

P.O. Box 156, 377 Sabourin Street
Saint-Pierre-Jolys, MB R0A 1V0
Telephone: 1-204-433-7976
E-mail: cenlpg@outlook.com



Les petites grenouilles Inc. Policy Manual

This Policy Manual, which was revised in October 2020, supersedes all other documents previously published by the Board of Directors and/or Management of Les petites grenouilles Inc.

Table of Contents

POLICY MANUAL

1. GENERAL INFORMATION	3
2. ABOUT LES PETITES GRENOUILLES INC.	3
3. CURRICULUM STATEMENTS	4
- INFANT CURRICULUM STATEMENT	4
- PRESCHOOL CURRICULUM STATEMENT	5
- INCLUSION POLICY	6
4. PARTNERSHIPS	7
5. PROGRAM SCHEDULES AND PROCEDURES	8
- CLOSURES	8
6. ELIGIBILITY	9
7. ENROLLMENT CONDITIONS	9
8. WAITING LIST	10
9. CHILD CARE FEES	11
- SUBSIDY	11
10. BILLING AND PAYMENT TERMS	12
- OTHER PROVISIONS	12
- POLICY ON PAYMENT FEES FOR DELAYS AND DURING VACATIONS	12
11. INSURANCE	13
12. SUPERVISION	13
13. BEHAVIOUS MANAGEMENT	13
- CODE OF CONDUCT	24-27
14. TRANSPORTATION	14
15. FIELD TRIPS	14
16. HEALTH	15
- ADMINISTRATION OF MEDICATION	15
17. MEDICAL EMERGENCY	16
18. ARRIVAL AND DEPARTURE OF CHILDREN	17
- SUSPICION OF ALCOHOL OR OTHER HARMFUL SUBSTANCES	18
19. INJUNCTION OR COURT ORDER	18
20. PERSONAL BELONGINGS TO BE BROUGHT	19
- NUTRITION	19
- CLOTHING	20
21. PERMISSIONS	21
22. PARENTAL INVOLVEMENT	21
23. COMMUNICATION	22
- COMMUNICATION METHODS	22
- PROTOCOL	23
24. CHANGES TO THE POLICY MANUAL	23

1. General Information

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

Members and responsibilities

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

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

2. About Les petites grenouilles Inc.

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

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

Mission, Vision & Values

Mission:

At Les petites grenouilles, our mission is to provide a safe, loving, and stimulating French speaking environment where every child can thrive, learn, and grow, thus laying the foundation for a successful and enriching life.

Vision:

Our vision is to become a centre of excellence in early childhood education, recognized for its commitment to the well-being and holistic development of children. We aspire to be a

place where every child is encouraged to explore, learn, and grow in a safe, loving, and stimulating environment. By cultivating strong partnerships with families and the community, we aim to create a lasting positive impact in the lives of the children we serve.

Values:

We embody a set of core values that guide our approach and commitment to children and their families. Kindness is at the heart of everything we do, as we believe in the necessity of creating an environment where everyone feels loved, respected, and cared for. We value inclusivity, recognizing the richness of diversity and our Francophone heritage, and we are dedicated to creating a space where every child can thrive fully. Our pursuit of excellence is reflected in our commitment to high-quality services, while collaboration with families, staff, and the community is at the heart of our educational approach.

3. Curriculum Statements

Infant Curriculum Statement

The infant program at Les petites grenouilles Inc. Provides a safe, secure, and nurturing environment for children aged 3 months to 2 years. We firmly believe that each infant is unique and deserves individualized attention to foster their overall development. Our educators are dedicated to creating a space where infants can play, explore, and learn in an atmosphere of love and respect.

Before starting in the program, we organize an orientation session where parents/guardians are invited to share information about the infant, including their daily routine. This transition is facilitated by open communication and mutual understanding between parents and educational staff. We value the beliefs and concerns of families and are committed to integrating them into our daily practice.

Educators form strong attachment bonds with infants by offering gentle and respectful interactions, thus creating a sense of security and trust. They are attentive to the individual needs of each infant and ensure they receive personalized attention and progress through written communications.

