



ADORABLE CHILD CARE CENTRE CORPORATION.

PARENT POLICY MANUAL



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ADORABLE CHILD CARE CENTRE CORPORATION
1205 Manahan Ave. Winnipeg Manitoba, R3T 5S8**



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Welcome to Adorable Child Care Centre Inc.

We're delighted to welcome you and your family to Adorable Child Care Centre Inc., where every child is embraced with care, respect, and a deep sense of belonging. Our team is committed to creating a safe, inclusive, and nurturing environment that supports your child's growth through play, exploration, and meaningful relationships.

As partners in your child's early learning journey, we value your insights and contributions. Together, we'll foster a community built on trust, collaboration, and a shared commitment to holistic development. We look forward to growing alongside your family and celebrating every milestone, big and small. We are more than a centre, we are a family, where care, education, and community come together.

Welcome to Adorable Child Care Centre Inc. - a place where children are nurtured, families are valued, and community thrives. We're so glad you're here.

Purpose of This Handbook

This Parent Policy Manual is designed to provide families with a clear understanding of the values, policies, and daily practices at Adorable Child Care Centre Inc. It serves as a guide to help parents navigate our programs, expectations, and communication processes, while reinforcing our shared commitment to creating a safe, inclusive, and nurturing environment for every child.

By outlining our mission, philosophy, and operational procedures, this handbook supports a strong partnership between families and educators, ensuring consistency, transparency, and mutual respect throughout your child's early learning journey.

New families can review the Parent Handbook either online or by scheduling an appointment with the Director. Any updates; whether additions, changes, or removals, will be shared with current families via memos, centre postings, or newsletters, and incorporated into the handbook for new families throughout the year.



Families are encouraged to share feedback on policies and procedures at any time, either through the suggestion box, direct discussions, or email with the Director. Written feedback is preferred to ensure accurate records of both timing and content.

Thank you for choosing Adorable Child Care Centre Corporation. We're honored to be part of your child's early years and look forward to growing together.

Guiding Values That Shape Our Practice

At Adorable Child Care Centre Inc., our approach to early learning and care is grounded in a set of shared values that reflect global best practices and our local community's heart. These values form the foundation of our Culture of Care, a framework that guides our daily interactions, informs our programming, and shapes our long-term vision for nurturing children and supporting families.

Our Culture of Care is built on five guiding values:

1. Compassionate

Compassion is the heartbeat of our centre. We lead with kindness, empathy, and a deep respect for childhood. We build authentic relationships with each child and family, embracing their individuality and meeting them with warmth and understanding.

2. Welcoming

We believe that a truly high-quality child care environment is one where every child feels seen, valued, and safe. Our welcoming approach ensures that all children, regardless of background or ability, can thrive. We work closely with families and community partners to create inclusive spaces that reflect and celebrate diversity.

3. Whole-Centered

We care for the whole child, supporting not just physical and cognitive development, but emotional and social growth as well. By connecting with families and observing each child's unique journey, we design programs that nurture every aspect of their well-being.

4. Connected

Relationships are at the core of everything we do. Through open communication, shared experiences, and collaborative decision-making, we create a connected community where children, families, educators, and the environment all play a vital role in learning and growth.



5. Uplifting

We strive to uplift everyone in our care; children, families, and staff alike. By fostering trust, encouraging resilience, and celebrating progress, we empower individuals to embrace challenges, grow with confidence, and support one another with strength and compassion.

Curriculum Statement

Adorable Child Care Centre's curriculum is grounded in our mission to provide a safe, inclusive, and nurturing environment where every child feels a strong sense of belonging. Guided by Manitoba's ELCC Curriculum Framework, our program emphasizes responsive relationships, meaningful partnerships with families, and play-based learning that supports each child's emotional, social, physical, and cognitive development.

Our Mission Statement

Adorable Child Care Centre is committed to creating a safe, inclusive, and nurturing environment where every child feels a sense of belonging. Through play-based learning and we support each child's holistic development.

Our Philosophy

Adorable Child Care Centre embraces a community-based approach, partnering with families to nurture each child's emotional, social, physical, and cognitive development. We value parents as primary caregivers and work together to support every child's growth.

How Our Philosophy Is Practiced Each Day

Adorable Child Care Centre's philosophy is reflected in our daily interactions, routines, and learning environment. We partner closely with families by maintaining open communication at drop-off, pick-up, and throughout the day, ensuring parents remain central in decisions about their child's care and development.

Educators create a warm, inclusive environment where every child feels a sense of belonging. Daily activities are designed to support emotional, social, physical, and cognitive growth through play-based learning, exploration, and responsive caregiving. Staff observe children's interests and needs and use this information to guide planning and adapt routines.

We celebrate each child's cultural background and family traditions, helping build a strong community connection. Consistent, nurturing routines, such as: meals, rest, and transitions, promote security and independence, while positive guidance supports relationship-building and social skills.

By working collaboratively with families and focusing on the whole child, our philosophy is woven into every aspect of the centre's daily practice.



Our Vision

is to be a trusted centre where children feel safe, inspired, and empowered. We aim to grow with our community, continuously evolving to meet the needs of families through inclusive practices and lifelong learning.

Eligibility for Child Care Services

Our child care facility is open to all families, regardless of where they live. We proudly welcome children from every background, culture, and nation, creating a nurturing and inclusive environment for all. Whether you are part of the local neighborhood or reside elsewhere in Winnipeg, our doors are open to you. We believe every child deserves access to quality care, and we are committed to serving the diverse families that make up our vibrant community and city.

Our Story: How It All Started

Adorable Child Care began as a heartfelt vision to create a safe, nurturing environment where children thrive and families feel genuinely supported. Founded by Khadijat, a dedicated and passionate early childhood educator, the program first opened in January 2019 as a licensed family/home child care facility approved by MELCC to care for six children, in addition to two of her own under 12 years old.

Through its warm, responsive, and child-centered approach, Adorable quickly earned a strong reputation for high-quality early learning and care. As demand grew, the program expanded in 2021 into a licensed Group Family Child Care, welcoming up to 11 children, plus one of Khadijat's own under 12 years old, for a total of 12 children, supported by two full-time staff.

Today, we are proud to be transitioning into a larger licensed facility—Adorable Child Care Centre Inc., located at 1201 Manahan Avenue, with capacity for up to 56 children (8 infants and 48 preschoolers). Guided by an experienced and dedicated team, we remain deeply committed to empowering children, partnering with families, and fostering a vibrant, caring community where every child feels valued and belongs.

Goals and Objectives

Our commitment is to foster a nurturing, inclusive, and developmentally enriching environment for children, families, and educators. We believe in building strong relationships, supporting growth, and creating a space where everyone feels valued and empowered.

For Children

Our goal is to support each child's holistic development through play-based learning, emotional support, and meaningful engagement.



- Encourage empathy and emotional awareness by helping children recognize and understand the feelings of others
- Promote language development through conversation, storytelling, and expressive activities
- Foster a positive self-image and confidence in each child
- Support physical development through activities that build both large and fine motor skills
- Inspire creativity through open-ended exploration and imaginative play
- Build foundational cognitive skills and understanding of key concepts through age-appropriate learning experiences.

For Parents

We aim to build strong partnerships with families through transparency, communication, and shared involvement.

- Create a welcoming and inclusive atmosphere for all families
- Clearly communicate centre policies and procedures
- Provide access to parenting resources and support services
- Keep parents informed about their child's progress and milestones
- Invite parents to participate in policy discussions and decision-making
- Encourage family involvement in centre events such as board member, fundraisers, celebrations, and field trips
- Offer peace of mind by maintaining a safe, caring, nurturing and professionally managed environment

For Early Childhood Educators (ECEs) and Child Care Assistants (CCAs)

We are committed to professional excellence, ethical practice, and continuous learning among our staff.

- Uphold the principles outlined in the ECE Code of Ethics



- Understand and plan for the developmental needs of each child
- Create individualized learning environments that support every child's growth
- Maintain open and respectful communication with families
- Demonstrate warmth, affection, and positive reinforcement in daily interactions
- Celebrate and respect the unique qualities of each child
- Ensure a safe, engaging, and inclusive learning space
- Provide enriching and meaningful learning experiences
- Stay informed and educated on current best practices and developments in early childhood education

Hours of Operation

To ensure consistency and transparency, Adorable Child Care Centre operates under clearly defined hours. These guidelines help support a safe, well-managed environment for children, families, and staff.

Regular Operating Hours

Monday to Friday

7:30 a.m. – 5:30 p.m.

- ACCC is open year-round, including during school winter, spring, and summer breaks.
- We are closed on all statutory holidays and for two professional development days annually.

