



Shilo Military Family Resource Centre

Daycare Policy Manual



Mission

Recognizing the uniqueness of the military lifestyle, the Shilo MFRC will provide individuals, family and our community with tools to foster growth, belonging and resilience.

Vision

Confident, capable and resilient families in a supportive Canadian Forces (CF) community.

History

*The **Shilo Military Family Resource Centre (Shilo MFRC)** was established in 1990 to serve the families of military and civilian employees of CFB Shilo as well as the families residing in the Rural Municipality of Cornwallis, Municipality of North Cypress - Langford, and Municipality of Glenboro - South Cypress.*



Overview of Centre Programs and Services

Adults

- *Veterans: enhanced information and referral services, transition programs, intervention support*
- *Deployment Support: activities, workshops, deployment resources, parcel service*
- *Education and Training: second language training*
- *Employment: employment assistance, employment opportunities*
- *Mental Health*
- *Monthly Activities*
- *Community Service*
- *Volunteers*

Children and Teens

- *Preschoolers: pre-kindergarten, activities*
- *Child Care: casual child care, emergency and respite care, licensed childcare facility in Shilo MFRC*
- *Youth Programs: youth club, monthly activities*



About CFB Shilo

Canadian Forces Base (CFB) Shilo is home to the First Regiment Royal Canadian Horse Artillery (1RCHA) and the Second Battalion Princess Patricia's Canadian Light Infantry (2PPCLI). The Base is also home to lodger units, such as 3 Cdn Div TC C Coy, 3 CDSG SS Det Shilo, and 11 CF Health Services Centre. The RCA Museum attracts military history enthusiasts from far and wide.

In addition to the many Canadian regular force and reserve soldiers who train at Shilo, troops from several foreign countries, including Germany, France, Denmark, and the United States, have trained here.

Germany, in particular, trained more than 140,000 soldiers from 1974 to 2000 under the direction of the German Army Training Establishment Shilo (GATES). Many signs of the 27-year legacy left by the Germans remain at Shilo and throughout the southwest Manitoba region.

The training area of CFB Shilo covers almost 40,000 hectares: an area approximately 15 kilometres by 30 kilometres. It consists of a unique mix of open prairie, sand dunes, and woodlands which, when combined with a wide range of seasonal temperatures, makes Shilo one of the best training areas in the world. Due to the unique nature of most of the training area, increased awareness has been placed on protecting the environment. Environmentally friendly training practices are constantly being studied, developed, and monitored.

As the largest employer in southwestern Manitoba, CFB Shilo has a substantial economic impact on the regional economy, including the City of Brandon.

With a population of about 1,400 military personnel and their families, the Base is completely autonomous with accommodations for more than 600 families and quarters for close to 400 single personnel. This Base maintains its own water, sewage, and sports and recreational facilities.



Certificate of Verification

We, the Board of Directors of the Shilo Military Family Resource Centre, certify that this document is the complete and official Childcare Facility Policy Manual of the Shilo Military Family Resource Centre.

Date of Approval by the Board of Directors

Date of Adoption by the Membership

Chair, Board of Directors

Date

Chair, Children's Services Committee

Date

Shilo Military Family Resource Centre
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Record of Amendments

Amendment Number	Section Number	Amended From	Date of Approval
		Amended To	
		6.2.a The childcare facility will be closed the following statutory holidays	June 26, 2022
		6.2.a The childcare facility will generally be closed the following statutory holidays	
		6.2.a.viii added Truth and Reconciliation Day	June 26, 2022
		6.2.d	June 26, 2022
		6.2.d - The childcare facility will generally be closed between Christmas and New Years.	

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Childcare Facility Policy Manual

1. Childcare Facility Program

1.1. Childcare Facility Program

The Shilo MFRC childcare facility is a provincially licensed and government-subsidized childcare facility centre. In order to be licensed in Manitoba, various criteria must be met as outlined in 1.2.b.

1.2. Child Care Regulations

1.2.a. The Shilo MFRC is committed to following the Manitoba Child Care Regulations. (https://www.gov.mb.ca/fs/childcare/families/guide_childcare/index.html)

1.2.b. The Shilo MFRC ensures that the Community Child Care Standards Act is followed. All licensed child care facilities in Manitoba are guided by The Community Child Care Standards Act and its regulations. The Act and regulations define the types of child care that need licensing and set minimum standards that facilities must meet in areas such as: supervision, staff qualifications, space, equipment, health and safety, nutrition, programming, and behaviour management.

1.3. Licensed Child Care Services

1.3.a. The Shilo MFRC offers the following spaces:

- i. 12 Infant Spaces: age range from 3 months to 2 years;
- ii. 12 Toddler Spaces: age range from 2 years to 3 years;
- iii. 48 Preschool Spaces: age range from 3 years to 5 years; and
- iv. 42 School Age Spaces: age range from 6 years to 12 years.

1.4. Child Care Definitions

1.4.a. Full Time Child Care - Full time care is defined as a child who attends the childcare facility five (5) days a week and is charged at full-day rates. This also includes school age children.

1.4.b. Part Time Child Care - Part time care is defined as a child who attends the childcare facility fewer than four (4) a week.

