



Parent Manual

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Mission and Values

Growing Together

Realizing Potential

Making a Difference!

At SPLASH, we strive to create and maintain a community that promotes personal growth, health and safety. Our values reflect this belief, and guide our actions and our relationships with the children in our care, their families/care-givers and co-workers.

COLLABORATION We recognize and use the unique strengths and contributions of all team members, children, families, and our community partners. We recognize the power of the group to achieve results beyond that possible by individual members working alone.

ACCEPTANCE We provide friendly, welcoming and supportive environments where we are attentive to individual needs. We create an environment where children can feel love and respect and have an opportunity to develop positive self-esteem.

RESPECT We honour the dignity of the whole person in our interactions with each individual. We welcome diversity in thought, culture, and tradition that individuals bring, believing it strengthens our collective whole.

EXCELLENCE We commit to high quality, coordinated, care and services that are innovative, accountable and continually improving. We commit to staff development and continual learning through personal and professional educational opportunities. We will respond to the needs of children, their families and communities.

SAFETY We provide a safe and healthy environment for children, staff, and families. We create an environment where children can feel physically and psychologically safe and secure in order to realize their potential, and develop a sense of wellbeing and belonging.

The S.P.L.A.S.H. Child Care Inc. Pledge

Expect Respect at Splash

Ages

2-5 Nursery School and 4-12 School Aged Program

Number of children

10 Nursery School and 46 School Age

Number of Staff

8: We have an enhanced ratio model.

Administrators

Director: Mrs. Lesley Massey

Site Supervisor: Ms. Tara Richliwski

Contact Information

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S.P.L.A.S.H. Policy Manual

HISTORY

S.P.L.A.S.H. CHILD CARE was incorporated April 29, 1985 as a non-profit facility. A group of parents wanted to provide adult supervision for school-age children. A parent board was set up to lay out the initial guidelines and program policy.

S.P.L.A.S.H. is a provincially licensed day care for children ages 4 to 12 years. Curriculum and care is provided by qualified Early Childhood Educators as required by Provincial Day Care regulations between the hours of 7:30 a.m. and 4:30 p.m. (due to the Covid19 Pandemic)

PARENT INVOLVEMENT

We are pleased that you have chosen to bring your child to S.P.L.A.S.H. and sincerely hope your time with us will be a pleasant one. Staff and parents/guardians have found, from experience, that without parental involvement, we cannot achieve the quality of care we feel is desirable. The following are some ways you as a parent/guardian can become involved:

- Serving on the Board of Directors
- Serving on the Fundraising Committee
- Participating in the Annual General Meeting
- Reading and contributing to the parent bulletin board
- Joining us on field trips (when applicable)
- Staying for a while at drop off /pick up for your child (when applicable)
- Setting up your place of work for our centre to visit (when applicable)
- Collecting “beautiful junk” for us
- Contributions such as pop cans and bottles for our recycling program
- Sharing special talents/family traditions you may have (when applicable)

MOST IMPORTANT OF ALL!! Maintaining lines of communication with staff and sharing ideas, concerns and suggestions.

WE WELCOME YOUR INPUT!!

REGISTRATION AND WITHDRAWAL

Prior to your child attending S.P.L.A.S.H. CHILD CARE, a Registration Form must be filled out. Please ensure all information including medical history information, contact numbers, etc. is listed correctly and is up to date. Parents are responsible for providing copies of legal papers where necessary regarding custody. Parents must notify the centre immediately of any changes on the registration form so our records can be updated. Please see registration form for complete details. S.P.L.A.S.H. has a limited number of spaces available. If there are no spaces available at the time of registration, you will be subject to a waiting list.

Provincially subsidized care is available to qualifying families and application forms are available from S.P.L.A.S.H. or Early Learning and Child Care Program. Pre-approval of subsidy is necessary before enrolment. There is a \$40.00 registration deposit per child that is to be paid PRIOR to the enrolment date. This registration deposit will be fully refunded when your child withdraws from the centre providing there are no outstanding balances to be paid.

If your child will not be at S.P.L.A.S.H. you must call and let us know. Please remember that if you are subsidized you are using up your allowable absent days when you are away. If you do not show up for 10 consecutive days and we are not able to reach you we will consider that spot vacant and we will fill your spot.

NOTE: An Information Update will be requested from time to time.

If you wish to withdraw your child, 2 weeks' notice or 2 weeks fees in lieu of notice is required.

FEES (Subject to Change)

Preschool -	$\$18.80 + 2.00 = 20.80$ per day
School - Age - 3 Period	$\$ 8.30 + 2.00 = 10.30$ per day
Inservice/Holidays	$\$18.80 + 2.00 = 20.80$ per day

All families are required to pay an **additional \$2.00 a day per child**. This amount is not covered by the subsidy program of the Manitoba Child Care Program.

Billing is done every 20 days; a schedule will be provided. Payment is required according to the PAD agreement that all families are expected to sign. Payments not received as scheduled are considered late. Late payments will be charged \$1.00 per day until the account is cleared up. If payments are not received within three weeks, you may be asked to remove your child. Special circumstances will require pre-arrangement with the Director and Administrative Assistant. All unpaid accounts will be handed over to a collection agency.

