



Saint Mary's Daycare

Policies and Procedures

August 2025





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1 About St. Mary's Daycare

- **Saint Mary's Daycare is a non-profit daycare owned and operated by "Saint Mary's Coptic Orthodox Church".**
- The daycare was established in 2003, in response to the growing community of young families in the area.
- It is located in the "Saint John's Fellowship Centre" at: 2 Canfield Road, Nepean, Ontario K2H 5T1.
- Saint Mary's Daycare provides a safe, nurturing and stimulating environment for children between eighteen months and twelve years.
- We offer four separate programs for children as follows:
 - Toddler: For children 1 year to less than 2.5 years
 - Preschool: For children from 2.5 to 4 years.
 - Kindergarten: For children from 4 to 6 years
 - School Age: For ages 6 to 12 years.
- The goal of each program is to provide a positive learning experience as well as to enhance each child's level of development by providing age appropriate activities. We strive to meet individual needs as well as to foster a positive self-image.

1.1 OUR PHILOSOPHY

- Our philosophy at Saint Mary's Daycare is to provide a warm and nurturing learning environment in which children can explore, experiment and develop a feeling of self-worth and independence.
- We recognize that when children play in a safe, comfortable and stimulating environment under guidance of staff that is attentive, respectful and caring, children flourish in all areas of their development – social and emotional, language, cognitive and physical.

1.2 PRIVACY POLICY

St. Mary's Daycare (SMD) has always been committed to the protection of the personal information of its clients and staff members.

On January 1 2004, the Federal Personal Information Protection and Electronic Documents Act (PIPEDA) began to apply to provincially regulated organizations that collect, use, and disclose personal information in the course of commercial activity.

SMD has developed a Privacy Policy in order to ensure compliance with PIPEDA, as well as to inform individuals of our continuing commitment to the protection of their personal information. Should it be necessary to disclose such personal information, St. Mary's Daycare will then seek consent to do so. Our key principles are:



1.2.1 COLLECTING AND USING INFORMATION

When personal information is collected, St. Mary's Daycare will explain how it will be used and will obtain your consent to collect, use and disclose your personal information. St. Mary's Daycare will only collect information that is required to provide our service to families and/or for licensing or legal purposes.

1.2.2 LIMITING USE AND DISCLOSURE OF INFORMATION

St. Mary's Daycare will only use your information for the purposes for which we have obtained your consent.

We will only provide your information to other parties:

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

1.2.3 PROTECTING INFORMATION

We will protect your information and dispose of it by means of shredding or other permanent methods.

1.2.4 PROVIDING INFORMATION ACCESS AND ACCURACY

We will provide our clients with access to personal information that we keep about them. 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.

1.2.5 RESPECTING AND RESPONDING TO PRIVACY CONCERNS

We will respond to your requests for access to your personal information within thirty days period.

Concerns regarding privacy issues should be confidentially communicated to us via one of the following methods:

- Addressed to: The supervisor, St. Mary's Daycare, 2 Canfield Rd, Nepean, ON K2H-5T1
- Call: +1 (613)596-6279
- Fax us on (613)596-6272.

1.3 GOVERNING LEGISLATION AND AGENCIES

1.3.1 CHILD CARE AND EARLY YEARS ACT 2014, ADHERENCE

- The Ministry licenses all programs operated by St. Mary's Daycare annually.
- The Child Care and Early Years Act, 2014 (CCEYA) which has replaced the Day Nurseries Act (DNA) identifies the legislative requirements for obtaining and keeping a license to operate a licensed centre.
- 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.



- St. Mary's Daycare is committed to meeting all legislative requirements of the Child Care and Early Years Act, 2014. A copy of this legislation is in the Supervisor's office of the Head Office at all times. Anyone is welcome to review this document.

1.3.2 WAGE SUBSIDY – WAGE ENHANCEMENT GRANT (WEG) AND PAY EQUITY

- St. Mary's Daycare is incorporated as a non-profit corporation. As such, it is eligible to receive General Operating, WEG and Pay Equity from the Ministry.
- It is intended that these Wage Subsidies are ongoing and supplementary to improve staff salaries and benefits and help make licensed care more affordable.
- All licensed child care programs in receipt of these subsidies are subject to reviews, reports and/or audits as required by the Ministry.
- It is the responsibility of the program to ensure that planned, significant changes (e.g. enrolment capacity) are reported to The Regional Municipality of Ottawa who administers and distributes these funds on behalf of the Province.
- Failure to comply with any of the conditions of these grants may result in a claim for the return of money as well as ineligibility to receive future funds under this program.

1.3.3 INSPECTIONS

- St. Mary's Daycare is regularly inspected by Ottawa Region Public Health Department and Ottawa Fire Department.
- Copies of these reports are received.
- St. Mary's Daycare is responsible to comply with all requirements outlined in the Ontario Fire Code and must comply with standards, guidelines and all regulations set out in the Health Protection and Promotion Act.
- St. Mary's Daycare complies with the local Medical Officer of Health.
- All programs of St. Mary's Daycare comply with Municipal By-Laws and Building Codes.
- St. Mary's Daycare will immediately notify the program advisor where a report from local authorities, includes an order or direction that has been given or where enforcement action has been taken and that will happen within two business days. All other reports will be maintained at the daycare premises.

1.3.4 THE CHILD AND FAMILY SERVICES ACT

- The Child and Family Services Act provides a range of services for children and their families, including those who are victims or suspected victims of child abuse or neglect. It includes special reporting responsibilities for professionals, including child care staff.
- The reporting of any such suspicions is done through the Ottawa Region Children's Aid Society.



