



Parent Manual

August 2020

AUGUST 2020 REVISIONS

Revisions have been made to the Health Care Policy – page 32

- Amendments to the symptom list
- Amendments to the Medication Administration procedure
 - Amendments to the steps in the Anaphylactic Plan

All Individual Plans for children have been repositioned in the manual to be listed in the Health Care Policy.

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WELCOME TO THE VILLAGE CHILDREN'S PROGRAMS

The guidelines set out in the policy manual enable us to understand the tasks and obligations required to provide service to the children and families of The Village Children's Programs. The purpose of the policy manual is to ensure a safe and enjoyable setting for staff and families. This manual gives full, detailed descriptions of the organization's philosophy, goals and approaches to ensure positive practices and relationships by outlining policies and procedures, and is available free of charge. The manual is posted at all programs and is available on our website, www.thevillagechildcare.ca.

"The ministry" refers to the provincial body responsible for licensing all child care settings. The Ministry of Education resources can be found on the ministry website, www.edu.gov.on.ca/eng/.

The organization was founded in 1988 as a privately run, commercial centre. Over time, a non-profit status was obtained. In the fall of 1995, the original centre was relocated to Father Michael McGivney Academy which enabled the centre to thrive in a new, modern facility, become more financially viable and access greater community resources. In September 1999, the agency expanded to meet community needs by opening a number of school age programs including kindergarten and camps. Over the years, our programs have flourished and grown. They are professional, caring, responsive and supportive. As our organization grew, our board of directors undertook the task of re-branding to ensure that all of our programs were represented in our identity. The Village Children's Programs (hereinafter referred to as The Village) was launched in May 2006.

PROGRAM STATEMENT

The Village is caring, professional, responsive, and supportive. Each child is recognized to be unique, competent, capable, curious, and rich in potential, and each family's individuality is valued. By accepting the total child, setting clear and defined

goals and limits, we allow for self-expression and ensure that each child's needs are met. Our compassionate, safe, and caring environment creates a place for children to gain confidence, develop positive self-esteem, mature emotionally, and feel that they belong. For parents and guardians (hereinafter referred to as parents), The Village provides child care which supports families' personal choices. We are proud to be non-profit and charitable. As a community-based organization, our programs offer a support system for raising a child.

"It takes a village to raise a child." - African proverb

All programs operated by The Village are fully licensed and adhere to all regulations outlined in the Child Care and Early Years Act, 2014 (CCEYA). The CCEYA also outlines the consequences to the operators, if the CCEYA is contravened. Included are legislative requirements in the areas of staffing, program, premises, playground, nutrition, and health. A program advisor from the ministry inspects centres for annual renewals of this license and may make periodic visits.

The Village is committed to meeting and exceeding all legislative requirements of the CCEYA. A copy of this legislation is in the executive director's office at all times and available on the Ministry of Education website. Anyone is welcome to review this document.

Children will be supervised at all times. Staff members must count the number of children in their care before and after the movement of children from within the centre, when outside in the playground, when moving children to and from the playground, and at any time that the centre takes the children off the premises. Ratios as set out by CCEYA will be maintained at all times and attendance records will be kept with, or accessible to, the staff supervising the children at all times.

All staff, students and volunteers will review and sign indicating that they understand all policies. This sign-off will take place prior to employment or regular interaction with children, if required, and annually thereafter or as needed.

All monitoring will be completed and/or reviewed by the program supervisor and/or the executive director or designate or board member as required.

Vulnerable sector checks (VSCs), offence declarations and/or attestations are received by The Village for all staff, volunteers and students, or anyone having access to the children as required under CCEYA.

PROGRAMS LIST

<p>McGivney Early Learning Centre 5300 14th Avenue, Markham Infants, Toddlers and Preschool 7:00 am – 6:00 pm</p>	<p>St Joseph Early Learning Centre 388 White's Hill Avenue, Markham Toddler, Preschool, Kindergarten and School Age and Camp 7:00 am – 6:00 pm</p>
<p>St Patrick Before and After School Program 5607 Highway 7, Markham Kindergarten and School Age Children 7:00 am – 8:15 am and 3:00 pm – 6:00 pm</p>	<p>St Justin Martyr Before and After School Program 140 Hollingham Dr, Unionville Kindergarten and School Age Children 7:00 am – 8:45 am and 3:30 pm – 6:00 pm Camp may take place on non-instructional days (PA Days) Camp hours 7:00 am - 6:00 pm</p>
<p>Sir Richard W. Scott Before and After School Program 90 Roxbury St. Markham Kindergarten and School Age 7:00 am – 8:45 am and 3:30 pm – 6:00 pm</p>	<p>St Julia Billiard Before and After School Program 2070 Bur Oak Dr. Markham Kindergarten and School Age 7:00 am – 8:45 am and 3:30 pm – 6:00 pm Camp may take place on non-instructional days (PA Days) Camp hours 7:00 am - 6:00 pm</p>
<p>St Kateri Tekakwitha Before and After School Program 230 Fincham Ave. Markham Kindergarten and School Age 7:00 am – 8:45 am and 3:30 pm – 6:00 pm Camp may take place on non-instructional days (PA Days) Camp hours 7:00 am - 6:00 pm</p>	<p>St Edward Before and After School Program 33 Cairns Drive, Markham School Age 7:00 am – 8:15 am and 3:00 pm – 6:00 pm Camp may take place on non-instructional days (PA Days) Camp hours 7:00 am - 6:00 pm</p>

All programs operated by The Village will be closed on the following days:
Good Friday Victoria Day Canada Day August Civic Holiday
Labour Day Thanksgiving Christmas Day Boxing Day
New Year's Day Family Day

All programs will close at 2:00 pm on Christmas Eve and New Year's Eve. All school age programs are closed on Easter Monday. Advanced notice will be given for any exceptions.

PA Day Camps take place at various locations and offer creative, stimulating, fun and engaging full-day opportunities for kindergarten and school age programs.

We believe that parents are the most important people in children's lives, and we work closely with parents to achieve the best care for their children. The Village accepts How Does Learning Happen? (HDLH) and the minister's policy statement on Programming and Pedagogy.

GOAL: POSITIVE INTERACTIONS

(CCEYA, O.REG 137 46 (3)(b))

We believe that every child should have a sense of belonging, feel connected to others, and contribute to his or her world.

b) support positive and responsive interaction, among the children, parents, child care providers and staff

Approaches

- engage in conversations that are positive, welcoming, and respectful and that balance sharing with listening with children, parents, and staff
- promote and facilitate inquiry and open-ended communications among children, parents, and staff

(CCEYA, O.REG 137 46 (3)(c))

c) encourage the children to interact and communicate in a positive way, and support their ability to self-regulate

Approaches

- have spaces accessible to children that can accommodate quiet activities, small and large groups and individual inquiry while promoting choices
- have spaces that allow for indoor and outdoor activities

Implementation

Educators will communicate on a daily basis with parents and understand the needs of each child as an individual. They will interact with children, being respectful of their individuality by using their names, and introduce new children to others, while engaging in discussions about similarities and differences and identifying gifts and contributions of other children.

Educators will acknowledge feelings and will use books and resources that represent diversity and model empathy for others.

Educators will facilitate the environment and experiences that help children express themselves, problem solve, be creative, reflect, and engage in positive expressions.