NOTE: All NSF charges will be assessed a fee of \$40.00.

HOURS OF OPERATION

S.P.L.A.S.H. is open from 7:30am to 4:30 pm. (Covid 19 hours) Monday to Friday.
Note: Updated hours will be posted /added to policy manual in September when school resumes.

If you are going to be late picking your child, please contact S.P.L.A.S.H. personnel. Parents/guardians who have not picked up their child by 4:30 will be charged a late fee as follows: \$5.00 per child for each 15 minutes past 4:30. This fee is payable immediately to the staff on duty. If not paid that day, the Director will bill that family the following day.

The following holidays will be observed by S.P.L.A.S.H.

New Year's Day	Labour Day
Louis Riel Day	Canada Day
Good Friday	Thanksgiving
August Civic Holiday	Remembrance Day*
Victoria Day	Boxing Day
	Christmas

*For any holidays falling on a Saturday or Sunday (except Remembrance Day), the following working day will be observed. In addition, S.P.L.A.S.H. may ask for a day in lieu when required to remain open on an observed holiday. S.P.L.A.S.H. will be closed one day a year for staff development. Parents will be notified in advance.

Closure due to Covid19/Crisis Staffing Plan

The centre will make every effort to stay open without compromising the health and well being of all adults, and children. **The centre may/will close if:**

- the Executive Director and Chairperson of the Board of Directors decide that the program cannot operate in compliance with the license issued by ELCC
- the centre is instructed to do so by local authorities
- when it is determined that there is not enough staff to meet ratio in all programs.

The centre may/will :

- Alter hours(4.5 per day)
 - Alternate days offered to families
 - Have combined programs
 - Ask staff to work a flexible schedule
 - Ask parents if they can pick up their children earlier
 - Cancel all field trips, and extra activities
- NOTE: During the school year staff will not pick up children from school (parents/guardians are responsible for this)

-if the school closes the centre will also be closed.

Monitoring :

Employees are expected to observe their own health, and the health of the children in their care.

Parents/Guardians are expected to observe, and monitor the health of their children, and watch for symptoms of Covid-19

Staff will inform Executive Director, and Site Supervisor if any children, or person's in their home are showing signs/symptoms of Covid-19

Accurate records will be kept in order to report all absences of staff and children

Parents will be informed that once the centre closes it may be closed until the majority of staff are able to resume duties

ARRIVAL AND DEPARTURE

New Covid19 Protocol:

Parents/Guardians will be given a 15-minute window in which to arrive in the morning. **(parents that miss their window will need to wait in line) Arrival cut off is 9:30 am.**

McKenzie location families: Tape will be placed on front sidewalk to the left of centre door 6 feet apart to ensure social distancing procedures are followed **(Jumping the line, or rude remarks will not be accepted, and as a result child may be removed from the program)** Families will be called one at a time to the entry position. At this time parents/guardians will be given hand sanitizer, will be asked a daily questionnaire, and child/ren's temperature will be checked during this time. Your child(ren) will then be escorted inside the building by a staff member. **No parents will be permitted inside the building at this time.**

Staff using questionnaires, and checking temperatures will use PPE equipment to ensure their safety and families safety. Other families will wait on designated social distancing lines. **Failure to follow protocols will result in denied entry to centre**

Temperatures will be checked 3 times daily: upon arrival, ½ an hour after arrival (when child settles in), and after the child wakes up from nap

Parents/Guardians ensure child is dressed in clean laundered clothes daily

Parents/Guardians ensure your child has all supplies needed to participate in the program as re-entry to bring forgotten items is not permitted, and as a result **child will be denied entry to program that day.**

Ideally, the same parent or designated person should drop off and pick up the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pick up children, because they are more at risk for severe illness from Covid-19.

If your child is to be picked up by someone other than a parent/guardian, please advise S.P.L.A.S.H. in advance. The parents will be asked if the pickup person is designated as a pick-up person on the registration form. If not, staff will ask parents for permission to add the person to the pickup list. The families that have legal documentation for custody purposes will have to meet with the Director to discuss what the centre will do in case the noncustodial parent arrives that has not been authorized. The staff at S.P.L.A.S.H. are required to ask for identification from anyone who has not previously picked up your child.

Departure times will begin at 3:30pm. Parents will line up on taped lines following social distancing protocols. Parents will call the centre when they are lined up

outside. One staff will wash child's hands, gather their items, and bring outside to parents, washing hands between children. Staff will sanitize hands, and thermometer between uses.

Staff will sign your children in at arrival time/out at departure time.

If your child is not picked up by 4:30 p.m., they will be held at the centre until 5:30 p.m. If staff cannot contact the parent/guardian or alternate care person. Child and Family Services will be contacted. By law, at this point in time the child would be considered abandoned.

At no time will staff release the child to any person who, in the opinion of the staff on duty, is under the influence of alcohol or drugs and possesses some potential threat to the safety of your child.

Violations to this policy will result in expulsion from S.P.L.A.S.H. Child Care Inc.

MIXED AGE GROUPS

Groups of children are mixed age groups throughout the day.