1.5. Eligibility

1.5.a. The Shilo MFRC Childcare Facility offers the following placement priority:

- i. First Priority: full time child care to children of military families, DND employees, and NPF employees including SMFRC;
- ii. Second Priority: full time child care to children of civilians in the community; and
- iii. Third Priority: part time child care. Part-time children are welcome if spaces are available. Parent/guardian(s) are required to supply a schedule of when the child care is required.

1.6. Enrolment Procedure

- 1.6.a. A child may start the program once the parent(s)/guardian(s) have:
- i. read the Childcare Facility Policy and returned the agreement signed and dated (a copy will be given to the parent(s)/guardian(s) as a reference);
 - ii. completed the child registration package (a copy of the agreement will be kept on file in a locked filing cabinet in accordance with the policy on storing confidential information); and
 - iii. attended an orientation at the childcare facility .
- 1.6.b. The Shilo MFRC requires up-to-date phone numbers, emergency numbers, addresses, and other parent information. Parents/guardians must advise the Children's Services Director or designate if any personal information changes during their child's time in the program.

1.7. Waiting List

- 1.7.a. A waiting list request form and a copy of the waiting list policy will be sent via email or given to families who request to be on the waiting list. The forms must be returned via email/hard copy/fax to the Children's Services Director or designate in order for the family to be placed on the waiting list.
- 1.7.b. The child will move into the appropriate age group as they age.
- 1.7.c. When a family gives notice in writing that they are withdrawing from the Centre, the family of the child at the top of the Priority #1 list will be notified by phone and email to offer a spot. The family on the waiting list must be able to start within a two-week period after the spot has been accepted unless a reasonable special arrangement is made with the Children's Services Director.
- 1.7.d. One attempt by email and one attempt by telephone to contact the family will occur simultaneously using the contact information provided for the waiting list. Attempts to contact the family will be documented. The family will have 72 hours to respond.
- 1.7.e. After the 72 hour period, the family will be removed from the waiting list if the attempts are unsuccessful. The removal will be documented by the Children's Services Director or designate.
- 1.7.f. Once the family accepts the spot, an email confirmation will be sent to the family outlining the start date, orientation date, cost, and due date of the first payment.
- 1.7.g. If the family denies the spot, they have a choice to be removed from the list or move to the bottom of the list.
- 1.7.h. When filling a spot, all names on the Priority #1 list will be contacted first.
- 1.7.i. Once the Priority #1 list is exhausted, the first family on the Priority #2 list will be contacted and the same steps will be followed.
- 1.7.j. If the Shilo MFRC childcare facility still has vacancies after contacting everyone on the waiting list, the Shilo MFRC will advertise the vacancy in all social media sites, the Shilo MFRC website, and other free advertising methods as deemed appropriate by the Children Services Director or designate.
- 1.7.k. The spot will be filled on a first-come first-served basis. If the vacancy still exists after 5 business days of being advertised on free sources, paid advertising in the Shilo Stag, ebrandon, or other newspapers/sources will be authorized.

1.7.l. All waiting list inquiries, questions, or concerns will be directed to the childcare facility email address smfrc.daycare@outlook.com.

1.8. Withdrawal Procedure

1.8.a. The Shilo MFRC requires a two-week (2) notice in writing in order to withdraw from the childcare facility . This notice is to be given to the Children’s Services Director. In case of emergency, the notice requirement will be at the discretion of the Executive Director.

1.8.b. If a parent/guardian would like to withdraw their child from the childcare facility and resubmit to the waiting list, the child must not be enrolled at the Centre at that time.

1.9. Infant and Toddler Program

The infant and toddler program is based around weekly/monthly themes year-round. Art, songs, finger plays and other activities are planned around this theme. Sign language is also a big part of the infant and toddler program.

1.10. Preschool Program

The preschool program is based around weekly/monthly themes year-round. Art, songs, finger plays and a variety of activity centres are based on the weekly/monthly theme.

1.11. School Age Program

The school age program is based around weekly/monthly themes year-round. A variety of activity centres and art are based on these themes.

1.12. Volunteers/Early Childhood Education Students

From time to time, the childcare facility may have volunteers or work experience students in the program. The staff must remain with the children while the volunteer/students are attending. The volunteers/students must have a clear criminal record check and child abuse registry check completed as well as an orientation completed.

1.13. Enhanced Staffing

Staff-Child ratios may be enhanced based on the individual children enrolled within the program.

1.14. Shilo MFRC Parent Communication

Any information regarding a child and their family will be kept in the strictest confidence. In order to share information with other professionals about a child, families need to sign a consent form. There will be daily communication with parents in the form of verbal interactions or written messages. When necessary, meetings may be called between parents, Centre staff, and other service providers in order to establish and evaluate goals for the individual child. Parent involvement is encouraged.

2. Childcare Facility Philosophy

2.1. Caring Relationships

- 2.1.a. We strive to develop caring and respectful relationships that foster friendships and strong connections between children, staff, families, and our community.
- 2.1.b. We listen with open minds and hearts and encourage everyone to find their voice.
- 2.1.c. We celebrate diversity and recognize that each person offers unique gifts and talents.