During meal and snack times, educators sit with infants to promote social interactions and encourage the development of motor skills. Each infant has their own resting space with an identified blanket, and we ensure a calm and soothing environment for naps, for example, by using soft music.

We offer a variety of stimulating activities throughout the day, including sensory play, artistic activities, and outdoor games depending on the weather. Infants are encouraged to explore and manipulate different materials to promote their cognitive and motor development. Educators proactively engage in infant play to enrich their learning experience.

We implement the Circle of Security, a theoretical model that guides our approach to create secure relationships between educators and infants, thereby reinforcing their sense of security and attachment. This model encourages compassionate communication and a sensitive response to infants' emotional needs.

Although parents receive a brief daily note at the end of each day, we also use a platform called Fastoche to facilitate communication between educators and families. Fastoche allows parents to send text messages, thus promoting direct communication with educators. Additionally, educators can share photos of children's activities and experiences with parents via Fastoche, allowing families to stay connected and engaged in their child's journey.

At Les petites grenouilles Inc., we are committed to providing an enriching environment where every child is loved, respected, and encouraged to explore the world around them.

Preschool Curriculum Statement

At Les petites grenouilles, we offer a program focused on the autonomy and independence of each child, fostering their development in a natural and secure environment.

We encourage children to make choices by providing them with a stimulating and enriching environment. Our children learn while having fun, through a variety of centres designed to meet their needs at each stage of their development. For example, our drama centre offers children the opportunity to dress up, pretend to cook, and explore their imagination, while our gross motor centre allows them to develop their physical skills through games and activities tailored to their needs.

We also encourage children to stimulate their imagination through reading. Our library corner invites discovery and a love of reading, whether solo or in groups. We provide a variety of books representing various cultures, abilities, and ages, thus promoting diversity learning and appreciation of differences.

Our centre offers children the opportunity to acquire life skills such as sharing, cooperation, and respect, while promoting healthy and fulfilling development. We encourage children to play, laugh, have fun, and above all, learn through play. We encourage them to use their imagination and creativity throughout the day, joining in their games and encouraging them to explore new ideas.

Circle time, stories, and daily activities are integral parts of our routine. We have a regular schedule while remaining flexible to meet the needs of the children. For example, if children are fully engaged in an activity, we may wait for it to finish before moving on to our circle time.

To better meet the needs of children, we regularly observe and discuss as a team to decide on activities to offer. We use planning sheets to note our weekly activities and topics of interest to the children. With the help of educators, children also participate in tidying up, sharing, and listening tasks.

At Les petites grenouilles, each child is considered unique and precious. We encourage good habits, self-respect, respect for others, and the environment. We value the small successes that mark each child's journey and promote an atmosphere of friendship and sharing within our community.

Additionally, we implement the Circle of Security, a theoretical model that guides our approach to create secure relationships between educators and children, thus reinforcing their sense of security and attachment. This model encourages compassionate communication and a sensitive response to the children's emotional needs.

We also use the Fastoche program to facilitate communication between educators and families. Parents can receive updates on their children's activities, allowing them to stay informed and engaged in their educational journey. Fastoche promotes direct and transparent communication, thus strengthening the partnership between the centre and families.

Finally, the success of our centre relies on teamwork. We welcome parents and regularly exchange with them about their children's development. Families are invited to participate in our activities and events, reinforcing our connection with the community.

Inclusion Policy

We accept and welcome all children.

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

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

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

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

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

4. Partnerships

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

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

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

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

5. Program Schedules and Services

Program	Schedule	Closure
INFANT	6:15 a.m. to 5:45 p.m.	<ul style="list-style-type: none"> • Holidays • At 2:00 p.m. on Christmas Eve and at 4:00 p.m. on New Year's Eve
Program	Schedule	Closure
PRESCHOOL	6:15 a.m. to 5:45 p.m.	<ul style="list-style-type: none"> • Holidays • At 2:00 p.m. on Christmas Eve and at 4:00 p.m. on New Year's Eve
Program	Schedule	Closure
NURSERY	Mornings: from 9 a.m. to 11:30 a.m.	<ul style="list-style-type: none"> • Holidays • DSFM holidays/professional development days • July and August
Program	Schedule	Closure
SCHOOLAGE	Morning: 6:15 a.m. to 8:45 a.m. Afternoon: 3:30 p.m. to 5:45 p.m. Holidays: 6:15 a.m. to 5:45 p.m.	<ul style="list-style-type: none"> • Holidays • At 2:00 p.m. on Christmas Eve and at 4:00 p.m. on New Year's Eve

CLOSURES DUE TO EXTREME WEATHER CONDITIONS:

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

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

*If the school is closed, the centre will be closed. Parents will still be charged for the day of closure.