Inside the Centre:

Staff will escort child/children inside centre to lockers to put their personal items away

Staff then bring children to wash hands washing their hands as well

All staff, and children will be educated in proper handwashing procedure

Lunch kits will remain in child's locker until lunch time

Staff will bring child/children to their group area (siblings will be placed in groups together so to minimize cross contamination)

Children will be given their own box of Art supplies with visual aid for younger children recognize which box is theirs

Children will be allowed to move from activity to activity. Staff will sanitize toys between uses

Toys will be washed in the sanitizer daily

Infection Prevention:

All Staff, children will be required to wash hands using proper hand washing procedures upon entering the centre, using single use towels for drying

All staff and children will be educated in proper sneezing, and coughing etiquette

Frequently touched surfaces are most likely to become contaminated, including door knobs, light switches, toilet handles, and tabletops, and must be disinfected at least 4 times per day

Increase the space between children during activities such as snack and lunch by moving or separating tables and chairs so they are farther apart

Increased frequency of cleaning schedule for toilets, toilet seats, handwashing sinks, countertop and fixtures to a minimum of once every 4 hours

When holding toddlers, use blankets or cloths over childcare providers clothing and change the blankets or cloths between children

Nap:

Those children who require naps will be given their own numbered cot

Cots will be spaced 6 feet apart

Staff rubbing backs will wear PPE

Sheets and blankets will be washed after each use, cots are sanitized after each use

Diaper Changing(if required)

Children are changed 1 at a time in the bathroom area

Change tables are sanitized between uses

Staff use PPE during diaper changing (changed between use)

INDIRECT/DIRECT SUPERVISION POLICY

No indirect supervision policy in effect during Covid 19 protocols.

The following indirect /direct supervision policy will be in affect post Covid-19:

While school age children are traveling from the daycare to: Strathcona School, Strathcona Gymnasium and S.P.L.A.S.H. Child Care Inc. bathrooms, they will be under indirect supervision. This part of the program is inclusive of all children with additional supports and takes into account their developmental needs. See page 7 & 8 of the Crisis and Safety Procedure Manual for more information.

ABSENTEE/ILLNESS/SUSPENSION

When children attend S.P.L.A.S.H., they should be healthy and able to participate in daily activities. If your child will not be attending, please phone and notify staff as early as possible. If staff, children, or family members show signs of Covid-19, children will be excluded for 14 days or until the centre is presented with a copy of negative test results. Symptoms include:

- fever
- dry cough
- tiredness

Less common symptoms:

- aches and pains
- sore throat
- diarrhoea
- conjunctivitis
- headache
- loss of taste or smell
- a rash on skin, or discolouration of fingers or toes

Serious symptoms:

- difficulty breathing or shortness of breath
- chest pain or pressure
- loss of speech or movement

******* It is important to determine if these symptoms are related to a new infection or pre-existing condition, such as allergies**

Normal Temperatures:

- Mouth: 95.9-99.5 F (35.5-37.5 c)
- Underarm: (97.7-99.5F) 36.5-37.5C

- Forehead: 35.4 °C and 37.4 °C.
- Ear: 96.4-100.4F (35.8- 38C)

The child care centre will immediately separate the children, and employees who become ill while in the centre

Staff will contact parent/guardian to pick up or arrange pick up of the child

Parents/Guardians will be given a 30-minute time frame to pick up or arrange pick up for their child.

Symptomatic children are immediately separated from others in a supervised area until they can go home. In addition, where possible, anyone who is providing care to the child should maintain a distance of 6 feet.

If a 6 feet distance cannot be maintained from the ill child, at minimum the child and childcare worker should wear a surgical / procedure mask (if tolerated). To limit virus transmission

Environmental cleaning of the space the child was separated should be conducted once the child has been picked up.

All children using medications for non-pre-existing conditions will be excluded from care until they are finished taking their medications

For pre-existing conditions: i.e. asthma, allergies that require epi pen, eczema: Only prescribed medication that is in an original, labelled container with dosage instructions will be administered to the child. The parent/guardian must sign a medication form with dosage instructions.

Absent Days: Government subsidy includes allowable absent days. If these are exceeded, the parent/guardian will be charged for each day the child is absent.

Non-subsidized families will be billed for days the child is not in attendance.

******* If you or someone in your household is ill please stay home. Thank you for your patience during this stressful time. Help us keep your children safe**

MISSING CHILDREN

Staff of S.P.L.A.S.H. will make every possible effort to ensure the safety of all children in our care. Should a child go missing, Staff will begin implementing our Missing Child Protocol. Should the child be found the parents will be notified of the incident. Parents will be notified immediately if the child is not found and staff will also enlist the help of the local authorities. Staff will remain involved with the parent/guardians and local authorities until the child is located.

CHILD ABUSE

Every case of suspected child abuse will be reported immediately to the Director of Child and Family Services as required by the Child Welfare Act.

