



Policy Manual

September 2017

CONTENTS

| | |
|--|-----------|
| <i>WELCOME TO THE VILLAGE CHILDREN’S PROGRAMS</i> | 8 |
| PROGRAM STATEMENT | 9 |
| PROGRAMS LIST | 10 |
| GOAL: POSITIVE INTERACTIONS | 12 |
| (CCEYA, O.REG 137 46 (3)(b)) | 12 |
| (CCEYA, O.REG 137 46 (3)(c))..... | 12 |
| GOAL: WELL BEING | 13 |
| (CCEYA, O.REG 137 46 (3)(a))..... | 13 |
| (CCEYA, O.REG 137 46 (3)(g)) | 14 |
| GOAL: FOSTERING EXPLORATION, PLAY AND INQUIRY | 15 |
| (CCEYA, O.REG 137 46 (3)(d)) | 15 |
| (CCEYA, O.REG 137 46 (3)(e))..... | 16 |
| (CCEYA, O.REG 137 46 (3)(f)) | 16 |
| GOAL: CONNECTIONS WITH FAMILY AND COMMUNITY | 18 |
| (CCEYA, O.REG 137 46 (3)(h)) | 18 |
| (CCEYA, O.REG 137 46 (3)(i)) | 18 |
| GOAL: PEDAGOGICAL DOCUMENTATION | 19 |
| (CCEYA, O.REG 137 46 (3)(j)) | 19 |
| (CCEYA, O.REG 137 46 (3)(k)) | 20 |
| MONITORING | 21 |
| GOVERNING LEGISLATION AND AGENCIES | 21 |
| Privacy Policy | 21 |
| Communication Initiatives..... | 24 |

| | |
|---|-----------|
| Accessibility Policy for the Customer Service Standard Under the Accessibility for Ontarians With Disabilities Act (AODA) | 25 |
| Waiting List | 30 |
| ADMISSIONS | 31 |
| WITHDRAWAL | 32 |
| Withdrawal for Special Circumstances | 33 |
| DISCHARGE | 33 |
| Discharge Due to Child’s Inappropriate Behaviour | 33 |
| Discharge Due to Parent Issues | 34 |
| ARRIVALS AND DEPARTURES | 34 |
| After-Hours Penalty | 35 |
| INCLEMENT WEATHER..... | 36 |
| SECURITY SYSTEM POLICY | 36 |
| TRANSITIONING INTO EARLY LEARNING CENTRES | 37 |
| FEES..... | 38 |
| Fee Assistance..... | 39 |
| PARENT ISSUES OR CONCERNS | 39 |
| CUSTODY ISSUES | 40 |
| FIELD TRIPS..... | 41 |
| PROHIBITED PRACTICES | 41 |
| Excessive Prohibited Practices | 43 |
| PERMITTED METHODS OF POSITIVE PRACTICES | 43 |
| PARENT CODE OF CONDUCT | 45 |
| REST TIME..... | 47 |
| OUTDOOR PLAY POLICY | 48 |

| | |
|---|-----------|
| Playground Equipment Safety | 48 |
| WATER PLAY TABLES..... | 49 |
| PLAY POOLS | 49 |
| ANIMAL POLICY | 50 |
| SANITARY PRACTICES | 50 |
| General Hygiene | 51 |
| Toy Cleaning and Disinfection..... | 51 |
| Water or Power Outage | 53 |
| Management of Waste Products | 54 |
| Cleaning Up Bodily Fluids | 54 |
| Glove Procedure | 55 |
| Hand Washing Procedure..... | 57 |
| HEALTH CARE POLICY | 58 |
| Enteric Outbreaks | 61 |
| Upper Respiratory Outbreak..... | 62 |
| Incident/Injury Protocol..... | 63 |
| Medication Administration Policy/Procedure | 64 |
| Anaphylaxis Policy | 65 |
| Individualized Plan | 68 |
| Safe Water Drinking Act | 69 |
| Smoke Free Ontario Act | 71 |
| SERIOUS OCCURRENCE | 71 |
| Serious Occurrence Notification Form..... | 73 |
| FIRE SAFETY AND EMERGENCY PREPAREDNESS | 74 |
| EMERGENCY PROTOCOL..... | 75 |
| Definition of an Emergency..... | 75 |
| Emergency Evacuation Procedure..... | 75 |

| | |
|--|------------------|
| Emergency Situations Where Adults and Children Must Remain Inside..... | 77 |
| Emergency Situations Involving a Natural Disaster | 77 |
| Designated Emergency Shelters | 79 |
| Bomb Threat | 80 |
| POST-EMERGENCY PROTOCOL..... | 80 |
| <i>HUMAN RESOURCES POLICIES</i> | <i>81</i> |
| CONFIDENTIALITY | 82 |
| WORKPLACE HEALTH AND SAFETY..... | 83 |
| Safe Work Practices..... | 83 |
| Workplace Violence, Harassment and Discrimination | 83 |
| HIRING..... | 93 |
| Vulnerable Sector Check (VSC) | 94 |
| First Aid and CPR..... | 96 |
| Orientation | 96 |
| Supervision Policy for Volunteers and Students..... | 97 |
| Organizational Chart..... | 99 |
| Terms and Conditions of Employment..... | 100 |
| STAFF MEMBER DISCIPLINE POLICY | 101 |
| Contravention of Program Statement | 101 |
| Suspensions..... | 102 |
| Termination..... | 103 |
| Grounds for Discipline | 104 |
| STATUS AND STANDING POLICY | 104 |
| Employment Status | 106 |
| PERFORMANCE EVALUATION PROCEDURE..... | 107 |

| | |
|---|------------|
| SALARIES AND COMPENSATION | 108 |
| Payroll | 109 |
| College of Early Childhood Educators (CECE) Reimbursement | 109 |
| Benefit Package | 109 |
| Bonus | 110 |
| STATUTORY HOLIDAYS AND OTHER CLOSURES..... | 110 |
| VACATIONS..... | 110 |
| PERSONAL DAYS..... | 111 |
| ABSENCE DUE TO ILLNESS | 112 |
| Extended Medical Absence | 114 |
| PERSONAL EMERGENCY LEAVE (PEL) | 115 |
| MATERNITY LEAVE..... | 116 |
| SUMMER LEAVE OF ABSENCE..... | 117 |
| OTHER LEAVES RECOGNIZED BY THE VILLAGE | 118 |
| Leave for Domestic or Sexual Violence..... | 118 |
| Family Medical Leave..... | 118 |
| Family Caregiver Leave..... | 118 |
| Critically Ill Child Care Leave..... | 119 |
| Reservist Leave | 119 |
| Organ Donor Leave | 119 |
| Crime-Related Disappearance of a Child Leave | 119 |
| Child Death Leave | 119 |
| CHILD CARE POLICY | 120 |
| DRESS CODE | 120 |
| CONTINUOUS PROFESSIONAL LEARNING..... | 120 |
| ECE Tuition Reimbursement Policy | 121 |
| CHILD PROTECTION | 122 |

| | |
|--|-------------------|
| Allegation of Abuse Made Against a Staff Member | 123 |
| PERSONAL CELL PHONE AND SOCIAL MEDIA POLICY | 124 |
| REFERENCE LETTERS | 126 |
| <i>BOARD OF DIRECTORS.....</i> | <i>126</i> |
| BOARD MEMBERS – TERM CYCLES | 127 |
| ROLES & RESPONSIBILITIES..... | 128 |
| General..... | 128 |
| ROLES & RESPONSIBILITIES..... | 130 |
| Specific..... | 130 |
| REGULAR BOARD MEETINGS | 131 |
| ANNUAL GENERAL MEETINGS..... | 132 |
| LIABILITY..... | 132 |
| Legal Responsibilities of the Board..... | 132 |
| Legal and Regulatory Information..... | 133 |
| SIGNING AUTHORITY | 134 |
| <i>CONCLUSION.....</i> | <i>135</i> |

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

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.

Special Needs Programing

The Village will accommodate the current and updated individualized support plan of each child with special needs that will be developed by staff, parents 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.

The plan will be reviewed and signed by all staff of the program annually and will be kept in the child's files. If the files are stored in the classroom, they will be kept in a manner that maintains confidentiality.

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.

Educators will work collaboratively with their peers and other professionals to problem solve.

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.

GOVERNING LEGISLATION AND AGENCIES

Privacy Policy

As of January 1, 2004, the Government of Canada requires that all organizations appoint privacy officers and have privacy policies in place. The Village will ensure that all personal information gathered about our parents, guardians and children is kept confidential. Should it be necessary to disclose such personal information, The Village will seek consent to do so.

Our key principles are:

Collecting and Using Information: When personal information is collected, The Village will explain how it will be used and will obtain consent to collect, use and disclose personal information. The Village will only collect information that is required to provide our service to families and/or for licensing or legal purposes.

Limiting Use and Disclosure of Information: The Village will only use information for the purposes for which we have obtained consent. We will only provide information to other parties:

- when we are required or permitted to do so by law
- when we have consent

Protecting Information: The Village will protect information and dispose of it by means of shredding or other permanent methods.

Providing Information Access and Accuracy: The Village will provide our clients with access to the personal information we have collected. We will do our best to keep personal information accurate and up-to-date. Clients will also have the opportunity to challenge the accuracy of our information.

Respecting and Responding to Privacy Concerns: The Village will respond to requests for access to a client’s personal information within a 30-day period. Concerns regarding privacy issues should be confidentially addressed to: Privacy Officer, The Village Children’s Programs, 5300 14th Avenue, Markham, ON, L3S 3K8. If preferred, a call may be made to The Village at 905-471-8180.

| Source and Information Gathered | Purpose for Gathering | May Be Disclosed To |
|--|--|---|
| <p>Registration Form <u>Child's Information</u></p> <ul style="list-style-type: none"> • Name • Address • Date of birth • Gender <p><u>Parent's Information</u></p> <ul style="list-style-type: none"> • Name • Address • Relationship to child • Home telephone number <ul style="list-style-type: none"> • Employer, address • Business telephone numbers <p><u>Emergency Contact</u></p> <ul style="list-style-type: none"> • Name • Relationship to child • Telephone number | <ul style="list-style-type: none"> • To process the registration form and attendance sheets • For emergency purposes. • For program fee payment purposes • To ensure that an adult can pick up and assume responsibility for the child in the event of an emergency when parents cannot be reached | <ul style="list-style-type: none"> • Program staff • Relief staff • Program supervisors • Head office staff involved in the administration of registration and management of programs • The Ministry staff • Companies contracted by The Village to print income tax receipts, research cancellations, provide insurance • Financial institutions for fee payment transactions |
| <p>Medical Form <u>Child's Information</u></p> <ul style="list-style-type: none"> • Name • Date of birth • Doctor name, address and telephone number • Dentist name, address and telephone number • Medical information | <ul style="list-style-type: none"> • To us in the event of a medical emergency • To ensure adequate supervision with respect to medical requirements of the child (e.g.,) allergy to certain foods | <ul style="list-style-type: none"> • Program staff • Relief staff • Program supervisors • Head Office Staff involved in the processing or storage of information and program management • Medical practitioners |

| Source and Information Gathered | Purpose for Gathering | May Be Disclosed To |
|--|---|---|
| provided by parents, (e.g., food allergies, epilepsy, diabetes) | | |
| <p>Change Form May change the following information as provided above:</p> <ul style="list-style-type: none"> • Family information • Employer information • Emergency contact information • Medical information • Telephone numbers | <ul style="list-style-type: none"> • To update information originally provided (as above) | <ul style="list-style-type: none"> • All of the people mentioned above |
| <p>Other</p> <ul style="list-style-type: none"> • Custody agreements or arrangements between parents | <ul style="list-style-type: none"> • To ensure the child is released to the appropriate guardian | <ul style="list-style-type: none"> • Program staff • Relief staff • Program supervisors • Head office staff involved in the administration of registration and management of programs |

Communication Initiatives

From time to time, issues may arise that are connected to the services provided by The Village. When this does occur, the board of directors and staff may deem it appropriate to communicate with its own members and members of the general public. In executing such communication initiatives, the board of directors and staff are committed to acting in accordance with the Federal Income Tax Act and its related

regulations as put forth by the Canada Customs and Revenue Agency (CCRA). A current copy of the relevant CCRA regulations will be included as part of the Board of Directors' Handbook on an ongoing basis.