Statutory Holidays (Centre Closed)

- New Year's Day (January 1)
- Louis Riel Day (February)
- Good Friday & Easter Monday
- Victoria Day
- Canada Day (July 1)
- Terry Fox Day (August)



- Labour Day (September)
- National Day for Truth and Reconciliation (September 30)
- Thanksgiving Day (October)
- Remembrance Day (November 11)
- Christmas Day (December 25)
- Boxing Day (December 26)

Professional Development & Early Closures

- Professional Development Days: One in April or May, and one in October or November
Families will receive 20 days' notice prior to each closure
- Christmas Eve (December 24) and New Year's Eve (December 31): Centre closes at 12:00 p.m.
- Monthly Early Closure: Beginning March 1, 2026, ACCC will close at 2:00 p.m. once per month for internal staff meetings and room sanitization.

Arrival & Departure Expectations

- Staff are available to provide care only between 7:00 a.m. and 5:30 p.m.
- Parents must ensure children are picked up and ready to leave no later than 5:30 p.m.
- If your child requires time to dress and transition, please arrive accordingly (e.g., if your child takes 15 minutes to get ready to go, please arrive on or before 5:15 p.m.).
- Late pickups after 5:30 p.m. will incur a late fee, charged to your parent fee account.

Staffing Notes

- Full staffing is maintained between 9:30 a.m. and 5:00 p.m.
- Limited staffing is available before 9:30 a.m. and after 5:00 p.m.
- Use of care beyond 5:30 p.m. should only occur due to unavoidable work-related delays.

Late Policy

To ensure the safety of children and compliance with our insurance contract, Adorable Child Care Centre strictly adheres to its operating hours. The centre must not operate beyond 5:30 p.m. under any circumstances.

Late Pick-Up Guidelines

1. **Late Arrival Definition**



Any parent arriving at or after 5:30 p.m. will be considered late, unless attending a scheduled centre event such as an Annual General Meeting (AGM) or Potluck Dinner.

2. **Late Fee Charges**

A fee of \$25.00 per first ten minutes will be applied.

- Example: Arriving 11 minutes late will result in a \$50.00 charge.
- Late fees will be added to your monthly billing statement.
- Appeals must be submitted in writing to the Board of Directors.

3. **Repeated Late Arrivals**

- Two late fees within a 12-month period will result in a formal warning.
- Three late fees within the same period may result in loss of your child's space at the Centre.

4. **Failure to Arrive by 6:30 p.m.**

If a child has not been picked up and no communication has been received by 6:30 p.m., ACCC is legally obligated to contact Child and Family Services, as per provincial regulations.

Courtesy Calls

We appreciate a phone call if you anticipate being late. This helps reduce anxiety for both staff and children. However, please note that a late fee will still apply regardless of the reason for the delay.

Attendance & Absence Guidelines

To ensure the safety and well-being of all children, and to maintain accurate records, ACCC follows the attendance and absence procedures outlined below. These practices support licensing requirements, fire regulations, and our commitment to quality care.

1. **Daily Drop-Off**

Parents are responsible for bringing their child into the centre and ensuring a staff member is aware of their arrival.

- Even if your child is capable of entering independently, a parent must still confirm arrival with staff. This is a licensing best practice and ensures ACCC assumes responsibility for the child.

2. **Daily Pick-Up**

A staff member must be notified when a child is being picked up.



3. Authorized Pick-Up

If someone other than a parent is picking up a child, prior notice must be given to staff.

- Children will not be released to anyone without prior arrangement.
- Photo ID is required for all pickups.
- Only individuals 13 years of age or older may pick up a child.

4. Custody Arrangements

Separated or divorced parents must submit a copy of their custody papers or parental pickup days for our records. Proof of parentage may be requested for verification.

Absence Guidelines

a. Reporting Absences

If your child will be absent, please notify the centre by 9:30 a.m. on the day of absence or earlier.

b. Fee Policy

Fees are charged for statutory holidays, family vacations, and sick days.

- Families traveling abroad are responsible for fees during their absence, regardless of duration.
- Failure to pay fees during extended absences may result in the loss of your child's space, which may be reassigned to a family on the waiting list.

Financial Arrangements

All daily rates reflect the centre's hours of operation.

- Fees are charged for all statutory holidays, as well as for any days missed due to illness or absence.
- Provincial Subsidy is available through the Province of Manitoba. Families enter into a direct contract with the province to access this support.
- Until subsidy approval is confirmed, full fees are required. Once approved, any applicable credits will be applied to your account.
- If a subsidy lapses, the province may not backdate coverage—full fees will apply during any gap in subsidy.

Infant Care (12 Weeks to 2nd Birthday)

- Fee: \$10.00 per day



- A government grant offsets the remaining \$20.00 daily cost, allowing licensed facilities to maintain affordability.

Preschool Care (2 Years to 5 Years)

- Fee: \$10.00 per day
- A government grant offsets the remaining \$10.80 daily cost, supporting access to quality early childhood education.

Fee Billing & Part-Time Enrollment Policy

To maintain financial transparency and ensure compliance with licensing regulations, ACCC follows a structured billing process and enrollment policy. These guidelines help us provide consistent, high-quality care to all families.

Billing Schedule

- Fees are billed in advance of each four (4) week pay period.
- Billing statements are issued one week prior to the due date.
- Families are responsible for keeping their accounts current.
- Failure to maintain payment may result in loss of your child's space at the centre.
- Accounts that are overdue by 60 days will be reviewed by the Board of Directors for further action.

Part-Time, Flex & Casual Enrollment

- Fees are based on a pre-set number of enrolled days within each 4-week billing cycle.
- Billing periods align with the Provincial Government's subsidy schedule. The Director will provide specific dates at the time of billing.
- Part-time enrollment refers to children attending on a regular schedule of less than 5 full days per week (e.g., 2 days per week or 8 days per billing period).

Attendance Consistency

- Any changes to your child's schedule must be pre-approved by the Director before the child attends on a new schedule.

Enrollment Changes

To maintain accurate records and ensure compliance with licensing requirements, all enrollment changes must be approved in advance.

• Schedule Change Policy for Part-Time Child Care



Any changes to your child's scheduled attendance must receive prior approval from the Director. We are unable to accommodate unscheduled attendance without proper coordination.

If your child is enrolled in a part-time child care arrangement, and you wish to modify the assigned days, please notify the Director in advance. This allows us to coordinate with the other family sharing the same child care slot. For example, if your child attends on Tuesdays and Thursdays, and another child attends on Mondays, Wednesdays, and Fridays, showing up on an unscheduled day (e.g., Wednesday) may result in overlapping attendance.

- Email notification is preferred for all enrollment change requests. This helps us maintain clear documentation and respond promptly.
- Families can reach us at adorable4family@gmail.com to submit requests or ask questions regarding schedule adjustments.

Operating Status and Program Capacity

We are a fully funded child care facility dedicated to providing high-quality early learning and care to families across Winnipeg. Our center proudly accepts families receiving child care subsidies, ensuring that our services remain accessible and inclusive to all.

We operate under the guidance of a committed Board of Directors, who provide strategic oversight and help uphold our values of transparency, accountability, and excellence.

Our licensed capacity includes:

- Infant Program (ages 12 weeks to 2 years): 8 spaces
- Preschool Program (ages 2 to 5 years): 48 spaces

We welcome children from all backgrounds and are proud to serve a diverse community of families. Our facility is open to everyone, reflecting our belief in equity, inclusion, and the importance of early childhood development for all.

Additional Fees

In addition to regular child care fees, ACCC applies the following supplementary charges to support programming, maintain accountability, and ensure compliance with operational policies.

Administration & Registration Fee Policy

Our facility charges a non-refundable administration/registration fee of \$10 per child.

This fee is due prior to enrollment and must be paid in full to secure your child's placement on our waitlist or in our program.

Late Parent Fees



Parents fees are due every 4 weeks and must be paid at the beginning of each billing period (4 weeks in advance of service). For every day fees are late there would be a charge of \$10 per day.

NSF Charge

In case of an NSF cheque, all NSF (nonsufficient funds) bank charges will be charged to the parent and parents will be required to pay all future payments in cash or E-transfer.

Fundraising Participation

- To simplify fundraising efforts and enhance programming for children, ACCC has adopted a streamlined approach to **voluntary contributions**.
- These contributions help support special events, and enrichment opportunities for all children in our care.
- Participation in **fundraising is entirely optional**, and families are never obligated to contribute.
- We deeply appreciate any support you choose to offer, as it helps us maintain a vibrant and engaging learning environment.