GOAL: WELL BEING

(CCEYA, O.REG 137 46 (3)(a))

Our programs will provide a space and opportunity for children to develop a sense of self, health, and well-being. Each child's individual needs are valued and accommodated when possible.

a) promote the health, safety, nutrition, and well-being of the children

(CCEYA, O.REG 137 46 (3)(g))

g) incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and give consideration to the individual needs of the children receiving child care

Approaches

Nutrition

- provide healthy and nutritious food and promote positive eating environments

Safety

- provide children only with materials considered “safe for children’s use”
- implement allergy protocols to ensure healthy and safe environments for all children
- ensure child safety by ensuring appropriate supervision at all times
- ensure a safe environment by conducting all necessary environmental safety checks

Health

- monitor and assess each child’s health regularly through observations and communications with parents, the child, staff, and any other community agencies

Well-being

- be responsive to children’s overall emotional well-being

- encourage positive interactions and support self-regulation
- incorporate indoor and outdoor play as well as active play, rest, and quiet time into the day
- give consideration to the individual needs of the children receiving care

Implementation

Educators will familiarize themselves with all information for each child concerning any medical conditions, exceptionalities, allergies, healthy meals and snacks, food restrictions, medication requirements and parent preference with respect to diet, exercise, and rest time. Forms and journals will be used to document health and safety and the well-being of the children. Allergy lists, including the names of all children and their respective food allergies or restrictions, will be posted in each cooking and serving area, in each play area or play room, and in any other area where the children may be present. Where it is not practical to post a list, educators will ensure the inclusion of the list in the attendance binder. The Village will ensure that it meets all regulations set out by municipal, provincial, and federal acts pertaining to all building, health and safety aspects that could affect licensed child care. Educators will ensure that the environments are welcoming and comfortable and meet the needs of the children in their care. The Village purchases liability, property, and board of directors' insurance.

GOAL: FOSTERING EXPLORATION, PLAY AND INQUIRY

(CCEYA, O.REG 137 46 (3)(d))

We believe that every child is an active and engaged learner who explores the world with body, mind, and senses.

d) foster the children's exploration, play and inquiry

Approaches

- create environments and experiences that support learning and foster exploration through play and inquiry
- facilitate and support inquiries from the children
- provide and facilitate learning activities and spaces that meet age appropriate needs

(CCEYA, O.REG 137 46 (3)(e))

e) provide child-initiated and adult-supported experiences

Approaches

- create environments and experiences that support learning, individual development and engagement that allow for child-initiated experiences to be supported by adults

(CCEYA, O.REG 137 46 (3)(f))

f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported

Approaches

- provide opportunity to work with open-ended materials that inspire creativity
- allow children to engage in small and large group settings
- provide a flexible schedule when possible to allow for deeper engagement

Implementation

Educators will provide learning environments based on the children's interests and will provide a variety of choices for them. They will facilitate learning through play environments that are enjoyable, spontaneous, and active, and respond to the children's curiosity. By being knowledgeable about child development, the educators will continue to foster and explore creative ways in which children can learn what is meaningful and relevant in their lives. Educators will observe and document learning to reflect and facilitate learning opportunities. They will ensure that indoor and outdoor opportunities are regularly available, and offer rest or quiet times when needed.

GOAL: CONNECTIONS WITH FAMILY AND COMMUNITY

(CCEYA, O.REG 137 46 (3)(h))

We believe that families are competent, capable, curious, and rich in experience.

h) foster the engagement of and the ongoing communication with parents about the program and the children

Approaches

- communicate regularly with families with verbal updates (face-to-face, email, phone calls), access to documentation, daily charts when appropriate, and regular meetings as required to provide parents engagement opportunities and feedback
- our parent handbook and all other communications will be clear, reader-friendly, accessible and will meet all necessary regulations

(CCEYA, O.REG 137 46 (3)(i))

i) involve local community partners and allow those partners to support the children, their families, and staff

Approaches

- network with community resources that will help support children, their families, and staff

Implementation

Educators will ensure strong and positive relationships with parents to ensure clear understanding of the families in which the children grow and flourish. Communication with parents will be regular and can be verbal, written, or electronic.

Educators will deliver stimulating learning experiences in an interactive environment that enhances children's social, intellectual, physical, and emotional development with peers, staff, parents, and community partners. Through listening and expression, a collaborative culture of trust and appropriate risk-taking will be created.

Educators will ensure inclusive opportunities for all and by networking with parents and other community partners, resources will be accessed to ensure the best opportunities for all.

GOAL: PEDAGOGICAL DOCUMENTATION

(CCEYA, O.REG 137 46 (3)(j))

Pedagogical Documentation is a means by which to learn how children think and learn. "It offers a process to explore all of our questions about children... to make

learning visible to others, to allow for interpretation, encourages educators to be co-learners alongside both children and families.” (HDLH, p. 21)

j) support staff who interact with children in relation to continuous learning

Approaches

- provide, support, and encourage all staff to engage in continuous professional learning

(CCEYA, O.REG 137 46 (3)(k))

k) document and review the impact of the strategies set out in clauses (a)-(j) on the children and their families

Approaches

- support the communication with parents as active participants, planning and creating environments and experiences using documentation
- allow time for regular review, reflection, and evaluation about the learning
- review the impact of strategies, and support and monitor the ongoing process through things such as regular communication, annual parent surveys, regular parent engagement meetings, ongoing educator collaboration

Implementation

Educators will use both written and pictorial documentation as a tool for reflection, goal creation, and the scaffolding of the children’s learning. Individual notes,

reflections and observations on each child's learning will be kept on file as a basis for more in-depth discussion with parents.

MONITORING

As part of the CCEYA, The Village is required to have a written record of the monitoring of the Program Statement, Positive and Prohibited Practices as well as Program Implementation, Individualized Plans, and Policies and Procedures. The records must be kept for three years. Records will be completed by the program supervisor at each program and are to be completed for every staff member regularly. When a staff member changes rooms or leaves a room on a permanent basis for any reason, the program supervisor will make a note in the file.

Program supervisors are monitored by the administration team, who in turn, is monitored by the executive director. The executive director is monitored by a member of the administration and/or the board of directors.

WAITING LIST

When programs are filled to capacity, families may register their children on the waiting list. The waiting list application is available online and must be completed and submitted in person to the program supervisor at that location. A tour of the site must take place prior to having the children's' names added to the waiting list. Parents can have the children added to the waiting list when they are born, and those names will remain on the list for one year, after which time the families must re-apply to the waiting list. A child's position on the waiting list will be maintained until he or she reaches the top of the list and a space in the appropriate age group becomes available.

Once the child reaches the top of the list, the program supervisor will contact the parents to offer them the available spot. The parents have 48 hours to accept or decline the spot. Should they not accept the spot at the time, they may request that

their child remain on the list. A subsequent refusal will result in their name losing priority on the list. Every reasonable effort will be made to contact the parents to offer the spot. No response will indicate that the spot has been declined.

The waiting list is maintained by the program supervisor at each location. When children are added to the list, unique codes are assigned to the parents. In order to protect the privacy of those on the list, names are not recorded on the list. Instead, the unique codes are used as identifiers. Parents can request to see their position on the list at any time.

ADMISSIONS

Children are admitted to all programs operated by The Village on a first-come-first-served basis. Priority is given to full-time children, siblings of children already attending any programs operated by The Village, and staff of The Village.

Prior to enrollment, all children's files must include applicable documentation of any and all immunization recommendations by the York Region Public Health Department. This documentation will be kept in a locked location. The immunization record will be kept up to date by the parent and updates provided to the program supervisor. Any exemption must submit documentation and an affidavit as outlined by the Ministry of Education.

All forms, including admission packages, provided to the family must be fully completed prior to enrollment and will be maintained in the office. These policies are very important to the programs and must be followed.

Enrollment is confirmed when parents have completed all required documentation and have provided the first two weeks' fees, plus the \$40 registration fee. These fees are non-refundable. Fees are paid on a regular schedule. For school age programs, parents are to provide a non-refundable deposit that is applied to September fees in

order to secure enrollment. Any request for change in schedule requires 30 days' notice. Some requests may not be accommodated due to staffing or ratio concerns.