Accessibility Policy for the Customer Service Standard Under the Accessibility for Ontarians With Disabilities Act (AODA)

Accessibility Policy

The Village is committed to developing policies, practices, and procedures that provide accessible quality services to our clients and their children. Services will be provided to persons with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

The Village is dedicated to ensuring that all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

The Village will endeavour to ensure that the policy and related practices and procedures are consistent with the following four core principles:

Dignity – Persons with disabilities must be treated as valued clients as deserving of service as any other customer.

Equality of Opportunity – Persons with disabilities should be given opportunities equal to those given to others to obtain, use and benefit from our services.

Integration – Wherever possible, persons with disabilities should benefit from our services in the same place and in the same or similar manner as would any other customer. In circumstances where integration does not serve the needs of persons with disabilities, services will, to the extent possible, be provided in another way that takes into account the person’s individual needs.

Independence – Services must be provided in a way that respects the independence of persons with disabilities. To this end, we will always be willing to assist persons with disabilities, but will not do so without the express permission of the persons involved.

The Village provides services to all children and their families including those with disabilities. Every effort will be made to ensure the following:

- that the service is provided in a manner that respects the dignity and independence of persons with disabilities
- that the provision of services to clients with disabilities is integrated unless an alternative measure is necessary, whether temporarily or permanently, to enable persons with disabilities to participate in the services offered by The Village

Communication

The Village is committed to communicating with persons with disabilities in different or alternative ways that take into consideration their disabilities:

- Staff will be trained on how to interact and communicate with persons with disabilities in a manner that is respectful of their dignity and independence.

- Alternative methods of communication will be provided as requested. Staff will be trained to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly.

Use of Assistive Devices

Assistive devices, guide animals and/or support persons may be used by persons with disabilities to assist them in accessing services at The Village.

The Village may require persons with disabilities to be accompanied by support persons where it is necessary to protect the health or safety of the persons with disabilities or the health or safety of others on the premises.

All service animals must have proof of inoculations/vaccinations and other documentation from a regulated health professional as required under CCEYA.

Staff and volunteers will be properly trained in how to interact with persons with disabilities who are accompanied by service animals, support persons or assistive devices.

The Village will consult with persons with disabilities to understand their needs and will consider health or safety issues based on available evidence. The Village will determine whether or not there is a reasonable way to protect the health or safety of the persons on the premises without support persons to assist them. If support persons are required, they will not be charged admissions fees or fares.

The use of such items must be in compliance with the regulations outlined in the CCEYA and the Toronto Operating Criteria or other regional requirements.

Notice of Temporary Disruptions

The Village will notify clients in the event of a planned or unexpected disruption of a facility or service used by persons with disabilities. The notice will be posted at the entrance of the applicable premises, as well as being provided verbally, electronically or in person as appropriate.

The notice will include the following information:

- that a facility or service is unavailable
- the anticipated duration of the disruption
- the reason for the disruption
- alternative facilities or services, if available

Feedback Procedure

AODA requires organizations to implement means through which persons with disabilities can provide feedback on perceived barriers. Organizations must also provide information regarding ways persons with disabilities can ask for assistance. The Village accepts feedback in a variety of ways including in person, by telephone, in writing, electronically or in any other format possible when required and requested. Our feedback protocol requires The Village to respond to all inquiries within 10 business days.

Training and Records

The Village will provide ongoing training as required under the act to all persons to whom this policy applies as well as to those persons charged with developing this policy and related procedures and practices.

Content of Training

Training will include:

- i.* a review of the purpose of the act and requirements of the standard
- ii.* a review of the policy
- iii.* how to interact and communicate with persons with various types of disabilities
- iv.* how to interact with persons with disabilities who use assistive devices or require the assistance of service animals or support persons
- v.* how to use equipment or devices made available on our premises to assist persons with disabilities to obtain, use or benefit from our goods and services
- vi.* what to do if persons with disabilities are having difficulty accessing our premises and/or services

Timing of Training

Training will be provided to all persons to whom this policy applies as soon as practical after he or she is assigned the applicable duties.

Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided will be maintained in accordance with the requirements of the act.

The above policies and procedures will apply to all services that are delivered by The Village including services delivered in person, by telephone, electronically, visually, orally or by written materials.

All Accessibility Policy documents of The Village are available to our clients. Alternative formats are available upon request.

Modifications to This or Other Policies

Any policies of The Village that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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.

SECURITY SYSTEM POLICY

For programs with security systems that require a card to enter, a deposit of \$10.00 is collected per card. Families can request multiple cards for a deposit of \$10 per card. Once families have completed their time with the program, the cards will be returned

and their deposits will be refunded. The system will then be programmed to deactivate the cards.

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 for any other reason. 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

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.

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 learning 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 time-frame, 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.

OUTDOOR PLAY POLICY

It is our policy to provide a safe and secure environment for the children in our care. We meet present Canadian Standards Association (CSA) Standards – CAN/CSA Z614-98; and comply with the playground safety policy as required by the ministry. A comprehensive, annual inspection is completed on all play structures and surfaces confirming compliance.

It is the expectation of The Village that staff provide full and appropriate supervision of children in the playground area at all times, ensuring a safe outdoor play environment that promotes active play for children. Staff ratios are not reduced during outdoor play. Children in the program for six hours or more in one day will be outdoors for a minimum of two hours, and children attending before and after school programs will spend a minimum of 30 minutes a day outdoors, weather permitting. If a child is not able to participate in outdoor activities, a discussion with the program supervisor will take place.

Playground Equipment Safety

1. A certified playground safety inspector will inspect the playground of McGivney and St Joseph Early Learning Centres annually.
2. All new equipment or renovations, repairs or replacements will be installed to meet the CSA standards as necessary. This will be verified by a certified playground inspector.
3. A Playground Safety Log will be kept at the early learning centres, providing explanations regarding playground daily inspections, monthly inspections, annual inspections and action plans related to the findings of the inspections as set out in

the CSA standards. The program supervisors or designate will ensure the logging of the following: a) daily inspections; b) monthly maintenance inspections; c) the maintenance and repairs; and d) annual inspections.

4. The program supervisors and executive director will ensure that information on daily inspections, monthly maintenance inspections, maintenance and repairs is completed.
5. All staff will review the policy prior to commencing employment and annually thereafter. A written record of the review must be signed by the staff as well as the program supervisor. This will be kept on file for two years.
6. Before and after school program supervisors will report any and all unsafe playground issues to the school principal or designate and note this in their journals. Children will be redirected to a safe area until the issue is resolved.

WATER PLAY TABLES

Children enjoy playing at water tables. Water tables are filled with fresh water upon each use. They are cleaned and disinfected after every use along with the toys and materials that were used in the play. We ensure that the children and staff wash their hands using the six-step hand washing procedure before and after water play. Children that are under the weather are excluded from water play and participate in a different activity.

PLAY POOLS

The Village does not use play pools for children. Sprinklers, hoses, or individual water buckets are used as safer alternatives.

ANIMAL POLICY

No animals will be permitted as part of The Village. Fish in fish tanks may be present in child care settings. Children may observe the fish, however, any and all cleaning and feeding will be done only by staff members, ensuring that all cleaning and feeding items are out of reach of children and that proper handwashing procedures and personal protection equipment (PPE) is used.

SANITARY PRACTICES

The cleanliness of the programs is vital to providing quality child care. It is the responsibility of the staff members to maintain sanitary conditions.

Policies and procedures regarding sanitation will be reviewed at the commencement of employment. At this time, staff members will be made aware that they are to abide by the regulations set out by following: The Public Health Unit, CCEYA, 2014, The Environmental Protection Act, Consumer and Corporate Affairs, Municipal By-Laws.

Infection control practices are outlined in The Village Parent Manual. Cleaning routines and practices are posted.

Cleaning instructions are posted and communicated appropriately to all staff. Where it is necessary, The Village hires private contractors to do nightly cleaning. The contracts include a nightly cleaning of all of the floors, garbage removal and general cleaning.

Each program that is located within a school is cleaned by caretakers of the school board and the service is paid for in permit fees.

General Hygiene

The staff of The Village will make every effort to ensure that children are kept clean during the day. The children wash their hands and faces before and after meals and as needed. Children in diapers will be changed regularly and as needed.

Parents are asked to keep the cubbies well-stocked with spare clothing, so that the staff can change children as necessary. Clothing that becomes soiled during the day will be placed in plastic bags in children's cubbies. Parents are to ensure that dirty clothing is taken home each evening. In the event that a child needs to be changed and no spare clothing is available, the staff will contact the parents who may be asked to drop off a change of clothes or alternatively, to pick up the child.

Parents are encouraged to bring their children to the centre in a clean manner. In the event that the general cleanliness and hygiene of a child is in question, staff will inform the program supervisor who may contact the parents or, in extreme cases, the CAS. Each child will supply his or her own blanket. Linen and blankets are laundered weekly and as needed at the program or off site.

Toy Cleaning and Disinfection

Toys are important to children's growth and development. However, they can provide a route for spreading common childhood infections such as gastroenteritis, pink eye, hand, foot and mouth disease, ring worm, chicken pox, and even the common cold. One of the most important steps for reducing illness and the spread of disease is regular cleaning and disinfection of toys and surfaces. Toys that are frequently handled or mouthed are those most likely to be contaminated. Regular cleaning and

disinfection is mandatory on a weekly basis. During an outbreak, toys must be cleaned and disinfected daily. Toys and equipment that come in contact with bodily fluids will be cleaned and disinfected as needed. Cleaning schedules are determined by the staff in each room.