Receipts

Receipts are issued with each payment for either child care fees or field trips, and annually for tax purposes.

Refundable Deposit

A refundable deposit is required upon enrollment to secure your child's space at ACCC.

- Full-time families: \$200.00 per child
- Part-time families: \$100.00 per child
- If a part-time child transitions to full-time, the deposit will be adjusted accordingly.

Deposits will be refunded or credited to your account once all fees are paid in full and a minimum of **one month's written notice** is provided to management prior to withdrawal.

Late Pick-Up Fees

Like you and your family, our staff value and enjoy having quality family time in the evenings following a long and full day's work. As such, if you are going to be late, we appreciate receiving a phone call as soon as you are aware of the situation.



- A fee of \$25.00 per 10-minute interval (or portion thereof) will be charged for any child picked up after 5:30 p.m.
- Example: A 15-minute delay results in a \$50.00 charge
- Late fees will be added to your monthly billing statement.

Service Termination & Transition Policy

At ACCC, we are committed to fostering positive relationships with families and providing high-quality care. However, to maintain a safe and respectful environment for all children, families and staff, we reserve the right to discontinue services under the following circumstances:

- Non-payment of fees
- Failure to comply with ACCC's policies
- Repeated late pick-up beyond scheduled hours
- Abusive language or behavior toward staff, children, or other families
- Actions or behaviors that compromise the safety or well-being of children in our care

These measures are in place to uphold the integrity of our program and ensure the well-being of our community.

Infant to Preschool Transition

We value the opportunity to care for children through all stages of early development. However, ACCC is licensed to accommodate 8 infants and 48 preschoolers, and transitions between age groups are subject to availability.

- When an infant turns two years old, a preschool spot is not guaranteed if all 48 preschool spaces are filled.
- Families will receive a minimum of 4 weeks' notice prior to their child's second birthday if a preschool spot is not available.
- If you have not received communication regarding your child's transition 4 weeks before their second birthday, please feel free to reach out to inquire about availability.
- If a preschool spot becomes available, we will be delighted to continue supporting your child's growth, learning, and development within our centre.

We appreciate your understanding and cooperation as we work within our licensing guidelines to provide consistent, quality care for all children.



Infant Program Plan

Staff Qualifications & Ratios

- The infant program maintains Manitoba-required staffing levels.
- At least **1 of the 2 staff in the infant room is trained ECE II or ECE III.**
- The staff-to-child ratio is **1:4**, with a maximum of 8 infants in room.
- A **primary caregiver system** is used to support secure attachment and consistent care.

We use a Primary Caregiver System to ensure infants receive consistent and individualized care. Each infant is paired with a primary caregiver who handles their daily routines, feeding, diapering, sleep, and comfort, and provides most one-to-one interactions. This caregiver tracks the child's development, documents observations, and communicates regularly with families. While all staff work together, the primary caregiver remains the main contact for each child, helping ensure predictable, responsive care throughout the day.

Use of Infant Room Space

- The room is arranged into areas for movement, sensory play, quiet play, feeding, diapering, and sleeping.
- Materials are placed at infant level to encourage independence and exploration.
- The sleep area is in the room, dimly lit, and arranged for safe supervision.
- Spaces are adjusted as infants grow and developmental needs change.

Outdoor Play

- Infants use a **dedicated outdoor space** designed for safety and age-appropriate play.
- Soft surfacing, shade, and infant-safe equipment are provided.

Meeting Individual Daily Needs

Meeting Individual Daily Needs

- Infants follow individualized schedules for sleep, feeding, and diapering.
- Staff work closely with families to maintain home routines as much as possible.
- Bottle feeding is provided one-on-one in a calm, comfortable area.



- Infants who are eating solids are fed according to their developmental stage, using appropriate textures and safe feeding practices. Staff follow family preferences and introduce new foods only in consultation with parents.
- Diapering occurs as needed and at least every two hours.
- Early toilet learning is supported when families and staff agree the child is ready.

Exploration & Play

Inviting Learning Spaces

Our play environment is arranged to encourage movement, discovery, and independence. Infants can explore soft climbing areas, sensory materials, books, mirrors, child-size book shelf, kitchen, and simple toys at their own pace.

Thoughtful Materials

We offer open-ended materials; natural objects, musical instruments, sensory items, and early literacy materials, that support curiosity and problem-solving. Materials are rotated based on children's interests and developmental needs.

Infant Equipment

- **Sleeping:** Individual cribs/cots with fitted sheets only; no soft items permitted.
- **Eating:** Highchairs with safety straps, child-sized tables, and sanitized feeding equipment.
- **Diapering:** Change table with safety rail, hands-free disposal, and individual storage for supplies.

Supervision During Sleep

- Staff maintain **constant visual supervision** of all sleeping infants.
- Physical checks are completed and documented at required intervals.
- Sleep room doors remain open, and ratios are maintained during naps.

Emergency Evacuation; Evacuation Process

- Infants are evacuated using evacuation cribs or multi-child strollers, depending on the number of children and their mobility.
- Non-mobile infants may be carried by staff if needed, following safe lifting practices.
- Staff ensure all infants are securely placed in the evacuation crib or stroller before leaving the room.



- The group exits the building following the posted evacuation route and proceeds to the designated meeting point.

Staff Responsibilities

- **Lead Staff (Room Lead or ECE II/III):**
 - Performs a quick head count and gathers the attendance sheet.
 - Ensures all infants are safely placed in the evacuation crib or stroller.
 - Leads the evacuation out of the room and guides the group to the designated meeting area.
- **Support Staff:**
 - Brings the emergency bag, which includes essential supplies such as contact information, diapers, wipes, and emergency medication.
 - Assists with placing infants in the evacuation crib or stroller and carries non-mobile infants if required.
 - Conducts a final room check to ensure no child is left behind before exiting.

Practice Drills

- Evacuation drills are practiced monthly, and infants are always included.
- Drills help staff maintain confidence in the procedure and help infants become familiar with the routine.
- After each drill, staff review the process and adjust if needed to ensure continued safety and efficiency.

Our Commitment

We provide a **safe, nurturing, developmentally appropriate** infant program where each child's individual needs are respected and supported. Families are partners in care, and communication is ongoing and meaningful.

Building Security & Visitor Protocols

The safety of our children, families, and staff is our highest priority. ACCC maintains strict building access and visitor procedures to ensure a secure and welcoming environment.

Secure Entry System



- All families are issued a key fob for secure access to the building between 7:00 a.m. and 5:20 p.m.
- After 5:20 p.m., access is restricted to buzzer entry only, and a staff member will unlock the door.
- Lost or damaged key fobs must be reported immediately. Replacement fees apply (see Key Fob Policy).

Key Fob Fees

- Initial key fob: \$20.00
- Replacement key fob: \$25.00 (if lost or damaged)

Access Guidelines

- Key fobs provide access to the building between 7:00 a.m. and 5:20 p.m.
- After 5:20 p.m., families must use the buzzer system, and a staff member will unlock the door.
- The Centre closes promptly at 5:30 p.m. We ask that families arrive with enough time to exit the building by closing time.

Key Fob Etiquette

- Lost key fobs must be reported to staff immediately.
- Please ensure your key fob is with you at every pick-up.
- Rationale: Staff are often engaged in end-of-day activities such as storytelling or games. Frequent interruptions to answer the door can disrupt these valuable moments for children.

Vacation Periods

- Full fees will be charged during any temporary withdrawal for vacations or breaks between academic schedules.
- Families who choose to withdraw their child during this time must notify management in writing.
- Upon withdrawal, the child's space will be released and the family may be placed on the waiting list for re-enrollment.
- Please note: Re-enrollment is not guaranteed and is subject to space availability.



Withdrawal Policy

To ensure smooth transitions and proper staffing, ACCC requires advance notice for all withdrawals from the centre.

- Families must provide four (4) weeks' written notice prior to withdrawing their child's space.
- If notice is not provided, the family will be charged for the full pay period, and the refundable deposit will be withheld until all outstanding fees are paid in full.
- ACCC reserves the right to request the withdrawal of a child at any time due to non-payment of fees or failure to comply with centre policies.

Health Policy

Health & Nutrition Policy

ACCC is committed to promoting healthy habits and maintaining a safe, hygienic environment for all children in our care. The following guidelines support nutrition, hygiene, and illness prevention. The health and well-being of all children at ACCC is a shared responsibility between families and the Centre. While parents are primarily responsible for their child's health, ACCC follows best practices in child development and illness management to ensure a safe and supportive environment.