6. Eligibility

All children and their families are welcome at our centre. We support the principle of serving the children and families whose characteristics reflect the neighbouring community, including children who need additional support. If our staff needs to undergo training or procure special supplies to care for some children, we will do everything in our power to take the necessary measures before these children attend our centre. *(See Page 6 for Inclusion Policy)*

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

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

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

7. Enrollment Conditions

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

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

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

NURSERY, PRESCHOOL AND SCHOOLAGE:

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

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

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

NURSERY:

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

8. Waiting List

Infant and preschool programs:

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

- 1st priority goes to a brother or sister of a child enrolled full time, based on the date the family was added to the list
- 2nd priority goes to the child on our waitlist. (register by going to www.grenouilles.fastoche.ca/waitlist)

Schoolage program:

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

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

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

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

Should the preschool program have open spaces, children going to kindergarten but who are unable to enter the before and after school program may reserve a preschool spot at 20.80\$ a day.

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

9. Child Care Fees

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

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

- New Year’s Day
- Louis Riel Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Day
- Labour Day
- Thanksgiving
- Remembrance Day when it falls on a working day (November 11)
- Christmas Day
- Boxing Day
- any other day designated by MELCC.

Program	Days	Fees
Infant	Per day Holidays, leave, vacation and absences Christmas Eve and New Year’s Eve ¹	\$10
Preschool	Per day Holidays, leave, vacation and absences Christmas Eve and New Year’s Eve ¹	\$10
Nursery	Per session	\$5
Schoolage	Per day Recognized holidays during regular school schedule	\$8.60
	Holidays (Christmas, spring and summer) Christmas Eve and New Year’s Eve ¹	\$20.80

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

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

SUBSIDIES

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

10. Billing and Payment Terms

INFANT, PRESCHOOL, SCHOOLAGE AND NURSERY SCHOOL:

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

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

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

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

OTHER PROVISIONS:

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

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

- 1- A letter with an adjusted invoice informing about the late payment will be sent to the parent/guardian.
- 2- In addition, the director will contact the parent/guardian to discuss the late payment. If contact cannot be established after three (3) attempts, the parent/guardian will be considered notified and the child care centre will proceed with the next step.
- 3- The parent/guardian of the child will provide a cheque for the total amount due, or post-dated cheques, according to the agreement with LPG in the 10 days following the conversation.
- 4- If the centre does not receive any payment and is unsuccessful in coming to an agreement with the parent/guardian, the child will be considered removed from LPG. The deposit will not be refunded to cover the expenses incurred by the delay. Any unpaid debts will be brought before the Small Claims Court of Manitoba.

CHEQUES WITH NON-SUFFICIENT FUNDS:

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

POLICY ON PAYMENT OF FEES DURING PARENTS' VACATION:

The centre must close for one week during summer. This allows the custodians the time to maintain and do the repairs that the janitors do not always have the time to complete during the school year.

The centre will be closed for 5 consecutive days the first week of August as of Terri Fox day. Due to this week's closure, the families will not be charged for Terry Fox stat holiday.

The parent/guardian of a child enrolled in the infant, preschool or school program will not be charged during this week of closure.

*LPG reserves the right to make changes to this policy with a minimum of 1 months' notice.

FEES FOR DELAYS BY PARENTS:

ALL PROGRAMS:

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

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

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

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

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

11. Insurance

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

12. Supervision

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

13. Behaviour Management

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

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

14. Transportation

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

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

15. Field Trips

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

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

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

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

16. Health

Our centre is committed to providing a healthy and safe environment for all children. To prevent the spread of illnesses and ensure everyone's well-being, we ask parents to follow the guidelines below.