2.2. Power of Play

- 2.2.a. Each day we embrace and explore occasions of spontaneous play, expressions of passion and interest, and precious teachable moments.
- 2.2.b. Using a variety of curriculums as guides, we achieve learning, development, and growth through playful self-expression, discovery, and exploration.

2.3. Exceptional Experiences

- 2.3.a. Best in Class
 - i. We take pride in exceeding best practices for childhood education and childcare facility centre standards.
 - ii. We provide children the space to explore, discover, and grow in a safe, secure, happy environment.
- 2.3.b. Nature Based Learning
 - i. In a world filled with structure, schedules, and screen time, we use nature-based programming to provide opportunities for spontaneous discovery, a sense of balance and well-being, and a healthy connection to natural cycles, systems, and energy.
 - ii. We explore the wonders of nature to encourage a sense of awe and foster a responsibility to become care-givers of our earth.
- 2.3.c. Hands On Learning
 - i. Our programs provide opportunities for hands-on learning because we know that people learn best by doing and children learn best through play.
 - ii. With our children and as staff, we seek spontaneous teachable moments and we consider mistakes to be opportunities for learning.
- 2.3.d. Compassionate Community
 - i. We are a warm and loving home away from home, a place for all to belong and feel safe.
 - ii. We foster community in everything we do.
 - iii. We are leaders for active members of the Shilo community and alongside parents and families, we strive to make a positive difference in our world today and for a peaceful tomorrow.
 - iv. We provide a supportive and enriching environment where all centre members can explore, grow, and contribute.
- 2.3.e. Team Attitude

- i. We operate on a foundation of trust, respect, and open authentic communication.
- ii. We value individual opinions and the chance for them to be heard.
- iii. We work together to achieve collective success for our children, our staff, our centre, and our community.
- iv. We believe that children and staff should own their actions, take part in finding solutions to their problems, and do their best to learn from their experiences.

3. Curriculum

3.1. Childcare Facility Curriculum Statement

- 3.1.a. The Shilo MFRC Childcare Facility has a range of children from twelve (12) weeks to twelve (12) years of age. The Shilo MFRC Childcare Facility is located at the Shilo Military Family Resource Centre for families of military and civilian employees of CFB Shilo. We are located in an area that is surrounded by woodland areas, sandy terrain and a unique mix of open prairie and vegetation. Our Childcare Centre enjoys spending time outdoors.
- 3.1.b. We believe that the children in our care learn through strong staff/child interactions and an enriching environment. Staff will encourage children by getting them to try first, they will be flexible allowing children to take an activity where they want to and then will follow the child's lead by observing and responding. We will provide a wide range of open ended materials that will include recyclables and nature inspired objects to encourage spontaneous play.
- 3.1.c. Educators will get to know the children and families in our care by asking questions, finding commonalities and involving parents in the program. We will use arrival and departure to point out developing skills and communicate about the child's behavior and interests.
- 3.1.d. Children learn through play. Play provides unlimited possibilities for learning and development socially, emotionally, physical and cognitively. Giving children the opportunity to choose and direct their play experiences, empowers them to take the lead in their own learning. When play is self-directed, it leads to feelings of competence and self-confidence and allows children to develop the ability to be independent, make decisions and solve problems.
- 3.1.e. Our staff enhances play by supplying appropriate materials, interacting at the children's level and asking open-ended questions that promote learning and development such as language and reasoning skills. Through mentoring and role modeling staff build meaningful relationships with children which develop communication skills, empathy and social skills. For example, staff may model for a child how to assist a friend who is sad at drop-off time with possible words and gestures of comfort.
- 3.1.f. Staff observes and listens to the children during their play and routines of the day to learn about what their needs and interests are so we can expand on these with our room arrangement and activities. We plan activities and set up learning areas based on a weekly theme but also incorporate what we know about the children based on our observations. For example, while exploring the theme farm animals we adjust circle time because the children were interested in eggs. We also plan field trips and special visitors throughout the year to extend what the children have been learning about. For example, we may visit the fire hall while exploring community helpers to provide a hands-on, real life experience.
- 3.1.g. Learning experiences may also occur spontaneously. Spontaneous experiences are developed by staff from events that capture the children's interest. For example while on a walk children may be captivated by a construction site and so we will enhance the experience by asking questions such as "how do you think they dug the hole?"

and adding items to play areas such as hard hats and various trucks to the block area. This way, children can experiment and discover concepts such as balance and symmetry while using their imagination and organizational skills to create their own structures. Staff is always looking for these types of “teachable moments” to build on the children’s interests to provide learning opportunities that are relevant and meaningful to them.