Health & Allergy Policy

The health and well-being of all children at ACCC is a shared responsibility between families and the centre. While parents are primarily responsible for their child's health, ACCC follows best practices in child development and illness management to ensure a safe and supportive environment.

Illness Policy

Children who are ill (e.g., persistent cough, green nasal discharge, fever) should remain at home.

- Children must be well enough to participate fully in the program, including daily outdoor play.
- Outdoor play will proceed when temperatures are between -25°C and $+30^{\circ}\text{C}$, using reasonable judgment.

Centre Discretion

ACCC reserves the right to send home any child who, due to illness, is unable to participate in the program.

Illness and Emergency Pick-Up Policy



- If a child becomes ill and, in the judgment of senior staff, should not remain at the centre, parents or guardians will be contacted and expected to pick up their child promptly.
- If pick-up is not possible within two hours, an authorized emergency contact must be arranged. Continued care beyond this time may not be available.
- If calls go unanswered, staff will leave up to three voicemails over one hour before contacting emergency contacts.
- If no one can be reached and the child requires medical attention, emergency services may be contacted. **Parents are responsible for all associated costs.** This ensures the comfort of the child and minimizes exposure to other children.

Children Returns back After Illness

Children may return to the Centre once they are well enough to fully participate in daily activities and any required exclusion period has passed. A doctor's note may be requested if a child continues to appear unwell after returning.

Communicable Diseases

- Families must follow **public health guidelines** regarding incubation and isolation periods for communicable illnesses.
- ACCC will notify families of any confirmed communicable diseases via **posted notices at the entrance.**
- In certain cases, the centre may require a child to be sent home or request a **doctor's certificate** before returning to care, or wait until after the communicable disease is no longer contagious.

Measles Advisory

- Due to the rise in measles cases in Canada (2024), families are strongly encouraged to ensure their child is **immunized** against this highly contagious disease.
- For more information, please consult your family physician or visit: [Canada.ca – Measles Information](https://www.canada.ca/en/health-canada/services/immunization/immunization-services/measles.html)

Reporting Illness or Exposure

- Parents must inform the centre immediately if their child or household has been exposed to any **infectious disease, communicable illness, or lice.**

Allergy & Food Safety Policy

- ACCC maintains a **No Peanut Policy.** While we are not 100% peanut-free, we make every effort to eliminate obvious peanut products from the centre.



- Centre-provided snacks do **not contain peanut ingredients**, though trace amounts may be present due to manufacturing processes.
- Families are asked **not to send peanut butter sandwiches or peanut-based snacks** in lunch kits.
- Staff routinely inspect lunch kits to help prevent accidental exposure.

Life-Threatening Allergies & Dietary Needs

- If your child has a **life-threatening allergy**, please notify the Centre **prior to enrollment**. The Director will work with you to develop a care plan tailored to your child's needs.
- Children with **specific dietary restrictions or allergies** will be accommodated **within reason**, provided that detailed information is submitted **in writing**.

Administration of Medication

To ensure the safety and well-being of all children, ACCC follows strict guidelines regarding the administration of medication.

Parent Responsibilities

- Parents are encouraged to personally administer medication to their child whenever possible.
- If prescription medication must be administered during care hours:
- A Medication Release Form must be completed and signed by the parent.
- The medication must be handed directly to a staff member, never left in a child's belongings.
- The medication must bear a pharmacist's label with the child's name, dosage, and instructions.

Restrictions

- Only prescribed medications will be administered by staff.
- Over-the-counter medications (e.g., Children's Tylenol, Aspirin, cough syrups) will not be administered under any circumstances.
- No exceptions will be made without a doctor's written authorization.
- If your child has been given medication (e.g., Tylenol or cold medicine) prior to arriving at the centre, please inform staff.
- This helps us monitor your child for symptoms and respond appropriately if they begin to feel unwell.



Important Reminders

- Do not leave any medication in your child's lunch box or backpack.
- No over-the-counter medications will be administered.
- Medications will only be administered as prescribed.
- No exceptions without a doctor's release.

Nutrition Policy

ACCC is committed to promoting healthy habits and maintaining a safe, hygienic environment for all children in our care. The following guidelines support nutrition, hygiene, and illness prevention.

Snacks & Lunches

Adorable Child Care Centre (ACCC) provides morning and afternoon snacks in alignment with the Canadian Food Guidelines

<https://food-guide.canada.ca/en/tips-for-healthy-eating/parents-and-children/>. Families who wish to participate in the snack program will be charged a nominal **fee of \$10.00 per month**. Participation is **optional**, and families may opt out at any time by providing their child's snacks from home. A weekly snack menu is available for parents to review at any time.

- ACCC provides morning and afternoon snacks in accordance with Canadian Food Guidelines. <https://food-guide.canada.ca/en/tips-for-healthy-eating/parents-and-children/>
- Families are responsible for sending nutritious lunches from home.
- Lunches should include at least three food groups and reflect healthy choices.
- For guidance, please visit: https://www.gov.mb.ca/education/childcare/resources/pubs/nutrition_handbook.pdf

Peanut Awareness

- We offer peanut-aware snacks when no nut allergies are present in the centre.
- For added safety, no peanut products are served to children under 2 years of age.
- While ACCC is not a certified peanut-free facility, we take all reasonable precautions to avoid exposure.

Special Diets & Allergies



- Families must inform the centre of any dietary restrictions, including allergies, religious, or cultural preferences.
- Parents are responsible for providing substitute meals or snacks from home when required.
- Children with life-threatening allergies must have a care plan in place prior to enrollment.

Hygiene & Illness Prevention

- ACCC follows the Infection Control Guidelines for Early Learning and Child Care to reduce the spread of illness.
- Staff and children practice regular hand washing, and all surfaces and toys are cleaned and sanitized routinely.
- Good health practices are reinforced daily to promote a safe and respectful environment.

Infant Feeding

- Infants are held during bottle feedings until they are able to comfortably hold the bottle themselves.
- Infants are never left alone with bottles to ensure safety and nurturing care.

Snacks & Lunches

Nutrition plays a vital role in a child's development. ACCC is committed to providing healthy snacks and promoting mindful eating habits in partnership with families.

Daily Nutrition

- The centre provides two nutritious snacks and milk/water each day, aligned with Canadian Food Guidelines.
- For lunch, families must provide a packed meal, while ACCC supplies milk/water to accompany it.

Foods to Avoid



- Please do not include candy, gum, or high-sugar items in your child's lunch.
- Many packaged snacks contain excessive amounts of glucose and fructose, which are not recommended for daily consumption by young children.
- Fruit juice can contain as much—or more—sugar than soda and should be limited.

Heating & Containers

- A microwave is available for reheating lunches; however, due to time constraints, we ask families to use a heated thermos or microwave-safe container whenever possible.
- Reheating many lunches daily is time-consuming and can disrupt programming.
- Please pack lunches in reusable, labeled containers to support our commitment to sustainability.
- We do recycle and encourage eco-friendly practices.

Lunch Preparation Reminder

To ensure smooth lunchtime routines and minimize delays:

Please do not send lunches that require preparation.

This includes items such as:

- Canned foods
- Instant noodles
- Microwaveable Kraft Dinner
- Frozen dinners or meals requiring assembly

These items should be fully prepared at home and packed in a microwave-safe container or heated thermos. Staff will reheat lunches as needed, but we are unable to cook or assemble meals. Thank you for helping us keep mealtimes efficient and enjoyable for all children!

Program and Routines

Our daily routines are a general overview of how the children's days are structured. Each group has an established a routine that is flexible and adaptable to the changing needs of the children. Daily routines are posted in each room. A variety of activities and items are provided for the children's use throughout the day including push toys, books, art and craft items, manipulative toys, and water and sand tables. Children play outside at least once per day, weather permitting.



Our daily routines provide a general structure for each group while remaining flexible and responsive to the changing needs of the children. Each room follows an established routine that supports comfort, predictability, and smooth transitions throughout the day. Daily schedules are posted in every classroom for families to review.

Throughout the day, children have access to a variety of developmentally appropriate activities and materials, including books, art supplies, manipulative toys, push toys, and sensory experiences such as water and sand play. Outdoor play occurs at least once per day, weather permitting, to support physical development and overall well-being.

Learning Areas in the Centre

Adorable Child Care Centre provides a range of learning areas designed to support whole-child development; emotional, social, physical, and cognitive. Each area encourages active learning, exploration, creativity, and independence.

Dramatic Play Area

This area supports imagination, social interaction, language development, and emotional expression. Children learn cooperation, role-playing, and empathy through pretend play.

- **Examples:** Dress-up clothes, play kitchen, dolls, puppets, pretend food, telephones.