CLOTHING AND PERSONAL ARTICLES SNACKS AND LUNCHES

All children will be expected to participate in indoor and outdoor activities throughout the year (except in extreme weather conditions). Therefore, appropriate clothing is required. Parents/Guardians ensure child is dressed in clean laundered clothes daily
Parents/Guardians ensure your child has all supplies needed to participate in the program as re-entry to bring forgotten items is not permitted, and as a result **child will be denied entry to program that day**

Supplies Include:

Back pack or other sealable non-plastic bag
Lunch bag containing full nutritious picnic lunch(no heat ups)
Ice pack as lunches will not be placed in centre refrigerator
Full change of clothing
Indoor/outdoor shoes (preferably)
Reusable water bottle
Reusable mask(to be used for transportation purposes when social distancing measures can not be met.

NOTE: A full list of forest school supplies will be provided in the summer package closer to the start of the forest school program.

Parents/Guardians will be asked as part of daily questionnaires to show evidence of each item on the supply list. **Non-compliance with supply list will result in denied entry**

Medication at this time will be given to staff to be placed in locked medication box.

Only medication for pre-existing conditions will be permitted i.e.: asthma, epi-pen, eczema, etc./ Medications such as antibiotics, Tylenol are not permitted and children requiring these items will be asked to remain home until course of medication is complete)

No toys from home allowed.

The snacks are posted on the parent board. Parents are requested to send a healthy lunch with their child. Milk will not be provided during lunch and snacks at this time. In order to encourage healthy eating habits, we require children to eat fruit before their dessert. Please do not send non- nutritional foods with your child such as carbonated soft drinks, potato chips, candy and chocolate bars.

Children will be placed 6 feet apart at lunch and snack tables. Tape will be placed on the table to outline where the child's space is.

All utensils and dishes will be disposable to avoid cross contamination during cleaning process

Children will be given prepackaged snacks during morning and afternoon snack 1 staff will be in the kitchen preparing snacks, and handing them out to children using serving utensils

Children are required to bring picnic lunch (no heat ups)

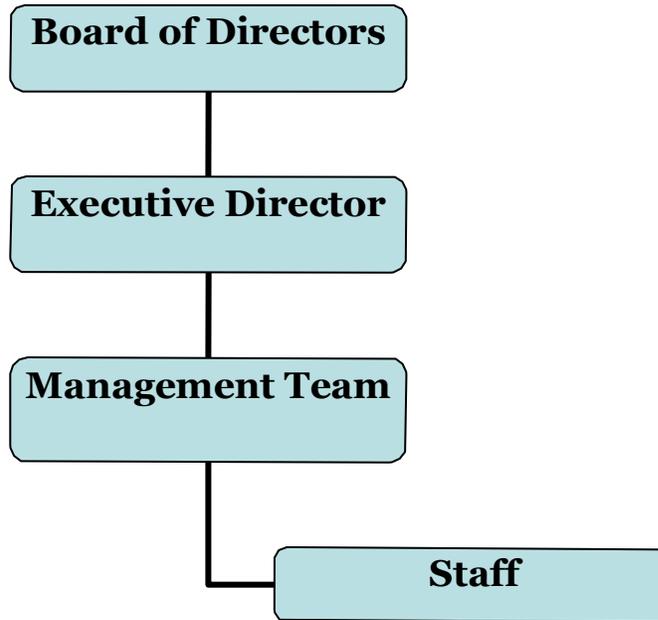
Tables are sanitized before, and after use

ANNUAL GENERAL MEETING

The annual general meeting occurs each October. Your attendance should be considered mandatory as elections for board members are held at this meeting. An annual report will also be presented summarizing the activities of S.P.L.A.S.H. for the previous year.

After the annual general meeting, board meetings are held monthly to discuss and decide on issues affecting the day care. All parents are welcome to attend these meetings as well. The date and time will be posted. There will be no board meetings in July and August.

S.P.L.A.S.H. ORGANIZATION



TRANSPORTATION POLICY:

The transportation policy is inclusive of all children including children with additional support needs. The policy takes into account the developmental needs of children, as well as the capabilities of all children.

TRAVELLING TO AND FROM SCHOOL

(When school is in session)

Preschool children (ages 4 and 5) will be escorted to their classrooms at 8:55 a.m. At this time, the school is responsible for the child/ren. During the warmer months, the preschool children will be taken outside at 8:30 a.m. to take advantage of the better weather. At 11:30 a.m. the children will be picked up from their classroom and escorted to

S.P.L.A.S.H. At this time the staff are responsible for the child/ren.

School age children (ages 6 to 12) will be taken outside at 8:30 a.m. When the school bell rings at 8:55, the children are to enter the school. At this time the school is responsible for them. If the weather is too severe (-30° C with wind-chill), the children will be dropped off at the northwest gym door at 8:55 a.m. at which the school is responsible for them. At 3:30 p.m. the school age children will meet staff by the stairwell of the school and exit to the court yard and enter the centre through the back-door entrance. Staff will sign in the children at this time and S.P.L.A.S.H. will resume responsibility.

OUTINGS

On in-service days and holidays, we try to take the children out on field trips and outings. We will take advantage of nearby parks at all times. When S.P.L.A.S.H. program is planning a trip, the staff will post a sign-up sheet advising you when this will take place. In some cases, a letter will be sent home with the child notifying parents/guardians of our plans.

