



Prairie Nature Children's Centre Inc.

Parent/Guardian Policy

Revised April 2026

<https://www.prairienaturecc.com/policies/>

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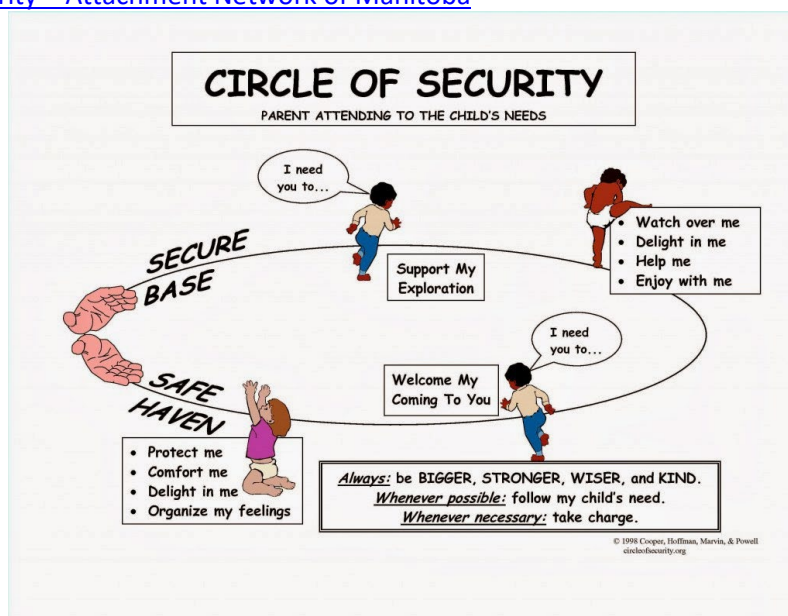
PHILOSOPHY

Prairie Nature Children's Centre Inc. (PNCC) is an inclusive, nature-based child care center that follows the Circle of Security Attachment Theory and Manitoba Child Care Association's Code of Ethics.

Inclusion Philosophy: [Policy Books – Prairie Nature Children's Centre \(prairienaturecc.com\)](#)

Circle of Security: Circle of Security is a visual “map” of caregiver-child attachment. It is an early intervention program designed to strengthen the relationship between a caregiver and child. The “father” of attachment theory, John Bowlby, said this about attachment: "Intimate attachments to other human beings are the hub around which a person's life revolves, not only as an infant or a toddler or a schoolchild but throughout adolescence and years of maturity as well, and on into old age. From these intimate attachments a person draws strength and enjoyment of life and, through what he contributes, gives strength and enjoyment to others. These are matters about which current science and traditional wisdom are at one." {Bowlby, J. (1980) Attachment and Loss: Volume 1. Attachment. Basic Books: New York.}

[Circle of Security – Attachment Network of Manitoba](#)



Learning and Living with Nature Policy for PNCC [Policy Books – Prairie Nature Children's Centre \(prairienaturecc.com\)](#)

Manitoba Child Care Association Code of Ethics [Code-of-Ethics-Principles.pdf \(mccahouse.org\)](#)

CURRICULUM STATEMENT

Prairie Nature Children's Centre Inc. recognizes that play is essential for optimal development and learning in every young child and for that reason we offer a play-based, developmentally appropriate and responsive curriculum. Play fosters all aspects of a child's development. In honouring child's play, we honour the whole child.

Prairie Nature Children's Centre Inc. is an inclusive centre where children of all abilities have equal access to participate in learning experiences provided through the interactions and relationships, the environment and the experiences we provide (more information included in PNCC's Inclusion Philosophy).

Prairie Nature Children's Centre Inc. recognizes and respects diversity and is an equal opportunity (2SLGBTQIA*) employer. Diversity strengthens a child's self-esteem, confidence and emotional development. Opportunities are provided to help children learn that individuals are different, yet also share similarities. We do this by having a variety of materials available to the children such as books, photos, and dress up clothes, dolls, and toy people that represent various cultures, race, age, abilities and gender. We also plan activities and, on occasion, serve foods that reflect the cultural diversity of families in our program and community. To enhance our relationship and knowledge of the community, children may go on fieldtrips in the neighbourhood such as the Fire Station, Library or local grocery store.

INTERACTIONS AND RELATIONSHIPS

The Educators at PNCC interact with children and their families in a warm, sensitive, responsive manner so we can develop relationships with one another. See Circle of Security. PNCC's Educators understand the importance of building relationships with individual children. This is done by finding common interests, spending time with each child and observing their learning styles.

Prairie Nature Children's Centre Inc. regards physical contact and closeness with children as natural and essential. Touching shows that the caregivers are at ease with a child who wants to sit on their knee, hold their hand, or share a hug. (More information is included in PNCC Touch Policy) It is important for children to feel safe and secure so that they can develop a sense of trust.

Educators show enjoyment being with children and are enthusiastic about children's efforts. They are positive role models by using appropriate, correct terminology and language. Educators see all children as capable, competent, motivated learners. Educators are developing into pedagogical leaders, so they take on more of a role of a researcher rather than a teacher. They decide whether to lead or follow children's interests, when to provoke a new interest, when to work side by side with a child, to give verbal encouragement or when to stand aside and observe or wait to make the most of children's learning opportunities. We see children as delightful little scientists, explorers, acrobats, and scholars who use all their senses, their whole bodies and their behaviours as tools for investigating the world.

Educators learn from and support children's learning by observing (not interrupting unnecessarily), by giving encouragement when they provide materials to expand children's play and by giving ideas and choices. Educators may take photos of children doing interesting things. Educators listen and may record quotes from children. These forms of observations are shared with the Educators and families and they may be used for a future learning story, book or a part of an Instagram post for families. Educators use their information to learn from the children. Educators will also use their information to determine the interactions, play space and materials and experiences to provide. While Educators interact with and observe children, they ask open-ended questions and make comments to stimulate children's reasoning. For example, "Why do you think that is happening? Is there another way to do that?"

Educators at PNCC form positive and trusting relationships with families. We do this through conversations and sharing. Open communication with parents/guardians is important; this is done through conversations, invitations into the classroom (for example, volunteering opportunities, potlucks) as well as our Instagram and web site. Families are welcomed into our programs and can expect a short orientation as well as a program overview when their child begins. Children will have easy access to family pictures to ensure feelings of security. There is another way of keeping families connected while they are separated. We describe how we support children's learning through our documentation- notes, photos and children's artwork are displayed to show parents/guardians and visitors purposeful planning, implementation and responsive developmentally appropriate learning experiences. PNCC's curriculum provides opportunities for group play and other social interactions. This helps children learn to self-regulate and respect the comments, thoughts and opinions of others. Children are encouraged to talk to each other to solve problems and will show creative thinking when Educators don't solve problems for them. We also refer children to other children for learning opportunities, helping the children to become the expert in their form of peer role modeling. For example, a child has just explained to a group of children how they learned the rules of soccer. The child now can help their friends learn the rules.

ENVIRONMENT

Prairie Nature Children's Centre Inc. provides a welcoming atmosphere where children are motivated to learn. We encourage children to become independent explorers by making materials and play areas accessible in our play space. Children are provided with a variety of enrichment areas for their learning and development such as:

- dramatic play area - where children learn to negotiate roles and imagine;
- fine motor space - where children develop dexterity and hand control;
- large muscle (outdoors) - where children practice balance and coordination;
- block and construction zone - where children can develop numeracy and decision-making skills;
- science area - where children learn to predict and solve problems;
- water and sand space - where children can regulate emotions and get along with others;
- music area - where children develop language and literacy;
- art zone - where children develop self-esteem and creativity.

Educators will place labels on shelves and toy bins as well as children's names on personal items which assist children in their independence and literacy skills. Exposing children to books and sight words will help them learn pre-reading skills such as recognizing their own name.

Learning centres and invitations to play are set up using the information Educators find in their observations. They change the materials when children seem ready for a new experience. For example, we listen to what children are talking about such as a child who has just returned from a hospital visit, we can now talk about what we would need to set up a hospital in the dramatic play area.

Prairie Nature Children's Centre Inc. recognizes and values and importance of children actively exploring, engaging and experiencing natural environments and wild spaces. We understand the importance of providing opportunities to play, explore and learn in the outdoors and with nature. Being outside provides children with the opportunity to be more active and physical in addition to developing a deep appreciation for the natural world. Giving the children extended time to connect with natural materials is critical to their personal growth both physically and emotionally. Connecting children with nature fosters an appreciation and respect for the environment, including recognizing the importance of supporting sustainability, a platform for healthy living, enhanced wellbeing and the grounding for creative independence and resiliency.

PLANNED AND SPONTANEOUS EXPERIENCES

A carefully planned schedule is an important part of Prairie Nature's curriculum. Long uninterrupted time periods of free play are available throughout the day so children can explore items and relationships in more depth. The daily schedule is reviewed periodically to minimize transitions. A picture schedule is posted for children to follow. When children see and follow a schedule, they learn about pre-math skills like order and sequencing.