Cleaning instructions are posted where necessary and communicated appropriately to all staff. Toys, equipment and the environment are cleaned and disinfected using soap, water and quats (i.e., A-3) or Hydrogen Peroxide (i.e., Oxivir) as per manufacturers' instructions and the "Proper Cleaning and Disinfection Practices" chart. Where it is necessary, The Village hires private contractors to do all nightly cleaning. This contract includes a nightly cleaning of all of the floors, garbage removal, and general cleaning. Each program that is in permitted space is cleaned by caretakers of the school board and services are paid for in permit fees.

- Only toys that can be cleaned and disinfected are permitted for use.
- All toys are inspected to ensure that there are no loose, small parts, or broken/jagged edges that can pose a safety hazard.
- The sharing and mouthing of toys among children is minimized; once a child has mouthed a toy, it must be cleaned and disinfected.
- Toys must be scrubbed with soap and water and a brush used for cleaning toys that have small crevices.
- Toys must be rinsed in clean water.
- Toys must be soaked in a disinfectant solution for a minimum of 10 minutes or according to manufacturers' recommendations.
- Toys must be air dried or dried with a clean paper towel and stored in a clean area.
- Large toys must be sprayed with a soap and water solution, rinsed and then sprayed with a disinfectant solution; a 10-minute contact time is allowed or manufacturers' recommendations followed.

- Only washable, stuffed or cloth toys are permitted for use; these toys are to be laundered weekly or when visibly soiled.

When conducting daily or regular cleaning and disinfecting, a quat will be used following the manufacturers' instructions. High-level disinfectant will be used in outbreak situations or with confirmed viral or bacterial infection, when cleaning blood and bodily fluid spills, or any other times deemed appropriate.

Staff will test disinfecting solution daily using test strips (when test strips are available) to ensure that the concentration is within acceptable limits. A full cleaning of the program will be completed daily by the staff of the York Catholic District School Board (YCDSB) or a private contractor. All surfaces, washrooms and floors will be fully cleaned and disinfected.

Water or Power Outage

In the case of power outage for an extended period of time, York Region Public Health will be notified and directions from them will be followed. Outside food may be ordered for the children to avoid food hazards if food cannot be maintained at a safe temperature, and food in cold storage will be assessed and disposed of if fridge temperature goes above four degrees celsius.

If there is no water access for an extended period of time, The Village will make every effort to ensure that children stay hydrated and clean. Bottled water may be used for washing and for drinking. In more lengthy periods of time without water, a water hauler may be arranged or alternatively, the program may be relocated to a different site. All parents will be notified of the situation and will be asked to pick up their children if Public Health deems it necessary.

Management of Waste Products

In the day to day workings of our children's programs, the staff of The Village will come into contact with various bodily fluids and secretions. In order to maintain a healthy and safe environment for staff and children, staff will use non-latex gloves when necessary and will dispose of waste products appropriately and safely.

Cleaning Up Bodily Fluids

1. All blood spills will be treated as infectious.
2. Persons in the immediate area will be relocated to a safe area.
3. Disposable gloves will be used.
4. Affected person will be removed from the area of the spill.
5. Clothing, towels and contaminated items will be placed in a plastic bag until they can be cleaned and disinfected.
6. Broken glass or sharp objects from the contaminated area will be removed and discarded in a puncture-resistant and leak proof container.
7. The container will be placed in a disposable plastic bag, secured with a tie, and discarded with regular garbage.
8. Excess blood or bodily fluids will be removed using paper towels and will be discarded in a plastic bag.
9. The ready-to-dispense (RTD) Oxivir will be sprayed over the entire contaminated area.
10. The contaminated area will be wiped using paper towels which will be placed in a plastic bag.

11. Cleaned area will be rewet with RTD Oxivir and will be left to air dry or left to stand for one minute before wiping dry.
12. All contaminated reusable items will be cleaned and disinfected using RTD Oxivir solution. Anything that cannot be effectively cleaned and disinfected will be disposed of as waste.
13. Gloves are to be discarded after clean up.
14. Hands must be washed after clean up.

For the health and safety of all people in the child care setting, proper routine practices will be followed to reduce the risk of infection and/or spreading of pathogens. A regular risk assessment will be conducted by supervisory staff. Program supervisors will regularly check for an adequate supply of all products that help with infection prevention. Items such as gloves and cleaning products will be ordered as needed and disposed of if expired.

Glove Procedure

When staff require personal protective equipment, single-use, disposable, non-latex gloves will be worn.

Putting on Gloves

1. Hands will be washed and all jewellery removed.
2. Gloves are not to be torn or punctured.

Removing Gloves:

55

1. The palm of one glove must be grasped near the wrist, and the glove peeled away. The glove should come off inside out.
2. The glove must be held in the opposite, gloved hand. One or two ungloved fingers must be slipped under the wrist of the remaining glove. The glove should come off inside out.
3. The first glove should end up inside the glove that was just removed.
4. Gloves must be safely discarded.
5. Hands must be washed after removal of the gloves.

Diaper Changing Procedure

All children's toileting supplies including diapers, wipes and other items will be provided by the parent and clearly labelled with the child's full name. Items will be kept close to the diapering area. Only disposable diapers may be used at the centre.

A child is never to be left unattended on a change table.

1. Hands will be washed and gloved.
2. Fresh paper will be placed on the table.
3. Diaper will be removed and soiled surface will be folded inward. Diaper will be placed in diaper disposal receptacle. If underwear or clothing is soiled, it will be rinsed and sealed in a plastic bag to be washed at home. (Parents are informed upon pick up.)
4. Child's skin will be cleaned with a disposable wipe from front to back ensuring that all stool is removed from creases.

5. Skin cream will be used only if requested by the parent and labeled with the child's name.
6. New diaper will be fastened in place and the child will be dressed.
7. The child's hands will be washed and the child will return to the play or sleep area.
8. All plastic gloves, wipes and used change table paper will be placed in the diaper disposal receptacle.
9. The change table surface will be sanitized with quat solution after each routine.
10. Hands will be washed using the six-step method or hand sanitizer if running water is not available.
11. The diaper changing chart will be marked and any abnormal conditions will be reported to the parent and the executive director.

For children who use the toilet:

If a toilet seat insert is used, it will be cleaned and disinfected before and after each use, following the manufacturer's instructions. Toilet seat inserts will remain on the toilet between uses and are not stored on the floor.

Hand Washing Procedure

The single most important practice that can help control infections is hand washing.

1. Soap and warm running water will be used.
2. Hands will be rubbed vigorously for a minimum of 30 seconds.

3. All surfaces will be washed, including the backs of hands, wrists, between fingers and under fingernails.
4. Hands will be rinsed well, and water will be left running.
5. Hands will be dried with a disposable towel.
6. Taps will be turned off with a paper towel.

Where hands are not visibly soiled and soap and water are unavailable, alcohol-based hand rub (ABHR) containing 60-90% alcohol can be used.

Soap will be in clearly labelled dispensers at each handwashing sink.

All staff must wash hands:

- when arriving to work
- before preparing, serving or eating foods
- before and after diapering a child
- after wiping a nose
- after using the washroom
- after sneezing or coughing
- after playing outdoors
- before and after administering medications
- after assisting children in washing their hands

Observations and verbal communications of hand hygiene practices will be made regularly.

HEALTH CARE POLICY

58

September 2017

In assessing a child's wellness and ability to participate and remain at a program, staff will take into consideration a number of factors including:

- the risk of spreading of illness
- the child's ability to participate comfortably in the program
- the parents' responsibilities and schedule during the day

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

Staff will complete a Change of Health Report if there is any change in the health or well-being of a child throughout the day. Staff members may use their judgment and may consult with the executive director before making the decision to call parents to inform them of their child's health or to ask that the child to be picked up. In making this decision, staff will follow advice and guidelines as outlined by York Region Public Health in the "Come Grow With Us" document. Staff will do their best to ensure that sick children are separated from other children. They will, however, be included in classroom ratios until they can be picked up by parents.

Any specific instructions regarding the health care of a child must be provided in writing by a medical doctor. The provision of child care for children requiring special medical instructions must comply with all CCEYA ratio requirements.

The following is a list of symptoms where a child may be sent home and excluded from the child care program:

- fever of 38c or higher
- diarrhea and/or vomiting, two or three times
- undiagnosed rash
- communicable diseases
- persistent pain

- head lice
- cough, with or without infected discharge
- seizure
- difficult or rapid breathing
- runny nose
- yellowish skin or eyes
- redness of eyelid lining
- unusual spots or rashes
- infected skin patches
- unusually dark, tea-coloured urine
- grey or white stool
- headache and stiff neck
- unusual behaviour
- loss of appetite
- severe itching
- pain
- sore throat or trouble swallowing

Staff will have the parents sign the Change of Health form, make a photocopy to provide to the parent and place a copy in the child's file. The daily log will also be updated.

When a child has been sent home due to illness, they are not to return to the program until:

- a note from a medical doctor states that they are well enough to return to the program AND are not contagious OR
- they are on a medication for 24 hours so as to no longer be contagious OR
- are symptom-free, or in the case of head lice, "nit-free"

Parents are encouraged to arrive to the program promptly after having received a phone call from staff indicating that their child is ill and is to be picked up, and are asked to have reliable back up plans for authorized friends and family members to be able to help out in the event that parents are unable to get to the program in a timely manner. In the event that parents cannot be contacted, emergency contacts will be phoned. If the illness develops into that of a serious nature, 911 will be called and the serious occurrence procedure will be followed.

Child care staff will reference "Guidelines for Common Childhood Communicable Diseases" and report any confirmed, reportable cases to York Region Public Health. York Region Public Health Information Sheets will be used as a tool to communicate with parents regarding confirmed communicable diseases. The information sheet will be posted in the centre and provided to parents as required. Infection control practices relating to any confirmed communicable diseases will also be communicated to parents including how toys and equipment are cleaned and disinfected and with what products.

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 Policy/Procedure

In order to ensure safety and avoid the risk of error, The Village has implemented the following procedure regarding administration of medication to children:

1. Each prescription drug or medication must be accompanied by written authorization from a parent. Prescription medication must also have a pharmacist's label, and non-prescription medication must be accompanied by authorization from a doctor.
2. The exact dosage of a drug and administration instructions are to be clearly stated on the authorization form from parent or doctor.
3. A parent must hand-deliver the medication in its original packaging accompanied by the written instructions to the appropriate staff member. Non-prescription medication must have the child's name on the bottle and be accompanied by the receipt of purchase.
4. Medication is stored as directed and kept in a locked container either in the fridge or cupboard.
5. 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.
6. Whenever possible, all children receiving medication should receive it in the same hour.
7. A separate form will be used for each child receiving medication. Dose and time of administration will be recorded. If a dose is omitted, the reason for the omission will be recorded in the comment column. Staff signature will be required.

8. Any accidental administration of medication (e.g., medication to the wrong child or dose error) will be recorded and reported to the program supervisor, who will then notify the parents.
9. The early morning staff is responsible for collecting the medication, storing it away and refrigerating as required.
10. The RECE in each room or the program supervisor are the only staff members authorized to administer medications.

