



## Policies & Procedures



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### GENERAL ISSUES

#### PHILOSOPHY:

The philosophy of Canada Place Child Care Society (CPCCS) is based upon the recognition of the interdependence of the child's physical, emotional, intellectual, creative and social growth, and the importance of the interrelationship between the family and the Centre.

Children differ widely in learning style, ability, achievement and interests. They learn in their own sequence and in their own time schedule. Children should have the time and resources to immerse themselves fully in the play that interests them now. As well, our children need to take their rightful place in the emerging global society. The Centre will help children be free from prejudice - whether of race, class, colour, creed, nation, gender, and religion, degree of ability or of material wealth.

#### IMPLEMENTATION

The Centre will promote a play-based program, based on the principle of unity in diversity, through:

- maximum group sizes flexible enough to meet individual needs;
- trained staff and rooms designed for the comfort of the children, parents and staff.

**Gender Equality** - A non-sexist environment will be encouraged by:

- parental involvement in the Centre (e.g.: field trips, storytelling);
- use of appropriate material resources;
- showing women and men in non-traditional roles whenever possible (e.g.: guest speakers, resource materials), and validating all career choices.

**Cultural and Religious Equality** - A non-racist environment will be encouraged by,

- hiring will represent the best-qualified persons;
- offering programming that unifies rather than divides, that is, based on finding points of commonality, capacities, talents and concerns, which all human beings share; teaching children to play, and function in general, as unifiers and peacemakers;
- instilling in the children an appreciation of the rich diversity of humanity and encouraging them to value the good in cultures that differs from their own;
- in partnership with families, in the required atmosphere of harmony and freedom from prejudice and fanaticism, various religious and ethnic celebrations will be recognized, at the discretion of the Director and staff. Emphasis will be on the common underlying spiritual principals, in order to promote higher levels of unity and cooperation, and to inspire the children to inquire and listen with discernment and respect rather than regard others with contempt or disdain.

We have an open-door policy; maximum parental involvement will be encouraged by:

- encouraging the parent(s) to enter the Centre frequently and freely;
- asking each parent to regularly participate in activities at the Centre (e.g.: storytelling, playing a game, going on a field trip);
- ensuring frequent, willing, friendly and positive verbal interactions between parent(s) and staff;
- ensuring that parent(s) feel equal to staff in respect to the significance of their knowledge and input for their child;
- ensuring respectful, friendly, and low-key interactions between parent(s) and staff;

#### Procedures for resolving grievances

We hope you will not have any concerns during the course of your child's care at CPCCS, however, if a conflict should arise, we are committed to finding a solution at the **classroom level**.

If a conflict arises, CPCCS's goal is to find a solution everyone can accept.

Here are the steps to follow to communicate any concern:

**STEP 1:** Resolve the concern with the staff member closest to the situation. You can do this with informal discussion at drop off or pick up times or formally by arranging a time to meet. If you are unsatisfied, proceed to Step 2:

**STEP 2:** Contact the Executive Director at 780-429-3033. Details about the situation will be shared with the relevant staff, board members and/or outside experts in order to resolve the concern. If you are unsatisfied, proceed to Step 3:

**STEP 3: Contact** the CPCCS board chair or other member of the executive (vice chair, secretary or treasurer). The CPCCS Board is engaged in the grievance process outlined below when: a) the parental concern is with the decisions or performance of the Executive Director and/or b) the parental concern cannot be resolved with the Executive Director. When the Board (executive) receives the letter itemizing the parent's/guardian's concern(s), an investigation will be conducted by the Board executive to collect information from all parties involved. The Board (executive) will then convene to review the information and concerns and decide on the best course of action in light of the Board's responsibility to the CPCCS. The Board's (executive) decision will then be communicated to the parent/guardian and Executive Director in writing and when possible, in person. This decision will be final.

If you proceed to Step 3, a written letter itemizing your concern(s) and why it is they cannot be resolved with the Executive Director and staff must be provided to the CPCCS Board.

The Board's decision regarding how to resolve the issue will be final. However, if you have concerns regarding compliance with Provincial regulations or best practices, proceed to Step 4.

**STEP 4: Contact** Alberta Licensing: 780-427-0444 and/or Alberta Accreditation: 780-421-9222

*Note: The CPCCS Board is the employer of the Executive Director and responsible for the governance and stewardship of the CPCCS as a non-profit organization. In other words the Board is responsible for overseeing the leadership, management and fiduciary duties of maintaining the CPCCS.*

## Licensing

Alberta Licensing is a department of the Province of Alberta. They ensure that licensed facilities for childcare comply with provincial regulations and standards.

Alberta Accreditation is a program funded by the Province of Alberta to improve the quality of care in licensed early childhood settings and set best practices for early childhood education.

- promoting supportive and prompt responses by staff to parents' questions or needs for discussion, meetings, etc.
- ensuring all parties perceives the parent-Centre relationship as a partnership, with two-way communication;
- providing parent(s) with information regarding the Centre through various media (e.g. email's, newsletter, poster, bulletin board);
- promoting resources available through the Centre to parent(s), and encouraging their use.
- Language, communication, critical thinking and problem solving, and development of positive self-esteem will be emphasized.

- Adults will assist children to make choices and work with children on the consequences of their choices.
- Independence amongst boys and girls will be encouraged equally (responsibility for their belongings, creations, and maintenance of playroom materials). Children should learn to foresee the consequences of their choices/actions and share in responsibilities.
- As part of a child's development, the values of food conservation and the development of table skills and manners are introduced (i.e. independent serving, tasting of all foods presented, consumption of portions taken, and clearing of personal utensils).
- Video and Computers are only to be used as an educational tool and time is allotted to the children on a scheduled basis. Each room is allowed one movie a week. The Computer center is open for a period of time twice a day.