1. A blanket permission slip is to be signed as part of the Transportation Policy to cover outings upon registration. This is found at the end of the Registration Form.
2. S.P.L.A.S.H. does not have extra staff to allow for a child to be excused from a field trip. If a child does not want to go on a field trip, parents/guardians will have to find alternative care or the child will have to go along.
3. When leaving the centre on outings, the staff will bring the following: walkie talkies, first aid bag, and emergency numbers.
4. When staff are on field trips, the children will wear bright colored pinnies to be easily identified.
5. Before, during and after all outings staff are to ensure their ratios and numbers are correct, they regularly count face to face to ensure all children are accounted for and use a child tracker.
6. Staff will follow all traffic laws and regulations and ensure the children are following them as well.

We will use various means of transportation to transport children to and from activity locations.

1. Chartered Bus - used as transportation for large group activities, i.e. farm tours, Tinkertown, etc.
2. Public Transit - used to transport children on small and large group field trips
3. Walking - used when staff and children go to activities located in the day care vicinity, i.e. local parks, swimming pools, library, etc.

ALTERNATIVE TRANSPORTATION POLICIES

1. Staff Private Vehicles - Private vehicles will not be used to transport children except:
 - a) As an emergency vehicle on field trips
 - b) In the case of illness or accident where the child must receive immediate medical attention.
 - c) Schools within walking distance with parents permission in inclement weather.
2. Taxi - This will be used in emergency situations only as the day care does not have adequate staffing to wait for taxis.
3. Ambulance - In the event of serious injury or illness, an ambulance will be called. One staff person with the child's medical information and permission to receive medical attention will accompany the child. Another staff will notify the child's parents/guardians as to the nature of the illness or accident and where the child is going.

CODE OF CONDUCT POLICY:

This policy is inclusive of all children with additional support needs and takes into account the developmental needs and capabilities of all children.

OBJECTIVES AND BASIC RULES OF BEHAVIOUR

The two main objectives of the Code of Conduct Policy are to maintain a child's self-esteem and to promote positive socialization. To achieve these objectives the staff will employ positive discipline techniques, positive reinforcement, encourage verbal self-expression and re-direct children when appropriate to the situation. Where the situation dictates, the staff will remove the child as a last resort.

A "cool down" will be used when a child needs the opportunity to calm themselves away from other children and staff. They will be reminded of our rights and responsibilities and after disciplinary techniques and logical consequences have been applied, the child will be

encouraged to go to the Cool Down Zone or be removed from the rest of the children (only if the child is too upset emotionally upset to be rational about the present situation). After an appropriate cool down time, approximately 2-5 minutes, the staff and child will discuss the situation in a calm and rational manner or they will be asked to return to the Cool Down Zone. This is very important as a child who is still emotionally distraught may be physically or verbally aggressive.

In order to minimize conflict and to ensure the safety, health, and human rights of others present in the centre, five basic responsibilities have been established:

1. Children are not allowed to leave program facilities or designated areas without permission of staff.
2. Children must respect the rights of others by refraining from physically or verbally abusing children or staff and refraining from unacceptable behaviour (e.g. hitting, scratching, spitting, kicking, name-calling, insults, derogatory comments, racial slurs, etc.).
3. Deliberate destruction of toys and equipment is not allowed.
4. Foul language is not tolerated.
5. The centre will not tolerate weapons of any kind on its property or in its buildings – including lockers or elsewhere. Weapons are defined as any object designed to be used in combat – such as guns, knives, or any other item a person may use or intend to use as a weapon that is not normally intended to be used for that purpose - such as a bat, club, stick, etc.

A complete copy of the Code of Conduct document is posted on the hallway bulletin board for viewing.

POSITIVE DISCIPLINE TECHNIQUES

We utilize the “Secrets of Discipline: The 12 Keys for Raising Responsible Children” by Ronald Morrish. Information on the “cool down zone” is available on request. As Early Childhood Educators, the staff of the centre attempt to minimize the effects of inappropriate behaviour by employing the following tools:

1. **SUPPORT and EXPLAIN:** We encourage appropriate behaviour and explain why certain behaviours are inappropriate.
2. **CAUTION and WARNING:** We inform the child of the negative consequences of the inappropriate behaviour and the ways this behaviour could affect the well-being of the child and/or others.
3. **REDIRECTION:** We suggest another more appropriate behaviour or activity.
4. **LOGICAL CONSEQUENCE or REMOVAL:** If the above measures have not been effective, a logical consequence or "cool down" will be applied. The toy or activity may be taken away for a period of time from that child.
5. **RESTITUTION:** If the rights or property of a child, staff member, or the centre have been violated, the responsible individual will be required to make amends in the restoration of property.

In dealing with interpersonal conflicts, which, unfortunately do occur at times when a number of children with differing needs are together in a setting, the staff will assist the children in the following manner:

1. **OBSERVE and ASSESS:** Staff will observe the situation to determine whether intervention is necessary or whether the children will be able to resolve the issue themselves.
2. **ASSIST IN CLARIFYING THE SITUATION:** Staff will help the children to see what is causing the problem and will allow all children who are involved to express their views of the situation.
3. **MEDIATE and NEGOTIATE:** Staff will ask the children how they might resolve the problems. They may also offer some possible alternate solutions.
4. **CONFIRM the SOLUTION:** Staff will make certain that both or all children involved agree on the solution or will, if necessary, impose a fair solution.