- 3.1.h. We have a daily schedule that is flexible. Through observation we may adjust the timing of activities or routines based on what the children are experiencing that day. For example, we may decide to go outside before doing a planned activity because children have noticed a ladybug on the window ledge and want to go find more. This then becomes our science and nature experience that day.
- 3.1.i. Educators ensure all curriculum areas are available for children to play. During free play, children have the opportunities for fine motor, gross motor, dramatic play, language development, creativity as well as social interaction and self-help skills. Toys are brought out for children that are age and developmentally appropriate for the children.
- 3.1.j. The Educators will encourage teamwork and problem solving by saying to the children “maybe you should ask your friend for help with that tower, they are really good at building”. We will encourage small group projects and play, give ideas and suggest one on one interactions between children. They will develop self-confidence by displaying special art projects on our bulletin board/wall, independence in outdoor play that would include climbing on rocks and stumps, and encouraging personal growth.
- 3.1.k. The childcare facility has access to their own fenced playground to use. In the playground there is a hill that provides many large muscle movements for children of all ages. Children are able to interact with nature within the playground. Educators provide time for science exploration and physical activity such as running, jumping, riding bikes, climbing, and crawling.
- 3.1.l. The environment is organized into activity areas that include dramatic play, manipulative play, fine motor, literacy development, open ended areas, gross motor activity and a creative area. The areas are defined although flexibility in play is encouraged. The environment allows for multi age groups with 3 tier art area, library area and specific areas for school age children. Educators will accommodate each child’s individual needs by being flexible on nap times, snack times, activities and materials that are provided that respect the child’s development abilities and interests.
- 3.1.m. The childcare facility is a home away from home environment with opportunity for choice and individual expression. Together with spontaneous activities, invitations and genuine interest in the children, we will teach respect, resiliency, confidence and empathy.

3.2. Infant Curriculum Statement

- 3.2.a. Caregivers in the infant room provide opportunities to enhance the children’s overall development by promoting and modeling positive language, interactions with children and self-help skills. The infant room has two separate spaces; one that is primarily for

play and the other for sleeping. In the infant room the caregivers provide opportunities and various materials for the children to experience such as gross motor activities, fine motor activities, as well as sensory play. These experiences could be climbing on the table with mats around, small climber, riding on the small bikes/scooter, pushing large pom poms through holes of a box, busy boards, or playing in the sand/water.

- 3.2.b. Caregivers greet parents and children each morning as they enter the infant room. We will talk with parents about their child's evening/morning. In the infant room each child has their own journal that caregivers document about their day as well as verbal communication with parents at pickup. With high enrollment of children from military families, staff provide lots of cuddles and hugs to children that may be experiencing any sort of deployment.
- 3.2.c. Bathing, toileting, and diapering facilities are located in the room. Children who may show interest in potty training have access to an appropriate size toilet. During diapering, many teachable moments can occur through diapering, potty training as well as hand washing routines.
- 3.2.d. The infant room has access to their own fenced playground where there is age appropriate equipment available for them. In the infant playground children are able to engage in a variety of learning experiences such as physical activity, nature/science exploration, art experiences and building on language development (reading books). Caregivers give infants opportunities to explore their surroundings outside the fence and around the community. When going for walks, caregivers will use buggy's ensuring all children are safely buckled and will bring along a backpack which contains first aid and child vital stats along with a cellphone and approximate time when they will be returning written on white board outside the room. When able, older infants can explore outside the buggy with caregivers always keeping a close safe distance to them.
- 3.2.e. Caregivers provide adequate time for snacks and lunch time. Infants sit in chairs with safety straps at the table. Children sitting together at the table with caregivers creates a home like family atmosphere and allows for interaction between caregivers and the other children. Caregivers follow any individual needs of the children. This may be certain times bottles are needed, nap times, certain foods restrictions or having mothers come in to nurse their child.
- 3.2.f. Parents provide water bottles for their children, as water is offered and encouraged throughout the day. The infant room is equipped with a small fridge for caregivers to keep milk, children's food brought from home, and any labeled medication if necessary.
- 3.2.g. Toys are brought out based on developmentally needs and what the children are interested in. The best way children learn is through play so caregivers ensure all toys and equipment promotes independence, both fine and gross motor skills, cognitive development as well as physical and language development. Caregivers ensure all areas are available for play in the infant room. These areas include music and movement, sand/water play, blocks, housekeeping and books.
- 3.2.h. Caregivers in the infant room display the children's artwork as well as pictures of the children around the room. Parents are encouraged to bring in family pictures that are displayed at the children's level.

4. Inclusion

4.1. Inclusion Policy

- 4.1.a. The Shilo Military Family Resource Centre will make every effort to accommodate children with additional support needs, to give all children the opportunity to develop physically, socially, emotionally, and intellectually to their fullest potentials.
- 4.1.b. As the childcare facility supports the full inclusion of all children, there will be adaptive equipment and ratio-enhancing staff members in the Centre. Any questions or concerns regarding toys, equipment, activities or interactions in the Childcare Centre, should be addressed with the Supervisor or Director. The Shilo MFRC supports the full inclusion of children throughout the day; the Centre's hours of operation are in place to meet all families' needs.
- 4.1.c. Any information regarding a child and their family will be kept in the strictest confidence. In order to share information with other professionals about a child, families need to sign a consent form. There will be daily communication with parents in the form of verbal interactions or written messages. Necessary meetings may be called between parents, Centre staff and other service providers in order to establish and evaluate goals for the individual child. Parent involvement is to be encouraged.
- 4.1.d. Indoor and outdoor areas are arranged so all children can move freely and make choices based on their abilities, interests, and needs. A sufficient number of developmentally appropriate toys and equipment will be provided. All children with additional support needs are included in social free play and routines throughout the day. Field trips are part of the programming and the Shilo MFRC sees the value of all children attending field trips and outings. At times throughout the day, there may be opportunities for indirect supervision. This is based on the developmental capabilities of the individual child.
- 4.1.e. Safety needs of all children are of utmost priority for staff. The Centre supports ongoing staff training based on specific health needs of children. In order to safely accommodate children with more complex medical conditions, individual health care plans are developed by an external agency, which then provides training directly to the Centre's staff. In some situations, a primary caregiver may be assigned to a child, but all staff will be expected to provide care for all children.
- 4.1.f. Goals will be shared with all staff members in order to assist staff in providing developmentally appropriate activities and curriculum. Staff-child ratios may be enhanced based on the individual children enrolled within the program. Staff is committed to learning more about various disabilities and full inclusion as part of the Centre's annual training plan.
- 4.1.g. All possible resources, environmental adjustments, child development considerations, and staffing compliment will be considered to assist a child within the program.
- 4.1.h. Communication with parents, Centre staff, and other professionals will occur if a child is experiencing difficulties or at other times as needed. It is the Centre's goal to do all that it can to ensure a seamless transition for each child from the Centre to school or other programs.