No medication can be kept at the programs unless it is 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.

Anaphylaxis Policy

The purpose of this policy is to reduce the risk of exposure to anaphylaxis causative agents. 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 by the program supervisor. This includes birthday cakes, chocolates or any other type of food.

- From time to time, events are held 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*
 - Meals and snacks arrive fresh daily. In the event that a child has an allergy or restriction, alternatives are provided. Appropriate measures for children with severe anaphylactic dairy allergies will be addressed in the classroom by having the other children wash their hands after drinking milk/having dairy and by ensuring that the child is kept away from spilled milk.
- *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 chemical or agents around children with known allergies*

- If necessary, use of certain products or brands will be eliminated entirely.
- *calling 911 when a child appears to be having an anaphylactic reaction and/or if the Epi-Pen is administered*
 - When a child is transported to the hospital, he or she will be accompanied by staff and parents are contacted.

Upon enrolment, 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 have an anaphylactic reaction
- consent for the staff to administer the allergy medication
- emergency contact information which can include parents and/or emergency alternate contacts

Each Individual Anaphylaxis Plan is posted in the classroom, where food is prepared and in the child's file.

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 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

All staff, students and volunteers will sign the Individual Anaphylaxis Plan when the plan is new or has been updated, or when they begin at the program and annually after that.

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

Any and all allergies are noted on a list which is posted in each classroom, where food is prepared and in any other rooms or spaces that the children spend time.

Individualized Plan

The Village will develop an individualized plan for each child with acute or chronic medical needs to ensure that the child's individual needs are met. Parents and health

care professionals will be involved in the consultation and development of the individualized plan. The plan will ensure that the proper steps are taken to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency. The Village will ensure that a description of any medical devices used by the child and any instructions related to their use is collected, and that any supports that will be made available to the child are collected. Parents will complete an individualized plan and provide their input into this plan. The plan will also include an outline of any additional procedures to be followed when a child with a medical condition is part of an evacuation or is participating in an off-site field trip.

Safe Water Drinking Act

On June 7th, 2007, the Ministry of the Environment announced that it was implementing recommendations made by its Drinking Water Advisory Council, the Chief Medical Officer of Health, and Chief Drinking Water Inspector to expand water safety protections and reduce potential levels of lead intake, especially for pregnant women and children six years of age and under.

All programs operated by The Village will perform the following duties every Monday (or Tuesday after a holiday) in the mornings:

- Cold water taps where water is usually taken for drinking or food preparation will be opened and allowed to run for at least five minutes (completed by the early shift staff before the centre opens for the day).
- A record, kept in a binder in each room, will be made of the date and time of every flushing and the name of the person who performed the flushing. Records will be kept for six years.

- Staff will sign a form confirming that they have read, understood and will abide by this policy.

Daily flushing will be required at any facility in which the lead test results history cannot be obtained, or if directed by the Ministry of the Environment.

All programs operated by The Village will sample and test for lead in drinking water once a year between May 1st and October 31st.

All school age programs will obtain lead test results, performed by a laboratory service, from the school in which the program operates. The samples are taken according to Ministry of the Environment guidelines. The Ministry of the Environment must be notified in writing prior to lead testing using an Laboratory Services Notification (LSN) form to identify the name of the laboratory chosen for testing.

The school handling the sampling must provide test results within 24 hours. Each program must provide test results to the Ministry of Education within 24 hours.

Any of our programs can reduce their annual lead sampling frequency to once every three years after having completed testing for at least two years. At the end of the two years, the facility may submit the Notice of Reduced Lead Sampling form indicating that all the sampling and testing has been completed. At this point, the reduction would apply.

If test results show an above average level of lead, a Notice of Issue Resolution must be submitted within seven days after the resolution summarizing the actions taken. Results will be submitted to:

- the local Medical Officer of Health
- the ministry's Spills Action Centre

- the Ministry of Education

In the event that The Village opens new programs in a new or existing building, current test results will be provided to the Ministry of the Environment within 30 days.

Smoke Free Ontario Act

All programs are smoke free environments. Smoking or handling cigarettes is prohibited in and around the building at all times whether or not children are present.

All staff, parents and volunteers will be made aware of this policy by way of the Parent Manual or a Policies and Procedures Manual, as well as signage currently visible at all entrances and in the washroom. The Water Flushing, Smoke Free Ontario Act, and Anaphylaxis Policy will be included in the yearly review and sign off policy.

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 time-frame 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

HUMAN RESOURCES POLICIES

The Village adheres to all employment standards and human rights regulations in all hiring and employment practices.

It is the policy of The Village to establish and maintain accurate records for each staff member. Staff members have access to their own files and will be allowed to review these files in the presence of the executive director.

The board of directors and the human resources chairperson have access to all files. Personnel records are considered to be confidential and as such, no other persons will be permitted to access or use any information contained in staff files without the written consent of the staff member concerned. The executive director is responsible

for establishing and overseeing the maintenance of accurate records for all staff in a secure location that will prevent unauthorized access and maintain confidentiality.

The Village applies for grants available from the province of Ontario. If received, grants are distributed to eligible staff. In the event that a grant is discontinued by the province or that staff are ineligible, The Village is no longer responsible to distribute to the grant to staff. These grants may include such things as wage enhancement, general operating funds and pay equity.

CONFIDENTIALITY

All staff, students, and volunteers of The Village will ensure that any information regarding children, families, and personnel, as well as material relating to any Village program is kept in the strictest of confidence. By signing the employment contract, the staff member/volunteer agrees to abide by this policy.

Regarding staff compensation, The Village believes in each person's right to privacy. It is incumbent on each staff member to ensure strict confidentiality in all matters dealing with salaries, bonuses and any other form of compensation. Contravention of this policy may result in termination.

The board of directors discusses issues pertaining to the financial and personnel issues of the overall organization. By signing the confidentiality agreement, all members of the board agree to keep all issues and discussions confidential during their terms and afterwards.

A copy of the Personal Information Protection and Electronic Documents Act is available upon request from The Village head office to any staff.

WORKPLACE HEALTH AND SAFETY

Safe Work Practices

The Village is committed to the health and safety of all staff and adheres to all regulations outlined by the Ministry of Labour. Any concerns in regard to health and safety are to be brought to the attention of the health and safety representative or designate on site at each location. Concerns will be documented and taken to the attention of the head office. Concerns regarding non-compliance of the health and safety procedures will be dealt with on an individual basis.

All injuries or accidents involving staff and/or children will be recorded by the attending staff member immediately following the incident. This incident report will be forwarded to the health and safety representative or designate.

It is the responsibility of all staff to ensure the safety of the children in our care by adhering to all health and safety policies. Staff must comply with all other corporation policies and procedures. Further information is located at the head office.

Workplace Violence, Harassment and Discrimination

Commitment Statement

The health, safety, and well-being of our staff members, clients, volunteers and our visitors are paramount at The Village and to that end, we strive to protect all from harassment, violence and discrimination. Such conduct interferes with staff members'

ability to perform their jobs and is not in keeping with The Village's philosophy of trust and mutual respect.

Under the Occupational Health and Safety Act and for purposes of this policy, both unpaid students from a post-secondary institution and unpaid secondary school students who are participating in a placement program at The Village are considered staff members and are therefore covered under this policy.

By working together, and giving the utmost attention to the safety and well-being of each other, we will meet our shared objective of a healthier and safer working environment for all.

The Village staff, volunteers and clients are entitled to be treated with dignity and respect and have a work environment free from all forms of violence, harassment and discrimination as prescribed by the current *Human Rights Code* in Ontario and the *Occupational Health and Safety Act*. This policy applies to all staff, students, clients and volunteers of The Village while in the workplace, during work-related field trips or travel, or during any work-related and/or social functions.

Staff are expected to assist The Village in its attempts to prevent and eliminate harassment in the workplace. The Village will treat any form of harassment that occurs in the workplace seriously regardless of the alleged perpetrator's position. Workplace violence, harassment and discrimination will not be tolerated from any person in the organization, and staff members found to have engaged in such behaviour will be subject to disciplinary action which may or may not include termination of employment with cause. Where appropriate, legal authorities may be alerted.

Nothing in this policy limits an individual's right to file a complaint with the Human Rights Commission or the Ministry of Labour should he or she feel that the situation warrants such action.

Workplace Violence

Definition

The *Occupational Health and Safety Act* defines workplace violence as “the exercise or attempted exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker”.

Behaviours Constituting Workplace Violence

- harm or threats of harm to any staff member
- indirect or expressed threats for refusal of a sexual request
- forms of sexual or domestic violence including physical advances, pinching, brushing against, touching, patting or leering that makes a person feel humiliated, intimidated or uncomfortable
- persistent unwanted contact or attention after the end of a “consensual” relationship
- verbal abuse
- property damage or threat of damage
- possession of weapons
- stalking

Harassment and Discrimination

Definition

The *Occupational Health and Safety Act* defines workplace harassment as “engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.”

Harassment and discrimination can take the following forms:

1. Discrimination-based harassment includes any verbal or physical conduct that may reasonably be perceived as denigrating or showing hostility or aversion toward an individual because of the individual’s race, colour, religion, gender, sexual orientation, national origin, age, disability, or other status protected by law, or because of the protected status of the individual’s relatives, friends, or associates. This type of harassment includes, but is not limited to:
 - a) epithets, slurs, negative stereotyping, demeaning comments, including comments pertaining to a person’s dress, accent or other cultural differences, or intimidating acts that are based on an individual’s protected status
 - b) written or graphic material (whether by printed or electronic media) circulated within or posted within the workplace that shows hostility toward or is demeaning to an individual or group because of his or her protected status
2. Sexual Harassment can take the following forms:
 - a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome
 - b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position of power able to confer, grant or

deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome

Behaviours Constituting Harassment

- differential treatment of staff members or co-workers based on race, gender, ethnicity, etc.
- verbal or written comments, jokes, teasing, and/or other communication of a sexual nature
- demeaning language based on gender or sexual preference
- graphic comments about an individual's body
- the use of sexually degrading words to describe an individual
- the display of sexually suggestive objects and/or pictures in the workplace
- foul or obscene language and/or gestures
- unwanted physical conduct such as patting, pinching, and/or brushing up against another person's body
- a promise of better treatment in return for sexual favours
- indirect or expressed threats for refusal of a sexual request

What is Not Harassment

Reasonable action taken by the employer, executive director or program supervisor relating to the management of performance and direction of staff related to the program statement, roles and responsibilities in the workplace is not harassment.

Responsibilities of Board Members, Executive Director and Program Supervisors

- to promote and ensure a workplace free of violence, harassment and discrimination

- to provide staff with information and instruction regarding the workplace policy and program with respect to workplace violence, harassment and discrimination including appropriate steps to be taken and investigation procedures
- to take every reasonable precaution for the protection of staff
- to ensure staff understand who to contact regarding concerns about the policy or when to report an incident
- to model behaviour, which helps support a positive work environment
- to respond to complaints brought to their attention
- to respect the confidentiality and sensitivity of such issues
- to document all information and investigation results
- to request that an investigation into allegations of violence, harassment or discrimination be conducted where appropriate
- to take action if witnessing violence, harassment, discrimination or elements of a poisoned work environment

All staff members, board members, and management, including the executive director and program supervisors are expected to adhere to this policy.