GUIDELINES FOR STAFF

The staff of S.P.L.A.S.H. Child Care Inc. believe that it is important to behave toward children in a respectful and gentle manner. They will employ positive guidance techniques as described at the beginning of this policy. In their efforts to maintain a well-disciplined environment, the staff will strive to follow these guidelines when communicating with the children.

Discipline methods **not** permitted are any form of physical punishment, verbal or emotional abuse, denial of physical necessities such as food, water or toilet facilities.

Children will be physically restrained only if the behaviour poses a threat to themselves, other children, or staff members. In such a situation, a child will be restrained until the child has calmed down enough so as to not be potentially dangerous. Parents/guardians will be notified if their child's behaviour has warranted such action.

STAFF GUIDELINES FOR DISCIPLINE GUIDELINES FOR STAFF

The staff of S.P.L.A.S.H. Child Care Inc. believe that it is important to behave toward children in a respectful and gentle manner. They will employ positive guidance techniques as described at the beginning of this policy. In their efforts to maintain a well-disciplined environment, the staff will strive to follow these guidelines when communicating with the children.

1. Support the child while correcting the behaviour. It is important the child's rights be respected. It must be clear that unacceptable behaviour is not tolerated.
2. Emphasize clear, respectful communication. The children will be encouraged to tell others how they feel or what it is they want in a given situation. The **truth** is always best.
3. Recognize and guide emotions toward an acceptable mode of expression. The children will be encouraged to use words to express their feelings and will be helped to understand that although it is okay to feel angry, upset etc., it is not acceptable to use physical force.

NOTE: Some techniques will not be useful in dealing with some children. If you have any questions or concerns about our policies and the techniques described here, please talk to

the staff. On some occasions the staff will have special approval from the Manitoba Child Care Program to employ techniques which differ from this policy. This usually occurs when a particular child requires special attention and an individual behaviour plan has been made.

SERIOUS OR CONTINUED DIFFICULTIES

Occasionally, despite all efforts, a child may experience serious or continual behaviour difficulties. If the previously outlined procedures do not produce the desired results, the following policy will be used as a last attempt to assist the child and improve on their inappropriate behaviour.

1. Staff will inform the child that the unacceptable behaviour has been documented. The Director, other staff, and the child will discuss the documented behaviours to see if there is a reason and possible solution.
2. The child's parents/guardians will be informed of the situation. Input from the parents/guardians will be useful in determining cause, in intervening, and in aiding with solutions. The staff and the parents/guardians may determine at this point that outside resources may be needed to assist in resolving the problem. S.P.L.A.S.H. may request the Manitoba Child Care Program to make an assessment of the situation. This would provide staff and parents/guardians with information about how better to deal with this problem.
3. At this time, a behaviour plan will be drawn up between staff, parents/guardians and the child.
4. If the inappropriate behaviour continues to exist after all procedures have been followed and exhausted, parents/guardians will be given a two (2) week notice to leave S.P.L.A.S.H. It may be that the child and our environment are not a good fit.

The staff of S.P.L.A.S.H. are committed to encouraging and cooperating with the children and parents/guardians. Most often, cooperation between staff and parents/guardians leads to resolution of the problem. It is important that parents/guardians and staff discuss any concerns about the child. Parents/guardians are requested to let staff know of any changes occurring in the child's life.

The existence of this Code of Conduct Policy is to protect the rights and safety of all children in the program.

Appropriate Use of Technology

All children, families, staff and others involved in our centre must use email, electronic devices and the internet appropriately according to our policies to protect the privacy of individuals and confidentiality of information.

COMPUTER USE POLICY

This Computer Use Policy ("Policy") establishes guidelines for the proper use of the S.P.L.A.S.H. Child Care Inc's and Splash Child Enrichment Centre's ("Splash") computer systems, network, e-mail, hardware, software, databases, storage devices, Internet web site and other systems including, without limitation, those systems that support and host the network ("Computers") by Team Members and consultants ("Team Members") of Splash. It is the Splash goal to ensure that our Computer Systems are well maintained, protected from viruses, and used for Splash specific purposes only. Splash strongly believes that this policy should be open and transparent while seeking to balance Team Member's privacy considerations with the protection of Splash, Team Members and other third parties.

Ownership of Computers

The Computers belong to Splash. Team Members are provided access to the Computers solely to assist them to perform their specified duties. All software is the sole property of Splash and is not available for use outside of Splash operations.