## ADMISSION

### Policies

Federal employees have first priority for spaces. Proof of Federal Status must be given on registration.

There will be no discrimination on the basis of race, religion, colour, creed, or national origin.

Full-time/part-time. Children will be accepted on a full-time basis and an attempt will be made to place part-time children when possible.

Children with special needs will be accommodated subject to operational constraints.

### Admissions Procedures

Before a child can be admitted to the Centre, the parent(s) shall:

- participate in an interview with the Executive Director to determine their child's eligibility for the Centre;
- An initial deposit that is equal to parent's first month fee will be required
- consider completing an application for subsidy with the Provincial Day Care Subsidy Unit (427-0958).

In the case that parent(s) do not qualify for provincial day-care subsidy they

- will be required to pay the full fee as established by the Board of Directors;
- complete the waitlist form, registration, medical information forms, and admissions agreement;
- have the child's immunizations updated;
- arrange for visits with the child to the homeroom prior to the child's starting date.
- one calendar month's written notice must be given upon leaving the Centre. The initial deposit can be donated to the Centre or refunded to the parent(s).
- Children's records will be maintained and up dated on going to record the following information the child's name, date of birth and home address: the parent's names, home address and telephone numbers of home, work and cell; the name, address and telephone number of a person who can be contacted in case of an emergency; any health care provided to the child and including the written consent of the child's parent or any other relevant health information about the child including the child's immunization and allergies. These records must be available for inspection by the director at all times and the child's parent at reasonable times.
- Parents will complete an enrolment form for each child.

## HOME-ROOMS

### Policies

The Centre is licensed for a maximum total of 80 full-time spaces.

- Each child is assigned to a peer group with a homeroom.
- Each maximum group of children is housed in homerooms with adjacent, developmentally appropriate washrooms.
- Each room is assigned 2 primary caregivers and 1 support staff.
- Primary caregivers will also be responsible for maintaining close two way contact between the Centre and family, through personal contact, daily logs, and conferences as necessary.

Homeroom **maximum** capacities are:

Room 1 (0-18 months): 8 children and 2 caregivers

Room 2 (0-18 months): 10 children and 2 caregivers

Room 3 (12-30 months): 12 children and 2 caregivers

Room 4 (19-36 months): 12 children and 2 caregivers

Room 5 (2.5-6 years): 18 children and 2 caregivers

Room 6 (2.5-6 years): 20 children and 2 caregivers

*Note: With the exception of Room 1, any homeroom may adjust the number of children upward by one child so long as the total number of children in the Centre does not exceed its licensed maximum.*

### Procedures

Children will eat, sleep, and play in their homerooms throughout the day. There is scheduled gym time for each room. All rooms will have out of Centre time (playground or walks) at least once per day as weather permits.

During playtimes children will choose their play, while the primary caregivers are responsible for supervising specific areas of the homerooms.

## CHILD GUIDANCE POLICY

### Policies

Canada Place Child Care Society promotes an environment, which fosters child guidance.

Staff will be informed of and required to sign the child guidance policies and procedures at the time of employment. Frequent reviews and discussions of these policies and procedures will take place during planning and staff meetings.

At the time of intake, the Executive Director will make the parent(s) aware of the child guidance policy, management policies and procedures of the Society.

These policies will be included in the parent package, which is distributed to all families at intake.

## Child Guidance Philosophy

Infants/Toddlers (0 to 24 months):

- Adults will model acceptable behavior
- Although biting is a normal behavior at this age, if it does become extensive and problematic, staff will involve parents in problem solving.
- Inappropriate behaviors such as biting or hitting will be redirected.

Infants/Toddlers (0 to 24 months): Managing this age group will focus on meeting the needs of the individual child promptly, including the need to be held and cuddled, and on providing interesting activities in a warm, inviting environment.

24 months and over: To teach children appropriate behaviors through the following approaches:

- child guidance will be firm, caring and consistent.
- praise appropriate behaviors.
- explain why certain behaviors are inappropriate.
- show and encourage problem solving.
- use natural consequences with loving/helpful attitude.
- give children choices.
- consequences of inappropriate behaviors must respect the child's spiritual, emotional and physical well-being.
- consequences should be immediate, predictable, reasonable and consistent.
- acceptable consequences are redirecting and providing alternatives.
- staff will recognize children's need for individual attention, quiet one to one activities and observe children's moods, problems etc.
- staff will provide a stimulating environment.
- children will be taught to express feelings verbally.

## Child Guidance Procedure

24 months and over:

- Observe and listen.
- Respond to needs promptly by encouragement, comfort, new props, additional space, etc.
- Speak directly to the child (ren) requesting specific behavior.
- Allow the child an opportunity to respond appropriately. Give support if necessary.
- Use a variety of techniques as previously indicated.
- Set limits and expectations
- Situations where the behavior continues such as aggression and/or non-co-operative behavior, the child may be removed from the situation and sit with staff.
- The child will be encouraged to return to the situation when he/she is ready. Monitor the situation and involve and advise parents if further action is warranted.
- Biting and hitting are normal behaviors in this age group and staff will involve parent(s) in problem solving.

Approaches not used:

- Physical punishment: striking, shaking, shoving, spanking or any other form of aggressive contact.
- Withdrawal of needs such as food, clothing, shelter or activity.
- Belittling and degrading statements or any other form of verbal abuse.
- Time outs.

## **SUPERVISION**

### **Outdoor**

- There needs to be at least two staff when leaving the Centre with children
- The staff will use the whiteboard (across from the front desk) to sign out and write down where the room is going so they can be located if parents or the daycare needs to locate them;
- All rooms must take a cell phone when leaving the Centre with children,
  - The staff must always be aware of where the children are and what they are doing
  - The staff must position themselves appropriately (body position facing the children, moving around as the children do) to provide the best/most effective supervision
- When there are a number of staff in the playground at one time, the staffs must spread out interacting with the children
  - Staff will do head counts on outing with the children
  - Ensure staff: child ratios are correct at all times to assist supervision.