WITHDRAWAL

In order to withdraw a child, parents must provide written notice to the program supervisor 30 days before withdrawal. The Village cannot guarantee spots for those children whose families wish to take their children out of programs for extended periods of time (e.g., for maternity leave or summer vacation). In order for spots to be held, parents must either continue to pay their regular fees, or be placed on the waiting list.

In the event that there are outstanding fees, families may be withdrawn with no notice and a collections agency hired to recover outstanding fees.

If a child has been picked up late on more than two occasions, he or she may be withdrawn from the program effective immediately. All outstanding fees would be due immediately.

Withdrawal for Special Circumstances

In the event that a child's behaviour is causing disruption to the program, harm to others or harm to property of the program, a family may be withdrawn from the program. This extreme measure would only take place after consultation with the child's family. All decisions are made considering the best interest of all of the children enrolled in the programs.

The Village reserves the right to withdraw services for the following reasons:

- a child's behaviour is consistently causing excessive disruption to the program, harm to the other children or harm to the property

- a parent's refusal or inability to abide by the policies and procedures as set out in the Policy Manual
- a parent's conduct being harassing, belligerent, abusive or in any other manner inappropriate
- fees are outstanding (i.e., regular weekly fees or any other fees such those due for late pick up)

DISCHARGE

Discharge Due to Child's Inappropriate Behaviour

Each situation involving extreme behaviour and issues will be monitored and assessed by the program supervisors and if necessary, executive directors and board of directors. Each family and child will be treated with respect and dignity, and procedures and recommendations will be made with the best interest of all children in mind.

Two weeks' notification may or may not be given if a family is asked to withdraw a child. Regular fees and fees due during notice will be levied. Parents are required to sign an acknowledgement when the care has been withdrawn.

Discharge Due to Parent Issues

The Village recognizes that parents, as our clients, must be treated with the utmost respect. In the event that a parent does not comply with the Parent Code of Conduct (page 44), they may be withdrawn from a program. Each situation is assessed and reviewed individually and in consultation with the executive director, program supervisors, board of directors and the Harassment Code of Ontario.

ARRIVALS AND DEPARTURES

Families bringing children to programs are expected to bring the children into the building, greet the staff and ensure that the children are ready for the day. Parents must then be sure that their children are under the supervision of the staff before leaving the premises.

At our kindergarten and school age programs, children are released to the supervision of school staff once supervision is observed. At our after school programs, kindergarten children are met at their classrooms by staff of The Village. Children in Grade One and higher are instructed to promptly make their way to their designated after school classrooms.

In the event that a family's kindergarten or school aged child is absent from the after school program, parents must notify the staff of The Village by phone call or email each and every time there is an absence.

In order to allow children to settle into the programs at our full-day programs and maintain the continuity and smooth operation of the early learning setting, it is our recommendation that they arrive by 9:30 am. Should a child be sick or be arriving late, parents are asked to notify the staff prior to 9:30am. Our full-day programs follow a set routine with various parts of the curriculum addressed in different parts of the day. Arrival by 9:30 am ensures that children will benefit from the full day.

Children will be allowed to leave programs only with their parent(s) unless other arrangements have been made. These arrangements should be made in advance and stated in writing to the program supervisor or staff. In the event that a person other than a parent is coming to pick up the child, staff members will ask for identification. Only persons stated on the forms provided by the parents at the time of registration will be permitted to take the children, and these persons must be over 18 years of age.

In the event that someone has arrived to pick up a child and the above stated criteria have not been met, the staff will attempt to contact the parent. If this process forces the child to remain at the centre beyond 6:00 pm, late charges will apply. Until a parent is reached, the child will not be released.

After-Hours Penalty

If a child remains at any program past the closing time of 6:00 pm, an overtime charge of \$2.00 per family per minute will be levied. A late fee form will be filled out and signed by the staff on duty and by the parent or person picking up the child. Invoices will be issued and monies collected by the centre will be passed onto the staff on duty for that evening.

Parents are asked to respect the closing times of the programs and remember that the staff are on personal time after 6:00 pm. In the event that families are repeatedly late to pick up their children, they may be withdrawn from the program.

INCLEMENT WEATHER

In the event that the programs need to remain closed due to extreme weather conditions, a message will be left on the affected program's voicemail system by 6:30 am, or on The Village website (www.thevillagechildcare.ca).

If the weather is such that a program needs to close during the day, parents will be notified and asked to pick up their children soon as possible. Late pick-up fees are applicable even during inclement weather. Parents are asked to ensure that they have a reliable plan in the event that an emergency prevents them from picking up their children on time. Fees will be unaffected by any closures due to extreme weather or other emergency or extenuating circumstances.

TRANSITIONING INTO EARLY LEARNING CENTRES

As part of our mandate to ensure that children and parents feel totally secure about leaving their children at The Village, we emphasize the importance of parents visiting the programs with their children prior to beginning care at The Village. This ensures that parents have a clear understanding of the programs, and that both children and parents feel secure when parents leave their children.

The following schedule is recommended as adequate time to reduce any separation anxiety that may arise. This is only a suggestion and given that each parent knows his or her child best, The Village is open to input from the parents on an alternative schedule.

During the week prior to their start date, parents are asked to bring the children to the program on the following days and times:

- Monday, 9:30 am - 10:30 am: parent(s) and child stay for the full hour
- Wednesday, 9:30 am - 12:00 pm: parent(s) leave(s) at 9:45 am
- Friday, 9:30 am - 3:00 pm: parent(s) leave(s) at 9:45 am

This schedule will allow the child to experience transition times, lunch and sleep time in a way that extends the day gradually and ensures an easy adjustment for parents and children.

During this transition time, parents will complete and review with staff a copy of the children's schedules and any other instructions.

FEES

Fees at The Village are set according to the ongoing cost of operation, are reviewed annually or on an "as-needed" basis, and are due on a regular schedule. The major source of funding required to keep the programs in operation is fees. Fees are

charged for all days that children are enrolled in programs operated by The Village, including vacation, regardless of the children's attendance. Fees are not adjusted, refunded, or credited for statutory holidays, absence due to illness, withdrawal without proper notice, or any other reason. In the event of a circumstance that restricts our ability to access the schools (e.g., storm closure, strike, power outage or any other such event), fees will remain in effect for the first five days. After five days, the situation will be reviewed by the board of directors. School age program fees are determined for the school year and are then divided into 10 equal payments.

Discounts apply only to McGivney Early Learning Centre, St Joseph Early Learning Centre, and The Village Camp, and are stated on current fee schedules.

In the event that The Village receives a returned payment, the parents will be required to replace the amount the following day by cash, money order or certified cheque. Service charges of \$25.00 may be levied for such things as a returned payment or late payment and may also lead to withdrawal from the program.

Fees are paid by electronic funds transfer (EFT) or post-dated cheques. EFT is the preferred method of payment. If post dated cheques are issued, they must be provided to the program supervisor a minimum of 10 business days prior to the due date.

Receipts for all fees for tax purposes are completed and distributed by the end of February of each year. Documents such as a regular tax receipts and reports on development are provided to families. In the event that further letters, receipts, other documents, or copies of documents are required, fees may apply for the preparation of these documents.

Fee Assistance

Families may qualify for a partial or full government subsidy for child care services. The Regional Municipality of York is responsible for administering subsidy money

that is directed from the province. The region determines eligibility using provincial guidelines and establishes eligibility criteria using an income test. Licensed, non-profit programs that wish to accept families who are eligible for subsidy enter into a Purchase of Service Agreement with the municipality to provide subsidized services. The Municipality of York must be named as a co-insured on liability insurance.

PARENT ISSUES OR CONCERNS

In the event that parents have issues or concerns, they can communicate knowing that communication from all parties will be respectful and professional. Any issues or concerns will be held in the appropriate levels of confidentiality and will comply with the Professional and Parent Codes of Conduct.