Literacy and Quiet Reading Area

This space promotes early literacy, communication skills, concentration, and self-regulation. It also provides a calm place for children to relax.

- **Examples:** Picture books, story baskets, soft seating, alphabet puzzles.

Manipulative and Cognitive Area

Children strengthen fine-motor skills, problem-solving abilities, and early math concepts through hands-on exploration.

- **Examples:** Puzzles, blocks, stacking toys, shape sorters, counting items.

Art and Creative Expression Area

This area encourages creativity, sensory exploration, and fine-motor development. Open-ended materials allow children to express themselves freely and engage in active learning.

- **Examples:** Crayons, paper, paint, playdough, collage materials, markers, easels.

Gross-Motor and Active Play Area



Children build coordination, balance, strength, and confidence through movement-based activities.

- **Examples:** Push toys, balls, tunnels, climbers, riding toys, outdoor structures.

Sensory Exploration Area

This area enhances scientific thinking, sensory processing, and cognitive development through hands-on discovery.

- **Examples:** Sand table, water table, scoops, funnels, sensory bins.

Science and Discovery Area

Children explore early science concepts through observation, experimentation, and natural materials.

- **Examples:** Magnifying glasses, magnets, plants, rocks, shells.

Superhero and Weapon Play

Approach to Superhero Play

Superhero play is recognized as a natural part of children's imaginative development. Staff support this type of play when it remains safe, respectful, and inclusive for all children.

Staff Actions

- Redirect play if it becomes unsafe, aggressive, or exclusionary.
- Encourage imaginative storytelling rather than physical combat.
- Promote positive themes such as helping, teamwork, and problem-solving.
- Do not allow toy weapons or play that imitates violence.
- Support children in expressing strong emotions in healthy, non-aggressive ways.

Toys from Home

To prevent loss, conflict, and distraction, personal toys from home are **not permitted on a daily basis**.

Exceptions include:

- Comfort items needed for rest time.
- Items approved in advance for special events, cultural sharing, or show-and-tell.

All items brought from home must be safe, appropriate, and approved by staff.



Daily Schedule overview: 7:00 AM – 5:30 PM

Our daily routine provides a balanced mix of play, learning, rest, and exploration for all children. Activities are flexible and may adjust based on weather, group dynamics, and children's evolving interests and energy levels.

Time	Activity
7:00 – 8:30	Early Arrival & Free Play (quiet activities, indoor centres)
8:30 – 9:15	Morning Free Play (creative play, sensory stations, building blocks)
9:15 – 9:45	Morning Snack
9:45 – 10:15	Circle Time – songs, stories, group discussion, bathroom routine
10:15 – 11:00	Outdoor Play
11:00 – 11:30	Diapering Routine
11:30 – 12:30	Lunch – staggered seating as needed
12:30 – 2:15	Naptime / Quiet Activities for Non-Nappers (books, puzzles, art)
2:15 – 2:30	Wake-Up Transition / Diapering Routine
2:30 – 3:15	Afternoon Snack
3:15 – 5:00	Outdoor Free Play / Gross Motor Exploration & Teacher-Guided Activities
5:00 – 5:15	Quiet Time (books, puzzles, calming activities)
5:15 – 5:30	End-of-Day Transition

Inclusion Policy

At ACCC, we are committed to creating an inclusive, respectful, and supportive environment where every child can thrive. We recognize and celebrate the diverse abilities, backgrounds, and needs of all children and their families.

Access

- We welcome children of all abilities and are committed to inclusive practices.
- Our daily program is adapted as needed to support the individual strengths and developmental needs of each child.



Participation

- All children are given opportunities to engage in social free play, structured activities, and daily routines.
- We believe every child deserves an environment that fosters growth across all areas of development, including cognitive, emotional, physical, and social domains.

Support

- We value and respect parental input as essential to each child's success.
- We collaborate with early intervention professionals to support children with additional needs.
- Our staff participates in ongoing professional development focused on current research, child development theory, and inclusive practices.

Diversity Statement

- We embrace children and families of all cultural backgrounds, languages, abilities, and family structures.
- Our programming reflects multicultural perspectives, inclusive celebrations, and materials that represent the diverse world we live in.
- We foster a culture of kindness, empathy, and respect, helping children develop a strong sense of identity and belonging.

Accessibility Commitment

- ACCC is committed to providing equitable access to all children, including those with physical, developmental, or sensory needs.
- We work collaboratively with families and professionals to ensure that reasonable accommodations are made to support each child's participation.
- Our facility and learning environments are designed to be welcoming and adaptable, with ongoing efforts to improve accessibility.

Parent Communication Policy



At ACCC, we value strong, respectful partnerships with families. Open and consistent communication is essential to ensuring the best care and developmental support for your child.

Ongoing Communication

- We recognize parents as the primary caregivers and appreciate the privilege of caring for your child.
- We are committed to maintaining clear and consistent communication with families and fostering positive relationships built on trust and collaboration.

Notices & Updates

- Please notify us promptly of any changes to your contact information, including address, phone number, or emergency contacts.
- Updates to your child's health, development, or authorized pick-up list must also be communicated to the centre.
- A bulletin board at the entrance is used to share important notices, including special events, closure dates, and general announcements.

Family Involvement Policy

We welcome and encourage family involvement in all aspects of our program. At ACCC, we believe that quality care is built on strong partnerships between families, staff, management, and the Board of Directors. We actively encourage parents and guardians to be involved in the life of our centre in meaningful and diverse ways.

Engagement

- Parents and guardians are encouraged to participate in centre activities as their schedules allow.

Examples include:

- Reading storybooks aloud to children
- Sharing age-appropriate oral stories or songs
- Assisting with classroom activities or special projects
- Contributing materials or ideas for themed learning units

Get to Know Us – Take time to familiarize yourself with our team and programming.

Share Your Talents – Use your professional skills or hobbies to enrich the program:

- Visit the centre to talk about your occupation



- Arrange a tour related to your field
- Read a story, play an instrument, or lead a hands-on activity
- Grandparents are warmly invited to participate anytime!

Parents Communication, Meetings and feedback

Daily feedback is available from staff, and we encourage families to share updates during drop-off to help us provide personalized care throughout the day.

- Feedback, questions, and suggestions are always welcome, families may use the suggestion box or speak directly with staff or management.
- Families receive ongoing updates on their child's progress, interactions, and daily experiences. Important updates are posted on the bulletin board or entrance door. Please make it a habit to check these regularly.
 - We encourage parents to share morning feedback with staff during drop-off, as this helps us provide personalized care throughout the day.
 - Attend Meetings – Participate in parent meetings and staff-parent discussions to stay engaged and informed
 - We value open communication and collaborative care. Parental meetings are best scheduled weekday afternoons between 1:00–4:00 PM, when staff availability is highest and family routines least disrupted.
 - To book a meeting, contact our administrative team by phone, email, or in person. We encourage families to first speak with the staff in their child's room regarding any concerns or progress updates. Meetings are held in the director's office for privacy and comfort.

Transition Policy for New Children

Starting child care is a significant milestone for both children and families. At Adorable Child Care Centre, we provide a supportive transition process to help children feel safe, secure, and confident in their new environment.

Families may choose from the following options:

1. **Parent-Accompanied Visits:** Prior to the official start date, families are encouraged to schedule a visit with their child. These visits allow children to explore the space, meet educators, and begin adjusting to the routine. Parents must remain with their child throughout the visit to offer comfort and reassurance.



2. Gradual Start Option: If scheduling permits, we recommend shorter hours during the first week of care. This gradual approach helps children build trust and confidence at their own pace, easing the transition into full-time care.

Purpose of the Transition

- Support emotional comfort and reduce separation anxiety
- Foster familiarity with staff, routines, and surroundings
- Encourage open communication between families and educators.

Scheduling

Visits and gradual start arrangements can be coordinated with our administrative team. We're here to support each family's unique needs and ensure a smooth beginning to your child's journey with us.

Transportation Policy

We want every child to travel safely when coming to the Centre or participating in activities away from it.

Getting to and from the Centre

- Parents and guardians are responsible for bringing their child to the Centre and picking them up at the end of the day.
- The Centre does not provide daily transportation.
- Anyone picking up your child must be listed as an authorized adult on your child's file.
- Please let us know if someone different will be picking up your child.

Transportation for Field Trips and Off-Site Activities

When we take children off-site for learning experiences, we follow strict safety procedures.

Possible Transportation Methods

- Centre-approved vehicles driven by trained staff
- Hired school buses or public transit **if our budget allows**
- Walking, for nearby destinations

Parent Consent- Families are notified of all off-site activities, and written permission is required.