### **Indoor**

- Staff must have room awareness – they must know where the children are and what they are doing at all times
- The staff must move their bodies around the room to ensure the best/most effective supervision
- Each room has a phone for staff to call if assistance is needed from the office
- Staff will do head counts
- Parents must sign children in upon arrival and sign out on departure. Staff must also count children to ensure all children are signed.
- Ensure staff: child ratios are correct at all times to assist supervision.

*NOTE: CANADA PLACE CHILD CARE DOES NOT TRANSPORT CHILDREN IN CARS.*

### **Outside Activities**

#### **Policy**

The centre will ensure children will have scheduled daily opportunities for outdoor play in a safe, stimulating and developmentally appropriate environment. Children will be exposed to a variety of activities outside the Centre.

All outdoor play structures comply with the CSA Standards. The outdoor play area is free toxic plants

### **Outdoor Play Policy**

The Centre aims to provide 90 minutes of outdoor play per day for all children, weather permitting.

### **Outdoor Play Procedures**

The staff will ensure children from Rooms 2, 3, 4, 5 and 6 will use the playground adjacent to Canada Place, at least once daily, weather permitting, while children from Room 1 will be put in strollers and taken out for walks.

The river valley and other green spaces in the area will be used frequently to supplement the playgrounds outdoor play activities.

### **Outing Policies**

Outings are an integral part of the Centre's programming, and include activities such as walks around the building, to playgrounds, to the library, etc.

### **Outing Procedures**

Parents sign a consent and permission waiver on the registration form on admission.

## **PHYSICAL WELL BEING**

### **NUTRITION**

#### **Policies**

The Society recognizes the importance of nutrition for proper growth, energy, and health.

Efforts will be made to accommodate special dietary requirements, only for allergies, religious or vegetarian reasons.

The cook is responsible for food storage and preparation and has completed a food-handling course.

The centre serves snacks and meals that are nutritious, well balanced and take into account both the recommendations of the most recent version of the Canada Food Guide and families' and the children's preferences.

#### **Procedures**

**The Centre provides two snacks and a hot lunch daily.** Morning snack is offered 8:00-9:00 am, afternoon snack is offered 2:30-3:30 pm. Lunch is available approx. 11:00-11:45 am depending on the length of time it takes for children to finish. A weekly menu is prepared in accordance with the Canada Food Guide will be posted on the bulletin board near the main kitchen for inspection. The director will have the menus reviewed at least once every three years by a dietician to ensure that they meet the changing nutritional guidelines of research and Canada's Food Guide to support children's healthy development.

Children under 1 year of age shall be fed in accordance with the instructions of the parent(s) regarding

the amount, type and scheduling of feeding.

Children under 1 year of age will be held during feeding with a bottle. Holding promotes feelings of security and attachment and provides an opportunity for infant-adult interaction.

When infants are being introduced to solid foods, they should be placed in a high chair or infant seat to be fed. Infant seats and high chairs shall be equipped with safety straps which must be used at all times.

The cook will prepare, blended foods for babies and appropriate finger foods will be introduced when the child is ready, and with the parents' consent.

All infant formulas are to be provided and prepared by the parent(s) along with appropriate equipment items must be properly labelled and given directly to staff for refrigeration. Parent(s) are responsible for washing bottles.

Children will be fed in a manner that is appropriate to their age and level of development. Children will be seated while eating and drinking. No beverages are provided to children while they are napping.

The Centre will follow Alberta Family and Social Services policies regarding meals and snacks which lists foods not to be served

Foods not to be served:

- nuts and seeds
- hard candy, caramels/toffee, chewing gum, popcorn (under 4 yrs.), gumdrops, and
- jellybean
- snacks made with toothpicks or skewers
- 14 raisins-not in rooms 1, 2 and 3

Caution Foods. The following are guidelines for modifying caution foods to make them less hazardous:

- whole grapes - slice lengthways
- hot dogs - slice lengthways
- hard vegetable pieces - shred or chop vegetables
- fruits with pits - remove pits before serving (e.g., peaches, cherries, and plums)
- hard fruit pieces - shred or chop
- fish with bones - remove bones

Special diets/food allergies. If a child has any special dietary requirements, alternative menus may be discussed with the Executive Director.

- Parent(s) wanting alternate menus for medical or religious reasons must have a certificate from a physician or a nutritionist or parental written consent.
- In cases where families bring food into the daycare, the families will be encouraged to follow the recommendations of the Canada Food Guide. The Centre will supplement the child's meals and snacks when the food provided by the family does not meet the Canada Food Guide.
- The names of children and their respective special diets or food allergies shall be posted in the main kitchen and in all rooms.

Allergenic food ban. When severe allergies warrant it, the allergenic food will be totally banned from the Centre; all parents from the centre will be informed of the ban, which will be enforced. We maintain a

complete ban on all nut products.

Food handling procedures ensure that hot foods are kept hot, cold foods are kept cold at all times.

Food preparation and serving utensils and surfaces are sanitized after each use.

. No homemade treats allowed in centre. Parents can only bring in store bought treats that have labels and ingredients. Treats must have NO NUTS.

Birthdays are celebrated once a month in each room. The room staff will pick the day. The day-care will provide the birthday treats.

## **HYGIENE**

### **Policies**

Staff is responsible for maintaining the hygiene of the children while in the Centre. Parents are responsible for the hygiene of their children while outside of the Centre. Children will be encouraged to learn and practice hygiene appropriate to their development. Parent(s) will be informed in advance when visits by animals are planned and parent(s) have the responsibility of informing the Centre of any allergies their child has to animals.