Both planned and spontaneous play experiences are provided to children to make the most of learning opportunities. During these experiences whether they are indoors or outdoors, and at any given time throughout the day, Educators use observations or documentation of the children's play to identify and expand the curiosity of each child and create a learning opportunity. From that experience, Educators plan related activities to expand play and enhance further development. Spontaneous experiences happen in the moment and planned experiences take more time to prepare.

Planned experiences are thought out and planned beforehand. For example, Educators may provide a tent and camping equipment for play opportunities because a child shared their excitement about their family camping experience.

Spontaneous experiences are unexpected events that capture children's interest. They provide a teachable moment to enhance children's learning and development. An example may be seeing an injured animal while the children are walking

around the community which might lead to the group immediately talking about it. If the children continue to talk about an event, we may use their spontaneous moment to plan other interactions, the environment, or experiences.

Digital photography is used to enhance several areas of PNCC's interactions, environment and experiences. Photos are also used to capture children's achievements and thus give children the opportunity to build self-esteem.

At Prairie Nature Children's Centre, each child feels accepted, understood, supported and respected by the Educators. The children enjoy positive relationships with one another and generally find the experiences provided interesting, engaging and satisfying.

PARENTS/GUARDIANS

Prairie Nature Children's Centre Inc. is a non-profit Centre and parents/guardians are an integral part of the team. Although Educators have been hired to do much of the work caring for and educating the children, many opportunities are available for parents/guardians to participate in making PNCC a great place. Involvement can take the form of being an active member on our board, assisting with special projects such as fundraising, or simply responding to requests from your child's program for such things as recyclable items, loose parts, etc.

We strongly believe that this is your centre so we invite you to visit or volunteer. Please contact your child's program supervisor for more information.

Parent/Guardian input is always appreciated and any suggestions that you may have to enhance the Centre are welcomed.

All persons who have applied for membership and are parents/guardians of a child (or children) attending PNCC will be recognized as active members and as such are entitled to vote at business meetings and the Annual General Meeting (AGM) on matters presented by the Board.

We also encourage regular communication between Educators and parents/guardians. To this end we suggest parents/guardians take a moment when picking up their child to enquire about their day, but knowing that this is not always convenient or possible we have established a number of communication venues.

- Our website [Prairie Nature Children's Centre \(prairienaturecc.com\)](http://prairienaturecc.com) is used to inform parents/guardians of policy changes, upcoming Centre Closure Days and many other events and items of interest.
- Please check your email daily for information, invoices and receipts.
- Educators will also present you with or post learning stories on our centre's private Instagram account @prairienaturecc periodically, highlighting some of your child's experiences. If desired, individual parent/guardian-educator meetings can be initiated at any time during your child's stay at PNCC. These can be held in person or virtually.

We would appreciate it if you could take responsibility, along with your child, for their personal items. Please check daily for soiled clothing or artwork that needs to go home. We encourage you to do a daily review to ensure your child has all of their necessary items. Please check 'Lost and Found' weekly for missing items.

Other information that parents/guardians may find of value as members of our Centre include:

1. Parent/Guardian Education & Quality Child Care

Scientists involved in brain research are finding that the kind of care, surroundings, nourishment and stimulation a young child receives has a dramatic and specific affect on how the brain develops intellectually, socially and emotionally. More and more, we are discovering that the quality of care children receive from their caregiver has life long effects. Research tells us that well remunerated, educated and dedicated Early Childhood Educators (ECE's) are a key component in quality

child care programs. We also believe that the child's primary caregivers (parents/guardians) provide a higher quality of care for children when they receive support and training in their roles as caregivers. We strongly encourage all parents/guardians to participate in at least one course each year. Please contact your child's educator or the PNCC Director to find out the details of the next course available.

2. Fundraising

Prairie Nature Children's Centre Inc. Board of Director's will have annual fundraisers. We request that parents/guardians help raise funds. These funds are used to help enhance the quality of our programs for all areas of the Centre. Most funds raised go towards activity supplies as well as special events, such as field trips and presenters.

All parents/guardians are asked to participate but if for some reason this is not possible, we request that you make a \$25.00 (optional) donation per campaign. Please specify when you make this type of donation so it can be receipted to you as a donation used for Income Tax purposes. We also have ongoing fundraisers and accept donations: [Donate – Prairie Nature Children's Centre \(prairienaturecc.com\)](#), [Fundraising Support | Mabel's Labels | Raise Funds With Kids Labels \(mabelslabels.ca\)](#)

3. Concerns

Parents/guardians are encouraged to direct concerns to their child's Educators or the Director/Assistant Director. All concerns will be taken seriously and discussed in a timely manner. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties. PNCC is always looking for ways to improve.

Issues/concerns can be brought forward verbally or in writing. Responses and/or outcomes will be provided verbally or in writing (if requested). The level of detail provided will always respect and maintain the confidentiality of all parties involved.

4. Financial Accountability

The finances of the centre are controlled by the Board of Directors (the Board) on behalf of the rest of the members (parents/guardians) of PNCC.

The Budget for the Centre is developed from April to March of each calendar year, at our regularly scheduled Board meetings. All parents/guardians are invited to attend these and any other Board meetings. The Budget is then submitted to the province for approval. A copy of the summarized budget; excluding detailed salaries (due to privacy), will be provided to general membership. Audited financial statements for the past year will be distributed to all members attending our Annual General Meeting.

5. Security

We have a secure building and our doors remain locked at all times. All parents/guardians attending PNCC will need to identify themselves to Educators on arrival. Be prepared to show photo I.D. upon request.

6. Tailgating

Caution will be required by anyone entering the building to not allow "tailgating". Do not hold the door open for any other persons except those in your party. We need each person to be entering the building with our knowledge or approval. A safe person today may be a person with a restraining order tomorrow.

7. Nutrition Policy

- i. Prairie Nature Children's Centre is a 'peanut-aware' not 'peanut-free' centre. If your child comes with an item(s) that 'may-contain' nuts, label them so Educators are aware.
- ii. morning and afternoon snack as well as lunch are to be provided by parents/guardians and are to reflect our 'peanut-aware' restriction as well as contain a healthy, nutritious balance of the recommendations in the Canada Food Guide. Eating habits are very important, bagged lunches should include fruit, vegetables, protein and whole grains as these are essential to a child's health. <https://food-guide.canada.ca/en/>
- iii. Please ensure your child brings a sport water type (non-leaking) container for drinking water. It is important that your child can open and close their water bottle independently, please practice with them. In the hot summer months please send a thermal sport water type (non-leaking) container, oftentimes we are outside all day.
- iv. Candies, chips, pop/energy drinks, and chocolate bars are to be avoided because of their low nutrient value and their high sugar content. From time to time these items may be served on special occasions, however we ask that children do not bring these foods in their lunch/snacks.
- v. Please refer to the Food and Nutrition: What You Need to Know PDF for helpful information concerning nutrition, portion sizes, beverages, choking hazards, and other helpful hints. [needtoknow.pdf \(gov.mb.ca\)](#)
- vi. there will be a meal replacement fee of \$5.00/meal

PROGRAM OPERATING HOURS

I. Preschool

- a. Two to five-years old includes children in Kindergarten.
- b. Children attend five days per week (Monday through Friday)
- c. Hours: 7:00 a.m. to 5:30 p.m.
 - I. Kindergarten: Westview School Priority
 - II. Children attend five days per week on both school and non-school days

II. School Age

- a. Six to twelve-years old. Children may stay enrolled until the end of summer after Grade 6 and before the start of Grade 7. PNCC does not accept children in Grades 7+
 - I. Grade 1 to 5: Westview School priority
 - II. Grade 6: John W. Gunn priority
- b. Children attend five days per week on both school and non-school days
 - I. Hours: School Days 7:00 a.m. to 9:00 a.m. and 3:30 p.m. to 5:30 p.m.
 - II. Hours: Non-School Days 7:00 a.m. to 5:30 p.m.

Children moving from preschool to the School Age Program

- i. There are a limited number of spaces available in our school age program. Having your child enrolled in our preschool/kindergarten program does not guarantee they will be moving into our school age program. Every attempt will be made to give notice to the parents/guardians in June (if space is not available). Space availability will be determined on a first come first serve basis and may be determined by enrollment date, if necessary. We will only accept full time children.