Safety Measures



- All vehicles meet provincial safety and licensing requirements.
- Children are secured in appropriate car seats or seat belts.
- Staff supervise children closely during loading, travel, and unloading.
- Attendance is checked before leaving, upon arrival, before returning, and once back at the Centre.

Staff Responsibilities

- Staff who drive must have a valid licence and a safe driving record.
- At least two staff members accompany children whenever possible—one to drive and one to supervise.
- Staff remain responsible for supervision even when using hired transportation or public transit.

Our Commitment

Your child's safety is our top priority. We follow all provincial regulations and Centre procedures to ensure safe, reliable transportation for every outing.

Field Trip Participation

- Parents and family members are invited to volunteer for offsite field trips, helping enhance supervision ratios and safety.
- Prior to each trip, families will receive detailed information and must complete the required consent forms for their child to participate.
 - Volunteers must submit a clear criminal record check, including a vulnerable sector search, to the Program Coordinator before the trip date. Volunteers are considered part of the centre team and must meet licensing requirements.

Cultural Contributions

- Cultural heritage is a valued part of our curriculum.
- We warmly invite families to share their traditions, artifacts, celebrations, and cultural practices with the Centre community.
- These contributions help foster inclusivity, respect, and a deeper understanding of the diverse backgrounds that make up our centre.

Your involvement helps create a vibrant, inclusive, and supportive environment where children thrive. We're grateful for everything you bring to our community.



Napping Policy

Nap time is considered an essential part of each child's daily routine, supporting their physical growth, emotional regulation, and overall development.

- Our youngest children nap after lunch for approximately 2 hours or less, depending on individual needs.
- We recognize that nap requirements vary—children who wake early or are unable to sleep will be offered the opportunity to play quietly in another room.
- Comfort items such as cuddly toys or personal nap-time belongings are welcome to help children feel secure and relaxed.

Children's Personal Belongings & Parent Responsibilities

To ensure your child is comfortable and prepared for daily activities, please provide the following clearly labeled items:

- Lunch kit
- Water bottle
- Indoor shoes
- Diapers, wipes, and diaper cream (if applicable)
- Sunscreen and bug spray (if applicable)
- Outdoor clothing appropriate for the weather and daily outdoor play
- A blanket to be kept at the centre and washed weekly (please do not send pillows)
- A complete change of clothes, including underwear, socks, pants, shirt, and dress (if applicable) This is essential for all children due to potential spills, accidents, or messy play
- Inexpensive mittens are recommended, as they tend to go missing despite our best efforts
- All outerwear (mitts, boots, scarves, overshoes) should be labeled and suitable for the weather
- Children play outdoors daily, weather permitting
- **Labeling** - helps us return lost items, especially when many children have identical clothing from popular stores

We also recommend packing extra mittens, socks, and underwear in your child's bag to ensure they're always prepared.

Toys & Electronics - Please do not send toys or electronic devices from home. ACCC cannot guarantee the return or condition of personal items brought to the centre.



Bottles and Soothers - Families may send bottles and soothers if required for their child's comfort and routine. All items must be clearly labeled with the child's name and brought home daily for cleaning. The Centre reserves the right to limit the use of bottles or soothers during program hours if they interfere with participation, safety, or developmental goals.

Responsibility for Lost or Damaged Items

We understand that your child's personal belongings are meaningful, and our staff take care to help children keep track of their items throughout the day. In a busy childcare environment, however, items can occasionally be misplaced despite everyone's best efforts. When this happens, we approach the situation with care and will always do what we can to help locate missing belongings.

To ensure clarity and consistency, families are responsible for all personal items brought to the centre. Adorable Child Care Centre cannot assume financial responsibility for lost, damaged, or unreturned belongings, including clothing, footwear, accessories, or any personal items from home.

Clearly labeling all items greatly increases the likelihood that they can be identified and returned promptly.

Toilet Training Policy

Toilet training is a significant developmental milestone, and ACCC is committed to partnering with families to support this journey in a positive and respectful way.

What You Can Expect from Us:

- Regular communication between parents and staff
- A positive and encouraging approach to toilet training
- A pleasant and supportive experience for your child
- A progress chart to track your child's development
- Access to ECE staff for guidance, tips, and information sharing

What We Ask from You:

- ✓ Provide ample spare clothing, clearly labeled
- ✓ Take home and wash any soiled clothing
- ✓ Maintain ongoing communication with staff about your child's progress at home

Together, we can make this transition smooth, empowering, and successful for your child.

Emergency Procedures



The safety and well-being of children and staff is our highest priority. ACCC maintains a comprehensive emergency response plan to ensure preparedness and effective action in the event of an emergency.

Safety Plan

- ACCC has a detailed Safety Plan Manual outlining protocols for various emergency scenarios, including:
 - Health-related emergencies
 - Fire safety
 - Severe weather
 - Threatening behavior or intruder response
- Adorable Child Care approved Safety Plan is a separate document and will be share with parents and also available at <https://adorablechildcare.ca/>

Fire Drills

- Monthly fire drills are conducted to ensure staff and children are familiar with evacuation procedures.
- All drills are documented and reviewed as part of our annual fire inspection conducted by the City of Winnipeg Fire Department.

Accidents & Injuries

- In the event of a minor injury, staff trained in First Aid and CPR will administer appropriate care.
- All staff are required to maintain current First Aid certification.
- In the case of a major injury requiring professional medical attention:
 - ACCC will follow the parent's instructions as outlined in the Medical Release Form (completed during registration).
- If necessary, staff will call 911 to ensure immediate emergency response.

Accidents and Injuries

The Centre is committed to responding promptly and appropriately to all accidents and injuries. Staff will provide immediate first aid within their training and will document all incidents according to Centre procedures.



If a child requires medical attention beyond basic first aid, parents/guardians will be contacted as soon as possible. In situations where emergency medical care is required, **the child will be transported to one of the following medical facilities:**

- **Victoria General Hospital** – 2340 Pembina Highway
- **The Children’s Hospital of Winnipeg** – 840 Sherbrook Street

Emergency services may determine the most appropriate facility based on the nature of the situation. Parents/guardians will be notified immediately in the event of a serious injury, and an incident report will be completed for all injuries requiring medical attention.

Incident & Accident Reporting

Children are naturally active, curious, and eager to explore their environment. As a result, minor injuries such as **cuts, scrapes, and bruises** may occasionally occur during play.

- All ACCC staff hold valid certification in **Standard First Aid** and **Infant and Child CPR**, and are trained in **emergency response procedures**.
- In the event of any accident or incident involving your child, staff will complete an **Incident Notification for Parent** form detailing the event.
- **Two copies of the report will be provided at pick-up for your review and signature.** One copy will be placed in your child’s file, and the other is for you to take home. Our goal is to promote transparency, uphold safety, and keep families informed of any incidents that occur during the day.

Behaviour Management Policy

ACCC is committed to fostering a nurturing, respectful, and developmentally appropriate environment for all children. In accordance with Manitoba Regulation 27(1), no form of physical punishment, verbal or emotional abuse, or denial of physical necessities is permitted under any circumstances.

Our approach to behaviour management is rooted in positive guidance and includes the following three strategies:

1. Indirect Guidance

- Children are made aware of clear behavioural expectations, tailored to their age, personality, and developmental stage.
- Activities, toys, and materials are age-appropriate, well-maintained, and thoughtfully arranged to encourage engagement, reduce frustration, and promote self-regulation.
- The environment is designed to foster independence, creativity, and cooperation.



2. **Prevention Strategies**

- While conflict is a natural part of development, we strive to create a positive atmosphere that encourages appropriate behaviour.
- Limits and expectations are explained clearly and consistently, helping children understand their choices and feel valued.
- Children receive positive adult interactions throughout the day, with staff modeling respectful communication and problem-solving skills.

3. **Intervention Strategies**

- Responses are tailored to the child's age and ability.
- Children are guided through conflict resolution, with both parties' feelings acknowledged and opportunities given to resolve issues independently.
- Redirection is used when necessary, with open-ended questions such as, "What can we do with the sand instead of throwing it?"
- If a child is at risk of harming themselves or others, they may be temporarily removed from the situation. Once ready, they are supported in returning to the activity if they choose.

Child Abuse Reporting Policy

ACCC is legally and ethically committed to protecting children from harm. We uphold a zero-tolerance approach to abuse and neglect.

- All educators are trained to recognize signs of physical, emotional, and developmental abuse or neglect.
- We are legally obligated to report any suspicions that a child may require protection.
- This responsibility is shared by all professionals and members of the public who work with or care for children.
- If abuse is suspected, we will take immediate action to promote a safe environment and follow mandated reporting procedures.