### **Procedures**

Tooth brushing. The safety hazards outweigh the health benefits. Children will not brush teeth at the Centre, either alone or with the assistance of staff.

The children will eventually be encouraged to be independent in the washroom, to learn to dress, undress, wash hands and face, on their own.

Children hand washing. Children's hands will be washed, before and after meals, after toileting, as well as after touching any animal, playing in the sand, after wiping noses, sneezing or coughing or whenever soiled.

Paper towels and soap will be kept in dispensers near the sink in each homeroom.

Toilet training. The toilet training program may be introduced when the child enters the toddler group at 19 months according to the child's developmental readiness and parent's agreement.

Parents are required to supply diapers, wet ones, training pants/underwear, and a labelled change of clothing and appropriate indoor footwear.

Staff will, as far as is practicable, ensure that the children and their clothes are kept clean and dry. Soiled or wet clothing will be sent home for laundering in plastic bags.

Staff hand washing. Staff will wash their hands before handling food, giving medication, after toileting, and after assisting children with toileting. As well, hands will be washed after contact with potentially infectious materials such as nasal discharge, vomit, faeces, wounds, infected eyes, and after contact with animals. Hands will also be washed after handling toxic materials.

Toys will be removed from the room and disinfected with a mild bleach solution and/or sanitized in the dishwasher by the child care staff according to the following schedule:

Room 1: daily.

Room 2: daily.

Room 3, 4, 5 and 6: every week.

Equipment (other than toys) will be disinfected monthly or as per room schedule.

The centre is cleaned thoroughly after hours by Bee Clean provided by Public Works. The centre has janitorial service provided by Bee Clean between the hours of 1:00-2:00 pm to clean washrooms, empty garbage, and wash bathroom floors and hallways as necessary.

## HEALTH

### Policy

The Centre aims to protect, maintain and improve the health of each child. No persons (license holder, parents nor childcare providers) shall smoke at any time or place where childcare is being provided.

### Procedures

Room staff will greet each child and discuss with the parent(s) any health problems or symptoms. The centre is responsible to ensure the staff are trained in the proper method of administering the type of health care require by the child and this is documented in the child's and staff files. Parent(s) are responsible for informing the staff of any medications being administered at home in case of any reaction during the day.

Parent(s) are responsible for keeping their child at home if they are displaying any of the following symptoms:

- fever (38 degrees Celsius and higher), especially if the temperature is high or persistent
- diarrhea (2-3 times per 3-4 hours)
- undiagnosed rash/skin condition
- communicable disease (other than upper respiratory tract infection)
- obviously infected discharge (thick and colored i.e.: brown, red, and green)
- lethargy and irritability
- persistent pain
- cough (frequent bouts: 2-3 times/hour) especially if choking or vomiting.
- eye discharge
- projectile vomiting

A receiving staff member who notices any of these symptoms when a child arrives will ask that the child be taken home or to a doctor for a note confirming that the child is healthy and not infectious, given the group care situation.

If a child begins displaying any of the above symptoms at the Centre, the child may be isolated from the other children and taken to the Directors office with direct supervision from the office staff or a primary staff member so that the office can contact the parent(s) or emergency contact to remove the child within one hour of the call. A child can return to the centre when they are symptom free for at least 24 hours or a parent has a doctor's note.

If a child displays recurring or long lasting symptoms, the Executive Director reserves the right to request a signed note from a doctor. A form letter will be provided to the parent(s) for completion by a physician before returning to the Centre.

The staff will record and document children who are ill including the name of the child, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program and the date the child returned to the program.

Staff responsible for a child who requires health care (additional to giving medication) are trained in the proper method of administering the type of health care required by the child and this is documented in the staff's and child's files.

## **MEDICATION AND HERBAL REMEDIES**

### **Policy**

Medication and herbal remedies are to be administered properly to the correct child. Medication and herbal remedies will be stored in an appropriate environment (refrigerated or room temperature).

Medication and herbal remedies will be kept inaccessible to children.

Emergency medication will be easily accessible by all staff. Normally kept in room backpack as backpack travels everywhere the room goes.

### **General Procedures**

Medication and herbal remedies will only be administered with the written consent of the parent(s). Only staff that has a valid first aid certificate will administer medication and herbal remedies. Childcare personnel can refuse to give medications, herbal remedies or do a procedure for which clear instructions have not been provided or for which they are not trained.

All medication must come in its original container, labelled with the child's name. Medication will only be administered according to the labelled directions. Medication must not be mixed with any food or drink.

Prescription medication must also show the name of the physician, patient's name, date of issue, instructions and time period.

No medication will be administered for more than three days without a physician's order. Aspirin (or generic ASA) will not be administered to children due to the risk of Reye's syndrome.

### **Medication record**

The staff that administers the medication shall complete the medication record which includes the date and time the medication was actually administered, method, dosage and a signature each time medication is administered. Parents are required to provide information in writing to staff about when medications and herbal remedies were given to the child prior to arriving at the centre. Parents must fill out the medication form providing the date, child's name, name of medication, dosage, time to be given, method, symptoms, time given at home and s parent's signature.

### **Side effects**

Information regarding the potential side effects of medication must be given in writing to the primary

caregiver administering the medication. This includes medication that has been administered by the parent before the child arrives at the Centre, medication during the day, and medication administered at the Centre just prior to the child leaving the Centre.

### **Storage of medication**

All non-emergency medications will be stored in a manner appropriate to the medication (i.e.: refrigerated or room temperature) in locked boxes in the rooms or in the main kitchen refrigerator or on the infant end in the fridge. This is ONLY for the duration of time the child is on medication.