Use and Access of Computers

Use of the Computers is a privilege, not a right. Therefore, except for occasional personal use, the Computers are to be used for authorized employment or engagement purposes only. Splash will determine in its sole discretion the scope of permissible "occasional personal use". This policy governs all Team Member activity of the Computers, regardless of, among other things, the time of day or location of access to the Computers

- Team Members shall always log out completely when finished accessing the Computers and keep User-Ids and Passwords confidential.
- Team Members shall report any misuse of passwords to the Executive Director.
- All Computers, PC related Hardware and Software for all Splash facilities are to be purchased only by the Management Team.
- Only Software supplied by companies associated with Splash and approved by the Management Team may be loaded on Splash Computers.
- Under NO circumstances can any Hardware Installations, Software Installations, modifications or repairs to any Splash Computer by any person, who is not specifically authorized to do so by the Management Team.
- All Software purchased by Splash will be stored and managed by the Management Team.
- Splash e-mail addresses are for company use only. Any e-mail information sent or received using a Splash e-mail address or Computer is the sole property of Splash and will be used as deemed necessary. Messages sent through e-mail medium are not secure and may be read by others.
- Splash cannot control any and all information on the Internet; therefore, all Team Members of Splash must use their own judgment regarding information accessed and obey all laws when using the Internet. Splash does not carry any liability for such information, which is accessed by the Team Member.
- Splash provides Internet access at our facilities for work purposes only. Any unauthorized use of the Internet services is strictly prohibited. Splash may revoke these privileges at any time for violation of Internet use.
- As a Team Member representing Splash, all Internet and/or e-mail communications should be carried out in a professional manner as not to damage the image of Splash. This includes, but is not limited to a Team Members social networking relationship with other Team Members or any customers of Splash.

Prohibited Activities

The following activities are prohibited:

- Activities that violate Splash Privacy Policy and other policies and procedures as may be enacted and/or amended from time to time.
- Sending, receiving, displaying, printing, or otherwise disseminating material that is illegal, fraudulent, harassing, embarrassing, sexually explicit, obscene, intimidating or defamatory. Team Members encountering such materials should immediately report it to the Management Team.
- Installing unauthorized equipment, Hardware or Software (including but not limited to: Screensavers, Wallpaper, PDA's etc.) onto the Computers and/or Network.
- Allowing unauthorized persons to access the computers or use a Team Members User-id and/or Password.
- Unauthorized viewing, transferring or disclosure of material that is confidential or proprietary to Splash or a third party.
- Communicating, disseminating or printing of any copyrighted materials, trademarks, trade names or personal images in violation of any laws.
- Intentionally disrupting Splash Computers, Networks and/or files.
- Accessing or changing another person's files without their knowledge and/or permission.
- Intentionally abusing Splash Computers, systems resources.
- Intentionally disrupting, delaying and/or endangering another Team Members work.

Privacy Considerations

Splash may, but is not obliged to, monitor, audit, edit, delete, remove, collect, use, retain and disclose any information or materials relating to respective Team Member's use of the Computers ("Team Member Information"). Team Member's use of the Computers should not be considered private, and Team Members must not collect, use or disclose any personal information on or through the Computers that is not in compliance with this Policy. Team Members consent to Splash monitoring, auditing, editing, deleting, removing, collecting, using, retaining and disclosing Team Member Information, including e-mail messages, to determine and facilitate compliance with this Policy, to prevent a breach of this Policy, to protect Splash, Team Members and other third parties from activities prohibited by this Policy, or to comply with any legislation, regulation or government regulatory or investigative agency request.

Team Members should be aware of the following, which concerns the collection, use and disclosure of Team Member Information:

- Splash collects, uses and discloses Team Member Information only for the purposes of enforcing this Policy.
- Splash collects, uses and discloses Team Member Information strictly in accordance with Splash's Privacy Policy and applicable privacy legislation.

Amendments to This Policy

This policy has been in force since July 2010. Team Members are not entitled to amend or otherwise supplement this Policy in any manner whatsoever. Splash may, in its sole discretion, amend this Policy from time to time, for any reason, and without further notice or liability to Team Members, by distributing a revised Policy.

Enforcement Procedures

ROUTINE MAINTENANCE and/or ACTIVE MONITORING of the Computers by the Management Team and/or information brought to the attention of your Management Team may lead to the discovery that a Team Member has breached this Policy.

A breach of this policy may result in disciplinary action including, without limitation, denying further access rights to the Computers, suspension, reprimand or termination of employment or engagement, or other legal action.

Crisis and Safety Procedure Manual

S.P.L.A.S.H. Child Care Inc. has a Crisis and Safety Procedure manual in effect. This manual provides step by step instruction for a variety of emergencies that may possibly occur in the centre during operating hours. In the event that an emergency occurs while in the building, we ask that all visitors participate in the evacuation procedure to ensure all people are accounted for. In the event that a “practice drill” is occurring while in the building, we encourage all visitors to participate in the evacuation procedure to ensure all people are accounted for. A complete copy of the Crisis and Safety Manual is posted on the hallway bulletin board for viewing.

Anaphylaxis Policy for Life Threatening Allergies

A child who enrolls with a life-threatening allergy, or is diagnosed with a life-threatening allergy or other condition that may require the use of an adrenaline auto-injector (epi-pen) or other specific procedure, the anaphylactic policy will be followed. A complete description of this policy can be found on pages 30-31 in the Crisis and Safety Procedure Manual posted on the bulletin board in the hallway for viewing. Upon entry to the centre, a safety plan will be discussed with the parents as to what the procedures are that the centre will follow in case of an emergency.

Splash Child Care Children's Support Program

Children of all abilities have equal access to and participate meaningfully in our programs. When children are together as part of the group, each child's development is enhanced and positive social attitudes are fostered. All children are expected to have equal opportunity to participate and this includes children who require additional program supports due to their specific needs.