It is important for families to have an alternative care plan in case of emergencies, particularly if their child becomes ill. If your child will not be attending the centre, please notify us as soon as possible. This allows us to monitor other children for similar symptoms. If a child shows signs of illness while at the centre, they will be made as comfortable as possible, isolated from the group, and we will contact you to pick them up within the hour. If we cannot reach you, we will contact your designated emergency contacts.

A child may not attend the centre if they display the following signs and symptoms: fever (38°C or higher) without the use of fever-reducing medication, diarrhea, vomiting, extreme respiratory difficulties, undiagnosed rashes, or any other behaviours that prevent the child from participating in daily activities, including outdoor play. Children requiring care beyond the staff's capacity, without compromising the health and safety of others, cannot attend.

At the discretion of the Director, a child may also be sent home for any other health or behavioural issue deemed potentially contagious, poses a risk to others, or requires care beyond what can be provided at the centre. The Director reserves the right to request a doctor's note before the child returns to the centre if deemed necessary.

Procedures for Specific Illnesses

Illness	Procedure
Conjunctivitis	Do not send the child to the centre until at least 24 hours of treatment and improvement in the eye.
Whooping Cough	Do not send the child to the centre until 5 days of treatment; without treatment, exclude for 3 weeks after the onset of coughing.
Diarrhea	The child must be picked up after the second episode in the same day. Return is possible based on diagnosis and symptom improvement.
Rashes	A medical diagnosis is required before returning, and a doctor's note may be requested.
Fever	The child must be picked up within the hour if the temperature reaches 38°C or higher. Return is possible after 24 hours without fever and medication.
Scabies	Do not send the child to the centre until 24 hours of treatment.
Influenza (Flu)	Do not send the child to the centre until full recovery.

Illness	Procedure
Impetigo	Do not send the child to the centre until treatment has started and lesions are dry.
Gastrointestinal Illness	Do not send the child to the centre until vomiting and diarrhea has ceased.
Hand, Foot, and Mouth Disease	Exclusion is not necessary unless the child is too unwell to participate in activities.
Mumps	Do not send the child to the centre for 5 days after swelling appears.
Head Lice	Children may return to the centre after treatment with an effective product.
Measles	Do not send the child for at least 4 days after the rash appears and the child is well enough to participate in activities.
Rubella (German Measles)	Do not send the child for at least 7 days after the rash appears.
Scarlet Fever	Do not send the child to the centre until 24 hours of treatment
Strep Throat	Do not send the child to the centre until 24 hours of treatment.
Vomiting	The child must be picked up based on the severity of symptoms. Return is possible once vomiting has stopped and after medical evaluation if necessary.
Chickenpox	The child may attend the centre if they are well enough to participate in activities.

For children with complex medical needs (e.g., asthma pumps or EpiPens), parents must provide the necessary medication, which will always remain with the child. A personalized care plan (URIS) may be developed in collaboration with an external nursing agency.

Any outbreak of a contagious illness will be communicated to parents. We appreciate your understanding and support in helping us maintain a healthy environment for all children at our centre.

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

SICK CHILD ENROLLED IN THE SCHOOLAGE PROGRAM

When a child enrolled in the school age program becomes ill during the school day, we ask you to kindly inform LPG as soon as possible so that the staff responsible for the group knows whether the child will return to the centre after school. A child who is too sick to be in school is considered too sick to be at the centre.

ADMINISTRATION OF MEDICATION

MEDICATIONS PRESCRIBED BY A PHYSICIAN:

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

- The medication is in its original container and labelled with the child’s name, expiry date, dosage, time and method of administration
- The consent form on Fastoche has been completed and signed by the parent/guardian of the child.

CHILDREN WHO SUFFER FROM A MEDICAL CONDITION:

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

- The consent form has been completed and signed by the parent/guardian of the child
- The medication has been provided by the parent or guardian of the child
- The medication is in its original container
- The physician has provided a letter.

CHILDREN WHO HAVE A FEVER:

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

- The parent/guardian has been notified by telephone and has given consent
- The educator will register the administration of the medication in the Fastoche program.