### **Storage-emergency medication**

Medication for emergency situations shall be stored in a backpack in the child's homeroom and will follow the child where ever they go. This is in a location that is inaccessible to children, but not locked. Such medications include Epi-pens, Ventolin, and adrenaline-based medication (anaphylactic kit). Parents will complete an Allergy or Asthma Action plan with instructions on how the staff can administer emergency medications.

Please ensure all medications are taken home after the duration of the prescribed course. For the safety of all children, DO NOT leave any form of medication in child's nap sack or diaper bag.

## **COMMUNICABLE DISEASES**

### **Policies**

The Centre will follow public health procedures for control of communicable diseases.

### **HIV infection and Aids**

Based on the principles outlines in the Individual Rights Protection Act of Alberta and the March 1995 Guidelines for Handling HIV Infection and AIDS in Day Care Services, prepared by Day Care Programs in Alberta Family and Social Services, it is the policy of the Centre that:

- There will not be discrimination against a child, childcare worker or family who has HIV infection/AIDS.
- The Centre will follow the guidelines for handling HIV infections/AIDS as outlined in the above-mentioned Day Care Programs document.

### **Procedures**

Parent(s) are required to remove their child from the premises immediately if the child is suffering from a Communicable Disease, as listed below.

Definition of outbreak: For the purpose of this policy, an outbreak will be defined as an occurrence of any of the diseases mentioned or a situation that is classified as such by public health practice.

In the event of an outbreak, the Capital Health Authority Eastwood Health Centre will be informed. The Executive Director, in conjunction with the Health Authority will devise a plan for the management of the outbreak. This may include grouping infected children separately from healthy children, or closing the Centre for a period of 24 to 72 hours.

The Capital Health Authority Eastwood Health Centre will be notified in any case where the staff knows, or has reason to suspect, that a child is suffering from any of the communicable diseases listed below

and the parent(s) of such child will be required to remove the child until the Centre is provided with a note from a doctor confirming that the child is healthy and not infectious.

The Centre will cooperate with procedures by the Capital Health Authority Eastwood Health Centre regarding the testing of stool, blood or urine samples, or administration of prophylaxis medication for meningitis, hepatitis, etc.

Communicable Diseases include: Chicken Pox, Diphtheria, Gastrointestinal infections (diarrhoea) e.g. Salmonella, Shingles, Haemophilus influenza, Hepatitis, Meningitis, Mumps, Polio, Rubella (German measles), Tuberculosis, Whooping Cough (Pertussis). Scabies, lice, ringworm, and influenza are also included.

## **EMERGENCIES**

### **Policies**

All staff are responsible for familiarizing themselves with the facilities and specifically with the location and proper usage of the first aid kits, telephones, fire alarms, exits, fire extinguishers, etc.

All emergency phone numbers must be posted beside each telephone in the Centre.

At intake, the Centre will require an emergency information sheet for each child, as required by Alberta Family and Social Services and the forms will be put in the emergency binder for each room as well as a main binder for the office.

### **Procedures**

Emergency phone numbers include those of the police department, fire department, ambulance, hospital, poison centre, Emergency Social Services (Child Protective Services), Capital Health Authority Eastwood Health Centre, taxi and Canada Place security.

It is the staff's duty to be familiar with the common accidents or injuries and their first aid treatment. They must not diagnose; their training does not allow them to assume the competencies of a trained medical person. In cases of uncertainty, their task is simply to recommend professional medical treatment or to ensure treatment if the injury is judged to be serious.

Staff members rendering assistance to an injured or distressed child will be protected by the "Medical Waiver" signed by the parents upon intake.

Primary caregivers will carry emergency information sheets for each child on field trips, and other such outings. The forms will be with the children at all times.

It is the responsibility of the Parent(s) to update the changes in information. The Executive Director and the primary caregiver will ensure that the emergency sheet for each child is up-to-date. (Done at 6 months intervals.)

## **ACCIDENTS AND FIRST AID**

### **Policies**

Caregivers are responsible for rendering first aid. Serious injuries/illness will be transported to hospital by ambulance. All incidents will be reported and reviewed.

## Procedures

First aid certification. At a facility to be identified by the Executive Director, all childcare workers must be certified in Infant Cardio-Pulmonary Resuscitation and have had a Standard First Aid Child Care course.

First aid re-certification. The childcare workers will be re-certified as required by Social Services.

Certification status. It is the Executive Director's responsibility to ensure all childcare workers' certification status is current.

## Accidents Procedures

The following illness/injuries are serious and require immediate first aid treatment and transportation to the hospital:

- uncontrollable bleeding,
- seizures,
- shock (respiratory and/or cardiac),
- second degree burns, covering any significant area,
- any third degree burns,
- fractured bones,
- after CPR or Heimlich maneuvers performed,
- head injury, suspected internal injury, and
- other severe conditions as necessary.

Outdoor play area. In the case of incidents in the outdoor play area, one staff member will remain with the children while the other goes into the building to notify security that assistance is required or call the centre with the day care cell that is provided for each room.

Staff members will take the cell phone to the playground, outings and on field trip outings.

Staff members shall complete the following steps in the event of an accident:

- Immediately apply necessary first aid and comfort the child. Control panic, being as supportive and comforting as possible.
- Ensure the safety of the remainder of the group. Children should never be left unattended.
- Seek attendance from other staff, parents, or bystanders. Take the injured child away from the other children when possible.
- Notify the Executive Director of the accident's occurrence and of the steps taken.
- If necessary, arrange for transportation by ambulance to the Pediatric Emergency Unit at the University Hospital 8440 - 112 St.
- Accompany child in the ambulance.
- Take the child's emergency sheet to the hospital. It contains important information, which will be needed, (i.e. Alberta Personal Health Card number, emergency contacts, allergies, etc.).
- Phone parent(s), or alternate emergency contact. Inform them of the accident, the extent of the injury, the treatment and aid being administered, and where to meet the child and accompanying staff.
- Do not give details of the accident to anyone but staff, the parent(s) of the child concerned, or the emergency contact person.

