

Winnipeg Winter Club Parent Handbook

About Child and Youth Programming

The Winnipeg Winter Club offers child minding services and recreational activities for children aged 6 weeks to 12 years old. The Babysitting and Junior Recreation Department aims to provide a safe and engaging environment for children, where their social, emotional, and physical development is supported through age-appropriate activities and recreational programming. We strive to enhance the family experience within the Club by offering fun and engaging experiences.

The Club follows the regulations and guidelines of the Manitoba Child Day Care Standards Act. We are not a licensed child care centre and do not provide full-time care.

Most of our staff are University students who have experience working with and caring for children. Staff undergo training and education in Club policies and procedures, as well as training in emergency response. All staff are certified in First Aid and CPR and have been screened with a criminal record check and child abuse registry check upon hire.

Children under the age of 12 must be supervised while at the Club. Please do not leave children unattended.

Auntie B's Babysitting Centre

Named after Bernice, a staff member who worked in the Babysitting Centre for over 40 years, the centre provides child minding for children aged 6 weeks - 6 years old. Parents must remain on the premises (at the Club) and be accessible if needed.

The Babysitting Centre follows the staff: child ratios outlined in the Manitoba Child Day Care Standards Act. These are 1:4 for children under 2, 1:8 for children ages 2-6, and 1:15 for children age 6+.

As per the Manitoba Child Day Care Standards Act, the maximum visit length is 3 hours, and there must be at least one hour between visits.



Hours of Operation

Monday-Friday 9:00 am-1:15 pm and 4:00-7:30 pm

Saturdays: 9:00 am-5:00 pm

Sundays: 9:00 am-1:00 pm

Holidays – Closed

Hours of operation are subject to change and are reduced during the late spring and through the summer. See the seasonal program guide.

Fees

Babysitting is charged on an hourly basis. Fees are subject to change. See the seasonal program guide for details.

Junior Lounge

The Junior Lounge provides child minding for children aged 5-12 years old. Fun after-school and weekend activities include games, crafts, sports, STEM activities, homework help, and more. See the seasonal program guide for scheduled activities in the Junior Lounge, as well as other children's and teen programs at the Club.

The Junior Lounge follows the staff: child ratios as described by the Manitoba Child Day Care Standards Act.

Hours of Operation

Monday-Friday 4:00-8:30 pm

Saturdays: 9:00 am-5:00 pm

Sundays: 9:00 am-1:00 pm

Holidays – Closed

The Junior Lounge is closed on holidays and for school breaks, including winter break, spring break, and during July & August. Watch for details about the break week and summer camp offered during those periods.



Fees

Fees are charged on a flat fee per visit basis. Unlimited monthly passes are available for purchase at the front desk. Fees are subject to change. See the seasonal program guide for details.

Junior Lounge reservations can also be made online and in-app under the courts module. To provide all members with fair access, babysitting bookings cannot be made more than three weeks in advance.

Booking Your Space (Both Junior Lounge & Babysitting)

Please reserve your space by contacting the front desk. Drop-ins are welcome, provided space is available. Due to our adherence to child-staff ratios, a limited number of spaces are available. For this same reason, early arrivals and late departures may not be accommodated.

If you are unable to attend your booking, please call the front desk to cancel as soon as possible so that space can be made available to another member. Regular visit charges apply for cancellation with less than 24 hours' notice, and/or a no-show for the booking.

Camps

The Club offers day camps during school break periods, including summer, holiday, spring break and in-service camps. Most camps are for children aged 5+-11, and mini camps for children aged 3-4 are available. See the seasonal program guide for upcoming camps.

Special Event Child Minding

Available to children aged 6 weeks - 12 years, the Babysitting Centre and Junior Lounge open during special Club events. These bookings may include a meal, and special event rates may apply.

Policies

We kindly ask all families to review and respect the following policies, which help ensure a safe and enjoyable experience for every child. These policies are considered member policies and rules and are within the scope of the Code of Conduct.



Parent Accessibility

Based on the Manitoba Child Day Care Standards Act, parent/guardian must be on the premises (in the Club) and immediately accessible if/when their child is in the Babysitting Centre.

If your child is in the Junior Lounge or participating in a recreational camp, a parent or guardian is not required to remain on the premises. However, a parent, guardian, or emergency contact must be reachable by phone or text and able to return to the Club promptly if needed.

If a child cannot be consoled and cries for more than 15 minutes during a visit, the parent will be called and asked to pick their child up.

Sign In / Sign Out

Parents are required to complete the sign-in sheet upon arrival. This includes providing a reachable phone number, any relevant medical or allergy information, and indicating whether older children are allowed to leave the Junior Lounge without staff supervision or charge food to the parent's account. At the end of the visit, parents must also sign the sheet when picking up their child(ren). While parents are welcome to visit their child(ren) during the booking, they must clearly communicate with staff if they are temporarily removing their child(ren) from care.

When both the Babysitting Centre and the Junior Lounge are open, staff may allow and/or encourage children in babysitting to try an activity in the Junior Lounge and vice versa. This is done on an age-appropriate basis and staff working in the two areas work together to ensure appropriate supervision and ratios are maintained.

If someone other than the parent who dropped the child off is picking them up, details must be provided to staff at the time of drop off and must be indicated on the sign in sheet.

Behaviour Management

The Club is committed to helping children engage in and enjoy experiences. We recognize and respect the uniqueness of each child, and we work with families to provide behaviour guidance strategies to create a safe, healthy, and fun environment.