MEDICATIONS WITHOUT PRESCRIPTION:

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

17. Medical Emergency

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

18. Arrival and Departure of Children

ARRIVAL OF THE CHILD:

We respect the full inclusion of children throughout the day.

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

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

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

DEPARTURE OF THE CHILD:

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

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

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

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

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

CHANGING THE CHILD'S SCHEDULE:

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

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

SUSPICION OF ALCOHOL CONSUMPTION OR OTHER HARMFUL SUBSTANCE:

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

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

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

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

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

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

19. Injunction or Court Order

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

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

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

20. Personal Belongings to be Brought

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

INFANT/PRESCHOOL:

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

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

SCHOOLAGE:

Children enrolled in the school age program should bring the following to the centre:

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

NURSERY:

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

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

NUTRITION:

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

LPG offers a snack time every morning and every afternoon to the children in our infant, preschool and school age program. It is the responsibility of the parent to bring a nutritious lunch as well as 2 healthy snacks for their child.

Children that are registered in our nursery school program must bring 1 healthy snack.

The following items are prohibited.

- foods containing peanuts and nuts or traces of peanuts and nuts (due to allergies)
- candies, chips, chocolate bars and pop drinks
- if possible, please assist us in the lunch routine for infants by having grapes cut lengthwise and avoiding hard raw veggies such as carrots and cauliflower in the infant program.

*The following items are accepted: sunflower seeds, pumpkin seeds, pretzels and veggie sticks/chips

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

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

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

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

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

PERSONAL TOYS:

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

CLOTHING:

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

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

Winter clothing:

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

Clothing for spring or fall:

- Waterproof pants
- Light jacket
- Rubber boots

Clothing for summer:

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

21. Permission to Allow Children to be Observed or Photographed

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

22. Parental Involvement

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

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

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

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

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

- less than one term (a card)
- 1 term (a card and \$25 gift certificate)
- 2 terms (a card and \$50 gift certificate)
- 3 terms (a card and \$75 gift certificate)
- 4 terms or more (a card and \$100 gift certificate)

23. Communication

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

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

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

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

COMMUNICATION METHODS

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

Additional methods of communication are available to you:

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

E-MAIL MAILING LIST

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

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

*All communications ensure the confidentiality of private information.

COMMUNICATION PROTOCOL

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

POLICY

At Les petites grenouilles Inc., we strive to provide a positive and supportive environment for all children, parents, and staff. We understand that from time to time, concerns or grievances may happen. To ensure these are addressed promptly and effectively, we have established the following procedure:

1. Initial Concern:

- If you have concern or grievance, we encourage you to first speak directly with the relevant room supervisor.
 - Infant room supervisor
 - Preschool supervisor (includes School Age)
- The supervisor will work with you to address and resolve the issue.

2. Escalation to Management:

- If your concern is not resolved after speaking with the room supervisor, you may escalate the issue to the management team.
 - Assistant Director (adjointe.grenouilles@gmail.com/ 204-433-7976)
 - Executive Director (cenlpg@outlook.com/204-433-7976)
- The management team will review your concern and take appropriate steps to resolve it.

3. Contacting the Board of Directors:

- If you feel that your concern has not been adequately addressed after speaking with the management team, you may contact the Board of Directors.
 - Board of Directors Contact Information: (calpgboard@gmail.com)
- The Board of Directors will conduct a thorough review of your grievance and provide a final resolution.

We value your feedback and are committed to addressing any concerns you may have a timely and respectful manner.

24.Changes to the Policy Manual

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

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

Code of Conduct

CODE OF CONDUCT

At the Les petites grenouilles Inc. centre, we strive to create a safe and caring learning environment for the children, staff and families. We believe in equality and respect diversity.

We expect the following people to act in a respectful manner and comply with this Code of Conduct:

- management and staff
- the children
- the parents/guardians of enrolled children
- everyone that has a connection with the centre.

Guidelines on appropriate behaviour

Respect

We show respect for ourselves and others. We respect the ideas and feelings of others. We respect the environment, equipment and materials.