## Accident Review Procedures.

Check the source of the accident. Examine steps that will be taken to prevent a reoccurrence. Complete an "Incident/Accident Report" form with the Executive Director and ask parents to sign it. Provide a copy

for parent(s). Indicate repairs needed or recommend changes in procedure and/or policy.

Cost of ambulance transportation is the responsibility of parents. Parent(s) will be responsible for reimbursing the Society for ambulance costs within 24 hours using critical incident reports

All serious injuries must be reported immediately to the regional child care office using the appropriate forms or calling 780 427-0444.

## **EVACUATION**

### **Policies**

Fire Warden. The Executive Director, and in her absence the Administrative Assistant, is the Fire Warden for the Centre in cases of emergencies. There shall be a Fire Warden on site at all times. Monthly drills will be conducted to familiarize children and staff with evacuation procedures. Priority during evacuation is on speed and safety. Parent(s) are responsible for being familiar with evacuation procedures and sites.

### **Procedures**

Evacuation sites.

First choice: The Citadel Theatre, by the box office. 9828-101A. Phone 425-1820 if the evacuation occurs before 8:00 a.m. or as a second choice, the lobby of the Sunlife Building will be used. 10123-99st

At intake, parent(s) will be issued two wallet-sized cards, with the names and addresses of the above-named locations, and the procedure of evacuation to keep with them at all times.

Fire: Childcare workers' and Executive Director's responsibilities:

- Upon sight of fire, the fire alarm will be sounded.
- The Fire Warden will telephone the fire department.
- Primary staff in each room will gather their particular group together in an orderly manner. One primary staff member shall quickly check his or her room to ensure no one is left behind. A head count shall be made of each age group before children begin to use the emergency exits. Primary staff will bring their rooms' emergency book(s), attendance forms, turn on lights and close doors.
- Rooms will use the closest emergency exit. Ordinarily, Rooms 1, 2, and 3 will use the exit in Room 1. Rooms 4, 5, and 6 will use the exit by the main kitchen.
- The cook will assist Room 4 toddlers to exit.
- Babies will be placed in cribs and rolled to the landing inside the fire exit by back door of Room 1 where they will evacuate.
- Order of exit. The first group to arrive at exit points will leave first and other groups in order of arrival. If all rooms arrive at the exist point simultaneously, preschooler will exit first followed by toddlers.
- The Fire Warden will take the emergency book at the front desk and do a complete check of the Centre, exit last, and report to Maple Leaf
- The Staff will take attendance records and the emergency book (portable records).
- Supplies (including diapers, bottles, soothers, clothes, boots, etc.) will not be removed from the Centre during evacuation.
- Once children and staff have reached their destination, roll call will be taken by each of the staff in the rooms
- If the evacuation is for a prolonged period, and the Centre cannot be reoccupied for the remainder of the day, staff shall purchase the necessary supplies for subsistence (e.g. diapers, food, etc.).
- In the event that the Centre cannot be reoccupied, parents or the alternate emergency contact

- will be notified and children will be picked up from the relocation point as soon as possible.
- The emergency evacuations procedures are known to all the staff and the children where developmentally appropriate. The staff receive the evacuations procedures upon hiring and through their orientation of the center are shown the emergency exits.

## **CODE YELLOW Shelter-in-place**

There may be emergency situations where an evacuation of a building, room and/or office area is not advisable (a "Shelter-in-Place" situation). Shelter-in-Place means remaining in and securing the current location in an emergency situation when it would be more dangerous to be outside trying to evacuate than it would be to stay where you are.

For Canada Place, when a Shelter-in-Place situation occurs it is there:

- For protection from the elements and away from falling objects and debris during severe weather/environmental conditions.
- To limit the danger from contact with hazardous material(s).
- To keep children and staff sheltered and out of sight of any unsafe situations.

## **ACTIVITIES OUTSIDE THE CENTRE**

### **Field Trip Policies**

Field trips are activities that require transportation and some activities that are in walking distance. Field trips are an integral part of the Centre's programming and all children in all rooms are expected to participate with the field trips. Infants (0-18 Months) will be expected to participate in age appropriate field trips. Field trips for infants (0-18 Months) will take place only in the City of Edmonton.

Only wheelchair accessible buses/LRT will be used to transport infants (0-18 Months). Infants seated in strollers must be secured in the wheelchair safety mounts.

If a parent doesn't want a child to participate on a field trip, the parent needs to advise the Director and find alternative care.

A maximum of 12 field trips per year will be undertaken for all age groups.

Parent(s) will be asked to fill a "Field Trip Waiver" for each specific field trip.

Each field trip requires the parent(s) to sign a Field Trip Waiver form.

Field trip costs: paid for by the centre.

### **Field Trip Procedures**

Primary staff members will ensure that the parent(s) have signed the Field Trip Waiver. The Field Trip Waiver will be posted for the parent(s)' consent with at least two week notice of the said field trip. Each signed field trip form will be kept on file for a 2-month period, as required by Alberta Family and Social Services. Each field trip permission form must explain where the children are going, the day and time of departure and arrival, what type of transportation is being used, what are the special safety considerations, supervision and ratios and what is the learning experience for the children.

Children will be returned to the Centre at the end of the field trip. They will not be left at any other locations.

Admission for one parent or guardian will be the Centre's responsibility when parent volunteers are needed.

Siblings are not encouraged to go on field trips as adequate supervision is required for the children in the day-care.

Volunteer parents are expected to stay with the room throughout the field trip and follow the rules.