Parents will first take any issues or concerns to the Registered Early Childhood Educator (RECE) in their child's program.

If the issue or concern has not been resolved by the RECE, verbal communication should take place between the parents and the program supervisor.

If resolution has still not occurred, or if parents prefer, parents should submit their issue or concern, in writing, to the program supervisor via email or through submission to the program's suggestion box. The program supervisor will then initiate an Issue or Concern Resolution Form.

In a timely fashion (no longer than 72 hours), the program supervisor will provide written response to parents outlining the details of the issue or concern and resolution.

If parents feel that the issue or concern remains unresolved, they may escalate the issue or concern, in writing, to the executive director.

If the issue or concern remains unresolved after consultation with the executive director, parents may escalate to the board of directors via email at boardofdirectors@thevillagechildcare.ca.

If the parents deem it necessary, they may contact the Ministry of Education, or where appropriate, their local health department or other local authorities. Links to The Ministry of Education and other various local authorities are available on our website, www.thevillagechildcare.ca.

CUSTODY ISSUES

Only those people indicated on the registration forms will be allowed to pick up children from any of the programs. In the event that a parent is requesting that another parent be restricted from picking up a child, a court endorsed custody order must be presented and kept on file. Once a parent has introduced and documented the other parent, each parent shares the same rights and obligations for the child.

FIELD TRIPS AND COMMUNITY OUTINGS

From time to time, staff may plan field trips away from the programs to offer fun and educational experiences for children. At these times, parents will be asked to sign Field Trip Permission Forms. In the event that permission is not obtained for a child to participate in the trip, parents are asked to make alternate arrangements for their child for that day. Children will be supervised by staff and will be transported by a school bus company. All activities, special events, and field trips are contingent on enrollment, availability, and weather, and are subject to change with little notice. The Village reserves the right to change schedules and programs as it deems necessary.

From time to time staff may take the children on walks in the immediate local community. Staff will provide supervision and every precaution will be taken for the safety of the child.

PROHIBITED PRACTICES

The following policy applies to children enrolled in the program. Children that are not officially enrolled in the program are not able to participate in the program. Any child that is not enrolled is the responsibility of the parent or adult accompanying him or her while the child is present.

We believe that positive practices are an integral part of our program as they compliment our goals and philosophy. They ensure the smooth running of our program and teach children to learn to respect others, themselves, and property. The policies have been compiled according to the CCEYA, 2014. Written policies and procedures are posted and must followed by all staff.

Upon employment, each staff member will examine and understand the policies. On agreement, staff will sign with the executive director or designate present confirming understanding and compliance with the policy. Each staff member will sign and review the policy once a year as stated in the CCEYA and will be monitored for compliance of the implementation regularly.

Role modeling is seen as the best process in preparing children to conduct themselves in an appropriate manner, which is achieved through encouraging the use of verbal communication in an open, honest manner. It is the belief of The Village that a quality program will work as a preventative measure in regard to prohibited practices. A program that is age appropriate, employs a variety of toys and play opportunity, and has a balance between stimulation and quiet time, will provide an environment for positive social interactions and behaviour. A program that is relaxing yet enriching, and has a variety of activities but is not overwhelming will work towards this goal. The program must be conducive to learning and be challenging, while still

offering opportunity for success. Ensuring that children are active and stimulated while consistently seeing adults conduct themselves appropriately will foster happy, developing children as outlined in HDLH. Staff will engage in professional development opportunities that will inspire them to support these practices.

The programs shall NOT permit:

- corporal punishment of a child by any staff member or by another child or group of children
- physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort until the risk of injury is no longer imminent
- locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
- use of harsh or degrading measures, threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth
- deprivation of a child's basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding, inflicting bodily harm on a child or making children eat/drink against his or her will

Excessive Prohibited Practices

From time to time, there may be a child who exhibits behaviour that conflicts with the goals and mandate of The Village. Behaviours that cause disruption to the program, harm to others or the property of the program, may be considered an excessive prohibited practices issue.

Staff will work with children and families to promote positive behaviour. In the event that continued communication and strategies are not sufficient for the child to be safely enrolled in the program and withdrawal is necessary, communication with the parent will be clear and transparent.

PERMITTED METHODS OF POSITIVE PRACTICES

Methods of positive practices used at The Village are as follows, with the best interest of the children and their individuality always in focus:

1. Resolve/Reason

In a controlled voice, staff will explain, in simple language, the inappropriateness of the behaviour displayed.

2. Redirection

If the behaviour continues, the staff will redirect the child to an alternate activity.

3. Removal

If the behaviour continues, the child will be removed from the situation for a limited, supervised period. Staff will always consider the exact purpose for using this method and what it is intended to accomplish.

4. Natural Consequences

Staff will follow through with natural consequences.

Staff will attempt to anticipate and resolve situations that could become difficult. As children also learn from conflicts, staff will use their judgment in deciding when to permit the children to solve their own problems. Staff will never use threats,

humiliation, or labeling (e.g., "Bad boy"). Children must always be safe and healthy. The rights of all must be protected. Sometimes children will feel angry in response to restrictions or interference and they have a right to their feelings. Staff will facilitate and guide children in exploring and self-regulating within their groups. The consequences of actions will be made understandable to the children by the staff.

When a child that is enrolled in a school age program in a school has engaged in an activity that could be grounds for suspension or expulsion, The Village staff will communicate necessary information to the school principal.

The following steps will be taken in the event that staff or volunteers do not comply with these policies:

1. Program supervisor or executive director will keep notes on file of discussions that have occurred as a result of the behaviour.
2. A trial period will be implemented during which the program supervisor will observe the staff member work to improve his or her methods.
3. If no improvement is shown within a set timeframe, and if the staff shows no effort or clearly disagrees with the policies, then termination will be required.

If a serious incident has occurred where a staff member has blatantly defied the policies of the centre and rights of the child, an immediate suspension of duties will occur. A follow-up investigation will occur immediately and the executive director, in consultation with the chairperson of the board of directors, will make a decision of termination if deemed necessary. Any allegations of abuse will be addressed as per the child abuse policy.

PARENT CODE OF CONDUCT

We all have the right to be safe and feel safe in our school community. The Village sets clear standards of behaviour that apply to all individuals involved in our organization's communities including parents, volunteers, educators, and/or board members. These standards apply whether community members are on centre property or at organization-sponsored events and activities.

All members of the organization's communities are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability, or any other ground protected by the Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a child, parent or educator will result in immediate intervention up to and including the family's withdrawal from the program, and/or police intervention. This type of behaviour includes, but is not limited to, harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on The Village property or at any function operated by The Village. The consequences for failure to comply will include, but are not limited to, the family's withdrawal from the organization.

The privacy and confidentiality of our children, parents, educators, volunteers, and students is important to us. All concerns and comments should be addressed with the educators. Should this discussion not address concerns, a review of the situation with the program supervisor and/or executive director should be conducted. Failing resolution with the program supervisor/executive director, the matter will be referred to the appropriate member of the board of directors.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the hallways, the parking lot or via electronic mediums such as social media.

Any pictures taken at any of our programs or during events are for the private use of the family only. These pictures cannot be posted in online photo albums or social media.

This code of conduct must be signed by any and all adults that will be involved in a child's experience at The Village including parents, grandparents, siblings, and caregivers.

REST TIME

Each child enrolled in the early learning centres will have an opportunity for a rest time of up to a maximum of two hours. Children younger than 12 months will be placed for sleep in a manner consistent with the recommendations set out in the document entitled, "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada."