Responsibilities of Staff Members

All staff members:

- are entitled to work free of violence, harassment and discrimination at The Village
- are responsible for treating each other with respect
- must maintain a work environment free from violence, harassment and discrimination

- must comply with this policy
- must avoid any behaviour or conduct that could reasonably be interpreted as a violation of this policy
- must report any violence, harassment or discrimination they have experienced or witnessed to the appropriate person in a timely manner
- are responsible for cooperating in the investigation of a complaint
- are requested to keep details of a complaint investigation confidential

Reporting Workplace Violence, Harassment and Discrimination

Process for Making Complaints

When a staff member has experienced or witnessed less serious incidents of violence, harassment, discrimination or conduct which they believe to be inconsistent with this policy, he or she has the responsibility to:

Step 1:

- make his or her objection clearly known to the offender
- ask the offender to stop the behaviour
- state that the perceived action/behaviour is viewed as workplace violence, harassment or discrimination under the terms of The Village's policy

Step 2:

- In certain circumstances, it may be inappropriate or uncomfortable for the staff member to confront the offender. In this case, the behaviour should be

directly reported in writing to his or her program supervisor or the executive director.

- In the case of a serious complaint against the executive director or program supervisor, the staff member should inform the chairperson on the board of directors in writing.
- If the behaviour continues or becomes more serious in nature after the staff member has made a report, the staff member should inform the appropriate person on the board of directors in writing.
- A written record of the action/behaviour and complaint should be provided to the program supervisor, executive director or board member, depending on the circumstances.
- The Centre Harassment Complaint Form should be filled in by the staff member as soon as possible and the dates, times, nature of the action/behaviour, and witnesses (if any) should be included.

Investigation Process

- all complaints will be investigated promptly in a fair and respectful manner
- all persons directly involved as well as witnesses will be interviewed
- letters will be provided to the complainant (person making the complaint), the respondent (the alleged perpetrator) and any witness explaining the procedure
- all persons involved will be asked to sign confidentiality agreements
- notes/statements will be prepared during each interview, reviewed by the person(s) being interviewed and signed for accuracy
- records or other documents relevant to the incident (including work schedules, complaints and observation notes and pictures of the scene) will be reviewed

- relevant employment contract language or organizational policies and procedures will be reviewed
- depending on the scope of the investigation, staff members may need to seek the assistance of the program supervisor or executive director, appropriate board member, health and safety representative or union
- depending on the seriousness of the incident, an outside investigator may be required to conduct the investigation
- a final summary/report of the investigation will be prepared
- results of the investigation will be provided in writing to both the complainant and the respondent

Corrective Action

Any staff member found to have engaged in conduct that violates this policy will be subject to discipline up to and including termination of employment. Because allegations of violations are very serious, frivolous complaints found to have been made for improper purposes will result in disciplinary action being taken against the complainant.

Confidentiality

Staff members should feel secure in knowing that their concerns will be handled discreetly and sensitively. As such, staff member issues will usually remain between the staff member and the program supervisor or executive director. On occasion, however, an investigation may require consultation with another staff member, program supervisor, executive director or the board, in order to ensure an appropriate resolution. In such cases, the staff member will be consulted before others become

involved. Information may also be disclosed when necessary to take corrective action or as otherwise required by law.

Reprisals

This policy strictly prohibits reprisals against an employee because he or she has brought forward a legitimate concern or has provided information regarding a concern under this policy. A staff member who commits or threatens reprisal against another staff member for following this or any of policies of The Village in good faith, may be subject to discipline up to and including dismissal for cause.

Education

The Village commits to familiarizing and training its staff members, clients, and volunteers regarding this policy in order to ensure that the work environment remains free from violence, harassment and discrimination. Education will include ways of promoting a positive work environment.

Monitoring & Review

The Village will monitor this policy and make adjustments when necessary. This policy, along with other relevant policies, will be reviewed with all staff members, clients, and volunteers on an annual basis. Concerns with this policy should be brought to the attention of the executive director, program supervisor, or chairperson of the board of directors.

HIRING

In preparing to hire an executive director, the board of directors will appoint a hiring committee to select and hire a suitable person. The executive director is accountable to the board of directors while all other staff members are accountable to the executive director.

Each position within The Village is described in writing. Position descriptions will include all major areas of responsibility and primary tasks.

When a position or vacancy exists and cannot be filled internally, an external posting will be made with the appropriate community organizations, local newspapers and in newsletters. The executive director and another member of the Administration Team will carry out interviews of suitable applicants during which applicable members of the Human Resources Committee will be present.

Prior to commencement of employment, each member of the staff will have a file, kept in lockable storage, containing the following:

- RECE registration number or director approval
- a health assessment, immunization record and two-step tuberculosis (TB) test or x-ray (Other information regarding ongoing immunization is to be provided as it is obtained. Any exemption to immunizations or other Public Health requirements must be accompanied by an affidavit as outlined by the Ministry of Education, and explained on a form approved by the Ministry of Education. The affidavit must be signed by a medical practitioner or commissioner for taking affidavits.)
- first aid/CPR certificate
- vulnerable sector check (VSC)

- freedom of information sign-off
- policy manual sign-off
- prohibited practices understanding sign-off
- signed contract

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. All original VSCs will be kept on file in stored and locked cabinets at the location at which the staff member works, and a copy will be kept 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.

First Aid and CPR

All staff members of The Village must hold a current and valid Standard First Aid and Infant and Child CPR Certification if they work directly with the children.

Orientation

All new staff members, volunteers and students will receive a Policy Manual. The executive director or designate will carry out an orientation meeting. A personnel file

for each new staff member will contain the letter of employment, copies of certificates/diplomas, current resume, first aid certificates, and medical certificates. Training will be initiated for each new staff member.

Supervision Policy 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 be in compliance with the program statement 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 receive a copy of the parent handbook or will be asked to visit The Village website where this manual 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.

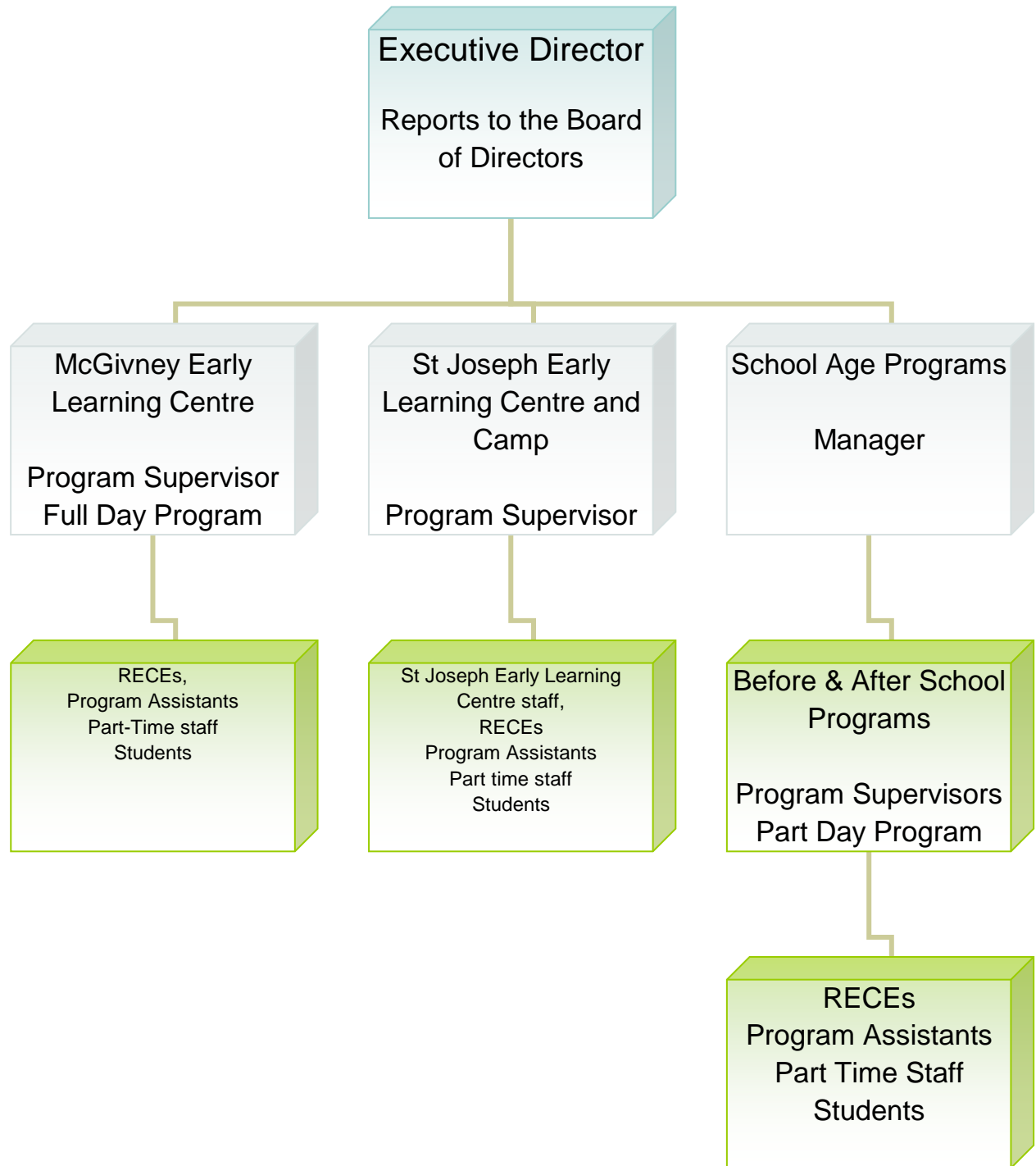
All volunteers will be required to provide a VSC. VSCs for students are routinely required by community colleges and universities prior to the commencement of a placement in childcare. The ministry VSC policy does not apply to students placed in the child care program.

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.

Organizational Chart



Terms and Conditions of Employment

The executive director and all staff members of The Village must abide by all policies and procedures. It is each individual's responsibility to ensure that he or she understands all policies and procedures.

1. Upon confirmation of employment, each staff member must submit required documents.
2. Staff members will accept scheduling for groups and times as necessary within the organization.
3. Staff members will be expected to be ready for work at the designated location and starting time. A staff member who is to be relieved by another staff member will stay on the job until actually relieved. It is a serious offense to leave children unattended.
4. Staff members must keep to their designated lunch hours and ensure that they return to work on time afterwards. If an extended lunch break is required, authorization from the executive director must be obtained. The programs must never be left without an RECE on the premises.
5. If necessary, staff members will be asked to stay to ensure that their rooms are left clean and tidy.
6. It is mandatory for all staff to attend staff meetings. Schedules will be given to all staff ahead of time.
7. All staff members must follow the stated dress code.
8. Smoking is not permitted anywhere on the premises of any program operated by The Village.