Adult to child ratios for field trips involving water:

0-3 yrs.	One adult to one child
3 yrs. – 4 yrs.	One adult to 2 children
4 1/2 yrs-6 yrs.	One adult to 2-3 children

The staff will take the emergency binders (portable records) for each child when on outings or field trips. The emergency binders will have the telephone numbers of the local emergency response service and poison control centre.

## **SAFETY AND SECURITY**

### **Critical Incidents**

#### **Policy**

Critical incidents are defined as events or circumstances that could result in legal or civil actions against the Society, the possibility of adverse public relations, closure of the Centre, where health and/or safety of children and/or staff are in jeopardy and other situations at the discretion of the Executive Director.

#### **Procedures**

The following steps will be completed in the event of a critical incident:

The Executive Director shall obtain medical or security assistance as described in the EMERGENCIES policies and ensure the immediate safety of staff and children.

The Executive Director shall notify the President of the Society. In the event that the President cannot be reached, at least one of the following, Vice-President, Secretary or Treasurer will be contacted.

The member of the Executive contacted will decide what further action and information exchange will occur.

A report on the incident and consequences will be provided to the Board of Directors at the next scheduled Board meeting.

The Executive Director will report any critical incidents to Day-care Licensing immediately after the incident within 24 hours.

The following will be reported immediately to the regional child care office using the prescribed form: an emergency evacuation, unexpected program closure, an intruder on the program premises, an illness or

injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight, an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or requires the child to remain in hospital overnight, the death of a child, an unexpected absence of a child from the program (i.e. Lost child), a child removed from the program by a non-custodial parent or guardian, an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer, the commission by a child of an offence under an Act of Canada or Alberta, and/or child left on the premises outside of the program's operating hours.

All incidents are analysed annually and a report using the prescribed form is submitted to the regional child care office.

## **ENVIRONMENTAL SAFETY**

### **Policies**

All staff is responsible for reporting any safety hazards or problems. The Executive Director is responsible for assessing and correcting problems

Public Works, Maple Leaf Property Management and Government Services Canada have the responsibility for ensuring the proper state of the site both within Canada Place and the playground.

### **Procedures**

Room staff will report any safety hazards or problems with heat, light, ventilation, or other maintenance problems to the Executive Director, who will take appropriate action.

The playground will be inspected daily by room staff for safety hazards (broken glass or equipment). These will be eliminated or reported.

All toxic materials will be clearly labelled and marked 'TOXIC', marked with appropriate hazardous materials symbol, and will be stored in a locked cabinet.

A Health Inspector and Fire Inspector will inspect the Centre as necessary for licensing renewal purposes.

Outlet guards will protect electrical outlets when not in use.

Hot liquids, utensils and appliances will not be left unsupervised in the presence of children. The temperature of the hot water in the play rooms is controlled by regulators affixed to the pipes, so that it will not exceed 43 degrees Celsius.

The room staff is responsible to ensure that any broken or unsafe toys or equipment are removed immediately for repair and notify the Director.

The kitchens will not be used as playrooms, and children are not permitted entrance.

Garbage will be kept in fly proof and waterproof containers. It will be disposed of daily.

## **FAMILY ACCESS**

### **Policy**

Children will be released only to parent(s) or persons designated by the parent(s), upon authentication, as required.

### **Procedures**

Release. The parent(s) upon admission to the Centre must complete a release form. Only those listed on the release form may pick up the child. In special circumstances, parent(s) can delegate a person other than those listed on this form to pick up a child. Delegation can be done verbally in person, or verbal consent over the phone. The delegate should have a written notification and identification will be required.

Visitors. Verbal, or if possibly, written consent must be received from the parent(s) if there are to be any visitors to the Centre that are not in the company of the parent(s).

Custody disputes. In the case of custody disputes, each parent will be granted access to the child, except when a copy of a court order indicating limited access is on the child's file. Such information will be included on the child's emergency form.

Court orders. It is the responsibility of the parent(s) to produce a copy of a court order indicating limited access.

## **LATE PICK-UP**

### **Policies**

Children must be picked up by closing time or parent(s) will be charged a late fee of \$20 for each part of 15 minutes. It is required to be in the day-care by 5:50pm enabling you to be out by 6:00pm.

The late fee is established by the Board of Directors and periodically reviewed.

Repeated failure to comply with the late pick-up policy could result in termination of membership in the Society, at the discretion of the Board of Directors.

### **Procedures**

Hours of operation. The hours of the Centre are 7:00 a.m. through 6:00 p.m.

Parent(s) who arrive after closing time will be given a letter, signed by the Executive Director, which clearly states the time of arrival and the late fee charged.

The late fee (\$20/15 minutes or portion thereof) is payable directly to the staff who is working late to stay with the child.

If children have not been picked-up by 6:05 p.m. and the Centre has not been advised of the parent's tardiness, the following procedure will be employed:

Parent(s) will be phoned at home and at work, and asked to pick-up the child.

In the event that the parent(s) cannot be located, the emergency contact(s) named on the registration form will be phoned and asked to claim the child.

If neither the parent(s) nor the emergency contact can be reached:

- Emergency Social Services (Child Protective Services) will be phoned and asked to take custody of the child.
- Staff will not take legal responsibility for the child or shelter him/her outside the Centre for reasons of legal liability.
- Should it be necessary to contact Emergency Social Services, parent(s) will be informed that their child can be located through Emergency Social Services and/or the City Police.

## PHOTOGRAPHY

### Policies

The Executive Director, shall entertain requests for photographs of the Centre and its staff and children from private individuals, the printed or visual media, public agencies, or other parties.

Parent(s) will signify upon intake whether their child (ren) can be photographed while at the Centre, by signing a generic photographic waiver.