In accordance with the Manitoba Child Day Care Standards Act, staff shall not permit, practice or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance.

Staff have the authority to set age-appropriate rules and expectations within the Babysitting Centre, Junior Lounge, and Camps. Staff use the following strategies to reinforce positive behaviours:

- **Set Clear Expectations:** Make rules and expectations clear and remind children as needed.
- **Individual Interaction:** Talk to children directly, make eye contact, and clearly explain what is expected of them
- **Listening & Problem Solving:** Listen to children and be aware of non-verbal cues when something may be bothering a child
- **Redirection:** Redirect and/or distract the child as appropriate
- **Temporary Removal from the Activity:** Ask a child to sit out of an activity for a short period of time and help them reflect on their actions
- **Parent Communication:** Talk with parents to come up with a suitable approach and strategy to managing the child's behaviour.

Our priority is to provide a physically and emotionally safe and positive environment for all children. To ensure that one child's behavior does not disrupt the experience or safety of others, staff may contact parents to pick up their child if safety becomes a concern. In such cases, the child may be temporarily removed from the program until an appropriate and effective safety plan is established. An immediate or permanent removal from the program and/or child minding may result in cases where the behavior is severely aggressive, violent, and/or intentionally harmful, threatening the safety of others, or damage to equipment or property.

Special Accommodation

We recognize that some children may face barriers to full participation due to physical and/or developmental disabilities. Our staff are committed to creating an inclusive environment and will make reasonable modifications to activities whenever possible to support each child's needs. However, please note that we are not able to provide one-on-one support or specialized care. We encourage families to communicate any specific accommodations their child may require so we can work together to ensure a safe and positive experience for everyone.



Sick/Illness

Please help us keep the Club safe and healthy by keeping sick children at home. We understand that children getting sick is a reality for families; however, we ask parents not to bring sick kids to the Club. If a child becomes ill while in our care, we will keep them as comfortable as possible, they will be isolated from the other children, and parents will be contacted to pick the child up.

We ask that you not bring your child to the Club if they are displaying any of the following symptoms:

- Fever 99 degrees or higher
- Vomiting within the last 24 hours
- Diarrhea or loose stool within the last 24 hours
- Profuse runny nose
- Unexplained lethargy or fatigue
- Respiratory discomfort and/or cough
- Open lesions or an unexplained rash

If your child has a communicable disease, lice, pink eye, impetigo, or other illness or condition that can spread to others, and/or if they have been advised by a health care professional to stay home, they will not be permitted within the programs.

Additionally, if your child isn't well enough to participate in all activities, parents will be contacted to pick the child up.

Cell phones and technology devices

Staff are not to use their cell phone during work hours. Staff will engage children through a variety of activities, and children are encouraged not to bring or use personal electronic devices while at Camp or in the Junior Lounge (except for homework).

Staff must not take photos or videos of children without verbal parental permission. Children must not take photos or videos of other children.

Use of photographic or video recording equipment, including electronic devices, is strictly prohibited in private areas, including bathrooms and locker rooms.



What to bring

Please send your child nut-free meals, snacks, as well as diapering supplies as needed. Clean, indoor shoes and clothes suitable for the activity are required. We encourage young children to have a change of clothes as well. For camps, a helmet, skates, and a bathing suit may also be required. Please label all belongings. The Club is not responsible for lost or stolen items.

Meals and snacks

Please pack snacks with your child(ren) as needed. Meals are provided for camps and special events, and childcare. Please do not send your child(ren) with snacks or meals containing nuts. Children will be asked to wash their hands before and after eating, and must be seated while eating their meal or snack. Staff will use the cues from children as to how much they choose to eat, and staff will not force children to eat if they don't want to. Gum is not permitted.

Allergies

No nuts or nut products are permitted in the Babysitting Centre, Junior Lounge, or at Camps. While we advise parents not to send meals or snacks containing nuts, we cannot guarantee a nut-free environment.

If your child has an allergy, please let the staff know each visit and include it on the sign-in sheet.

EPI-PENS will be administered in a life-threatening emergency. If your child has an EPI-PEN, a medication form must be completed and signed and must include details of where your child's EPI-PEN is (ie, left pocket of backpack). WWC does not provide EPIPENS.

Medications

Except for during Camps, staff will not administer medication. If your child is attending Camp and requires medication during the day, a medication form must be completed and signed each day.



Diapering & Toilet Training

If your child is in diapers, please bring diapers, wipes and a change of clothes for your child each visit. If your child is toilet training, our staff will make efforts to encourage your child to use the washroom during their visit.

If your child can use the washroom independently, our staff will remain on the outside of the partial wall to provide privacy and encourage independence, while assuring they are nearby if assistance is needed.

Please note that children must be toilet-trained to attend day camps and Junior Lounge.

Thank you for entrusting us with the care of your child. We look forward to having fun together at the Club.

Contact:



Jessica Barsky, Program Coordinator

Email: jbarsky@winnipegwinterclub.com

Phone: 204-452-3311 ext. 114

Reception Desk

Email: wwc@winnipegwinterclub.com

Phone: 204-452-3311



Babysitting Centre & Junior Lounge Policy Acknowledgement Form

I have reviewed and understand the guidelines and policies for use of the
babysitting Centre & Junior Lounge.

Member Number: _____

Name: _____

Child(ren) Names: _____

Signature: _____

Date: _____



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