Code of Conduct

Adorable Child Care approved code of conduct is a separate document and will be share with parents and also available at <https://adorablechildcare.ca/>

Planned Field Trips



- A parental permission slip is required for any major outing beyond the immediate vicinity of the centre.
- Permission slips must be signed at least 24 hours in advance of the scheduled trip.
- Families will be notified of upcoming outings through email, the parent bulletin board, or our newsletter, with all essential details including destination, departure time, and items to bring.
- Families are responsible for field trip costs. Prior to each trip, detailed information is provided, including transportation fees and event costs.
- To ensure your child can participate, please make sure they arrive at the centre prior to the designated departure time.

Spontaneous Neighborhood Outings

- For local outings within walking distance, such as visits to nearby parks, additional permission is not required.
- A general permission form is signed upon enrollment, granting approval for these spontaneous excursions.
- A notice will be posted indicating the group's destination to ensure children can be located at any time. We appreciate your cooperation in helping us provide enriching experiences beyond the classroom. Let us know if you'd like to be involved as a volunteer—we always welcome family participation!

Miscellaneous Policies

To ensure a safe, respectful, and well-informed community, ACCC maintains the following general policies:

Parking

- Parking is strictly limited to drop-off and pick-up times.
- Vehicles may not be left in the lot during the day. Unauthorized vehicles will be towed at the owner's expense.

No Smoking

- ACCC is a smoke-free facility, including all indoor and outdoor areas.
- Please refrain from smoking or extinguishing cigarettes anywhere on the premises, including the parking lot and entryway.

Annual Parent Meeting



- Each June, ACCC hosts a Parent Membership Meeting and Potluck Dinner in the evening.
- This gathering provides an opportunity to:
- Review centre policies and past goals
- Discuss upcoming initiatives and priorities
- Elect new parent representatives or committee members
- Attendance is mandatory for all parents, as this meeting plays a vital role in shaping the future of our centre and strengthening our community.

Suspected Impairment of a Parent or Guardian Policy

At Adorable Child Care Centre, the safety and well-being of every child is our highest priority. If a staff member suspects that a parent or guardian under the influence of drugs or alcohol upon arrival to pick up their child, the following steps will be taken to ensure the child's safety:

Staff Responsibilities

- **Immediate Assessment:** Staff must remain calm and discreet while assessing the situation. If there are reasonable grounds to believe the parent is impaired, the staff member must notify the Director or senior management immediately.
 - **Child Safety First:** If staff believe a parent is impaired, they will encourage them contacting an emergency contact. If no safe option is available, authorities may be notified.
 - **Alternative Arrangements:** Staff will request that another authorized adult from the child's pick-up list be contacted to take the child home.
 - **Documentation:** The incident must be documented in detail, including observations, actions taken, and any communications with the parent or emergency contacts.
 - **Support and Discretion:** Staff must handle the situation respectfully and professionally, avoiding confrontation while prioritizing the child's welfare.
- Management Responsibilities
- **Intervention:** The Director or designated supervisor will speak with the parent privately to explain the concern and the Centre's responsibility to protect the child.



- **Emergency Services:** If the parent insists on taking the child and staff believe the child is at immediate risk, the Centre may contact local authorities or child protection services.
- **Follow-Up:** Management will follow up with the family to review the incident and discuss future expectations and support options.

This policy is in place to protect children and uphold our duty of care. We appreciate families' understanding and cooperation in maintaining a safe and nurturing environment for all.

Confidentiality Policy

At Adorable Child Care Centre, we are committed to protecting the privacy and dignity of every child and family in our care. All personal, developmental, and health-related information shared with us is treated with the utmost confidentiality and respect.

What We Protect

Confidential information includes, but is not limited to:

- A child's developmental records, health history, and behavioral observations
- Family contact details and emergency information
- Any sensitive matters discussed between staff and families

Staff Responsibilities

- All staff members are required to sign a confidentiality agreement upon hiring.
- Staff are trained to handle sensitive information professionally and to share it only with authorized individuals directly involved in the child's care.
- Discussions about children are held privately and never in public or shared spaces.
- No child's information will be disclosed to other families or external parties without written consent, unless required by law or child protection authorities.

Parent Responsibilities

- Parents are expected to respect the privacy of other children and families.
- Information shared during meetings, observations, or events must not be discussed outside the Centre or with other families.
- Photos or videos taken during Centre events must not be shared publicly without consent from all families involved.

Enforcement and Accountability

- Breaches of confidentiality by staff may result in disciplinary action, up to and including termination.



- Parents who violate confidentiality expectations may be asked to meet with Centre leadership to review the policy and discuss appropriate steps forward.

We believe that maintaining confidentiality builds trust, strengthens relationships, and ensures a safe, respectful environment for all. If you have any questions about this policy or how information is handled, please speak with the Director.

Legal Responsibility for Children

Adorable Child Care Centre assumes legal responsibility for a child only after the following steps have been completed:

1. Physical Handover

- A parent or authorized guardian must physically bring the child into the Centre.
- Children must not be dropped off outside the building or sent in alone.

2. Direct Transfer to Staff

- The child must be handed directly to a staff member in their designated room or at the entrance.
- Verbal confirmation or eye contact between the parent and staff is required to ensure the child has been received.

3. Sign-In Procedure

- The staff member will immediately sign the child in using the Centre's attendance system.
- This record marks the official start of the Centre's legal responsibility for the child.

4. Responsibility During Care

- From the moment the child is signed in, the Centre is responsible for their safety, supervision, and well-being until they are signed out.

5. Sign-Out and Release

- At pick-up, the child must be signed out by an authorized adult listed on the child's file.
- The child will only be released once a staff member confirms the identity of the adult and completes the sign-out process.

Important Notes



- If a child arrives without proper handover or sign-in, the Centre cannot assume responsibility until the process is completed.
- Late arrivals or early pick-ups must still follow the same handover and sign-in/out procedures.
- In cases of emergency or unusual circumstances, staff will follow Centre protocols to ensure the child's safety and proper documentation.

This policy ensures clarity, accountability, and the highest standard of care for every child entrusted to us.

Room Structure and Staffing Ratios

At Adorable Child Care Centre, we provide age-appropriate environments designed to support children's development, safety, and comfort. Each room is staffed by qualified professionals who meet or exceed provincial standards for early childhood education and care.

Infant Room

- **Age Group:** 12 weeks to 24 months
- **Capacity:** 8 infants
- **Staffing:** 1 trained Early Childhood Educator II and 1 trained Child Care Assistant
- **Ratio:** 1 staff member per 4 infants
- **Environment:** A nurturing space focused on bonding, sensory exploration, and early developmental milestones.

Preschool Rooms (3 Rooms)

- **Age Group:** 2 to 5 years
- **Capacity:** 16 children per room
- **Staffing:** Each room has 1 trained Early Childhood Educator and 1 trained Child Care Assistant
- **Ratio:** 1 staff member per 8 children
- **Environment:** Stimulating and structured settings that promote creativity, social interaction, and foundational learning.

Staff Qualifications and Safety

All staff members:



- Hold valid First Aid and CPR certification
- Have cleared criminal record and child abuse registry checks, including vulnerable sector verification

These measures ensure a safe, responsive, and enriching experience for every child in our care.

Special Occasion Treats Policy

At Adorable Child Care Centre, we recognize and celebrate special occasions such as birthdays, holidays, and cultural events. While we welcome the joy these moments bring, we prioritize the health and safety of all children, especially those with allergies or dietary restrictions.

Treat Guidelines

- **Store-Bought Only:** Any treats intended for sharing and consumption at the Centre must be store-bought, sealed, and clearly labeled with ingredients.
- **No Homemade Foods:** Homemade treats cannot be served to children at the Centre. If provided, they may be sent home with each child for parents to decide whether they wish their child to consume them.
- **Nut-Free Requirement:** All treats must be **peanut-free** and **nut-free** to protect children with severe allergies.
- **Age-Appropriate and Safe:** Treats should be suitable for young children—no hard candies, gum, or choking hazards.

Parent Participation

If you wish to bring treats for a special occasion, please speak with your child’s educator or the Centre Director in advance to ensure they meet our safety standards.

We appreciate your cooperation in creating a safe and inclusive environment for all children while celebrating meaningful moments together.

Board of Directors

Adorable Child Care Centre is governed by a dedicated Board of Directors who play a vital role in shaping policies, advising leadership, and overseeing the Centre’s strategic direction, financial stewardship, and operational integrity. Their guidance ensures transparency, accountability, and long-term sustainability in all that we do. Most board positions are reserved for parents (with a minimum of 20% maintained at all times), and we welcome community members with expertise in finance, law, or human resources. Monthly meetings focus on key areas such as finances, administration, parent engagement, and the Centre’s physical environment. All parents are welcome to attend.