5. Fees

5.1. Fee Schedule

- 5.1.a. The fees are based on Manitoba Child Care's Regulated Rates.
- 5.1.b. Parents/guardians are responsible for paying the above-mentioned fees whether the child is in attendance or not. This includes statutory holidays.

5.2. Payment of Accounts

- 5.2.a. Billing is completed every four weeks. Parents/guardians are billed in advance for the upcoming four-week period. The account must be paid in full by the beginning of each billing period. The Shilo MFRC accepts debit, credit, cash, and currently dated cheques or a series of post-dated cheques. Any cheques returned "Non-Sufficient Funds" (NSF) will follow the Centre's NSF policy.
- 5.2.b. Failure to make full payment by the due date will result in a two-week written notice to withdraw the child.
- 5.2.c. Parents/ Guardians are expected to approach the Children's Services Director or designate to create a payment plan to clear the remaining account balance within the two-week notice period.

5.3. Changes to Accounts

If a family would like to make any changes to their account, the change must be completed in writing and submitted two weeks prior to the change. For example, if a family would like to change the recipient of an invoice, this change request would be submitted and would take two weeks before it is in effect. If a school-aged family would like to add or withdraw from a session, the change must be submitted in writing two weeks prior to the change. If a family wants to make changes to their meal plan, they must do so in writing two weeks in advance.

5.4. Unpaid Accounts

- 5.4.a. At the discretion of the Executive Director, the Chain of Command may be notified if accounts are not paid in full.
- 5.4.b. A family may request a meeting with the Executive Director to discuss options.
- 5.4.c. In a situation where the account remains unpaid and at the discretion of the Executive Director, the Shilo MFRC may file a claim against the family with Small Claims Court.
- 5.4.d. In the case of an absence of a child due to illness, fees may be waived to a maximum of one month at the discretion of the Executive Director. If the family chooses to withdraw their child because of illness they will be placed at top priority for readmission to the childcare facility . The presentation of a doctor's certificate will be required in all cases.

- 5.4.e. If a child's child care spot has been terminated, that child may be placed back on the waiting list. In order to be placed back on the waiting list, outstanding accounts must be paid in full.

5.5. Subsidy Policy

- 5.5.a. The government may provide subsidies for families, provided requirements are met. Parents/guardians are responsible for payment of fees until approval is obtained. Subsidy applications can be completed online at www.gov.mb.ca/fs/childcare/families/childcare_subsidies.html. It is the parent/guardian's responsibility to ensure that their subsidy is approved and renewed when required.
- 5.5.b. Subsidized families are responsible to pay the unsubsidized portion of their fees.
- 5.5.c. Failure to maintain subsidy approval, expiration, or non-renewal of subsidy will result in full fees being owed according to Payment of Accounts.
- 5.5.d. Parents of children who have used all of their allowable absent days will be responsible for payment of any additional absent days. Parents can send a letter of consideration to the subsidy clerk at the Brandon office to request additional absent days.

Child Care Subsidy Program
email: cdcsubsidy@gov.mb.ca
phone: 204-945-8195 or 1-877-587-6224
fax: 204-948-2143

6. Operating Times

6.1. Operating Hours

- 6.1.a. Hours of operation are from Monday to Friday from 7:00 am to 5:00 pm. The phone number is (204) 765-2469.
- 6.1.b. Any changes to the operating hours must be approved in advance by the Board of Directors.

6.2. Closures

- 6.2.a. The childcare facility will generally be closed the following statutory holidays:
 - i. New Year's Day;
 - ii. Louis Riel Day;
 - iii. Good Friday;
 - iv. Victoria Day;
 - v. Canada Day;
 - vi. August Civic Holiday;
 - vii. Labor Day;
 - viii. Truth and Reconciliation Day;
 - ix. Thanksgiving Day;
 - x. Remembrance Day;
 - xi. Christmas Day; and
 - xii. Boxing Day.
- 6.2.b. Parents will be charged for the statutory holidays.
- 6.2.c. The childcare facility will be closed for a Professional Development Day on the last Friday of May at no charge.
- 6.2.d. The childcare facility will generally be closed between Christmas and New Years.