In the event that a parent wishes otherwise, a physician's recommendations must be provided in writing. Staff will monitor sleeping children regularly and perform direct visual checks every 30 minutes for toddlers and preschoolers and 15 minutes for infants by being physically present beside the children and looking for indicators of stress or unusual behaviours. Sleep areas will have sufficient light to conduct direct visual checks. These checks will be recorded on the Sleep Room Monitoring Logs. Children will be assigned individual cribs or cots.

Parents will be consulted with regard to a child's sleeping arrangements at the time the child is enrolled, and at any other appropriate time such as at transitions between programs or room or upon a parent's request, and if any significant changes occur

in the child's sleeping patterns or behaviours. In the event that any adjustments are required, they will be made to ensure appropriate supervision at all times. In infant programs where there is a separate sleep room, a system is in place to immediately identify which children are present in the sleep room. Electronic monitoring devices may be used and are actively monitored by staff at all times. Electronic sleep monitoring devices are checked daily to ensure that they are functioning properly.

HEALTH CARE

It is important that all children are well enough to participate in all activities and aspects of the programs. To comply with the Ministry of Education and Public Health regulations, we are unable to provide care for children who are ill.

A daily check will be completed upon the children's arrival and noted in the attendance record where applicable. Staff will monitor and update the daily journal regarding illnesses in their rooms.

If a child begins to display signs or symptoms of illness during the day, a Change of Health Report will be completed by staff. Any child who has visible signs and symptoms of illness such as, but not limited to, fever, vomiting, diarrhea, rash, head lice, cough, pain, and general unwellness, the parent will be called.

Parents are to arrive to the program promptly after having received a phone call from staff indicating that their child is to be picked up, and must have reliable back up plans for authorized alternative pick-up options. In the event that parents cannot be contacted, emergency contacts will be phoned. If the injury or illness is of serious nature, 911 will be called and the Serious Occurrence Procedure will be followed.

Staff members may use their judgment and may consult with the program supervisor, executive director, or designate before making the decision to call parents to inform them of their child's health or to ask that the child be picked up. In making this decision, staff will follow guidelines as outlined by York Region Public Health, as well as gauge the child's ability and comfort level to participate in all aspects of the program.

Staff members will do their best to ensure that children who are unwell are separated from other children. They will, however, be included in classroom ratios until they can be picked up by parents. Staff will provide parents with the Change of Health Report for them to sign, and a photocopy will be provided to the parent. The original will be placed in the child's file. The daily journal will also be updated.

When a child has been picked up due to illness, he or she will not be permitted to return to the program until a doctor has provided a note stating that he or she is well enough to return and is not contagious, or has been on medication for a minimum of 24 hours, or has been symptom-free for 24 hours, or in the case of head lice, "nit-free". Child care staff will reference "Guidelines for Common Childhood Communicable Diseases" and report any confirmed, reportable cases to York Region Public Health. The Village will follow the direction of York Region Public Health.

Enteric Outbreaks

How to Know When There is an Outbreak

An outbreak occurs when there are two or more related cases (in children and/or staff) with similar signs and symptoms of an infection or illness, when

there are three or more laboratory-confirmed cases, or when illness rate exceeds the norm in the program within a short period of time.

Typical symptoms of enteric illness are:

- diarrhea
- bloody diarrhea
- vomiting
- fever
- stomach cramps
- general irritability
- malaise
- headache

Early detection through observation of signs and symptoms in children, as well as good record keeping, are crucial to the recognition and control of an outbreak. Daily surveillance of children and staff will take place.

An Enteric Outbreak Line Listing form will be completed by the program supervisor as needed. During an outbreak situation, all sensory play will cease. Children who are exhibiting symptoms of an enteric illness will be separated from other children until they are picked up by parents. If bodily fluid samples are requested by Public Health, parents will provide written consent. Children will remain away from the program until they have been symptom-free for 48 hours.

Upper Respiratory Outbreak

An upper respiratory outbreak is declared when two or more related cases of staff and/or children are experiencing symptoms of:

- cough
- fever
- runny nose
- headache
- malaise
- muscle pain

Parents will be asked to pick up their children as promptly as possible. Ill children will be isolated from the other children until they are picked up. Staff will use any necessary PPE available on site (e.g., gloves, respiratory masks) when needed to assist a child.

The Village will notify York Region Community and Health Services at the numbers below if an outbreak is suspected.

Monday to Friday, between 8:30 am and 4:30 pm
(905) 830-4444, ext. 73588 or (905) 762-1282, ext. 73588

After hours including weekends and holidays
(905) 953-6478

In specific outbreak cases, The Village will follow guidelines and recommendations set out by York Region Community and Health Services.

Incident/Injury Protocol

From time to time, minor incidents/injuries occur. Staff will apply first aid and comfort as needed. Parents will be contacted at the time of the incident if appropriate or at pick up time. Appropriate documentation will be completed

by the program staff, and signed by parents. Two copies will be made: one for parents and the other for the child's file.

Medication Administration

Medication is defined as any regulated product with a Drug Identification Number (DIN), Homeopathic Medicine Number (DIN-HM), or Natural Product Number (NPN) —whether prescribed by a physician or purchased over the counter—that is used for acute symptomatic treatment or ongoing treatment for chronic conditions.

The Village staff will ensure safety and avoid the risk of error by being aware of the following policies and procedures relating to medication:

1. Parents must complete and sign an appropriate Medication Form before staff will be allowed to administer any medication. Information on the pharmacist's label must match that on the form in order for the centre to accept and administer the medication.
2. All medication must be in its original container, have a pharmacist's label showing the prescribing doctor's name, date of purchase, child's name, dosage, time to be given, storage instructions, administration instructions including the use of appropriate dispenser if appropriate, and expiry dates, if applicable. Expired medication will not be administered at any time unless there is an extenuating circumstance and a doctor's note has been provided to state that the medication may be administered.
3. The early morning staff members are responsible for collecting the medication, storing it according to storage instructions, and refrigerating

it as required. All Medical Plans and/or Medication Administration Forms will be reviewed by the program supervisor or designate prior to the RECE in the child's room administering the medication. RECEs and the program supervisor are the only staff members authorized to administer medications.

4. Where a drug or medication is to be administered to a child on an "as needed" basis (i.e., there is no specific schedule or time of the day for the administration), the drug or medication must be accompanied by a doctor's note outlining signs and symptoms that would require administration of the drug or medication, and the appropriate dosage. In addition, the Authorization for Medication and/or the Treatment Record for Emergencies or Special Circumstances Forms must clearly indicate the conditions under which the medication is to be given as outlined in the doctor's note, and must include a list of observable symptoms that would require administration. Examples may include when the child has a fever of 38; when the child has a persistent cough and/or difficulty breathing; when red hives appear on the skin; etc.
5. Where a drug or medication is administered "as needed" to treat specific symptoms outlined in the child's Medication Form and/or Treatment Record for Emergencies or Special Circumstances Form, the administration and the reason for administering will be documented in the appropriate log book as well as in the child's file. The parents will be notified and will sign the form when they pick up the child.
6. Non-prescription medication must be accompanied by an authorization from a doctor. A Non-prescription Medication Form must be fully completed. Non-prescription medication must have the child's name on

the bottle and be accompanied by the receipt of purchase or have the date of purchase written on the bottle.

7. Non-emergency medication is stored as directed and kept in a locked container either in the fridge or cupboard. Medication must always be inaccessible to children.
8. Any medication kept on site for emergency treatment must be accompanied by and detailed in an Individual Plan. Storage instructions are detailed in the plan. Emergency medication is inaccessible to children but unlocked. Medications such as emergency allergy medication, asthma medication, or other medications that may be necessary for emergency situations, may be carried in a waist pouch by school age children with parental permission. Other allowances and information such as details pertaining to self-administering of medication, must be outlined in the Individual Plan. Where self-administration is authorized, the program supervisor or designate will observe the child self-administer the medication or drug to ensure the proper dosage and procedure for administration is being followed. If the child asks for help, the staff will assist the child in accordance with the Individual Plan. The staff member that observes this administration will document the details of this on the Medication Form and in the daily journal. Where applicable, details of any signs of ill health will be documented. In the event that a staff member has safety concerns relating to the child self-administration, concerns will be reported to the program supervisor or designate and the child's parent. Details of the concern will be documented in the daily journal.