MISSING CHILDREN

- i. if a school age child does not attend the centre after school or immediately following a scheduled after -school activity, e.g. Goes to a friend's house without the parents/guardians written permission, the following steps will be taken:
 - a. Educators will check with Westview School

- b. Educators will search school playground
- c. if child can't be located, parents/guardians will be notified and expected to attend the centre as soon as possible and assume responsibility for a continued search
- ii. Educators are not responsible for children until they are signed in at the centre.
 - a. if a child goes missing during the centres care-
 - b. some Educators will stay at centre to care for children, other Educators will search (retrace steps where child was last seen)
 - c. Educators will notify Executive Director or Assistant Director
 - d. if child can't be located, parents/guardians will be notified and expected to attend the centre as soon as possible
 - e. upon return to centre an incident report will be filled out
 - f. the Executive Director or Assistant Director will notify MELCC regarding the incident

TOYS FROM HOME

- i. Toys from home will only be allowed on special days posted by Educators
 - a. toys must be small enough to fit inside your child's backpack
 - b. no electronics: i.e. video games, iPad, phones
 - c. the centre will not be responsible for lost, broken, stolen items. Please label these toys whenever possible.
 - i. the rule of thumb is "if you're worried about it getting lost, broken or stolen, please leave it at home"

RELATIONAL CARE/EMOTIONAL MANAGEMENT POLICY

The Educators of PNCC participate in C.O.S. (Circle of Security) Training and MCCA's Ethics series throughout their employment. These courses provide a practical approach to relational care management.

- i. Educators understand that a child's emotions (agitated, upset, dysregulated) reflect the need for an adult to meet their needs and help them to regulate. Adults will:
 - a. Be calm
 - b. Take charge
 - c. Be kind
 - d. Stay with the child until they both understand the feeling that can seem overwhelming for the child to handle alone
 - e. Help the child return to what they were doing, with a new option
 - f. Reflect on
 - i. Their observations
 - ii. Child's need
 - iii. Where they are on the circle of security
 - iv. If the child's needs were met
 - v. The child's response
 - vi. Recognizing a child's patterns
 - vii. Alternate strategies to best support the child
- ii. In accordance with the licensing standards for child care, the Centre will "not permit, practice, or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance".

For the Centre and family to operate in harmony, if a child goes home upset about any emotional management strategies, please contact the Educators involved for all the facts.

We recognize the varying developmental capabilities of children and understand that it is normal (age appropriate) for children to display big feelings and challenging emotions at times for a variety of reasons.

SUSPENSION POLICY

Any action, either physical or verbal by a child or an adult, that threatens the safety and well being of another child or Educators at PNCC will be addressed in the following manner:

- i. Educators will follow Circle of Security guidance strategies to help the child to regulate (*see relational care)
- ii. A written explanation will be issued to the parent/guardian and a discussion will take place to establish a cooperative plan between the family and the caregivers at the center.
- iii. A second such incident may, at the discretion of the Program Supervisor in consultation with the Executive Director, result in a suspension from care for a designated period. This may be one day up to one week depending on the severity of the incident. This time will allow for a revision of the cooperative plan of action, which will include a return to care plan.
- iv. A third such incident may, at the discretion of the Program Supervisor in consultation with the Executive Director, result in a permanent expulsion from care at PNCC. The Board of Directors would be involved in this decision.

PLEASE NOTE: Depending on the circumstances and nature of the incident, the Program Supervisor in consultation with the Executive Director maintains the right to suspend care immediately, without written notice. At such a time the parent/guardian would be contacted and expected to pick their child up as soon as possible.

If a child is suspended from school, care will not be available at PNCC during regular school hours.

GENERAL POLICIES

Prairie Nature Children's Centre Inc. has several policies, which must be accepted and adhered to by parents/guardians. The elected "Board of Directors" has established these policies. If there are problems regarding them, please see the Executive Director who will consult with the President of the Board of Directors.

The following highlight the policies relevant to the Preschool and School Age Programs. The Board of Directors also reserves the right to change policies at any time. These changes will be made public prior to coming into effect.

- i. Children Accepted
 - a. Children aged two to twelve years, attending full time, five days per week.
- ii. Hours and Days of Operation
 - a. Monday to Friday: 7:00 a.m. to 5:30 p.m.

Our Educators will be responsible for a child only until 5:30 p.m. After that point, if we have not received a call and are unable to reach the parent/guardian by 5:45 p.m. and we have been unable to reach any of the approved "pick up people" we will call ANCR (All Nations Coordinated Response)/Child and Family Services, to report a child in need of care.

Parents/guardians are required to leave alternate numbers where they can be reached and maintain accurate records of alternate numbers on file.

The Centre is open Mondays to Fridays every working day of the year except for civic holidays, statutory holidays and other declared holidays. PNCC will follow annual ELCC approved Closure Days, will close Easter Monday and observe September 30th – National Day for Truth and Reconciliation as a holiday day, fees will be required.

- i. Conflicting John W. Gunn Middle School In-Service Days/Early Dismissals with Westview School (parent/guardian to provide schedule to PNCC)
 - a. Conflicting In-Service Days: In-service schedule is based off Westview School Calendar; alternate care will have to be arranged on conflicting in-service days for John W. Gunn Students.
 - b. Early dismissals: Child may have to wait until School Age Educators are available at Westview School dismissal time.

- c. Westview School Calendar [Westview School \(retsd.mb.ca\)](http://Westview School (retsd.mb.ca))
- ii. Holiday Early Closures
 - a. PNCC will follow the RETSD Statutory Holiday Closure [Westview School \(retsd.mb.ca\)](http://Westview School (retsd.mb.ca))
- iii. Prairie Nature Children’s Centre Inc. will close early on December 24th @ 1:00pm (Christmas Eve) and on December 31st @ 1:00pm (New Year's Eve).
- iv. Closure days are subject to change if the RETSD School Division closes on alternate dates, which may affect our permit. We will then have to close on the required date, this will be communicated to families as soon as possible. (PNCC will give 4 weeks notice whenever possible).

EDUCATORS PROFESSIONAL DEVELOPMENT

PNCC meets the Professional Development closure dates as set forth per calendar year by ELCC for professional development.

On May 23, 2025, the Honourable Tracy Schmidt, Minister of Education and Early Childhood Learning, announced Manitoba’s commitment to increasing the number of professional development days for the early learning and child care (ELCC) workforce to five days per year by 2028, aligned with Manitoba teachers. Starting in 2026, professional development days will be phased in as follows:

- 2026: Three (3) professional development days
- 2027: Four (4) professional development days
- 2028: Five (5) professional development days

On these dates full day fees are charged. A minimum of 4 weeks notice will be given to families.

FEES

The registering and/or legal custodial person (the one who has primary care and control of the child) will be considered as the person who is entering into the childcare service agreement. (i.e. the ONLY person authorized to add or remove persons from the pick-up list, and is the ONLY person responsible for the payment of fees, etc.)

- i. Provincial Daily Fee Schedule [Maximum Daily Fees: Early Learning and Child Care Division](#)

It is the legal custodial person’s responsibility to let the Centre know if changes occur in living arrangements or custody documents.

1. Administrative Fee at Registration
 - a. A non-refundable \$100.00 administrative fee per child is required to reserve a space and confirm an enrollment date. This fee is not refundable if you change your mind and your child does not start at the agreed upon enrollment date.
 - b. A \$25.00 administrative fee per child is required from families with pre-approved subsidy.
2. NSF Fee
 - a. There is a \$30.00 NSF charge on all returned EFT's that fail to process.
3. Sunscreen and Repellant Fee: See fees chart in appendix
4. Water Bottle Fee: See fees chart in appendix
5. Field Trip/Special Events Programming Fee: See fees chart in appendix
6. Late Pick-Up Fees
 - a. \$10.00 / Child for every 10 minutes (or any part thereof) will go into effect after 5:30 pm. The centre reserves the right to withdraw services if this is an ongoing issue.
 - i. After the third late pick up within a 4-week period, childcare services are suspended for three days.
 - ii. If late pick up continues to be a concern, the next step is termination of childcare services.

7. Payment Fees

- a. While Enrolled at the Centre Payments received after the “Due Date” will be considered a late payment and your account will have the following charges added. Please refer to our website [Prairie Nature Children's Centre \(prairienaturecc.com\)](http://Prairie Nature Children's Centre (prairienaturecc.com)) for Due Dates.
 - i. Week 1 - no extra charges
 - ii. Week 2 – Late Payment Charge= \$10
 1. All fees should be collected in full before end of the second week of care. A letter/email will be given to the parent/guardian requesting a written payment plan at that time. Child care will be suspended unless the Executive Director has approved a payment plan.
 2. No approved payment plan by the end of the third week will result in termination of child care services.
 3. Failure to live up to the agreed upon plan (i.e. NSF, missed or short payments) is considered grounds for immediate withdrawal of service.
- b. After Withdrawal from the Centre
 - i. If a parent/guardian has an outstanding balance when their child is withdrawn from the Centre, the following steps will be taken:
 1. A 2% Interest Charge will be added monthly to the balance. Arrangements with the Director in writing can be made to waive the interest charge with minimum acceptable monthly payments. There will be a 4-week time limit to make these arrangements.
 2. After this time, a registered letter will be sent to the parent/guardian, informing them of a final date (approximately 2 weeks) by which full payment will prevent these last steps from coming into effect.
 3. If no response is received in 2 weeks, the next steps include an additional 40% collection fee to accounts for outstanding fees, and the unpaid account will be sent to a Collection Agency. After this time the parent/guardian is requested to make payments arrangements with the Collection Agency.