9. RECEs are responsible for all aspects of the program including program curriculum indoors and outdoors.

STAFF MEMBER DISCIPLINE POLICY

The Village reserves the right to use progressive discipline in appropriate circumstances. The following progressive discipline will occur when deemed necessary.

Contravention of Program Statement

In the event that an incident has taken place where a staff member has not followed the program statement, a discussion will take place with the executive director or designate. This discussion will be documented using the Monitoring Document.

The contravention of the program statement will be described and outlined and the positive practices that should or could not have been used will be outlined. A full review of the program statement will be done.

Both the staff member and the executive director or designate will sign the document and a copy will be provided to the staff member.

A follow-up may be requested to monitor the staff member's progress.

1. Staff member will be informed that further disciplinary action, up to and including termination, will follow if unacceptable behaviour continues.

The College

- The staff member will be given a verbal warning regarding failure to register with the College of Early Childhood Educators (CECE).
- The staff member will then be given a reasonable amount of time to comply with the registration request and provide proof of application.
- The staff member may be placed on unpaid suspension until the proof of membership with the CECE membership is provided.

Suspensions

A staff member may be suspended if it is found that he or she has committed a serious or repeated violation(s) of The Village's policies.

Steps to Giving a Suspension

1. Staff member will be given written documentation regarding the suspension in relation to the unacceptable behaviour or action, based either on the fact that the behaviour or action had been discussed in previous verbal or written warning(s) or that the behaviour or action warranted more than a warning.
2. The documentation will include information on the offence and the length of the term of suspension.
3. The staff member will be given an explanation of when and how the behaviour or action took place. This will include the reason as to why the behaviour or action was deemed unacceptable.
4. Staff member will be given a description of acceptable behaviour or actions.

Termination

Employment may be terminated for cause where a serious breach of policy or procedure has occurred or when the use of discipline has failed to correct behaviour. Some examples of serious breaches include, but are not limited to, physical or sexual assault, theft, repeated disciplinary actions without satisfactory correction improvement, failure to register and/or loss of registration with the CECE.

Steps for Termination:

1. Staff member will be given written documentation regarding termination and the unacceptable behaviour or action leading to and justifying the termination.
2. Documentation will include information regarding the offence and previous disciplinary communications with the staff member.
3. Staff member will be given a description of when and how the unacceptable behaviour or action took place. This will include the reason(s) why the behaviour or action was deemed unacceptable.
4. Staff member will be given a description of acceptable behaviour or actions.
5. Staff member will be provided with a copy of the termination notice; a second copy will be retained in his/her employment file.
6. Staff member will be asked to return keys or equipment.
7. Staff member will be escorted out of the premises immediately upon notice of termination.

Grounds for Discipline

No list of rules can include all instances of misconduct which can result in discipline, and the disciplinary action taken in each case will be handled according to the severity and impact of the events that have occurred. The stages identified above may be skipped or accelerated, depending upon the circumstances.

STATUS AND STANDING POLICY

The following policy applies to all staff that are employed as RECEs at The Village:

Effective February 14, 2009, based on the licensing standards required by Ministry of Children & Youth Services, any individual employed as an ECE must be an RECE in "good standing" with the CECE.

As a staff member of The Village, it is the responsibility of the staff member to maintain his or her registration, be in "good standing" and be certified by the CECE.

While employed at The Village, RECEs are expected to:

- understand and adhere to the standards of practice set out by the CECE Act and the CCEYA, 2014
- renew their registrations with the CECE annually
- avoid any actions that can be defined as a conflict of interest or breach of confidentiality as outlined in the policies and regulations of The Village
- avoid any actions that could be construed as professional misconduct as defined by the CECE

RECEs must inform The Village of any changes in status regarding his or her registration with the CECE, including:

- any investigation of professional misconduct, incompetence and/or incapacity relating to his or her practice of Early Childhood Education
- any finding of professional misconduct, incompetence and/or incapacity relating to his or her practice of Early Childhood Education
- any proceeding for professional misconduct, incompetence and/or incapacity relating to his or her practice of Early Childhood Education
- any suspension for professional misconduct, incompetence and/or incapacity relating to his or her practice of Early Childhood Education
- any limitations or loss of certificate of registry due to professional misconduct, incompetence and/or incapacity relating to his or her practice of Early Childhood Education
- suspension or revocation due to non-payment of registration fees

RECEs who have been reinstated following suspension and have been cleared to return to work must provide:

- documentation confirming good standing
- certificate of registration to practice as an RECE

Any failure to meet the terms of this policy will lead to discipline, up to and including termination of employment with The Village.

Employment Status

Probationary

A probationary staff member is one appointed to a position subject to satisfactory performance. All newly hired, permanent full-time and permanent part-time staff members will be placed on probation. Probationary period for all positions including the executive director will be six months.

Permanent Full-Time

Staff members who are hired to work seven and a half hours per day, five days per week (37.5 hours) in an ongoing, permanent position are included in this category. One half of the hour-long lunch break is paid.

Permanent Part-Time

Staff members who are hired to work less than 37.5 hours per week, but more than 20 hours per week and whose position is ongoing and permanent in nature are included in this category. A staff member who works more than five hours in a row is able to take a paid 30-minute break free from work.

Temporary

Staff members hired for a term, usually two consecutive weeks or more, are considered to be temporary staff members and may be hired as staff replacements for such reasons as vacation periods and leaves of absence. Temporary staff members may work either full-time or part-time hours. Salaries for temporary staff members are based on the normal salary range for the position.

PERFORMANCE EVALUATION PROCEDURE

Performance evaluation is an ongoing process.

1. The first step in the process is to ensure that performance expectations and standards are clear and mutually agreeable. Upon hiring and at the beginning of each review period, the staff member and either the executive director or his/her program supervisor should review the program statement to clarify specific performance expectations. The program statement is the standard that should be discussed, agreed upon and documented at this time. These will serve as a guide to both parties during the employment period.
2. Next, the review period will be established. For probationary staff members, a mid-probation assessment will be scheduled, as well as a formal review prior to the end of the probationary period. For permanent staff members, the review period will not be more than one year from the beginning of the current review period.
3. Ongoing, two-way feedback is essential to effective performance evaluations. Both the staff member and the executive director may initiate performance-related discussions and provide or request feedback at any time. Observations of all staff will occur regularly and will be documented in the monitoring record to ensure that all performance supports the program statement and positive practices. Any contraventions observed will be noted.
4. Staff members are responsible for the creation of their annual Professional Learning and Training Portfolios which documents their understanding of the program statement and related goals. The portfolio will outline the professional opportunities in which they have engaged in order to meet their goals. The staff

members will present the portfolios to the executive director on a scheduled review date. Members of the board of directors may also be present.

5. During the scheduled portfolio review, the staff members and the executive director mutually discuss accomplishments, strengths, goals, and areas for improvement.
6. Performance expectations and objectives for the next review period are discussed, agreed upon and documented.
7. After a portfolio presentation is complete, the executive director will complete a document outlining highlights of the portfolio presentation. This document along with selected portions of the portfolio will be kept in the staff member's file. The portfolio is returned to the staff member with the review document.

The Village does not issue any performance reference letters aside from the portfolio feedback.

SALARIES AND COMPENSATION

The Village believes that our high-quality professional staff should be compensated in such a manner that ensures competitive compensation so as to allow for the recruitment and retention of the best in the field. It is with this strong belief of The Village, that a compensation package is in place which recognizes the following factors, related to the job:

- the degree of responsibility, level of skills required and level of stress
- the need for ongoing training and education
- the importance of our profession in the community as a whole

A salary grid has been created based on education, experience and qualifications, which is reviewed annually.

Payroll

Staff are paid on a bi-weekly basis through a payroll company. Direct deposit is available for any staff member and pay slips are distributed by Friday of the pay week. Payroll is distributed on Friday for pay periods ending on the Friday. Mandatory source deductions are deducted from gross pay and remitted with the employer's share by Ceridian Canada to the Federal Government Receiver General on a monthly basis. Employer Health Tax is remitted to the Ontario Government on an annual basis on March 15th of each year.

College of Early Childhood Educators (CECE) Reimbursement

As of January 2018, reimbursements for the CECE membership fees will be done at the end of the year. For example, for a renewal date of April 2018, staff will pay for the membership renewal and The Village will reimburse in April 2019.

Benefit Package

The Village is very pleased to provide full-time, permanent staff members with an extensive benefit package provided by RWAM Insurance and Empire Life Insurance. Coverage begins for each staff member upon completion of the six-month probation period. The Village pays a portion of the premiums of the package. Staff member contributions are paid through payroll. Benefits continue during maternity leave.

The Village will cover employer contribution of benefits for the initial 30 days of an authorized long-term disability (LTD) leave. For periods beyond 30 days, it is the staff

member's responsibility to arrange to pay these costs. In the event that the staff member does not provide written instructions to The Village within 10 days of expiration of employer contribution, The Village is authorized to have all benefits terminated effective the 91st day of long-term disability.

Bonus

Each year all staff members receive an "end of the year" bonus. The amount of this bonus is determined by the financial situation of the organization during the year. All bonuses apply to full-time, permanent employment. Long-term dedication of service is acknowledged and celebrated on an annual basis.

STATUTORY HOLIDAYS AND OTHER CLOSURES

Staff members are paid for statutory holidays during which the program locations remain closed. These days include:

| | | | |
|----------------|---------------|--------------|------------------|
| New Year's Day | Good Friday | Victoria Day | |
| Canada Day | Civic Holiday | Labour Day | Thanksgiving Day |
| Christmas Day | Boxing Day | Family Day | |

VACATIONS

Paid vacation is based on years of service and the calendar year. Vacation time is accrued at a rate of 4% in the first five years, and after that, at a rate of 6%. Fifty percent of vacation may be taken in the first six months of the year and the other 50% of vacation may be taken in the second six months of the year.

- after six-month probationary period, two weeks to be taken in the first year
- in the second year, two weeks
- in the third year, three weeks
- in the sixth year, four weeks

Staff must complete an Absence Authorization and Request Form for approval a minimum of two weeks prior to the requested vacation time. Vacation time is granted at the discretion of the executive director and may be denied if it is not deemed an appropriate time. Vacations will not be granted in the last week of August or the first week of September. The last day that a vacation request can be submitted in a calendar year is October 1st for various reasons, including the absences of other staff members. Any unused vacation time still available after October 1st will be scheduled at the discretion of the executive director and cannot be carried over to the next calendar year.

Staff requests may be accepted or declined based on a first come, first served policy, where only one person per room may be absent at any given time. Further, approvals may be restricted in the month of December.