9. Where possible, a child will be removed from the activity area to administer medication in a quiet, well-lit environment with the least possible interruption.
10. Whenever possible, all children receiving medication should receive it within the same hour.
11. Where adverse symptoms appear upon medication administration, the person in charge must administer First Aid to the child where appropriate and contact emergency services when necessary. If the child leaves the premises to seek medical attention, the drug/medication and administration details must be sent with the child. Staff will notify the parent, the supervisor or designate, document the incident in the daily journal, and note any symptoms of ill health in the child's file where applicable.
12. When any medication is administered, the dose and time of administration will be recorded. If a dose is omitted, the reason for the omission will be recorded. Staff will initial or sign the Medication Form once the medication has been administered. Medication Forms will be treated confidentially and every effort will be made to protect the privacy of the child.
13. In the event that there is an accidental administration of medication (e.g., medication to the wrong child or dose error), the incident will be recorded and reported to the program supervisor or designate, who will then notify the parents. If adverse symptoms are evident upon accidental administration of medication, staff will call emergency services and follow the Serious Occurrence Policy, and document the incident in the daily journal.

14. When the medication treatment schedule is complete, when medication has expired, or when the child is withdrawing from the program, all medication will be returned to the parent. Medications left behind will be returned to the pharmacist and the circumstances will be recorded in the daily journal. Medication Forms will then be filed in the child's file.
15. Emergency medications will be taken on all field trips, during evacuations, and to any offsite activities.
16. No medication can be kept at the programs unless they are for a specific ailment or condition. For example, asthma medication or an Epi-Pen may be kept on hand; however, cough syrup or Tylenol may not be kept unless prescribed by a doctor for a specific situation.
17. Drugs or medication purchased by staff or students for their own use will be kept inaccessible to children and will not be administered to children at any time.

Individual Plan for Medical Needs

When a child has an acute or chronic medical or developmental condition that may require additional awareness, attention, or instructions, an Individual Plan must be completed by the parent in consultation with the program supervisor or designate, and must be followed by staff. Parents will provide any relevant information from the health professionals involved in the child's care as it pertains to the Individual Plan. The plan will include additional supports, accommodations, instructions, or assistance required, and may include specific administration and storage instructions for medication. A Medication Form and any further supporting documentation will be attached to the Individual Plan if appropriate or applicable. The provision of child care

for children requiring special medical instructions must comply with all CCEYA ratio requirements.

Anaphylaxis

The purpose of this policy is to reduce the risk of exposure to anaphylaxis causative agents. The policy outlines the procedures to be followed in the case of an anaphylactic allergy in a child. Anaphylaxis is a serious allergic reaction and can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise, etc. The Village will make every attempt to reduce the risk of exposure to anaphylactic causative agents by:

- *ensuring that our programs aim for "nut-free" environments*
 - Due to the growing incidents and seriousness of allergies to peanuts and other foods, the program does not provide any foods with any traces of nuts, which includes nuts, tree nuts or any other peanut products. No food can be brought to any of our programs unless it is approved or checked by the program supervisor, RECE, or designate.
 - From time to time, events are held during the day or after hours. Parents of a child with allergies are responsible for monitoring their child's intake at such an event.
- *using a reputable and professional children's catering company to provide all meals and snacks.*
 - Restricted food items are reported to the catering company.

- Meals and snacks arrive fresh daily. In the event that a child has an allergy or restriction, alternatives are provided. Anaphylactic plans are reviewed with all staff. If additional cleaning or hygiene practices are required and outlined in any plan, they will be followed.
- *using non-latex gloves to reduce the risk of exposure to children with latex allergies*
- *taking appropriate measures to reduce the risk of insect bites and stings in any outdoor play area by using pest control, if necessary*
 - In the event that the outdoor area cannot be appropriately pest free, we will restrict use of the playground.
- *reducing the risk of reaction to chemicals or other agents by using safe brands of chemicals or agents around children with known allergies*
 - If necessary, use of certain products or brands will be eliminated entirely.

In the event that a child is diagnosed with an anaphylactic allergy in our program, an Anaphylaxis Plan will be completed that will outline what to do in the event that an anaphylactic reaction takes place.

When a child at a program of The Village has an Anaphylaxis Plan, the program supervisor or designate will inform all staff of the plan, review it with staff, and have staff sign it.

Any and all allergies will be noted on a list which will be posted in each classroom, where food is prepared, in the child's file, and in any other rooms or spaces in which the children spend time.

- When a child is transported to the hospital, he or she will be accompanied by staff where appropriate, and parents will be contacted.

Anaphylaxis Plan

Upon enrolment, or upon the diagnosis of an anaphylactic allergy, parents will complete an Individual Anaphylaxis Plan which will include:

- the child's name, home address, and photo of the child
- a description of the allergy
- monitoring and avoidance strategies
- signs and symptoms of an anaphylactic reaction
- action to be taken by the staff in the event that the child does show signs and symptoms of an anaphylactic reaction
- consent for the staff to administer the allergy medication which would have a pharmacist's label, the prescribing doctor's name, the child's name, the medication name, the purchase date, storage instructions, instructions for administration, and the expiry date of the medication, if applicable (Information on the pharmacist's label must match the forms in order for the centre to accept and administer the medication.)
- emergency contact information which can include parents and/or emergency alternate contacts

In the event that emergency medication is administered to address signs and symptoms of an anaphylactic reaction, the administration of the medication, the reason for administration of medication, and all other details will be documented in the daily journal and on a Change of Health Report. A parent of the child will be notified.

The medication (e.g., Epi-Pen) will be stored so that it is accessible at all times, out of reach of children but not locked, and may be carried by the child if approved by the parents. The medication is to remain with the educators and group or on the child at all times (e.g., on the playground, on trips, on walks, during evacuations, etc.). Epi-Pen training occurs during First Aid training.

Staff members must check each child who carries his or her own auto-injector upon arrival in the Before and After Program daily to ensure that the child has the auto-injector. When a child who is authorized to carry his or her own auto-injector arrives to the program without it, all measures will be taken to contact the parents to either supply the auto-injector or pick up the child from the program.

No children that require auto-injectors as part of their Individual Plans may attend the program if the auto-injector is not present at the program.

All Anaphylaxis Plans are reviewed and signed by all staff. In the event of a significant change to the plan, all staff will review and sign the revised plan. Lists of children with life threatening allergies will be posted in rooms in which the children spend time, in the program office, and where food is prepared. Where appropriate, notices will be posted near entrances and/or parent boards. Notices will be posted at the main entrance of programs indicating that children have life-threatening allergies.

Training

A parent will train the licensee, program supervisor, or staff member (Train the Trainer) and this individual can then train the remaining staff, students, and volunteers at the program.

The training will include:

- procedures to be followed in the event of an anaphylactic reaction
- how to recognize the signs and symptoms of anaphylaxis specific to the child
- what actions should be taken by the program staff and how to administer the medication

Programming and Individualized Support Plan for a Child with Special Needs

The Village will accommodate the current and updated Individualized Support Plan of each child with special needs that will be developed in consultation with parents, staff, and outside support agencies. The plan will include instructions of the child's use of support or aids or, if necessary, the child's use of, or interaction with, the adapted or modified environment. The accommodations are inclusive of all children and the plan will include a description of supports, aids, adaptations, or other modifications to the physical, social, and learning environments. The plan will include a description of how the centre will support the child to function and participate in a meaningful and purposeful manner.