8. Subsidized Fees [Province of Manitoba | fs - Child Care Subsidy \(gov.mb.ca\)](http://Province of Manitoba | fs - Child Care Subsidy (gov.mb.ca))

- a. The Child Care Subsidy Program provides provincial support to eligible families to help with the cost of care by reducing child care fees for children from the ages of 12 weeks to 12 years. Your eligibility depends on various factors including:
 - i. Income
 - ii. the number and age of your children
 - iii. the number of days required for care
 - iv. the reason for care
- b. Who can you contact for more information about applying for a child care subsidy?

Child Care Subsidy Program
100 -114 Garry Street, Winnipeg MB R3C 4V4
Email: cdcsubsidy@gov.mb.ca
Phone: 204-945-8195 (in Winnipeg)
Toll-free: 1-877-587-6224 Fax: 204-948-2143
Hours: Monday to Friday: 8:30 a.m. – 4:30 p.m.

Subsidy families will be expected to make arrangements with the Subsidy Office if they are planning to use more than 10 hours of care per day. The parents/guardians are responsibility to notify MELCC of any changes to their subsidy information i.e. Address, Marital Status, Income, Reason for Service, Termination of Employment and/or Education status) during the subsidy approval period.

For All New Applications – parents/guardians are responsibility to have confirmation, in writing, of subsidy approval. If this is not possible, the following will be instituted.

- i. Parents/guardians will be invoiced and pay the full amount of care until confirmation of subsidy is received.
- ii. if their subsidy expires and the Centre did not receive confirmation of renewal, parents/guardians will be

invoiced and pay the full amount of care until confirmation of subsidy is received. It is the parents/guardian's responsibility to ensure that their confirmation of approval is received in our office.

*Additional fees listed on fees chart in the appendix of this parent/guardian policy

FEE PROCEDURES AND BILLING PERIODS

Fees are invoiced every four weeks in advance. The amount is due on the Friday before the new billing period. The billing periods are in accordance with the Province of Manitoba billing cycle; which is 13 - 4 week periods (20 days) per cycle.

FEE PAYMENTS AND RECEIPTS

The Centre receives payment by pre-authorized debit (PAD)/EFT payments only as of April 1, 2023 and will not accept cash or cheque payments. We do not offer e-transfer or payment through credit card. Receipts will be issued by email. Please keep the official tax receipt which is issued once a year through email (check your spam or junk email to ensure it didn't get sent there). The cost for a second copy of the tax receipt is \$5.00 per copy.

HOLIDAYS AND ILLNESSES

Fees will be charged based on 20 days per billing period. Children being absent due to illness, vacation, or centre closure days will be charged the applicable daily rate. Fees will commence upon enrollment and cease only when two weeks notice is given in writing and the child is withdrawn from the program.

REGISTRATION

All registration forms are to be filled out and signed before a child begins at PNCC. Incomplete forms will not be accepted and may delay enrollment.

Policies can be found on our website [Policy Books – Prairie Nature Children's Centre \(prairienatureecc.com\)](http://prairienatureecc.com)

Parents/Guardians will be responsible to keep all information accurate and current. Any changes must be reported immediately to the office in writing so that vital information can be updated in your child's file and reported to your child's program.

All other pertinent documentation (copies of separation agreement, court orders, custodial and non-custodial pick up arrangements) will need to be provided to PNCC upon registration.

WITHDRAWAL

There is a mandatory two-week (2) written notice for withdrawal. This is to be given to the Executive Director in writing. If parents/guardians fail to give written notice they will be billed for 2 weeks past the day the Centre became aware that the child was not returning. Subsidized families will be billed for full rate of care; and receive credit for any amounts received from subsidy.

WHAT TO BRING TO THE CENTRE?

To assist your child(ren) in having comfortable days while at PNCC, please ensure they have the following items present daily at the center

- i. Diapers/wipes – Parents/guardians are responsible for supplying the Centre with disposable diapers, wet wipes

- and any other supplies necessary for proper diapering.
- ii. 'Play' Clothing – Parents/guardians should be aware that older, less valuable clothing, is suggested for Centre use as the children are involved in many activities that may cause clothing to be soiled or, in some cases, stained. Educators will not be responsible for lost or misplaced articles of clothing. Parents/guardians should have all clothing labeled. We recommend Mabel's Labels https://mabelslabels.ca/en_CA/fundraising/support/
 - iii. Children require a full extra set of clothing (e.g. socks, underwear, shirt, pants, shoes) in their locker. Remember: anything can happen! It is uncomfortable and at times an embarrassment to the children when they require a change of clothing and they do not have any available. There will be no lending of clothing, except within families.
 - iv. Footwear - each child must always wear shoes in the Centre.
 - a. School age children require a pair for school and a pair for the centre
 - v. Outerwear - The children go outside daily (weather permitting). During the wet months (Spring/Fall), children need to have splash pants, rain jacket and a pair of rubber boots or extra shoes, so that they can have dry footwear indoors and keep the Centre floors clean. One-piece rain suits, such as Tuffo Muddy Buddy or MEC Newt Suit are strongly recommended for all preschool children. In the winter, all children are required to have warm, insulated winter clothing (winter jacket with hood and snow pants or a one-piece snow suit, 2 pairs of water-resistant mitts, hat that covers their ears, neck warmer or fleece bandana, extra socks and winter boots). Please ask about Koats for Kids if there is a concern and we can place an order for you [Koats for Kids - United Way Winnipeg](#)
 - vi. Two snacks and a lunch for your child – snacks and lunches (and all containers/utensils) are to be labelled with you child's name and placed in their backpack. Include a cold pack or two, order to keep the lunch cold until it is consumed. Hot food should be kept warm in a thermal container. Utensils must be provided.
 - a. Prairie Nature Children's Centre Inc. will not assume responsibility for ill effects of food that are brought in by parents/guardians.

DROP-OFF AND PICK-UP PROCEDURES

It is the responsibility of parents/guardians to accompany their child(ren) directly into the Centre (this includes all school age children as well). Children will not be signed in if there is not an adult present. Parents/guardians will be contacted if the child shows up unattended, except for middle school children that have a written parent/guardian agreement.

PNCC Educators are only responsible for a child after the following two (2) procedures have occurred:

- i. A drop-off person has handed over a child(ren) to an Educator (who will then sign them in)
- ii. Drop-off person has clearly communicated the arrival of the child to an on-duty Educator of their child's program.
- iii. Exception to Grade 6 children that have a transportation agreement

The child remains in the care and control of the Centre until the following two (2) procedures have occurred:

- i. Pick-up person has signed out child(ren) or child(ren) have been handed over by an Educator who will sign them out.
- ii. Pick-up person has clearly communicated their arrival to an on duty-Educator in their child's program.

Parents/guardians are responsible for picking up children directly from the Centre. If a child is to be picked up by someone other than a parent/guardian (even if that person is on the pick-up list), Educators should be informed in advance. If the person picking up a child is not on the pick-up list, written authorization must be received in advance.

THINGS TO REMEMBER

- i. All preschool children are the responsibility of the parent/guardian from the time they are brought into the Centre until the time they are signed in on the attendance sheet and an Educator is advised that the child has arrived. A child should not be allowed to go to the program, down the hall, or outside when the parent/guardian is not accompanying the child. The Centre is concerned about loss, injury and public reputation (i.e. child outside without adult present). The Centre needs parents/guardians to be consistent with Centre limits when a

- child is in parental/guardian company inside the building or outside on the playground.
- ii. Identification (by Educators) may be required at any time. Any person picking up a child or children need to carry picture I.D. This includes parents/guardians as we sometimes have substitute Educators that may require I.D.
- iii. If a registered parent/guardian phones to request that the Centre release their child to a person not in our files
 - a. PNCC educators will verify registered parents/guardians call (if we don't recognize their voice) to a phone number listed in the Centre's files (work or home).
- iv. Any person who, in the opinion of the Educators on duty, is intoxicated or poses some potential threat to the safety of the child. Contact an alternate person from the list of alternate pick-up contacts, to make arrangements for pickup.
- v. If the registering parent/guardian has any objections to their child being visited by another person, a written request should be filed with the Director. The Educators of PNCC will acknowledge and enforce their request. A court document will be necessary if it is the child's legal guardian/parent.
- vi. When dropping off and picking up children from the Centre parents/guardians are encouraged to use the curbside loading zone on Ravelston Street perpendicular to the PNCC side gate. For safety reasons, we urge all parents/guardians to make a concentrated effort to teach their children to always enter and exit vehicles from the curbside of a vehicle. We also ask that all parents/guardians be extremely cautious and anticipate that young children may dart out from between parked vehicles. Please also never leave visible valuables or an unattended child under 12 in your car when picking up or dropping off.
 - a. Please be aware of the 'No Parking' zone on Ravelston Street
 - b. We recognize that 'drop off' and 'pick up' may be busy at times.
 - i. Double parking, blocking other vehicles from passing or parking on the incorrect side of the street have caused frustration from other parents/guardians and neighbours.