For specific photo opportunities, A "Photographic Waiver" will go to the parent(s) giving details of the event and its use by another agency.

### Procedures

For those children who cannot be photographed, staff shall take precautions to ensure that they are not inadvertently photographed when photo sessions are going on by:

- reviewing the list of children who cannot be photographed before each pre-arranged or spontaneous session;
- removing those children from the areas being photographed for the duration of the photographic session.

It is the responsibility of the parent(s) to inform the Centre when the circumstances regarding photography of their child changes. In this event, the Centre shall destroy the signed "Photography Waiver" and all copies at the request of the parent(s), or ask that the parent(s) to sign such a waiver, if photography of the child becomes permissible.

## ELEVATORS/ESCALATORS

### Policies

Children will not be tethered entering and exiting the elevators. Children will not ride the escalators tethered.

### Procedure

All children who are tethered (infant and toddlers) must will be removed from the safety rope before entering or exiting the elevators and escalators.

## ADMINISTRATION

### Finances

#### Policies

The purpose of this policy is to establish and document firm financial guidelines, which the Society's management can confidently use to efficiently manage current operations and to realistically plan future operations.

The Centre will provide a level of service acceptable to its clients and the Board of Directors that meets or exceeds industry standards at competitive fees while achieving self-sufficient status.

The child care fee structure shall be reviewed and amounts set by the Board of Directors on an annual basis, during the budget approval process (October-November). Parents will be given 1 months' notice of any changes in the fee schedule

## DEFINITIONS

**Board of Directors:** Those individuals that have been elected by the Society general membership or appointed by the Board of Directors to serve in a specified capacity in accordance with the Canada Place Child Care Society's bylaws.

**Net Income (Loss):** This is the profit or (loss) from the operations of the Centre after providing for all operating costs including depreciation.

**Depreciation:** This is the charging to financial operations of the cost, net of salvage value, of all tangible assets over its estimated useful life.

**Fiscal Year:** The calendar year is from January 1<sup>st</sup> to December 31<sup>st</sup>.

### Procedures

Board of Directors has the responsibility to:

- Approve all changes to the child care fee structure and annual operating budget to assure long-term financial stability.
- Approve all requests for expenditures not contemplated in the current year's operating budget
- Approve all changes to this fiscal policy.

The Executive Director has the responsibility to:

- Operate and manage the Centre within the current year's operating budget unless specifically approved otherwise by the Board of Directors.
- Submit to the Board of Directors requests for expenditures not contemplated in the current operating budget.
- Advise the Board of Directors at their next scheduled meeting, or immediately, if considered urgent, of any incident that may have financial implications.

## GENERAL ACCOUNTING PROCEDURES

The annual depreciation charge will be calculated over the asset's useful life on the straight-line method, based on the total cost of the asset in service net of an estimated salvage and including an estimated removal cost, if any.

Assets acquired through contributions will be recorded in the accounting records at their gross cost, with the offsetting entry made to contributions for asset acquisition.

Contributions for asset acquisition will be amortized to "other income" on the same basis and over the same period as the related assets are depreciated.

All assets purchased with a value of \$300.00 or less will be expensed and charged against the revenue of the current period. Assets donated will be recorded in accordance with items

## FUNDRAISING AND VOLUNTEERING

### Policies

All families must agree to the Fundraising and Volunteering Agreement as part of the Admissions Agreement.

The Board is to actively direct and participate in all fundraising and volunteer activities.

Failure to comply with the Fundraising and Volunteering Policy may result in the termination of membership in the Society at the discretion of the Review committee.

All families will provide an annual cheque at the beginning of the contract year (January 1). See fundraising and volunteering contract for current rate. These monies will be reimbursed after the end of the contract year (December 31) based on the family's fulfilment of their volunteer/fundraising requirement (see point 20.1.5), with partial reimbursement to be done based on the family's prorated fulfilment of the requirement. For example, if the family has met one half of the requirement, they will be reimbursed one half of their monies. If the family leaves the day-care prior to the end of the contract year, they will be fully or partially reimbursed at the discretion of the Board of Directors and the Executive Director.

All families are required to volunteer and/or fundraise for a minimum of 24 hours per year.

### PROCEDURES

Exceptions to the Fundraising Agreement due to special needs will be dealt with in confidence on a case by case basis by the Board of Directors and the Executive Director.

There will be a number of fundraising activities throughout the year and the Board will set them.

## ADMINISTRATIVE RECORDS

The director will maintain on the program premises up to date administrative records containing the following information;

- daily attendance of each child, including the arrival and departure times;
- daily attendance of each staff including the arrival and departure time and hours spent providing child care
- each staff members certification

- a current first aid certificate
- For each volunteer or staff member they must have an up to date criminal record check (including a vulnerable sector search) and a child intervention check dated not earlier than 3 months prior to the date of commencement with the program and updated every 3 years.
- the records will be available for the inspection by the director at all times and the by the child's parent at a reasonable time;
- all information will be retained for a minimum period of 2 years.

### **Portable Records**

The director must maintain an up dated portable record of emergency information including the following information on each child:

- the child's name, date of birth and home address and phone number;
- the parents name, home address and telephone numbers for work, home, and cell;
- the name, address and telephone number of a person who can be contacted in case of an emergency;
- any other relevant health information about the child provided by the child's parent including the child's immunizations and allergies.
- the telephone numbers of the local emergency response service and poison control Centre

## POLICIES AND PROCEDURES TERMS OF AGREEMENT

The Policies and Procedures govern the Terms and the condition of enrolment at Canada Place Child Care Society. We ask that you indicate that you have read, understand and are in agreement to these policies by signing as indicated below.

I have read the Policies and Procedures and accept and agree to these policies.

\_\_\_\_\_

Staff Signature                      Director    Date

Please sign and return this page to the centre.