All Individualized Plans are reviewed and signed by all staff. Plans are kept in a manner that maintains confidentiality, but are accessible to staff and remain with the individual children at all times. Where appropriate, notices will be posted near entrances and/or parent boards.

SERIOUS OCCURRENCE

A serious occurrence is when any of the following incidents occur as set out and defined in the CCEYA, 2014:

1. The death of a child who receives child care whether it occurs on or off the premises
2. Abuse, neglect or an allegation of abuse or neglect of a child receiving child care at the program
3. Life threatening injury to or life-threatening illness of a child who receives child care at the program
4. An incident where a child who is receiving child care goes missing or is temporarily unsupervised
5. An unplanned disruption of the normal operations of the program that poses a risk to the health, safety or well-being of children receiving care

In the event of a serious occurrence at the program, the following procedures shall be followed:

1. The staff present will see to the immediate needs of the child (e.g., calling of ambulance, first aid, etc.).
2. The staff or another witness will report the occurrence to the executive director or designate.
3. The executive director or designate will contact the parents (parents may be called after other authorities; this is the decision of the executive director or designate and depends on the type of occurrence).

4. The executive director or designate will contact the people involved to ensure all persons having knowledge of the occurrence remain at the site until excused.
5. The executive director or designate will contact the chairperson of the board of directors or designate.
6. The executive director designate or board member will contact the ministry within 24 hours of having been notified of the occurrence.
7. The executive director will determine whether or not other authorities should be notified (i.e., CAS, police, etc.).
8. The executive director and witnessing staff will file the necessary information through the Child Card Licensing System (CCLS). (Note: If a serious occurrence report is completed as a result of physical restraint, the parents' views must be contained in the report.)
9. The executive director will ensure that copies of all reports concerning the occurrence (ambulance, police, etc.) are gathered and filed.

The Serious Occurrence Notification Form will be posted in a conspicuous place when a serious occurrence occurs. Details of this posting below are outlined below.

An annual analysis will be conducted of all serious occurrences and the records of the actions taken regarding the occurrence.

Serious Occurrence Notification Form

The Serious Occurrence Notification Form will be generated through the CCLS and will be posted in a conspicuous place when a serious occurrence happens. The posting must be made within 24 hours of the program supervisor or executive director being made aware of the occurrence or when The Village staff have deemed

the occurrence to be serious. The form will be updated if additional action or investigation takes place. It will be posted for a minimum of 10 business days and will remain posted 10 business days from the last update or additional action. No identifying information will be included [i.e., name of child, name of staff, age or birth date of child, age group/room (e.g., preschool room)]. The form will be retained for at least two years from the date of the occurrence and will be made available to current and prospective parents, licensing, and municipal children's services staff upon request.

If a serious occurrence involves a child whose family receives fee assistance through the Region of York, The Village will file all Serious Occurrence Notification Forms and updates with the region.

FIRE SAFETY AND EMERGENCY PREPAREDNESS

The Village uses the following policy in regard to fire and safety emergency situations, which has been approved by the local fire marshal:

1. At the commencement of employment, each staff member will be given directions as to the location and use of emergency equipment such as extinguishers, alarms, etc.
2. Each staff member and student or volunteer will be made aware of the evacuation procedure and the location of the emergency shelter.
3. A list of emergency telephone numbers will be posted by the telephone. The list will include the following: the fire department, the nearest hospital, the nearest ambulance, the nearest poison control centre, the police department, a taxi service.

4. The written procedure regarding evacuation of the premises and the duties of the staff will be posted in a conspicuous place in each room at all locations.
5. Fire drills will be held monthly and will be timed.
6. Once the children are familiar with the escape route, alternate routes will be introduced.
7. A written record will be kept of all fire drills, inspections, and tests on the fire equipment.
8. The children will learn about fire safety and fire drill procedures through discussions, stories, visits from firefighters to the programs or visits to a local fire station. This introduction will be used and designed to make the children less apprehensive and more aware of what needs to be done in an emergency.

EMERGENCY PROTOCOL

Definition of an Emergency

An "emergency" at a child care centre can be defined as an urgent or pressing situation in which immediate action is required to ensure the safety of the children and adults in the child care centre.

Please note that in all scenarios outlined below, individualized plans will be followed for those children requiring them.

Any incident requiring evacuation will be handled as a serious occurrence and reported as one. If a serious occurrence could be reported in the media or garner significant public attention, the ministry must be contacted immediately.

Emergency Evacuation Procedure

In the event that a disaster (e.g., fire, flood, structural damage) is discovered and evacuation is necessary, the procedure outlined below will be followed:

In the case of fire, the staff member discovering the fire will sound the alarm and close the door to the area of the fire.

In all instances requiring evacuation, educators will lead their groups of children to the nearest designated exit, shutting off the lights and closing the doors behind them. Anyone requiring additional support to evacuate or who has an individualized plan will be aided by the executive director, program supervisor or delegate.

The RECE in each room will collect the attendance binder which includes the daily attendance and emergency contact numbers and will take it outside. Once outside, attendance will be taken to account for all children. Upon assurance that the building is empty, the executive director, program supervisor or delegate will lock all doors. Educators will escort the children to the designated place of shelter and call 911. The executive director, program supervisor or delegate will collect the emergency contact card from the office along with the children's files if time permits and ensure that the cellular telephone is available. If necessary, emergency transportation will be obtained by the executive director, program supervisor or designate to transport children to an emergency shelter (see locations under "Designated Emergency Shelters" below).

Note: McGivney Early Learning Centre Infant Room:

All infants will be placed in the designated emergency cribs with wheels. The executive director and other available adults will assist in this room, if necessary. Strollers and wagons may be used if available to assist with moving children to safety. When the "all clear" notification has been given by emergency services to the executive director, program supervisor or designate, the staff will escort the children back to their program rooms where attendance will once again be taken.

In the event that an “unsafe to return” notification is given, emergency transportation will be obtained by the executive director, program supervisor or designate to transport children to an emergency shelter. The executive director, program supervisor or designate will instruct staff to proceed from the meeting place to the Designated Emergency Shelters, as listed below.

Emergency Situations Where Adults and Children Must Remain Inside

In the event of an emergency situation in which staff, visitors and children must remain inside the building to avoid an external threat, such as in the case of a gas leak or nuclear emergency, or where a lockdown or hold and secure is required, the procedure outlined below will be followed:

The person who becomes aware of the threat will alert all staff as quickly and safely as possible. All staff will remain calm. The executive director, program supervisor or designate will contact 911 and advise staff as to how to proceed based on the direction of emergency services.

In the meantime, staff members who are outdoors with children at the time of an external threat will ensure that they all return to their program rooms immediately. Once all children are in their rooms, attendance will be taken.

Windows and doors leading outside will be closed and locked, blinds pulled down, external air entryways sealed off, and a note will be placed on external doors with instructions that no one may enter or exit the centre until further notice.

Until staff is advised otherwise, normal operations of the program will continue.

Note: In the event that The Village has been notified of or has heard of an imminent threat (e.g., an intruder in the building), a lockdown will occur. The lockdown may be called by the adjacent school as a Code Red or because of observations by our own staff.

Emergency Situations Involving a Natural Disaster

In the event of an emergency situation in which staff, visitors and children must remain inside the building, such as in the case of tornado or earthquake, the procedure outlined below will be followed:

Staff in the program rooms will remain calm and instruct children to find shelter. In the case of an earthquake, shelter should be found under sturdy tables and away from windows and outer walls. In the case of a tornado, shelter should be found in the basement or small interior ground floor rooms such as closets or washrooms. Wheels on cribs and wheelchairs will be locked and wheelchair occupants told to duck and protect their heads with a hard book, for example. Staff will then take shelter themselves.