6.3. Storm Closures

- 6.3.a. All decisions to close operations are made by the Executive Director.
- 6.3.b. During inclement weather, the Shilo MFRC will operate on minimum staffing and/or may close based on the following:
 - i. Shilo Base closure;
 - ii. road closures that prohibit the travel of staff or parents; or
 - iii. extended hydro and/or water shut off.
- 6.3.c. In the event of school closures during inclement weather, the Shilo MFRC will accept school age children for the day based on the child/staff ratio. Priority will be given to the children already enrolled in the school age program. Parents will be charged full time fees if a child attends this day.
- 6.3.d. If the Executive Director requests that children and/or spaces not be filled due to inclement weather or the inability of Shilo MFRC to meet child/staff ratios, the parent's fees for the spaces will be waived. Parents may be phoned to pick up children if there is not enough staff.

- 6.3.e. If parents are unable to pick up the children due to inclement weather, parents and the staff will agree to contact the designated contact person who will be called to pick up the child(ren).

7. Attendance

7.1. Absences

If a child is unable to attend on their regular days, parents/guardians must notify the childcare facility Centre at 204-765-2469 or leave a message as soon as possible.

7.2. Arrival and Departure

It is the responsibility of parents/guardians to transport their children to and from the Shilo MFRC Childcare Facility .

7.3. Transfer of Responsibility

It is the responsibility of the parents/guardians to ensure face to face contact with the Shilo MFRC childcare facility staff member before the parent/guardian leaves the children in the care of the Shilo MFRC. Parents are responsible for transporting their children within the other programs at the Shilo MFRC.

7.4. Arrival Readiness

Prior to leaving the child, parents are responsible to see that their child's outdoor clothes are removed and stored in their personal lockers and that their child is guided to the main play areas.

7.5. Departure Readiness

Parents must pick up the child/children from the designated staff.

7.6. School Children

If the child attends school, the Shilo MFRC is responsible for them until they are signed out and signed in at the MFRC. The staff do a visual watch while the children travel to and from school.

7.7. Late Drop-off/Early Pick-up Procedure

Parents/guardians are to notify staff if their child is going to be coming in later than usual (or leaving early). This is especially important if a field trip or outdoor activity has been planned.

7.8. Late Pick-Up Fee

- 7.8.a. The childcare facility hours of operation are 7:00 am – 5:00 pm. If a child is not picked up by closing time, a late fee will be added to the account. The late fee charge is \$5.00 per child every five minutes until the child is picked up. The parent will be

required to sign the late book when late pick up occurs. After 3 unauthorized occurrences, the child may be removed from the program. Parents are required to make adequate arrangements to ensure that their children are picked up by 5 pm. This could include designating an authorized person to pick up their child.

- 7.8.b. In the case of an emergency, arrangements can be made with the Children's Services Director or Designate.

7.9. Identification Release Policy

- 7.9.a. Children may only be released to their parents/guardians and release list persons. A parent/guardian must provide written permission if someone other than the release list person is to pick up their child. In case of an emergency, requirements for permission will be decided at the discretion of the Children's Services Director or designate. Identification will be required before the child is released. All persons picking up children must be twelve years of age or older.
- 7.9.b. It is the parent/guardian's responsibility to update the release list person(s) when required and to notify the childcare facility staff if anyone is not to pick up their child/children.
- 7.9.c. The Shilo MFRC requires copies of custody orders in order to ensure that children are released to the correct guardian.
- 7.9.d. If the parent/guardian(s) sobriety is questionable when the child is being released, the Shilo MFRC will notify the police of the concern. This is to ensure the safety of both the child and the parent/guardian(s).

8. Outdoor Programming

8.1. Outdoor Programming Policy

- 8.1.a. As indicated in the licensing manual, all children are required to participate in a daily outdoor program except for the following:
- i. temperatures below -25 degrees Celsius with windchill exist;
 - ii. other forms of inclement weather exist;
 - iii. at Humidex levels of 30-39, children are not to be outside during the peak hours of 11am – 4pm (they should be monitored carefully and not exerting themselves); or
 - iv. at Humidex levels of 40 or above.
- 8.1.b. The staff will follow the Environment Canada’s Sun Protection UV index policy as outlined below:

UV Index	Category	Sun Protection Actions
0-2	Low	Minimal protection needed if outside for less than one hour. Wear sunglasses on bright days.
3-5	Moderate	Coverup, wear a hat, sunglasses, and sunscreen if outside for 30 minutes or more.
6-7	High	Protection required. Reduce time in the sun between 11 am and 4 pm and seek shade, cover up, wear a hat, sunglasses, and sunscreen.
8-10	Very High	Take full precautions (see “high” category) and avoid the sun between 11 am and 4 pm.
11+	Extreme	Very rare in Canada. Take full precautions and avoid the sun between 11 am and 4 pm. Unprotected skin will be damaged and can burn in minutes. Proper sun protection includes wearing a broad-brimmed hat, a shirt with long sleeves and wrap-around sunglasses or ones with side shields. Choose sunscreen with 15+ SPF (sun protection factor) that offers protection against both UV-A and UV- B rays. Apply generously before going outside and reapply often, especially after swimming or exercise.