PERSONAL DAYS

The Village recognizes the importance of work-life balance, and to that end, offers employees five personal days per year. These five days include two paid days for Personal Emergency Leave (PEL), and may be used for any reason (e.g., illness, personal emergency, appointments, moving, child care emergencies, bereavement, jury duty). However, they may not be carried over to the next calendar year and are not paid out if unused.

ABSENCE DUE TO ILLNESS

The Village depends on staff members that are reliable and strive to be present each day. The Village must meet ratios set out by the ministry. It is clearly understood that in order to be effective caregivers, staff members must interact closely with many people, and as a result may be more susceptible to illness. It is also recognized that when a staff member is not well, he or she should not be in a place where the illness could be further spread to children, other staff or program supervisors. If a program supervisor observes signs and symptoms of illness in staff, he or she will communicate with the staff member about the observations and develop an action plan if necessary.

Full-time staff members are entitled to 10 paid sick days each calendar year. These days can be used in the event of employee illness or in the case of immediate family dependent illness, and are accrued throughout the year at a rate of one per month. If a staff member uses all 10 days prior to the end of the year and must be away from work due to an illness, he or she has the option of taking vacation days or unpaid days.

In the event that a staff member uses more than the allotted sick days and ends his or her employment prior to the end of the year, The Village may request those days be paid back. These days may not be carried forward to the next calendar year and are not paid out if unused.

All staff members who become ill during their scheduled shifts will be asked to avoid contact with other staff members and children. Staff are able to return to work after 24 hours symptom-free.

In order to sustain a healthy environment for the children and co-workers, staff members may be required to stay home from work when experiencing any of the following symptoms:

- diarrhea
- vomiting
- fever
- seizure
- severe coughing
- difficult or rapid breathing
- runny nose
- yellowish skin or eyes
- redness of eyelid lining
- unusual spots or rashes
- infected skin patches
- unusually dark, tea-coloured urine
- grey or white stool
- headache and stiff neck
- unusual behaviour
- loss of appetite
- severe itching
- pain
- sore throat or trouble swallowing

Procedure for calling in when sick or for another unexpected absence:

1. Staff member is to call his or her program supervisor or the executive director between the hours of 7:00 am and 6:00 pm.
2. In the event of sudden illness or other unexpected event, it is strongly encouraged that a minimum of two hours' notice prior to the start of a shift is provided when possible.

3. A message on voice mail can be left, but should be confirmed. The staff member should either continue to try to contact administration staff or find an appropriate replacement themselves.
4. Upon return from an absence, a staff member must complete an Absence Form.
5. The Village may request a doctor's note or medical certificate at any time. The fees for the preparation of such documents are the responsibility of the staff members.

For extenuating circumstances, decisions regarding the allocation of a day as a "sick day" or "vacation" will be made by the executive director who may consult the board of directors. Fairness as well as the best interest and needs of The Village will be taken into consideration when making decisions.

If a staff member is diagnosed by a physician as having a communicable disease, he or she may only return to The Village if directed by the physician. Certain illnesses must be reported to the local Medical Officer of Health. Our Community and Health Services Department at 905-830-4444 ext. 3500 must be contacted by the staff member. The program supervisor must inform all families of increased or unusual illness, maintaining strict confidentiality of the staff member's identity.

If an exposure to a vaccine-preventable disease occurs, staff members who have not been vaccinated may be excluded from work until Public Health determines that the risk of infection has passed.

Extended Medical Absence

In the event that a staff member is unable to complete his or her job as a result of medical issues, an extended medical leave may be granted with the submission of authorized documentation.

The Village will request regular updates from the staff member and inquire about when the staff member may return to his or her position. The Village will cover employer contribution of benefits for the initial 30 days of an authorized leave. For periods of extended medical leave in excess of 30 days, it will be the responsibility of the staff member to arrange to pay these benefit costs. In the event that the staff member does not provide written instructions to The Village within 10 days of expiration of employer contribution, The Village is authorized to have all benefits terminated, effective on the 31st day. When the staff member is able to return to work, he or she will provide a minimum of two to four weeks' notice; as well as documentation indicating that there are no restrictions, limitations or need for modifications.

PERSONAL EMERGENCY LEAVE (PEL)

Staff members are entitled up to 10 days of personal emergency leave, the first two of which will be paid. Full-time employees have their two paid PEL days included in their allotted five Personal Days. Part-time employees are entitled to the two paid PEL days. The remaining eight days will be unpaid. A PEL may be taken for:

- personal illness, injury or medical emergency
- death, illness, injury, medical emergency or urgent matter relating to the following family members:
 - spouse
 - parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the staff member or the staff member's spouse

- spouse of a staff member's child
- brother or sister of the staff member
- relative of the staff member who is dependant on the staff member for care or assistance

No doctor's note or medical certificate will be required.

*Note: "spouse" applies to both married and unmarried couples of the same sex or the opposite sex

MATERNITY LEAVE

In accordance with federal and Ontario legislation, staff members are entitled to the following unpaid maternity and parental leave:

A staff member who has been permanently employed by The Village for 13 consecutive weeks is entitled to 17 weeks unpaid maternity leave. Birth mothers are subsequently entitled to 61 weeks of unpaid parental leave, while fathers or adoptive parents who have been permanently employed by the Village for 13 consecutive weeks are entitled to 63 weeks of unpaid parental leave. The parental leave must begin immediately following the maternity leave, or in the case of adoption, within 63 weeks after the adoption.

As far in advance as possible, but no less than two weeks prior to commencement of the leave, the staff member will give the executive director notice in writing of the date the leave is to begin and end. A staff member may change the commencement date by giving two weeks' notice in writing or the end date by giving four weeks' written notice. A note by a doctor may be requested that would indicate the expected due

date. In the event that a staff member wishes to return to work prior to the original return date, he or she is required to give four weeks' written notice. Benefits will be continued during a maternity leave. The period of the maternity leave will be included in the calculation of vacation entitlement. Vacation entitlement may be carried beyond an anniversary date if it is difficult to take the allotted entitlement due to the maternity leave.

Leave of 12 weeks will be granted for a staff member who has experienced a miscarriage or stillbirth.

SUMMER LEAVE OF ABSENCE

The Village operates before and after school programs during the school year, and camp in the summer months. Full-time, permanent, before and after school staff can apply for a Summer Leave of Absence for a period of three weeks, up to a maximum of eight weeks. Leaves may only be taken in July and August and will be unpaid. Staff must return to work for the last week before school starts. Benefits will continue and full premiums will be paid by staff or may be waived.

Vacation and other entitled absences are accrued based on the number of weeks worked in a year.

Vacation Entitlement is the total number of vacation days for a full year, divided by 52 weeks, multiplied by the number of weeks worked.

To apply for a Summer Leave of Absence, staff must complete the Absence Authorization Request form and submit it to the head office by May 15th.

There is a maximum number of approvals for this leave. Current staffing, enrollment and grants are factors considered by the executive director to determine the number of approvals for this leave.

OTHER LEAVES RECOGNIZED BY THE VILLAGE

Full details on the following leaves can be found in the Employment Standards Act (ESA).

Leave for Domestic or Sexual Violence

After 13 weeks of employment, staff members who are victims of domestic or sexual violence are entitled to a leave of 10 days up to 15 weeks.

Family Medical Leave

Staff members may take up to 28 weeks in a 52-week period to provide care and support to a family member with a serious medical condition with significant risk of death within a period of 26 weeks.

Family Caregiver Leave

Staff members may take up to eight weeks per calendar year to provide care and support to a family member with a serious medical condition.

Critically Ill Child Care Leave

After six months of employment, staff members may take up to 37 weeks within a 52-week period to provide care and support to a critically ill child, or 17 weeks within a 52-week period to provide care and support to a critically ill family member.

Reservist Leave

After six months of employment, staff members are entitled to a leave, the length of which will be determined by the time required to serve.

Organ Donor Leave

A staff member who has donated an organ is entitled to a 13-week leave.

Crime-Related Disappearance of a Child Leave

After six months of employment, staff members are entitled to a leave of 104 weeks if it is probable, considering the circumstances, that a child of the staff member died or disappeared as a result of a crime.

Child Death Leave

After six months of employment, staff members are entitled to a leave of 104 weeks in the event that a child of the staff member has died.

CHILD CARE POLICY

Staff members of The Village are permitted to enroll their children in the programs and are entitled to a fee discount of 25%. All children of staff members must be fully enrolled with fees paid and must also meet the age and ratio requirements of The Village in order to be present at The Village during a staff member's shift.

DRESS CODE

As professionals in the field of Early Childhood Education, our staff will dress in a manner that is both practical and non-restricting to the work that they do while maintaining an impression of respect and professionalism. Clothing that is not deemed to be appropriate may include clothing that is too revealing, too casual or untidy.

CONTINUOUS PROFESSIONAL LEARNING

All staff who have any interaction with children will have regular professional learning opportunities.

In a constant effort to promote professionalism in the field of Early Childhood Education, The Village believes in the importance of promoting and supporting professional learning and continuing education along with the requirements of the CECE Continuous Professional Learning (CPL). Staff is required to participate in regular continuous learning opportunities that support the implementation of the program statement.

The Village will compensate or reimburse for courses and workshops related to the above. In order for a staff member to receive reimbursement, a certificate of completion and/or minimum of a C or 60% grade must be achieved. Both the final grade report and the tuition receipt must be submitted at the completion of the course.

ECE Tuition Reimbursement Policy

The Village ECE Tuition Reimbursement Policy is designed to help staff members further their knowledge, skills and job effectiveness through higher education in the field of Early Childhood Education. Tuition reimbursements are offered to regular, full-time staff members.

Reimbursement Provisions

The program will pay 100% of tuition, books and materials required for enrollment as follows:

- A maximum of \$3,800 toward the cost of a qualifying ECE diploma program will be paid.
- Participation in the program requires a two-year employment commitment from the staff member, starting at the time of graduation, working in one of The Village's school age programs (split shift).
- Reimbursement is made at the completion of each course until the final four courses. The cost of these final four courses will be reimbursed at the completion of two years (from time of graduation) working in one of the school age programs (split shift).
- If at any time before the two-year commitment (as stated above) is complete, the staff member leaves The Village, any reimbursements

provided to the participant through the program are due back to The Village in full and no further reimbursements will be paid.

- Successful completion of courses is required for a tuition reimbursement to be granted. Successful completion of a grade of "B" or equivalent or better (certification of completion is required for non-graded classes) and a copy of the final transcript will be required.
- To participate, staff members must undergo an interview process to be accepted into the program.
- Diploma must be completed in a maximum of 24 months from the time of enrollment in the reimbursement program.
- Program participation is at the discretion of the executive director.
- A six-month probationary period/review will apply, at the end of which, continued participation will be up to the discretion of the executive director.
- Previous courses completed prior to joining the program will not be reimbursed under this program.
- Current staff members of The Village may be given enrollment preference.
- There may be a maximum number of participants allowed to undertake this program at any given time, at the discretion of the executive director.

CHILD PROTECTION

Any suspicion that a child may be in need of protection, must be reported to the CAS and to the ministry as a serious occurrence. It is the professional obligation of the staff to report such a suspicion. If a staff member does not report the suspicion, he or she may be found to be personally liable.