Staff members who are outdoors with children will ensure that everyone returns to their program rooms immediately in the event of a tornado. Once all children are inside, attendance will be taken. In the case of an earthquake, all staff and children must stay away from buildings, power lines, trees and any other structures that could collapse. Once children are in a position of safety, attendance will be taken.

After the shaking stops, in the case of an earthquake, children and staff will evacuate the building through the nearest safe exit in case of aftershock or structural damage to the building. Standard evacuation procedure will be followed (See Emergency Evacuation Procedure above.)

When the "all clear" notification has been given by emergency services to the executive director, program supervisor or designate, the executive director, program supervisor or designate will then notify the staff. The staff will escort the children back to their program rooms where attendance will once again be taken.

In the event that an "unsafe to return" notification is given, emergency transportation will be obtained by the executive director, program supervisor or designate to transport children to an emergency shelter. The executive director, program

supervisor or designate will instruct staff to proceed from the meeting place to the Designated Emergency Shelters, as listed below.

Designated Emergency Shelters

McGivney Early Learning Centre evacuates to St Joseph Early Learning Centre

St Joseph Early Learning Centre evacuates to Black Walnut PS

St Justin Martyr School Age Program evacuates to Coledale PS

Sir Richard W. Scott School Age Program evacuates to Boxwood PS

St. Kateri Tekakwitha School Age program evacuates to Reesor Park PS

St. Julia Billiard School Age Programs evacuates to Mount Joy PS

St. Edward School age program evacuates to Ramerwood PS

St. Patrick School Age Program evacuates to St Patrick Church

Anyone requiring additional support in transportation to the emergency shelter location or who has an individualized plan will be aided by the executive director, program supervisor or designate.

Prior to leaving The Village, the executive director, program supervisor or designate will post a note for parents on the child care centre entrance with information regarding the emergency shelter locations. As soon as possible, the executive director, program supervisor or designate will update The Village voicemail box to inform parents that The Village has been evacuated and to provide details on the emergency shelter locations.

Upon arrival at the emergency shelters, attendance will once again be taken. Educators must remain with the children until they are picked up by parents.

Bomb Threat

In the event of a bomb threat or receipt of a suspicious package, the staff member who becomes aware of the threat must call 911 if emergency services are not yet

aware of the situation. They will remain calm and follow the directions of emergency services personnel.

Attendance will be taken in order to account for all children.

Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another staff member calls 911 and communicates with emergency services personnel.

Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

POST-EMERGENCY PROTOCOL

The executive director, program supervisor or designate will be responsible for the following as well as the above:

- calling the ministry to report the emergency situation as a serious occurrence and submitting the appropriate forms to the ministry in the correct timeframe requested
- calling insurance companies if necessary
- communicating with parents and the media regarding any closures using program voice mail messages, village web site, social media, and postings on program doors
- communicating appropriately with all affected schools, school boards, the Region of York, and any other agency
- monitoring the situation and keeping information current to pass along to all parties involved
- working together with staff and the ministry to resume normal operations when there is a disruption in operation

- meeting with parents, staff, and others to debrief, discuss and support following the event
- updating the daily journal with details of the emergency situation

SUPERVISION FOR VOLUNTEERS AND STUDENTS

With respect to volunteers and students, O. Reg 262 under the CCEYA provides that only staff members will have direct, unsupervised access to children. Volunteers and students may not be counted in the staffing ratios and will be supervised by the full-time, permanent staff within the setting. No child is supervised by a person under 18 years of age. The Village expects volunteers and students to follow a job description, course outline and take direction from the RECEs and other staff at The Village. Students enrolled in ECE courses only will be accepted to complete placement at The Village.

Each student or volunteer will receive a tour and orientation before commencing placement or volunteer experience at The Village. This orientation will be carried out by the executive director or designate during which students and volunteers will be informed as to who their assigned supervisors will be. They will be directed to the Village website where the parent handbook is posted. During the orientation, a full review of policies and procedures will be outlined and signed and dated by the student. Students and volunteers will review the plans for a child with anaphylaxis and individualized plans as well as the emergency procedures before they begin providing care and at least annually afterwards.

All volunteers will be required to provide a VSC. VSCs for students are routinely required by community colleges and universities prior to the commencement of a placement in childcare. The ministry VSC policy does not apply to students placed in the child care program.

Roles and Responsibilities

The roles and responsibilities of the students and volunteers are to adhere to all policies and procedures of The Village and to review, sign and date the required paperwork.

The roles and responsibilities of the supervising employees is to ensure that the students and volunteers have completed orientation, have full supervision at all times, and have completed a policy and procedures review.

Vulnerable Sector Check (VSC)

The ministry guidelines state that all ministries, funded or licensed agencies providing direct services to children and or vulnerable persons are required to have a VSC Policies and Procedures outlined in their hiring practices. A VSC is a precautionary measure designed to ascertain whether potential and current staff members have records of criminal convictions which would make them unsuitable in positions of trust.

It is in keeping with these guidelines that The Village incorporates VSCs into its recruitment practices and annual reviews and is our commitment to ensure the safety of all children involved at all locations.

All prospective staff members of The Village having direct, unsupervised contact with children will be required to provide a VSC. Criminal information obtained will be kept confidential. All students, volunteers, third-party, visitors and parents (when appropriate) participating in Village programs are also required to have VSCs, declarations or attestations. Members of the board of directors will obtain criminal reference checks prior to their terms on the board. Board members will submit declarations annually and criminal reference checks after the five-year period. The administrative fee for the VSC will be payable to the local police department by the candidate or staff member. A new VSC must be provided every five years. Offence declarations must be provided annually in the years that a VSC is not provided.

Procedure

1. All candidates for job positions will be told that a VSC is required prior to commencement of working at any of The Village locations.
2. If a candidate has been successful, a Conditional Proposal of Employment will be completed. The offer of employment will be contingent on the return of a favourable reference check.
3. The candidate will forward the signed form and fee to the local police department. The police department will forward the results directly to the candidate.
4. A positive response indicates that a criminal record does exist. In the event of a positive response, the executive director will make a decision on how to proceed. It will not necessarily preclude employment; however, serious consideration as to the suitability of the candidate to work at The Village will need to be determined.
5. If the candidate is deemed inappropriate, the executive director will notify the candidate of the decision. A notation is made in the candidate's resume file stating "Positive Response on VSC". The form will not be retained by The Village.
6. Despite having a criminal record, the candidate may still be considered, depending upon extenuating factors such as the type of conviction, length of time since the conviction and frequency of convictions, for example. The executive director will consult with the candidate and/or the board of directors as needed in making the hiring decision. If the candidate is hired, a notation will be placed in his or her personal file indicating a positive response and the considerations of the decision to hire.

7. A negative response indicates that there is no criminal record and therefore, the executive director can proceed with the hiring of the candidate. A notation in the staff file by the executive director or designate will state that the original document has been seen and that a true copy has been taken of the original and kept onsite and at the head office.

8. The executive director may make a conditional job offer to the candidate pending the result of the VSC. In such a case, the executive director will provide a Conditional Proposal of Employment Form to be signed by the candidate, indicating that the candidate understands that they will not be left unsupervised with the children until the results of the VSC have been shared with the executive director. An offence declaration or attestation will be signed by the employee while awaiting the VSC. (This may be necessary if results of the VSC are not immediately available and there is an immediate need for staff at The Village.)

All staff members will be required to complete an annual offence declaration and provide a new VSC every five years. The Village will not hire any individual that has been convicted of any offenses outlined in the CCEYA including any proven misconduct under the Early Childhood Educators (ECE) Act or another prescribed act.