- 8.1.c. Outdoor activities will be at the discretion of the Children Services Director or designate.
- 8.1.d. In a situation where there is adequate staffing and at the parent/guardian’s request, a child may stay inside during outdoor playtime.
- 8.1.e. It is the responsibility of the parent(s)/guardian(s) to ensure their child is dressed for the weather.

8.2. Centre Field Trips/Outings

8.2.a. A number of field trips/outings are planned each year. Parents/guardians must sign a waiver on the registration form to allow their child to participate in some field trips/outings. Any field trips/outings outside of the pre-signed list will require a signed permission slip. If parents/guardians do not wish their child to go on the field trip/outing, other child care arrangements may be made with the supervisor. There will be a 24-hour notice posted prior to each field trip/outing.

8.2.b. Pre-signed list:

- i. the forest;
- ii. fire department;
- iii. local Military Police;
- iv. RCA Museum;
- v. water park;
- vi. school playgrounds;
- vii. Canex; and
- viii. other excursions around the community.

9. Child Transportation

9.1. Parental Responsibility

Each parent is responsible for the transportation of their child/children between childcare facility and their home. The childcare facility is only responsible for the child/children from the time they have been signed in on the attendance sheet, until the time they have been signed out.

9.2. Staff/Child Transportation

When transporting children, staff will use DND or rental vehicles, when they are available. All staff must follow the following rules for travel:

- i. staff and supervisor will assess weather conditions and forecast for the time of travel;
- ii. staff will carry a cell phone and first aid kit;
- iii. children will be informed of safe behaviours in the vehicle; and
- iv. there will be two supervisors in a vehicle at all times unless more than one vehicle is required; in such cases, the vehicles will always travel in a convoy to the destination with a minimum of one supervisor in each vehicle.

10. Items from Home and Supplies

10.1. Toys

- 10.1.a. Toys from home are not encouraged at the childcare facility . This is to avoid situations where a toy is lost or missing and to avoid the disruption of the program itself.
- 10.1.b. Blankets and stuffed toys can be brought to the childcare facility for a child's naptime. These items are to be stored in the children's lockers until naptime.
- 10.1.c. Staff are not responsible for toys brought from home.

10.2. Clothing and Supplies

- 10.2.a. All children's items including clothing, cloth diapers, wipes, lunch containers etc. are to be clearly labelled, by the parent(s)/guardian(s), with the child's name. The childcare facility is not responsible for any of the children's lost clothing. Any items that are lost and unmarked are placed in the lost and found.
- 10.2.b. The childcare facility requires all children to have one set of parent/guardian provided extra clothing and appropriate footwear. Parents are to remove soiled items at the end of each day and provide a replacement before the next session.
- 10.2.c. Children are to be dressed in clothing that will not restrict their play or that parent(s)/guardian(s) are not worried about getting soiled from sand, paint, or outdoor play. Parent(s)/guardians must send appropriate clothing for indoor/outdoor play.
- 10.2.d. For infants, parents are required to send baby food as well as all diapering and bottle feeding supplies.
- 10.2.e. All cloth diapers sent to the childcare facility must be clean and free of any odor. Parents must ensure that the diapers sent are ready to go (pocket diapers stuffed, liners in place, snaps properly adjusted). A clean waterproof bag must be brought daily to put soiled diapers into. Soiled cloth diapers must be taken home at the end of each day. Staff will not rinse or remove any solids from soiled diapers with the exception of when a disposable liner is used and thrown out. Parents are to provide only one style of cloth diaper for ease of use. Parents are required to send more diapers (cloth or disposable) than are expected to be used in a day, in case of accidents. If there are continuous leaks, odor issues, or any other concerns, the Shilo MFRC childcare facility may refuse to continue the use of cloth diapers.
- 10.2.f. If weather permits, the children will have the option of going outside with no shoes in the childcare facility playground.
- 10.2.g. Scarves and mittens/gloves with strings pose a safety hazard and will not be permitted. Neck warmers are a recommended alternative.
- 10.2.h. Any clothing or supplies borrowed from Shilo MFRC must be washed and returned in a timely manner.

11. Snack and Lunch

11.1. Snacks and Lunches (when program is available)

- 11.1.a. Daily snacks and lunches will be provided for all children at a set amount per child per day, if the family chooses to opt in. In order to opt in families must fill out a Meal Program form.
- 11.1.b. In following with the Child Care Regulation 16(4), the Shilo MFRC shall ensure that if a child is in attendance during a recognized meal period, a meal is served to the child and if a child is in attendance prior to or after a recognized meal period, a snack is served after approximately three hours of attendance.
- 11.1.c. The Shilo MFRC strives to be a nut free centre.

11.2. Opting In (when program is available)

If a family chooses to participate in the meal program, a set amount per child per day charge will be added to their bill and their child will receive 2 snacks and 1 lunch in accordance with Child Care Regulation 16(3) and 16(4).