HEALTH & MEDICATION

The Educators of PNCC follows the "Well Beings" guide (published by the Pediatric Society) on issues regarding Physical Health, Safety and Emotional Well-Being of Children in Child Care Centres and Family Child Care Homes.

Children cannot attend child care if they are too ill to participate in the program (including outdoor activities).

Parents/guardians are requested to notify the Centre if a child will be absent (as well as giving the reason for absence). A child is considered ill and not able to participate in our program if they exhibit any of the following symptoms:

- i. Vomiting
- ii. Diarrhea
- iii. Any undiagnosed rash or sore
- iv. Severe upper respiratory infection (i.e. cough plus nasal discharge)
- v. Covid-19 symptoms- current MB Health recommendations
 - a. [Province of Manitoba | COVID-19 \(gov.mb.ca\)](https://www.gov.mb.ca/health/covid19/)
 - b. [Screening Tool - Shared Health \(sharedhealthmb.ca\)](https://www.sharedhealthmb.ca/screening-tool/)

At the discretion of the Program Supervisors, parents/guardians will be called to take a child home if any of the following occurs:

- i. Vomiting or diarrhea occurs twice in a two-hour period
- ii. Abnormal temperature [Caring for a Child with a Fever \(gov.mb.ca\)](https://www.gov.mb.ca/health/covid19/caring-for-a-child-with-a-fever/) and exposure to communicable disease
 - a. Normal body temperature is around 37° C (98.6° F)
 - i. A fever is when the body temperature is 38° C (100° F) or higher
- iii. Excessive listlessness, drowsiness, sleepiness, or lack of interest in surroundings/not able to participate in program
- iv. Covid-19 symptoms are exhibited- current MB Health recommendations

If a child becomes ill, the Educators of PNCC will notify the parent/guardian who must be prepared to take the child home. If the parent/guardian cannot be reached, the alternate care person will be contacted.

A child on medication for 24 hours may return to child care if they are able to participate in the program activities (including outside play). Parent/guardian must sign a medication form, which must include the doctor's name, phone number and specific directions as to the time and amounts to be administered.

Medications

The Centre will not administer drugs if they are out-of-date or in a container other than the original. Parents/guardians are also requested to have the pharmacist make up each prescription in two (2) bottles - one to be left at the Centre and one for home.

- i. Educators are not permitted to administer over-the counter medications i.e. Acetaminophen (Tylenol)/Ibuprofen (Advil)/cough syrup unless prescribed by a physician
 - a. Medications are locked in a lock box in the refrigerator or kitchen cabinet (if not to be refrigerated)

Anaphylaxis Policy

Prairie Nature Children's Centre Inc. has established an Anaphylaxis Policy that describes the roles and responsibilities of all persons attending the centre. Our goal of ensuring the safety of children with a known risk of anaphylaxis, in a community setting, depends on the cooperation of the entire community. To minimize risk of exposure, and to ensure rapid response to an emergency, parents, guardians, children and program personnel/providers must all understand and fulfill their responsibilities. The interrelatedness of these roles is vital, failure of any group to respond appropriately will negatively impact upon all others.

In general, all persons must

- i. Be aware of what an allergen is and what allergies are identified within the Centre
- ii. Be aware of the appropriate steps to avoiding an anaphylactic reaction through such things as proper hand washing, safe food handling, label reading, education and training
- iii. Be aware of the steps to deal with an anaphylactic occurrence including availability and use of an EpiPen or auto-injector, emergency contacts and procedures etc.
 - a. Employees receive Unified Referral and Intake System (URIS) training through Public Health

The Centre will make every effort to provide a safe environment to children at risk to anaphylaxis through proper training and education of Educators and children (developmentally appropriate).

Upon registration, PNCC will request information about your child's medical health and the need to complete a United Referral Intake System (URIS) application, if applicable.

Epi-Pens

- i. For the safety of the child, children (of all ages) must always wear their epi-pen in an epi-pen holder/pouch around their waist while in the care of the centre with one exception, water play. An Educator will hold the epi-pen close by while your child engages in water play (i.e. sprinkler in the summer time).
- ii. If a child can't wear their epi-pen, Educators will take responsibility
- iii. Forgotten epi-pen: Children will not be allowed to remain at the centre if their epi-pen is not with them. They must stay with their parent/guardian until they return with the epi-pen, as this poses a serious health risk to the child and liability for PNCC Educators

Inoculation

If a parent/guardian wishes to have information regarding their child receiving inoculations please contact your child's pediatrician or Health links [Health Links – Info Santé - Misericordia Health Centre](#).

See list of Communicable Diseases and summary of incubation and/or isolation as follows:

- o PNCC follows MB Health recommendations for any communicable diseases, listed or unlisted [Manitoba Health |](#)

SUMMARY OF REGULATIONS
For the Control of Some Common Communicable Diseases

DISEASE	ISOLATION OF CASE	GUIDE FOR READMISSION TO SCHOOL
Chicken Pox	If severe then 5 days or blisters have crusted. If mild then no exclusion required.	Child can participate in regular activities and has no fever
Diphtheria	A suspect must be isolated until case is confirmed or disproved. Case isolated until cultures fail to show presence of Diphtheria Bacilli in tow cultures taken no less than 24 hours apart after cessation of antibiotic.	Clearance from Attending Physician or Health Officer after isolation period is completed
Infectious Mononucleosis	Isolation not required.	Clearance from attending Physician or Health Officer
Red Measles (Rubella-Mandatory Immunization)	Isolation for at least 4 days after appearance of rash	4 days after the rash appears or until asymptomatic (whichever is longer).
German Measles (Rubella)	Isolation for 2 – 3 days until rash and symptoms have disappeared.	7 days after onset of rash and symptoms have subsided
Scarlet Fever	Isolation until patient has been under appropriate antibiotic treatment for 2 days	Clearance from Attending Physician/Public Health Nurse when asymptomatic
Whooping Cough (Pertussis)	Isolation for 3 weeks after onset of disease or 1 week after commencing appropriate antibiotic therapy.	Exclude until 5 days after start of antibiotics or 2 weeks if no treatment given. Contacts may need antibiotics or vaccine
Scabies	Until treated appropriately	Exclude until treated. Treatment of contacts may be necessary to control outbreaks
Pediculosis (Head Lice)	Until adequately treated and all nits removed. (See Head Lice Handout for complete details)	After appropriate treatment and removal of all nits
Ringworm	Until under treatment.	Exclude from gyms, swimming pools and activities involving bodily contact until healed.
Impetigo	Exclude from school until under treatment.	On appropriate antibiotic for 1 day (24 hours).
Conjunctivitis (Pink Eye)	Exclude from school until under treatment (24 hrs) if purulent, until discharge cleared.	On appropriate antibiotic for 24 hrs or if purulent – until discharge has cleared
Mumps	Isolation until swelling has disappeared	Exclude 9 days unless mild case and swelling subsided. Child must be able to participate in program

BALANCING STAFF AND CHILDREN (maintaining child/staff ratios)

Centre Management (Executive Director or Assistant Director):

- It is recognized that changes and adjustments will be required on an hour to hour or day to day basis at the height of staffing shortages. The centre has designated management with the responsibility for planning and communicating with parents and staff. We will endeavor to ensure that alternate arrangements have been made.
- When ratio requirements cannot be met, the following are possible options that may be undertaken:
 - o Combining groups of children.
 - o Closing our School-age program.
 - o Restricting care hours to 4 hours per day either in morning or afternoon.
 - o Care to only a portion of the Centre's children on any given day.

Parents:

o If the centre is unable to maintain ratio in during drop off time, incoming parents will be expected to stay until additional staff are able to come on duty.

Closure: The Board of Directors and Executive Director/designated alternate will make every effort to keep the childcare centre open without compromising the health, safety, and well-being of children and adults.

SUPERVISION OF CHILDREN WHO LEAVE WITHOUT PERMISSION

If your preschool (or school aged) child becomes upset and leaves their supervised group, the Centre will remain responsible for providing the best supervision that is possible under the circumstances. If we are unable to locate your child or convince your child to return to the group, we will call the parent/guardian and expect them to come and take responsibility for their child's safety. It is imperative children stay with their group, as the Centre is unable to provide care to children who will not stay with their supervised group.

