction, and medical conditions are listed on their child(ren)'s registration form and inform the centre of any changes. Children prescribed an Epi Pen must be wearing it at all times.

ACCIDENT OCCURRENCE

In the event of an accident, Dawn and Dusk educators will follow these procedures:

Action Steps for a Major Injury/Accident

- Assess the situation and ensure others are not in danger.
- Assess the injury; if a major injury is determined, direct someone to call "911" and provide the following information: condition of the child (unconscious, bleeding, etc.), name and address of Dawn and Dusk or location of outing.
- Contact the parent/guardian
- Assist the victim within the limits of the educator's training.
- If the child is taken to the hospital by ambulance an educator from the leadership team will accompany them.
- Notify the Director as soon as possible after the accident.
- Submit an accident report to the Childcare Coordinator within 24 hours.

Action Steps for a Minor Injury/Accident

- Assess the injury/accident
- Assist the victim within the limits of the educator's training.
- Contact the parent/guardian and advise of the nature of the injury/accident and if it requires medical attention. Suggest the parent/guardian arrange transportation to seek medical attention.
- Notify the Director as soon as possible after the accident.
- Submit an accident report to the Child Care Coordinator within 24 hours.

Accident report will be written by the educator who witnessed the accident.

Accident report will be provided to the parent/guardian and must be signed.

**EDUCATORS ARE NOT, UNDER ANY CIRCUMSTANCES, TO TRANSPORT CHILDREN
TO THE HOSPITAL IN THEIR OWN VEHICLE.**

CENTRE CLOSURE

Dawn and Dusk will be closed if the RETSD deems it necessary to close all schools within its boundaries. In the event that John de Graff School itself is closed, so too will Dawn and Dusk.

FIRE EVACUATION/EMERGENCY PROCEDURES

If an alarm is sounded, the children will be evacuated at once. The following procedure will be followed:

- Educators will gather children, emergency backpack, and proceed in an orderly fashion, quickly and calmly to the safe area outside the school. (In the event of extreme cold, educators will first advise the children to quickly gather their outer clothing and footwear which they will put on once everyone is at the safe area).
- A designated educator will check washrooms and close all necessary doors and will also take the IPAD and cell phone and proceed calmly to the safe area to join other educators and children.
- Once all children and educators are assembled at the safe area, attendance will be taken to ensure all children and educators accounted for.
- The group will then proceed to the emergency safe place, The River East Personal Care Home located at 1375 Molson St.
- Take attendance once everyone arrives at the safe site.
- Educators begin phoning/texting parents and notify them of the situation.

IF YOU WISH FURTHER INFORMATION ON HOW EVACUATION AND EMERGENCY SITUATIONS ARE HANDLED YOU MAY ASK THE DIRECTOR FOR THE DAWN AND DUSK ENHANCED SAFETY PLAN

INDIRECT SUPERVISION POLICY

It is our belief that indirect supervision is a logical progression of school age children and begins to satisfy their growing need for independent and eventual self-care. Dawn and Dusk implements indirect supervision in the following instances (some of which may occur on a daily basis):

- Transportation to and from school classroom: children are dismissed from the centre at 8:45 am, to walk to their designated classroom doors. At 3:30 pm, the children are

dismissed from school, the children walk from their classrooms to the centre.

Attendance will be taken by 3:40-3:45 pm. If a child does not arrive at the centre from school by 3:45 pm, educators will commence location procedures and contact parent/guardians.

- Transportation to and from washroom facilities; children must obtain permission before going to use the washroom or get a drink of water, and notify educator upon return.
- Transport of snack cart and/or activity supplies from one room to another; children must obtain permission before going, and notify educator upon return. Educator will check up on them if not returned in five minutes.

Indirect supervision is allowing a child or a small group of children to work on a special project and play responsibly in an identified indoor area with minimal supervision from educators. When necessary children will be given the opportunity or asked to run an errand to the Dawn and Dusk kitchen area, art area, film room, office or gym.