Our high quality, inclusive program is responsive to the individual abilities and needs of each child. Play areas are arranged in a way that allows the children's abilities to be explored according to their interests and needs. Opportunities are provided for all children to learn through play with and from their peers while supported by knowledgeable early childhood educators. The interaction with peers and staff will help promote growth in all developmental areas for the children.

Some children require supports to reduce or eliminate barriers in order to take part in learning opportunities and fully engage in experiences with their peers. Our enhanced ratio and strategies are used so every child can participate.

Inclusion is more than the presence of a child with additional support needs. Genuine inclusion ensures active and meaningful participation by every child in the daily program and with one another. All of the parents of children with additional supports will be involved in the planning process for their child. The knowledge from parents and professionals linked to these children will be shared to develop the best learning experiences for them, as well as provide resources to enable staff to learn about various disabilities. How this occurs will be different for each child based on his or her individual abilities and needs. All children should be valued, have friends and feel that they belong.

A child with **additional support needs** is a child who has a physical or cognitive disability or a behavioral or emotional issue; and needs additional accommodation or support to participate in the program.

Our program strives to benefit all children.

When all children are meaningfully included, there are benefits for everyone.

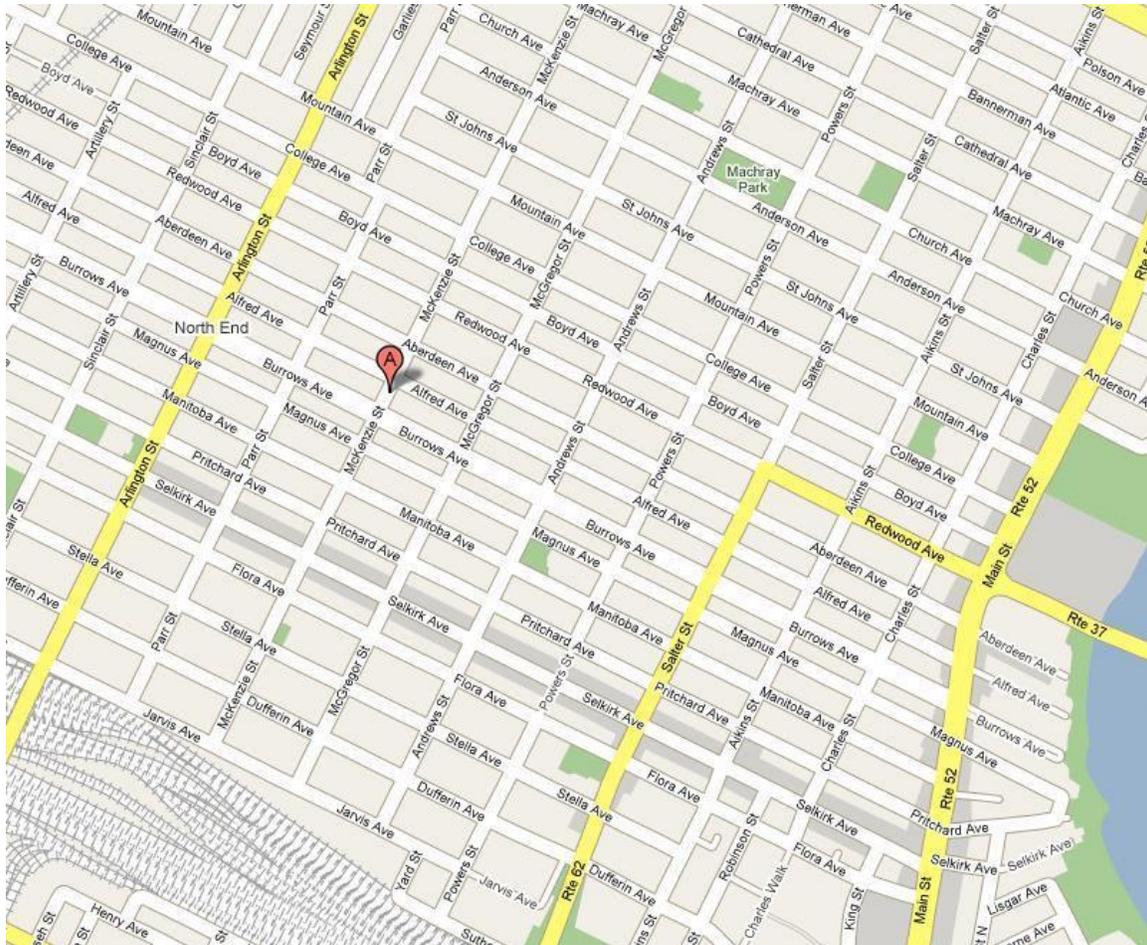
Benefits for all children:

- Enhance understanding and appreciation of individual differences
- Gain acceptance and respect for and from others
- Learn with and from one another
- Increase opportunities for socialization with peers
- Prepare for full participation in the community, including transition into the school system

Benefits for all families:

- Access to community child care facilities
- Able to pursue education, to obtain or retain employment
- Enhance understanding and appreciation of individual differences
- Learn with and from other families and early childhood professionals

Map



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