INDIRECT SUPERVISION OF CHILDREN

Educators shall always directly supervise children, with the following exceptions being possible for school age children, Grades 1+:

- Children may be supervised in one of two ways: directly or indirectly.
 - o Direct supervision refers to when staff are directly in the same room/area and able to see and/or hear your child. Children are always directly supervised while outside. Preschool, including kindergarten, children are always directly supervised.
 - o Indirect supervision refers to when the staff are not in the same room/area and may not be able to see or hear your child directly but are still monitoring your child's safety. Staff will consider the age, developmental level and individual needs of each child as they determine the level of supervision required for each situation. As each child grows and develops, they need opportunities to practice independence and build self-confidence. Indirect supervision encourages these skills.
- Due to the physical location of the centre within the school and the developmental ages of the children, indirect supervision occurs daily. The following safety measures are in place to make sure that the child returns to the directly supervised area within a reasonable amount of time.
- Going to Washrooms:
 - o Grade 1 to 6 Children may go to the washrooms located off the main hallway
 - Child may come inside from the playground to use the washroom

- Indirect Supervision will occur only when the staff believes the child is mature enough to handle this responsibility, and when the staff has given specific permission for that specific occasion. Staff will be required to do periodic checks (at least every ten minutes) while indirect supervision is occurring. Staff write down on the clipboard when a child has left the room and will check on the child if they haven't returned within 10 minutes.
- Going to Water Fountains and Lockers:
 - Grade 1 to 6 Children will have their water bottles outside with them during outdoor times to reduce the need to enter the building
- Indirect Supervision will occur only when the staff believes the child is mature enough to handle this responsibility, and when the staff has given specific permission for that specific occasion. Staff will be required to do periodic checks (at least every ten minutes) while indirect supervision is occurring. Staff write down on the clipboard when a child has left the room and will check on the child if they haven't returned within 10 minutes.

TRANSPORTATION POLICY

- i. Kindergarten-Educators will walk children to their classroom or wait for their Educator to pick them up in the hall.
- ii. Grades 1+ will be dismissed to proceed to their classrooms independently at the bell.
 - a. Children grades 1+ will be allowed to return from school and leave for class at bell time independently from PNCC.

The centre no longer assumes responsibility for your child once they have left for school.

Educators will resume responsibility after school. This includes checking on absent children. Educators will check with Westview School Office for Grades 1-5 children and contact parent/guardian if school isn't aware of reason for absence. Grade 6 children, Educators will contact parent/guardian if child is absent after school.

NAP/REST TIME

- i. Brain research indicates that rest and nutrition influence brain function. Children need restful sleep at night and they need daily rest periods. Research shows that the brain uses sleep time to do its housekeeping and to reorganize it.
- ii. Each preschool child has their own cot or mat and requires a small 'cot size' blanket (to be provided by parents/guardians and labelled). Blankets will be sent home on the last weekday of scheduled care, and must return with the child on the first day of scheduled care after a weekend or holiday. The parent/guardian is responsible for laundering their child's blanket once a week.
- iii. Many of the older children are not required to sleep. They have a quiet time on their cots/mats and can get up and play after their 30-minute rest period. This rest period may include 'reading' quietly on their cots/mats and not necessarily sleeping.

BED BUGS

To limit bed bug infestations, we do not allow parents/guardians to bring pillows or stuffed toys to the centre. All children must also come to the centre in clothes they did not sleep in.

If your child is suspected of having bed bug bites the parent/guardian will be contacted immediately and will be asked:

- i. to bring a set of clean clothes (must be freshly laundered) in a airtight storage bag (ex. Ziploc freezer bag).
- ii. to change their child into the clean set of clothes when the child arrives at the Centre.
- iii. to place the clothes the child wore into the Centre in the airtight storage bag and place the bag into their child's backpack.
- iv. to continue this procedure until the evidence of bed bugs has ended or suspected bed bug bites have been confirmed to be something else.

ACCIDENTS

- i. It is the policy of the Centre to report, to the parent/guardian, any head injury other than a minor bump. This is to be done by the Program Supervisor/Educators as soon as possible.
- ii. In urgent emergency situations (i.e. respiratory distress or suspected spinal injury), the Centre will call an ambulance and children will generally be taken to Children's Hospital unless other circumstances prevent this (i.e. paramedics/first responders will make this decision). Parents/guardians are responsible for covering the cost of the ambulance fee, through insurance, or out-of-pocket. Ambulance fee payment plans can be arranged with The City and are considered a medical expense, as such they can be claimed on a tax return.
 - a. If an ambulance is called, the parent/guardian will be immediately notified and provided with the most up to date information available concerning their child.
- iii. Other accidents that would result in your child coming home with a mark on them will be explained to the parent/guardian through a written report that the parent/guardian shall be required to sign. Reports are placed in the child's file.

FIELD TRIPS

Field Trips, for toilet trained children ages 3+, are a way of exposing children to the community and to enrich their Early Childhood Education. They are opportunities for Deepened Engagement, Real-World Experiences, Cultural Growth and Enhanced Critical Thinking.

Prairie Nature Children's Centre Inc. often applies for grants to support our field trip budget; therefore frequency may vary annually. Excursions will require a two-day notice by the Educators of PNCC. This should give parents/guardians the time needed to consider their child's participation. Mode of transportation and details of excursion will be listed on the notice. Should a child arrive after their group has departed, the parent/guardian will be expected to report to Educators when arriving at the centre with their child. The child may be required to join a group at the centre until their groups returns.

*Dropping off or picking child up at the field trip location is not permitted.

Listed below are additional guidelines specific to a field trip

- i. Bus Expectations
 - a. Children must always stay seated until it is time to exit the bus.
 - b. Children may not change their seat without permission.
 - c. No food and/or drink may be consumed on the bus.
 - d. Children are expected to pick up and properly dispose of any trash on the bus.
 - e. Children must use quiet "inside" voices – no shouting, yelling, screaming, etc.
 - f. Keep hands, feet and objects inside the bus always.
 - g. Children may not lower a window on the bus without Educator's permission.
- ii. Field Trip Expectations
 - a. Program (P/S and S/A) rules apply while at a field trip location.
 - b. Children must always stay with their Educator.
 - c. Code of Conduct to be followed at all times (see PNCC Website)

Failure to demonstrate respectful & responsible behaviour may result in the loss of future field trip privileges and/or

other consequences as deemed appropriate to the situation. This may include your child staying behind with another group.

- iii. Parents/Guardians will be expected to pick up their child from the field trip location if they are
 - a. Causing bodily harm to another person
 - b. Destroying property
 - c. Causing safety concerns: taking off from the group, refusing to cooperate with Educators/Adults in charge
- iv. Due to hygiene concerns while out of centre, children who experience incontinence or uncontrolled bowel movements may not participate as we may not have access to appropriate facilities. Instead, they will participate in alternate activities with another group at the centre.

BIRTHDAYS & CELEBRATIONS

If parents/guardians are planning to celebrate their child's birthday by having a special event, i.e. children's entertainer or snack at the Centre, we request they consult with the program supervisor. We request that snacks are individually packaged with ingredients clearly listed.

The Centre would also like to make it clear that gift giving will not be allowed at any such events or occasions held at PNCC. Any parent/guardians wishing to give gifts to other children are asked to make arrangements with their parent/guardian, away from the Centre. It would also be appreciated if invitations to outside events or celebrations were distributed directly. This helps avoid any hard feelings if not all children are invited. Parents/guardians should ask their child's Educator for assistance.

SAFETY CHARTER

Prairie Nature Children's Centre Inc. has a Safety Charter which includes Enhanced Safety Plans and a Code of Conduct.

- i. The enhanced safety plan details a variety of potential emergencies and outlines the way we keep children safe and healthy. It is posted in each program.
- ii. The Code of Conduct describes expected behaviour from parents/guardians, Board members, Educators, volunteers and any group/person associated with our centre. The Code of Conduct can be found on our website <https://www.prairienaturecc.com/policies/>

If parents/guardians, or person(s) who are presently caring for the child, are in the centre while an emergency evacuation or shelter-in-place drill or procedure occurs, parent/guardians will be expected to follow directions and participate. During these procedures' parent/guardians will be expected to tell an Educator when they are leaving the building with or without their child.

- i. Emergency Evacuation Procedure
 - a. In the event of an emergency at the Centre the Educators will evacuate all children based on our enhanced safety plan as approved by Early Learning and Child Care. Parents will be contacted as soon as it is safe to do so.
- ii. Storm Procedure

- a. During the winter months, should the weather conditions prove severe and dangerous, the Director, in consultation with the Chairperson of the Board, will decide to close the Centre in the best interest of the safe transportation of both Educators and children. However, the rule of thumb is, should the River East Transcona School Division close their schools, PNCC will also close. A closure announcement will be heard on CJOB (680 AM) radio station.
- iii. Family Loss Procedure
 - a. In case of a death in the family, parent/guardians should notify the Director or the main Educators in the child's room. Let us know the name and relationship of the deceased in reference to the child. This will enable us to provide a supportive and comforting environment for the child(ren) affected.