Safety

We work and play safely to ensure we do not hurt ourselves or others.

Cooperation

We resolve our problems by talking to each other and by listening to each other with respect and in order to find a solution. When we cannot resolve a problem by ourselves, we ask for help.

Support for Learning

We learn as best we can, and we support the learning of others.

Level of development of children

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

Appropriate use of technology

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

General Principles

All users of the daycare's computers and electronic devices must adhere to the following principles:

- Privacy and Confidentiality : Protect the privacy of others and maintain the confidentiality of information.
- Integrity of Electronic Resources: Use electronic resources responsibly and avoid causing damage.
- Respectful Communication: Use courteous language in all electronic communications.
- Reporting Suspicious or Inappropriate Content: Immediately report any suspicious or inappropriate content to management.

Prohibited Uses

It is forbidden to use the technological resource of Les petites grenouilles for:

- Violations of privacy, including the unauthorized disclosure of confidential information.
- Illegal activities, such as distributing obscene material or violating copyright.
- Personal use without prior authorization.

Monitoring and Responsibilities

Authorized employees may monitor and review the use of technological resources and use this data for disciplinary measures or to cooperate with authorities in the event of criminal activity.

Use of Personal Devices

Employees must not use their cell phones or other personal electronic devices while supervising children, except in emergencies. Images or videos of children must be uploaded to the daycare's computer and deleted from personal devices.

Unacceptable behaviour

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

- all forms of intimidation (physical, verbal, emotional, social or via the Internet), including comments, actions or visual elements that are intentional, hurtful and repeated
- harassment, including any behaviour that degrades, demeans, humiliates or embarrasses and which, in the opinion of any reasonable person, is undesirable
- all forms of abuse (sexual, physical or psychological), including those inflicted verbally, in writing or using any other method
- discrimination against any person or group of people based on race, colour, ancestry, nationality or national origin, ethnicity, religion, age, sex, characteristics based on sex, sexual orientation, marital status or family status, source of income, political convictions and physical or mental disabilities
- acts that put someone else in danger, including acts of physical violence (with or without a weapon) and threats made against someone.

Proactive methods

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

- by having realistic and appropriate expectations for child development in terms of behaviour
- by arranging the environment and by setting up equipment to encourage appropriate behaviours and reduce the risk of inappropriate behaviours
- by planning a program based on the interests and needs of children, and by ensuring they match their levels of development
- by establishing consistent, but flexible routines and schedules that help children gain confidence, feel safe and in control.

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

- by establishing positive relationships, by taking the time to talk and listen
- by establishing well-defined, consistent and simple limits
- by stating limits positively and regularly reminding people about them
- by explaining the reasons for the limits
- by working together to resolve problems
- by using models and encouraging appropriate behaviours.

Consequences for inappropriate behaviour

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

- by reminding people about expectations and established limits
- by demonstrating respect in explaining why a behaviour is inappropriate and what we expect as behaviour
- by speaking only about the behaviour, without judging the person
- by responding in a caring manner and by respecting the feelings of the person
- by providing natural and logical consequences.

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

- analyzing the behaviour to determine what may be contributing to a child's inappropriate behaviour and how we can reduce or eliminate the behaviour in question
- set up a formal meeting to discuss the concerns and to develop an action plan to encourage appropriate behaviour in the future
- prepare a written contract, with an adult or an older child, that sets out clear expectations and consequences
- provide a written warning that sets out the specific concerns and the anticipated consequences if the behaviour persists
- make use of external resources, including:
 - > a behavioural specialist or other professionals to help staff understand the inappropriate behaviour of the child and to reduce it
 - > services for the child and family in order to obtain parental support services
 - > mediation services to resolve conflicts between adults
 - > the Manitoba Human Rights Commission to obtain information and advice on resolving a problem amicably or on filing a formal complaint if the behaviour involves discrimination or harassment.

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

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

- suspension (1-3 days with fees) or withdrawal of child care services due to the inappropriate behaviour of a child or family member
- in the case of a visitor, prohibit the person from returning to the center
- contact the police and (or) services for the child and family in the event of illegal behaviour, including abuse, assault or threats against another person.