The opportunity is given to children who have shown educators:

- Growing responsibility and independence while at Dawn and Dusk
- Respect for themselves, others, supplies and equipment
- Understanding and implementation of centre rights and responsibilities and general social rules.
- Capable of maintaining personal and group safety
- Developed abilities to play alone and cooperatively in small group

BEHAVIOR MANAGEMENT POLICIES:

Accepted Methods: Positive Guidance Techniques

As childcare providers we guide children's behavior. We teach them acceptable behavior and guide them to develop self-control. The goal is that children learn to make good decisions about how to act in specific situations. Here are some basic examples of how we guide children's behavior:

- keep rules simple and easy to understand.
- Say what you mean. Use "do" instead of "don't" whenever possible. Keep sentences short and simple. Focus on what to do rather than what not to do.
- Effectively communicate with children in a calm manner. Get down to their level, be clear about expectations and give children time to respond. Listen genuinely to their points of view. Use redirection when appropriate.
- Set a good example. Children watch you all the time. They see how you talk to other children and adults. They see how you cope with anger or frustration. They watch you deal with sadness and joy. The way you handle the ups and downs of life teaches children a lot about how to behave and get along with others.

- Encourage children to set a good example for each other. Children also learn a great deal from each other. Encourage appropriate ways to share, play, and be kind to one another.
- Give clear, simple choices.
- Show respect for children. Talk to children about behavior in private, rather than in front of others. Remind them of the reasons for the rules and discuss what they can do differently.
- Reinforce Positive Behaviour.
- Teach children how to resolve conflict and solve problems. Help them recognize and name feelings, identify problems clearly, and come up with ideas for solving the problem and try possible solutions.
- Apologizing is not forced. Instead, we find ways to help children empathize with the situation and think of ways they could do things differently.

Non-Accepted Methods:

- No form of physical punishment may be used. This includes striking a child, either directly or with an object, shaking, shoving or spanking. It also includes forcing a child to repeat physical movements, or any other action carried out which may result in a physical injury to the child.
- No form of verbal or emotional abuse may be used.
- No denial of physical necessities may be used (this includes the denial of normal comforts such as shelter, clothing, food or use of washrooms).

ANY ABUSIVE, VIOLENT OR AGGRESSIVE BEHAVIOR THAT ENDANGERS THE CHILD, OTHER CHILDREN, EDUCATORS, EQUIPMENT, PROPERTY OR THE FACILITY WILL NOT BE TOLERATED AND CARE WILL BE IMMEDIATELY WITHDRAWN.

INCIDENT REPORT POLICY

The following steps will be taken after a child has had the following reports sent home: 3

incidents of disrespect to eductor/child(ren)

or

3 incidents of physical harm to educator/child(ren)/property

Or any combination that equals to 3 reports

Step 1:

Meeting with Director – educator involved will be invited if comfortable, parent/guardian and child. An action plan will be drafted with parent/guardian and child involvement, parent/guardian and Director will sign the action plan.

Code of conduct will be reviewed.

Step 2: After one strike against the action plan child will be suspended from care for 3 consecutive days. Childcare fees will still apply.

Upon return to the centre and its care, the director, parent and child will have a “re-entry meeting” this meeting will review the expectations and code of conduct.

Step 3:

Next incident of disrespect to an educator or child, or act of physical harm to an educator, child or property, will result in termination of care and the child will no longer be allowed to attend Dawn and Dusk.

FIELD TRIP BEHAVIOR

The educators and children of Dawn and Dusk are representing the centre whenever they come in contact with the public. Our behavior must reflect positively at all times.

Out of centre excursions enhance the program and are planned to be developmentally appropriate for our children. Interacting socially with one another and in the community is a learned behavior and it is the centre's goal to teach and guide children to interact in a socially acceptable manner.

Disruptive, unsafe and inappropriate behavior may require immediate pick up of your child(ren) from the field trip. Future field trip attendance will be at the discretion of the leadership team.

Children are not permitted to be dropped off or picked up during field trips or outings (with the exception of illness or inappropriate behaviour when a parent/guardian is called by a educator to do so).

CHILD ABUSE

The Manitoba Government's Child and Family Services Act requires that anyone with reason to suspect a child is abused or at risk much report this at once to an appropriate agency. This information is treated confidentially and employees are not required to advise anyone else.

FUNDRAISING

Dawn and Dusk is a non-profit centre. When fundraising is necessary, parent/guardian involvement is encouraged.

REVISION December 2014

REVISION February 2016

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