Serving on the Board is a meaningful way to contribute to long-term planning and decision-making. It offers a rewarding experience, fosters community, and supports our mission



to provide inclusive, high-quality childcare. Board participation is also a valuable form of public service and a strong addition to your resume.

If you're interested in helping shape your child's preschool journey and the future of our Centre, we invite you to consider joining. The minimum commitment is one year, though many continue serving even after their children have moved on from the Centre.

Photography & Videotaping Permission Form

Dear Parent/Guardian,

At Adorable Child Care Centre Inc., we occasionally take photographs and videos of children during daily activities, special events, and learning experiences. These images may be used for educational documentation, classroom displays, newsletters, and promotional materials such as our website or social media.

We value your privacy and seek your permission before capturing or sharing any media involving your child. **Parent/Guardian Consent**

Please check one of the following options:



I give permission for Adorable Child Care Centre Inc. to photograph and/or videotape my child for the purposes listed above. I understand that these images may be used in internal and external communications, including digital platforms.

I do NOT give permission for Adorable Child Care Centre Inc. to photograph or videotape my child.

Child's Name: _____

Parent/Guardian Name: _____

Signature: _____

Date: _____

Emergency Contact Number: _____

This permission will remain in effect for the duration of your child's enrollment unless revoked in writing.

MEDICAL RELEASE FORM

Authorization to Consent to Treatment of a Minor Injury

Emergency Medical Response Policy

In the event of a medical emergency requiring ambulance transport, every effort will be made to contact the child's parent or guardian to meet them at the hospital. If no family member can be reached, a staff member will accompany the child, and ANCR (Child and Family All Nations Coordinated Response Network) will be contacted on the way. The centre will arrange and cover the cost of a taxi for the staff member's return to the centre.

Child's Name: _____ **Blood Type:** Not known _____ (If known)

Date of Birth: _____ **Allergies:** _____

DD/ MM /YY



Doctor's Name: _____ Dr.'s Phone #: _____

Dr.'s Address: _____

Street name / Clinic name City / Prov. Postal Code

Medical Number: _____ PHN: _____

Mother's signature: _____ Date: _____ DD/ MM /YY

Father's signature: _____ Date: _____ DD/ MM /YY

In the event of an accident, requiring your child to be taken to hospital the above form gives Adorable Child Care Inc., the authority to talk to Emergency Room Personnel before the parents arrive at the hospital. It is the policy of the child Care to contact parents immediately when an accident has occurred.

In regards to how to transport my child for Emergency Care, I will opt for:

OPTION #1: I, _____, request that ACCC only use a Certified Ambulance Service (911) to transport my child to the closest Emergency Room (Victoria General Hospital – 2340 Pembina Hwy). I understand that I am responsible for any and all service fees related to the ambulance service.

OPTION #2: I, _____, give ACCC permission to transport my child by vehicle or taxi to the closest Emergency Room (Victoria General Hospital – 2340 Pembina Hwy). ACCC will be responsible to ensure that the driver has up-to-date car insurance and that a staff will be in the vehicle while transporting.

Signature: _____ [Parent signature]

[Date-----]

Please return this signed form to the director/supervisor in the office.

Acknowledgement of the Parent Policy Manual

Date: _____ (DD/ MM /YY)

Child(ren) Name(s): _____

I, _____, have read and understood the policies of
[Print parent name]

Adorable Child Care Centre Inc. To the best of my ability, I shall endeavor to follow them to support a working partnership with the staff, management and board of the Centre. Should I have any comments or concerns, I may take them to the Director of the Centre or email them to



adorable4family@gmail.com

Signature: _____

[Parent signature]

Please have the following items for your first day:

1. Medical release form (signed)
2. Registration form (filled in completely)
3. Refundable Deposit and fees paid in 2 weeks in advance
4. Complete change of clothes (well labeled with Child's name)
5. A labeled lunch kit; backpack & indoor shoes

Please return this page along with the Medical Release form to the Director or Supervisor prior to enrollment

Outing Permission Form

Dear Parent/Guardian,

We believe that outings are a valuable part of your child's learning experience. To ensure safety and clear communication, we ask for your permission before taking your child off-site using any form of transportation.

Outing Information

- Destination: _____
- Date of Outing: _____
- Departure Time: _____ Return Time: _____
- Purpose of Trip: _____
- Items to Bring: _____



Transportation Method

Please check the mode(s) of transportation approved for your child:

- Chartered Bus Licensed Taxi Service

Safety & Supervision

- All children will be supervised by ACCC staff throughout the outing.
- Transportation will be arranged through licensed and insured providers.
- Emergency contact information and medical release forms will be carried by staff.
- Parents will be contacted immediately in case of emergency.

Parent/Guardian Consent

I, _____ (Parent/Guardian Name),
give permission for my child, _____ (Child's Name),
to participate in the outing described above, including travel by the selected transportation method(s).

- I understand and accept the safety protocols in place.
- I agree to have my child arrive at the centre before the scheduled departure time.
- I acknowledge that ACCC staff will act in the best interest of my child during the outing.

Signature: _____ Date: _____

Emergency Contact Number: _____

Please return this signed form along with the Medical Release form to the Director or Supervisor prior to enrollment/start date. Thank you for helping us create safe and enriching experiences for your child!

Recurring Outing Permission Form

Dear Parent/Guardian,

Throughout the year, ACCC organizes regular outings to enrich your child's learning experience. These may include neighborhood walks, park visits, seasonal field trips, and educational excursions. This form grants blanket permission for your child to participate in such outings.

Types of Outings Covered

Please check the outings and transportation methods you approve for your child:

Outing Types:

- Neighborhood walks and park visits (within walking distance) Seasonal field trips (e.g., farmers market, museum, zoo) Educational excursions (e.g., library, fire station, nature trails)



Transportation Methods: Chartered Bus Licensed Taxi Service Walking

Safety & Supervision

- Children will be supervised by ACCC staff at all times.
- Transportation will be arranged through licensed and insured providers.
- Emergency contact information and medical release forms will be carried by staff.
- Parents will be contacted immediately in case of emergency.

Parent/Guardian Consent

I, _____ (Parent/Guardian Name),
give permission for my child, _____ (Child's Name),
to participate in recurring outings organized by Adorable Child Care Centre, including travel by
the selected transportation methods.

- I understand and accept the safety protocols in place.
- I agree to notify ACCC in writing if I wish to opt out of any specific outing.
- I acknowledge that ACCC staff will act in the best interest of my child during all outings.

Signature: _____ Date: _____

Emergency Contact Number: _____

Please return this signed form to ACCC staff/director upon enrollment or at the start date.

Thank you for helping us create safe and enriching experiences for your child!

Recurring Outing Permission Form

Dear Parent/Guardian,

ACCC organizes regular outings throughout the year to support your child's learning and development. These may include neighborhood walks, park visits, seasonal field trips, and educational excursions.

Approved Outings & Transportation

Please check all that apply:

Outing Types:

- Neighborhood walks and park visits



- Seasonal field trips (e.g., museum, zoo)
- Educational excursions (e.g., library, fire station)

Transportation Methods:

- Chartered Bus
- Licensed Taxi
- Walking

Safety Measures

- Children supervised by ACCC staff at all times
- Licensed and insured transportation providers
- Emergency contact and medical forms carried by staff
- Parents contacted immediately in case of emergency

Consent

I, _____ (Parent/Guardian Name),
give permission for my child, _____ (Child's Name),
to participate in recurring outings organized by ACCC.

- I accept the safety protocols
- I will notify ACCC in writing to opt out of any specific outing
- I trust ACCC staff to act in my child's best interest

Signature: _____ **Date:** _____

Emergency Contact Number: _____

Please return this signed form along with the Medical Release form to the Director or Supervisor prior to enrollment or at the start date.

Consent to Administer Medication Form

Child's Full Name: _____

Date of Birth: _____

Room Name: _____

Medication Information

Doctor's Name: -----

Name of Medication: _____



Reason for Medication: _____

Dosage: _____

Time(s) to be Administered: _____

Start Date: _____

End Date: _____

Dose taken at home: -----

Special Instructions (e.g., with food, storage requirements):

Parent/Guardian Authorization

I hereby authorize the staff at Adorable Child Care Centre to administer the above medication to my child as directed

Parent's name -----

Signature: -----Date: -----

Please return this signed form to the Director/Supervisor prior to enrollment or at the start date.