Code of Conduct

- i. PNCC Code of Conduct: <https://www.prairienaturecc.com/policies/>

PRIVACY POLICY

Background

We want to make sure that we comply with the legal obligations imposed by the federal government's *Personal Information Protection and Electronic Documents Act* ("**PIPEDA**") regarding the collection, use and disclosure of personal information in commercial activities.

That is why we have developed their Privacy Policy. We want you to know what principles and guidelines we have adopted for the collection, use, disclosure and retention of personal information. In their regard, we have adopted as the foundation of our Privacy Policy the 10 Principles that are set out in the National Standard of Canada entitled "*Model Code for the Protection of Personal Information*" and that form part of PIPEDA by being attached as Schedule 1 to PIPEDA. Our objective is to promote responsible and transparent personal information management practices.

Against their background, the following principles guide us in the collection, use, disclosure and retention of personal information. Since we regularly review all of our policies and procedures, and since privacy law can be expected to evolve in Canada as the Office of the Privacy Commissioner and the courts provide guidance as to the application of PIPEDA to specific fact situations, as PIPEDA may itself be amended and as provincial privacy laws are enacted, we may change our Privacy Policy at any time or from time to time.

Scope and Application

The scope and application of our Privacy Policy is as follows:

1. The 10 Principles that form the basis of our Privacy Policy are interrelated, and we will strive to adhere to them as a whole.
2. Our Privacy Policy applies to personal information about the children in our care, their parents/legal guardians, their siblings, and other individuals who are also involved in their care and upbringing (collectively, "***the children in our care and their families***"), about our independent contractors (i.e.: people who regularly work for us, but who are not paid as employees), directors, therapists, volunteers, work experience students and educational or regulatory observers, and about other people in the general community with whom we interact (collectively, "***our other constituents***"), that we collect, use or disclose in the course of

commercial activities.

3. Our Privacy Policy applies to the management of personal information in any form, whether written, oral or electronic.
4. Our Privacy Policy does not impose any limits on our collection, use or disclosure of any of the following information:
 - (a) an individual's name, address and telephone number that appears in a telephone directory that is available to the public, where the individual can refuse to have their/their personal information appear in such a directory;
 - (b) an employee's name, title, business address or telephone number; or
 - (c) other information about an individual that is publicly available or that is specified in any regulation that is passed by the federal government in relation to PIPEDA.

At the same time, we are still required to comply with our obligations under The Community Child Day Care Standards Act (Manitoba) and Manitoba Child Care (MELCC) Regulations.

5. The application of our Privacy Policy is subject to the requirements and provisions of PIPEDA, the regulations enacted thereunder and any other applicable legislation, regulation, court order or other lawful authority.

Governing Principles

Principle 1 – Accountability

We are responsible for personal information in our possession or under our control.

1.1 Responsibility for compliance with the provisions of our Privacy Policy rests with our Privacy Officer, who can be reached by using the contact information at the end of their Privacy Policy. Other individuals within our organization may be delegated to act on behalf of our Privacy Officer or to take responsibility for the day-to-day collection and processing of personal information.

1.2 We will implement procedures to go with our Privacy Policy, including:

- (a) implementing procedures to protect personal information and to oversee our compliance with our Privacy Policy;
- (b) developing information materials to explain our policies and procedures;
- (c) training our employees, independent contractors, directors, therapists, volunteers, work experience students and educational or regulatory observers about our policies and procedures; and
- (d) establishing procedures to receive and respond to inquiries or complaints.

Principle 2 - Identifying Purposes for Collection of Personal Information

We will identify the purposes for which personal information is collected at or before the time the information is collected.

2.1 We collect personal information only for the following purposes:

- (a) to identify the children in our care and their families, as well as our other constituents;
- (b) to establish and maintain responsible relationships with the children in our care and their families, as well as with our other constituents;
- (c) to understand, develop and/or enhance the needs, desires, concerns and opinions of the children in our care and their families, as well as our other constituents;
- (d) to provide the services expected of a licensed child care facility to the children in our care and their families, all with a view to advancing the goals of our Mission Statement;
- (e) to manage and develop our business and operations; and
- (f) to meet legal and regulatory requirements.

2.2 When personal information that has been collected is to be used or disclosed for a purpose not previously identified, the new purpose will be identified prior to use. Unless the new purpose is permitted or required by law, consent will be required before the personal information will be used or disclosed for the new purpose.

Principle 3 - Obtaining Consent for Collection, Use or Disclosure of Personal Information

The knowledge and consent of an individual who is an adult or of the parent/legal guardian of a child in our care are required for the collection, use or disclosure of personal information, except where inappropriate.

3.1 In obtaining consent, we will use reasonable efforts to ensure that an individual is advised of the identified purposes for which personal information is being collected and will be used or disclosed. Purposes will be stated in a manner that can be reasonably understood by that individual.

3.2 Generally, we will seek consent to use and disclose personal information at the same time as we collect the information. However, we may seek consent to use and disclose personal information after it has been collected, but before it is used or disclosed for a new purpose.

3.3 In determining the appropriate form of consent, we will take into account the sensitivity of the personal information and the reasonable expectations of the individual (or their/their parents/legal guardians) to whom the personal information relates.

3.4 Consent can be provided in writing, orally or electronically. Consent can be express or it may be implied in appropriate circumstances. Express consent happens whenever there is no doubt that an adult individual has expressly told us, in writing, orally or electronically, that we can collect, use or disclose their/their personal information or that of their/their child(ren). Implied consent happens whenever we can reasonably assume, from an adult individual's action or inaction, that we have their/their consent to collect, use or disclose their/their personal information or that of their/their child(ren). We will try to obtain express consent whenever it would be reasonable for an individual to assume that we would do so.

3.5 An individual who is an adult or the parent/legal guardian of a child in our care may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. Individuals may contact us for more information regarding the implications of withdrawing consent.

3.6 In certain circumstances, personal information can be collected, used or disclosed without the knowledge and consent of the individual (or their/their parents/legal guardians). For example:

- (a) if it is clearly in the interests of the individual and consent cannot be obtained in a

- (b) timely way, such as when the individual is seriously ill or mentally incapacitated; if seeking the consent of the individual might defeat the purpose for collecting the information, such as in the investigation of a breach of an agreement or a contravention of a federal or provincial law, or that of a foreign jurisdiction;
- (c) if there is an emergency where the life, health or security of an individual is threatened; or
- (d) if disclosure is to a lawyer representing us, to comply with a subpoena, warrant or other court order, or is otherwise required or authorized by law.

Principle 4 - Limiting Collection of Personal Information

We will limit the collection of personal information to that which is necessary for the purposes that we have identified. We will collect personal information by fair and lawful means.

4.1 Generally, we will collect personal information from the individual (or their/their parents/legal guardians) to whom it relates.

4.2 We may also collect personal information from other sources including employers or personal references, or other third parties who represent that they have the right to disclose the information.

Principle 5 - Limiting Use, Disclosure, and Retention of Personal Information

We will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the appropriate individual who is an adult or the parent/legal guardian of a child in our care, or as required by law. We will retain personal information only as long as necessary for the fulfillment of the purposes for which it was collected.

5.1 With the exception of those circumstances where disclosure is required or permitted by law, we will make sure that any disclosure of personal information is made on a "need to know" and, where applicable, on a confidential basis, and in accordance with the provisions of The Community Child Day Care Standards Act (Manitoba) and the Child Day Care Regulations. We will use contractual or other means to protect the information and to make sure that the information is used only for the purpose(s) for which it was disclosed.

5.2 Subject to the foregoing, we may disclose an individual's personal information to:

- (a) our employees, independent contractors, directors, therapists, volunteers, work experience students and educational or regulatory observers; or
- (b) a third party who requires personal information in order to:
 - (i) provide (or assist us in providing) for the physical, emotional, social and/or intellectual well being and/or safety of the children in our care; or
 - (ii) assist us in our general administration and/or operations (which includes record keeping, debt collection and fund-raising activities); or
 - (iii) assist us in providing products and/or services to the children in our care and their families, or to our other constituents; or
- (c) a public authority or agent of a public authority if, in our reasonable judgment, it appears that there is imminent danger to life or property which could be avoided or minimized by the disclosure of the information; or
- (d) a third party who requires such information and who is part of our organizational group; or
- (e) a third party with whom we are negotiating for the purpose of them taking over some or all of our services and/or other activities; or
- (f) representatives of other licensed child care facilities if an individual has not promptly

- satisfied their/their debts to us; or
- (g) a third party where that individual (if he/she is an adult, otherwise their/their parent/legal guardian) has consented to such disclosure; or
- (h) a third party where such disclosure is required or permitted by law.