1. If a staff member has reasonable grounds to suspect that a child may be in need of protection, he or she has a duty to report it to the CAS. He or she should also

inform the executive director of his or her intent to call. He or she may request that the executive director or program supervisor be present while the call is made.

2. If the alleged abuse or neglect occurred while the child was receiving care at the program, it should be reported as a serious occurrence. If the concerns for the child are not related to his or her time at the program, a serious occurrence reported is not required.
3. The staff and executive director will then follow any advice from the CAS.
4. Once contact with the CAS has taken place, the name of the CAS worker will be recorded.
5. A charge may be levied against individuals failing to report a child in need of protection.
6. The chairperson of the board is informed of the serious occurrence. Confidentiality is maintained.
7. A Serious Occurrence Form will be filed with the ministry if required. Posting of the serious occurrence will be done following Serious Occurrence Guidelines.

Allegation of Abuse Made Against a Staff Member

In the event that an allegation is made indicating that a staff member may have caused harm to a child, the following procedure will be followed:

1. The individual making the allegation of abuse against a staff member will be instructed to contact the CAS.
2. Clear and concise documentation of the allegation will be completed by the executive director or designate.

3. The executive director may also call the CAS to report the allegation.
4. The ministry will be contacted and a Serious Occurrence Report will be completed and filed by the executive director and any other applicable agency notified.
5. The chairperson of the board of directors will be notified.
6. After investigation, the staff member accused may or may not be suspended with or without pay.

PERSONAL CELL PHONE AND SOCIAL MEDIA POLICY

It is a requirement of CCEYA, and therefore The Village, that every child be supervised at all times with no distractions. Staff will not use personal cell phones or other personal electronic devices while supervising children. Staff must provide the program phone number to anyone who may need to get in touch with them during business hours.

If a personal cell phone or other device is used to photograph or videotape children (with permission of the program and parents), the data must be downloaded onto the program's computer and immediately deleted from the staff member's phone or device.

In the event that staff are required to take personal cell phones for safety purposes on outings with children, they will only be used for emergency contact with the program or a child's parents.

Information about children, parents, staff and the program (including photos or videos) must not be posted on a staff member's personal web space, social networking web sites (e.g., blogs, Twitter, Facebook, Instagram, etc.) or any other type of internet website.

- Staff must not accept children or current clients as "friends" when using social networking sites such as Facebook.
- Any and all posts on any internet web space, app or social media must reflect a positive professional image as required by The Village and the CECE.
- Staff are not permitted to post any confidential, legal or identifying information about the children, clients or other staff members on social media.
- Staff are not permitted to post any comments that could be construed as threatening, harassing, bullying, or post any form of inappropriate material that is directed toward themselves, other staff members, clients or the organization as a whole.
- Staff are not permitted to post photos or videos about their co-workers, the children or the clients of the organization and will never respond to any negative comments about the organization. Negative comments are to be reported to the executive director or program supervisor.
- Staff are never to represent themselves or The Village in a false or misleading way, or post anything about The Village that could reflect negatively on the organization or its staff members, children and clients.

REFERENCE LETTERS

It is the policy of The Village to not provide reference letters outlining an opinion of performance. Employment confirmation letters can be obtained from the executive director or designate only.

BOARD OF DIRECTORS

The board of directors is the governing body of The Village and is responsible for the overall management of the corporation. The board is made up of volunteer parents and community members. Board members are voted in for a term of one year at the Annual General Meeting each year. The board is comprised of a chairperson, vice-chairperson, treasurer, secretary and members. Committees may be formed as necessary.

Upon registration, parents become members of the corporation. Each family is entitled to vote. Policies are formed reflecting the true needs of the families to whom we provide service.

An important function of the board is fundraising to support projects of The Village and to provide The Village with items not usually provided for in the budget. Volunteers are always needed to assist with various board functions during the year. Any parent can apply to become a member of the board or be involved in various committees of the board. Upon joining the board of directors, each board member will be made aware of the operational policies and procedures of The Village as well as the responsibility of the board and its membership.

BOARD MEMBERS – TERM CYCLES

Outlined below is a typical cycle of a board member's term.

Recruitment is done by all board members, the Human Resources Committee and the executive director.

Prospective board members may be given information about the board including job descriptions and an application.

The Annual General Meeting is held within six months of the agency's fiscal year-end and all board members are voted in by the membership at this time.

At the first meeting, an orientation of all board members is completed. The term is completed with members being involved in various committees.

Termination of a term may take place if a member is not living up to the standards of board members or is missing meetings.

A board member whose term is approaching completion is responsible for recruiting a new board member to fill the position on the board.

Resignations that occur prior to the completion of a term should be submitted in writing to the chairperson or vice-chairperson of the board.

Intentions to resign after the one-year term should be taken to the attention of the chairperson or vice-chairperson of the board prior to the Annual General Meeting.

From time to time, surveys and questionnaires may be completed to determine the effectiveness and efficiency of the board.

ROLES & RESPONSIBILITIES

General

Board of Directors Code of Ethics Agreement

Board Members will:

- represent the interests of all children and families at The Village
- not use his or her services on the board for his or her own personal advantage nor for the individual advantage of his or her friends or supporters
- hold all board matters and issues in the strictest of confidence
- approach all issues with an open mind, prepared to make decisions in the best interest of the agency
- do nothing to violate the trust of those who elect him or her to the board nor the children served
- focus his or her efforts on the mission of The Village and not on any personal goals
- never exercise authority as a board member except in a meeting with the full board or carrying out responsibilities delegated by the board

The general functions of the board of directors are:

- to plan for the organization

- to make decisions and be responsible to the organization and the community so that the purpose, goals and objectives of the organization can be achieved
- to ensure the financial viability of the organization
- to respect their powers and responsibilities as stated in the letters, patent and in the by-laws
- to comply with the legal requirements
- to maintain an overview of the organization's operation on behalf of the general membership
- to assist in the development and direction of policies

Directors are responsible for:

- all corporate activity for the program
- meeting the financial obligations of the program
- ensuring all legal requirements are met
- establishing the objectives and goals of the program (both short- and long-term)
- establishing and/or approving all policies
- refining the duties and responsibilities of the members
- determining and attending all meetings
- adhering to the articles and by-laws of the corporation
- developing criteria for the hiring/evaluating of staff
- adopting and supporting the annual budget
- developing criteria for evaluation of the board and its members
- developing a strategic plan; a vision of the future
- marketing and fundraising
- being proactive in anticipating changes in funding and market needs
- maintaining the history, archives, business files and philosophy of the centre

ROLES & RESPONSIBILITIES

Specific

President/Chairperson Job Description

- provide leadership to the board
- prepare agendas for board meetings with input from the director
- chair the meetings of the board
- plan and organize orientation for new board members
- delegate tasks equally to all board members
- organize and keep in touch with committees, if applicable
- recruit committee members from the board, other community members, and staff as necessary
- represent The Village at public functions, media and other events
- keep informed about the concerns of parents and the community
- communicate with the executive director as important issues arise at the program

Vice President/Vice Chairperson Job Description

- take on the chairperson's responsibilities in his or her absence
- often seen as being groomed for the position of president/chairperson
- assist in committees and find additional help when required
help recruit committee members

Treasurer Job Description

- maintain an overview of the organization's finances, such as budget expenditures and the maintenance of financial records
- ensure the proper accounting of the funds of the organization
- chair the finance committee
- work with the executive director on a monthly basis reviewing the monthly ledgers
- must be a certified accountant

Secretary Job Description

- ensure that accurate meeting minutes are taken, distributed in a timely manner, approved and kept on file
- ensure attendance for the meetings by communication reminder
- communicate with the president/chairperson regarding attendance
- maintain close communication with chairperson/president

Officers Job Description

- attend the board meetings/committee meetings and be prepared to discuss all items on the agenda
- provide assistance to the board in planning for the future
- provide assistance for the policies and procedures of the board

REGULAR BOARD MEETINGS

Board Meetings are held regularly as an evening meeting or daytime teleconference.

Below is a typical agenda:

1. Approval of the agenda
2. Approval of the previous minutes
3. Executive Director's Report
4. Committee Reports
5. New Business
6. Dismissal

ANNUAL GENERAL MEETINGS

As a non-profit agency, an Annual General Meeting is held each year, six months after the fiscal year end to report to the members (parents) the overall state of the corporation. This meeting includes reports on the various activities of the programs, board of directors, executive director and the finances of the organization. All parents are invited and encouraged to attend. The Village implements Roberts Rules of Order for any meeting of the board of directors to ensure stability and efficiency. At this time, any member of the corporation can apply to become a member of the board or be involved in various committees of the board.

LIABILITY

Legal Responsibilities of the Board

Board members are legally responsible for governing The Village and may be liable for misusing or neglecting their legal responsibilities.

Board members are expected to:

- use their particular level of skill, knowledge and personal experience in carrying out their responsibilities as directors
- act honestly and in the best interest of The Village
- state a conflict-of-interest if there is a difference between the interest of The Village and personal interests
- declare a conflict-of-interest if he or she stands to benefit financially, directly or indirectly from the actions of The Village
- know the by-laws of The Village
- be familiar with licensing requirements
- attend meetings regularly and be prepared to discuss all items on the agenda
- review all reports and correspondence from licensing authorities
- make personal and financial decisions based on knowledge and professional counsel, if appropriate

Legal and Regulatory Information

The Corporations Act, Part III legislates the incorporation of non-profit child care programs. A board member should know:

- child care corporation members are volunteers and are not paid
- directors are elected according to the procedures outlined in the Corporations Act and the organization's by-laws.

- the board of directors is responsible for the overall direction of the program, for setting policies and for the legal and financial operation of the program; the board is legally responsible for administering the affairs of the corporation on behalf of its members
- whether or not a board member attends a meeting of the board of directors, that person must accept responsibility for the decisions made at the meeting
- the Ontario Corporations Act stipulates that boards of directors are legally responsible for carrying out and maintaining the incorporation process; after the election of board members each year, Form 1, Annual Notice of Board of Directors is completed and submitted by the president or executive director to the Ministry of Consumer and Corporate Affairs; the by-laws of the organization should be reviewed on an annual basis and changes should be submitted to the general membership for their consideration and ratification at the Annual General Meeting.
- the Ontario Corporations Act allows incorporated organizations to protect individual board members from personal liability while carrying out their responsibilities

SIGNING AUTHORITY

Signing authority is held by the chairperson(s), executive director and other board members as deemed appropriate. Two signatures are required on all contracts and cheques. Any cheques over \$500.00 must have at least one board member's signature in addition to that of the executive director or other staff member in the event that a staff member has been authorized as a signing officer.

CONCLUSION

Our goal is to be a professional agency that provides each child and family with care and support to make every interaction at any program operated by The Village a great experience. Being child- and family-centred ensures that each decision and interaction conducted is responsive to the needs and demands of children and families in the community.