11.3. Opting Out

- 11.3.a. If a family chooses not to participate, they are expected to provide 2 snacks and 1 lunch in accordance with Child Care Regulation 16(3) and 16(4). If snacks/lunches that are provided do not follow the Regulation, a supplement will be provided.
- 11.3.b. If supplements are being provided on a continual basis, the childcare facility Director or designate will meet with parents to discuss options. Each time a snack item or lunch item has been sent from home that does not follow the Regulation, a written report will be sent home to the parents outlining what was not allowed and what the childcare facility provided as a replacement. After three written reports the parents/guardians will be charged the daily meal program fee per child.
- 11.3.c. If parents are unsure of snack and lunch options, a copy of the SMFRC Menu Plan and Nutrition Handbook will be given to the parents. Any item appearing on the menu will be considered healthy.

11.4. Menus

- 11.4.a. Menus may be modified to accommodate allergies with the presentation of a doctor's note or for religious reasons. Parents/guardians will be required to provide food if their child/children has/have more than one allergy.
- 11.4.b. Menus are posted in each program room for parents to view.

11.5. Infants

If an infant/toddler is not yet able to eat the food items that are on the menu, the parents/guardians are required to supply baby food or bottles for their child or

children. Once a bottle is heated and offered to an infant, the unconsumed parts will be discarded to prevent contamination.

11.6. Canada's Food Guide Recommendations

11.6.a. Snacks:

- i. 1 serving of grain products or meat and alternative;
- ii. 1 serving of vegetable and/or fruit; and
- iii. 1 serving of milk (optional).

11.6.b. Lunch:

- i. 1 serving of milk products or 1 serving of meat and alternatives;
- ii. 1 serving of grain products; and
- iii. 2 servings of fruit and vegetables.

11.6.c. Additional notes:

- i. juice will not be recognized as a nutritional option;
- ii. no processed meats; and
- iii. grapes must be quartered to avoid choking;
- iv. The childcare facility will follow recommendations set out by the Canada Food Guide and provincial licensing authority.

12. Health and Safety

12.1. Children Health and Safety Needs

- 12.1.a. The Shilo MFRC will provide routines such as sleeping, eating, and toileting in a way that supports the safety and health development of each child.
- 12.1.b. The Shilo MFRC will have an enhanced safety plan and code of conduct. The Safety plans will include how to keep children safe, deal with emergencies, respond to threatening behaviours, control and monitor who enters the facility, and care for children with additional support needs or life-threatening allergies.

12.2. Medication Policy

- 12.2.a. The Early Childhood Educators will administer medication only in an emergency or if all procedures are followed. The following procedures must be followed:
 - i. a permission form is filled out by the parent/guardian with the specified information about the medication. This form must be filled out daily, unless a long-term form and current URIS form is on file. If the form is not filled out no medication will be administered;
 - ii. prescription medicine must have the prescription label attached to the original container and must be clearly labelled with the child's name, dosage, times to be given and method of administration; and
 - iii. staff will initial the form when the medication has been administered.
- 12.2.b. Non-prescription medicine will be administered for only 3 consecutive days according to the package instructions. Any non-prescription medication must be taken home at pick up daily. The administration of diaper cream will follow the same procedure.
- 12.2.c. All medications are kept under lock and key.

12.3. Emergency Response Plan (Uris)

- 12.3.a. The Centre's Emergency Response Plan will be as follows:
 - i. the adrenaline auto-injector will be administered;
 - ii. 911 will be phoned;
 - iii. parents will be contacted;
 - iv. back up auto-injector will be administered every 10-15 minutes;
 - v. all pertinent information will be relayed to the EMS personnel;
 - vi. designated staff will accompany the child to the hospital; and
 - vii. the childcare facility will record the incident and also contact the childcare facility office to file a Serious Injury Report.
- 12.3.b. The emergency response plan may vary in accordance to the child's individual health care plan. Individual Health Care Plans will be in place for every child enrolled with anaphylaxis, asthma, etc.

12.4. Sick/Illness Policy

- 12.4.a. Parents/guardians are to refrain from sending their children to the childcare facility if any of their children are displaying signs of illness. If any symptoms develop or the child is not able to participate in all aspects of the daily program at the childcare facility, the parent/guardian or the individual named on the release list will be contacted to take the child home as soon as possible. If there are multiple cases of illness (ie gastro) in the centre, children will be sent home after one incidence of vomiting or diarrhea.
- 12.4.b. Children will be sent home if they display any of the following illnesses or signs/symptoms and will not be allowed to attend until they are symptom free and have been on antibiotics for at least 24 hrs, where applicable:
- i. diarrhea - three incidents in one day;
 - ii. vomiting - two incidents in one day;
 - iii. temperature – 101 F/38.3C or over;
 - iv. rash – unidentified or identified as contagious;
 - v. conjunctivitis (pink eye);
 - vi. ear, throat, or other infection;
 - vii. strep throat; or
 - viii. any other contagious illness – such as measles, mumps, roseola, etc. (In this case the staff will advise on the protocols for returning to the childcare facility).
- 12.4.c. If the child has a cold they may attend the Centre provided that their temperature is not elevated and they are able to participate in the full program.
- 12.4.d. If for any reason a child will be absent, parents/guardians are to contact staff to make them aware. If the child is at home because of an illness, a description of the illness would be appreciated so that the other children can be watched for similar symptoms. The staff must report communicable diseases to the Public Health Nurse.



Appendices