5.3 We will keep personal information only as long as it remains necessary or relevant for the identified purposes or as required by law. Depending on the circumstances, where personal information has been used to make a decision about an individual, we will retain, for a period of time that is reasonably sufficient to allow for access by that individual (or their/their parents/legal guardians), either the actual information or the rationale for making the decision.

5.4 We will maintain reasonable and systematic controls, schedules and practices for information and records retention and destruction which apply to personal information that is no longer necessary or relevant for the identified purposes or required by law to be retained. Such information will be destroyed, erased or made anonymous.

5.5 Donors and sponsors may be named unless a particular donor/sponsor wishes to remain anonymous.

Principle 6 - Accuracy of Personal Information

Personal information will be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

6.1 Personal information used by us will be sufficiently accurate, complete, and up-to-date to minimize the possibility that inappropriate information may be used to make a decision about an individual.

6.2 We will update personal information about an individual as necessary to fulfill the identified purposes or upon notification by that individual (if he/she is an adult, otherwise their/their parent/legal guardian).

Principle 7 - Security Safeguards

We will protect personal information through the use of security safeguards appropriate to the sensitivity of the information.

7.1 We will use appropriate security measures to protect personal information against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, regardless of the format in which it is held.

7.2 We will protect personal information disclosed to third parties by contractual or other means stipulating the purposes for which it is to be used and the necessity to provide a comparable level of protection.

Principle 8 - Openness Concerning Policies and Procedures

We will make readily available to the parents/legal guardians of the children in our care, as well as to other individuals whose personal information we collect, use or disclose in the course of commercial activities, specific information about our policies and procedures relating to our management of personal information.

Principle 9 - Access to Personal Information

We will inform an individual (if he/she is an adult, otherwise their/their parent/legal guardian) of the existence, use and disclosure of their/their personal information (or that of their/their child) upon request, and will give the individual access to that information. An individual (if he/she is an adult, otherwise their/their parent/legal guardian) will be able to challenge the accuracy and completeness of the information and request to have it amended as appropriate.

9.1 Upon request, we will provide the parents/legal guardians of a child in our care, or any other individual whose personal information we collect, use or disclose in the course of commercial activities, with a reasonable opportunity to review the personal information in the individual's file (or that of their/their child). Personal information will be provided in an understandable form within a reasonable time and at minimal or no cost to the individual.

9.2 In certain situations, we may not be able to provide access to all of the personal information we hold about an individual (or their/their child). In such a case, we will provide the reasons for denying access upon request. For example:

- (a) if doing so would likely reveal personal information about another individual or could reasonably be expected to threaten the life or security of another individual;
- (b) if doing so would reveal any of our confidential information;
- (c) if the information is protected by solicitor-client privilege;
- (d) if the information was generated in the course of a formal dispute resolution process; or
- (e) if the information was collected in relation to the investigation of a breach of an agreement or a contravention of a federal or provincial law, or that of a foreign jurisdiction.

9.3 Upon request, we will provide an account of the use and disclosure of personal information and, where reasonably possible, will state the source of the information. In providing an account of disclosure, we will provide a list of organizations to which we may have disclosed personal information about the individual (or their/their child) when it is not possible to provide a list of organizations to which we definitely disclosed such personal information.

9.4 In order to safeguard personal information, an individual (if they are an adult, otherwise their parent/legal guardian) may be required to provide sufficient identification information to permit us to account for the existence, use and disclosure of personal information and to authorize access to a particular file. Any such information will be used only for their purpose.

9.5 We will promptly correct or complete any personal information found to be inaccurate or incomplete. Any unresolved differences as to accuracy or completeness will be noted in the individual's file (or that of their/their child). Where appropriate, we will transmit to third parties having access to the personal information in question any amended information or the existence of any unresolved differences.

9.6 An individual (if he/she is an adult, otherwise their/their parent/legal guardian) can obtain information or seek access to their/their personal information (or that of their/their child) by contacting our Privacy Officer during our office hours.

Principle 10 - Challenging Compliance

An individual (if they are an adult, otherwise their parent/legal guardian) will be able to address a challenge concerning compliance with the above principles to our Privacy Officer.

10.1 We will maintain procedures for addressing and responding to all inquiries or complaints from any parent/legal guardian of any child in our care, or any other individual whose personal information we collect, use or disclose in the course of commercial activities, about our handling of personal information.

10.2 We will inform the parents/legal guardians of any child in our care, as well as other individuals whose personal information we collect, use or disclose in the course of commercial activities, about the existence of these procedures as well as the availability of complaint procedures.

10.3 Our Privacy Officer may seek external advice where appropriate before providing a final response to individual complaints.

10.4 We will investigate all complaints concerning compliance with our Privacy Policy. If a complaint is found to be justified, we will take appropriate measures to resolve the complaint including, if necessary, amending our policies and procedures. An individual will be informed of the outcome of the investigation regarding their/their complaint.

Additional Information

For more information regarding our Privacy Policy, please contact our Privacy Officer by:

1. Telephone: 204-777-5139
2. Mail: 600 Hoka Street Wpg, MB R2C 2V1
3. E-mail: pncc@prairienaturecc.com

For a copy of PIPEDA or to contact the Privacy Commissioner of Canada, please visit the Office of the Privacy Commissioner of Canada's web site at: www.privcom.gc.ca

CHILD ABUSE REPORTING PROCEDURE

Each Educator at PNCC, as a professional in the Early Childhood field, has several obligations. All people who work with children, must report suspected cases of child abuse or neglect. Under Manitoba's Child and Family Services Act (the CFS act), Educators can be fined or imprisoned for failing to do so. These "legal requirements" outline for the Educators what must happen on those rare occasions when a child is suspected of being a victim of abuse or neglect.

Although rare, if an Educator suspects abuse and neglect, they do not need to prove or know it for a fact, they will report this information to the child protection authorities (ANCR). The child protection agency will then determine whether an investigation is warranted or not.

In certain circumstances, the obligation will be to report to the child protection agency first. The parent(s) or legal guardian will be notified on a timely basis. At PNCC, we strive to work with families, in partnership, to provide them with the best possible support we can, however, if the disclosure centers on the parent or guardian as the source of the abuse, we are legally unable to call the parents/guardian first.

Since children are vulnerable and unable to protect themselves, we as adults and especially those professionals in the educational and medical fields along with parent/guardians are asked to guard the safety of our young children and to ensure others are not harming them. If any of the above is unclear or makes you feel uncomfortable, please discuss your reactions with the Director.

SUMMARY

Policies are the operational guidelines for our non-profit organization, approved by our Board of Directors. The purpose of our policies is to protect and steer the Educators and the Board as they fulfill the mission of the organization. They are a reference tool for appropriate action, ethical decision making, and for dealing with potential or actual conflicts. Policies help to promote and sustain the efficient running of the Centre. Changes in policy occur from time to time. Policy changes are discussed and decided on at the monthly Board of Directors meetings, which are open to parent/guardian members. New policies will come into effect after parent/guardians have been notified of changes.

Child Care Fees: Maximum Daily Fees

In Manitoba, the provincial government does not operate any licensed early learning and child care service directly. Licensed centres are run by a board of directors or an owner/operator, and licensed child care homes are run by the licensed home provider(s).

The government provides annual operating grants to eligible, licensed, child care facilities and sets maximum parent fee limits for those facilities. If a facility receives a provincial operating grant, it is called a **funded facility**. Funded facilities must follow the Manitoba regulation that sets out the maximum fees that can be charged to families for the type of child care spaces being offered.

The **Maximum Daily Fee** chart (link) below shows the maximum amount a family can be charged, by a **funded facility**, for the type of space their child is in. The maximum daily fee is set out in the Child Care Regulation (M.R. 62/86).
[Maximum Daily Fees: Early Learning and Child Care Division](#)

Preschool Child Care (ages 2-5) *see chart for Total Maximum Fee per child (centre*)

School-Age Child Care (ages 6-12, or end of summer after Grade 6) PNCC requires 2 periods/daily care *see chart for Total Maximum Fee per child (centre*)

- i. School Age Grade 6 (Middle School) Children In-Service Day Fees
 - a. Fees will be waived for days that John W. Gunn middle school in-service days conflict with Westview School In-service days and alternate childcare shall be arranged by parents/guardians

Additional Fees

- i. Water Bottle Fee
 - a. \$1.00/disposable water bottles that the center provides if children forget their water bottles
- ii. Sunscreen and Insect Repellant Fee
 - a. \$20.00/child in June to cover the cost of sunscreen/ bug spray.
 - i. Can opt out-in which case you must provide your own and notify Director
- iii. Field Trip/Special Events Programming Fee
 - a. \$50/child to offset the cost of field trips/special events
 - i. \$25 payments occurring in April and October
 1. Parent/guardians can opt out- speak to the Executive Director or Assistant Director with any concerns