1.3.5 THE EMPLOYMENT STANDARDS ACT

- The Employment Standards Act stipulates minimum terms in employment conditions, including minimum wages, maximum hours of work, vacation pay, holidays, maternity leave, termination of employment and equal pay for equal work.

1.3.6 THE ONTARIO HUMAN RIGHTS CODE

- The Ontario Human Rights Code is for everyone. It is a provincial law that gives everybody equal rights and opportunities without discrimination in specific areas such as jobs, housing and services. The goal is to prevent discrimination and harassment because of race, colour, sex, handicap and age, to name some of the sixteen grounds.
- The Employment Insurance Act provides for reduced income while not employed after a period of employment. All employers and employees are required to pay into this fund through mandatory payroll deductions.
- The Federal Income Tax Act specifies employer's responsibilities to remit income tax deductions, EI and CPP deductions and employer's contributions to Revenue Canada each month. Under the Income Tax Act, Directors are responsible for income tax deductions if the child care organization has not deducted the required amount.

1.3.7 FEE ASSISTANCE

- Families may qualify for a partial or full government subsidy for child care services. The Regional Municipality of Ottawa 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 Ottawa must be named as a co-insured on liability insurance.

1.3.8 THE COLLEGE OF EARLY CHILDHOOD EDUCATORS

- The College of Early Childhood Educators is a professional self-regulatory organization for early childhood educators, formed to protect the public interest and focused on quality and standards in the practice of early childhood education.

2 Program for Children

St. Mary's Daycare Provides the following Programs:

From 07:00 AM to 05:00 PM			
Class	Age		Remarks
	From	To	
Toddlers	1 to	<2.5 years	
Pre-School	2.5 to	< 4 years	
Kindergarten	4 to	<6 years	PD days and March breaks included
School Age	6 to	12 years	PD days and March breaks included



2.1 PARENT HANDBOOK

Parents' Handbook is in a Pdf-document which is posted on our website and available for all parents to download.

2.2 PROGRAM STATEMENT

- St. Mary's Daycare is licensed by the Ministry of Education under the "Child Care and Early Years Act" (CCEYA). Our teachers are trained Registered Early Childhood Educators (RECE) who are very professional and creative in implementing developmentally appropriate activities that engage and stimulate the children in a play-based learning environment. All employees, volunteers and students are required to provide the daycare with a Police Clearance Check under the Vulnerable Sector before interacting with the children in our centre.
- At St. Mary's Daycare, we view the child as competent, capable, curious and rich in potential. We encourage our children to realize their own abilities and to show positive behaviour that respects everyone. We expose our children to a variety of environments to help them to explore and satisfy their curiosity. Open – ended questions help our children to expand their imagination and think deeper than they usually would.
- At St. Mary's Daycare we believe that the parents and staff should have a very close relationship where we can work together as a team to make the daycare experience seem as close to home for the child as possible. We have a wide-open door policy in which we allow the parents and staff to communicate through email, telephone, notes, documentations and meetings to keep everyone up to date and informed on how the child is developing as well as how and what they like to explore in the daycare.
- Children at St. Mary's Daycare are provided the opportunity to explore a variety of activities to help them to reach their full potential. Through interactions with the children and observations the Educators are able to provide activities (both quiet and active) that incorporate the children's interests all while meeting the emotional and developmental needs of each individual.
- St. Mary's Daycare has set out our goals for the children's learning and development to be consistent with the Ministry of Education and through the principles stated in "How Does Learning Happen?" which states that children are competent, capable, curious and rich in potential. At St. Mary's we view the child as follows:
 - Every child has a sense of belonging when he or she is connected to others and contributes to their world.
 - Every child is developing a sense of self, health, and well-being.
 - Every child is an active and engaged learner who explores the world with body, mind, and senses.
 - Every child is a capable communicator who expresses himself/herself in many ways.

2.2.1 GOALS AND APPROACHES TO MEET OUR PROGRAM STATEMENT

2.2.1.1 ST. MARY'S DAYCARE WILL PROMOTE HEALTH, SAFETY, NUTRITION AND WELL-BEING OF THE CHILDREN.

- In each classroom there is at least 1 teacher who is a Registered Early Childhood Educator (RECE) licensed by the College of Early Childhood Educators. Every staff member, volunteer, and student will be trained in health



and safety protocols. Children are supervised by staff at all times as per the ratios set out for each age group. St. Mary's follows the Ministry of Health and Safety guidelines and holds fire drills on a monthly basis. During fire drills all staff and children evacuate the building and proceed to our emergency location where attendance is taken before returning to the daycare. In the event of a real evacuation, parents are asked to pick their children up at the designated emergency location and to not enter the building once an evacuation has taken place.

- All staff, volunteers and students will be trained in Standard First Aid and Infant and Child CPR (before hire and updated prior to expiry date) and the use of Epi-Pens. St. Mary's Daycare will compile a file for each staff member and child who attends the daycare which will include documentation of immunizations. Educators are required to review all important information about the children prior to their starting in the classroom (allergies, medical and behavioural issues etc.)
- Children's immunizations are kept up to date and all illnesses are recorded in our communication logs. Children who are sick must be free of fever, vomiting and diarrhoea for 24 hours before returning to the daycare. We have a medication policy that states that all medication must be labelled and kept in a locked box out of reach of the children (kept in kitchen, above stove); there is also a locked box that is kept in the kitchen fridge for any medications requiring refrigeration. Medication may only be administered by an RECE, and shall be recorded on a medication log once given. Each child who is to receive medication will need a medication log, which is to be filled out by the parent, stating the specific dose of the medicine as well as the time in which it should be administered (should be the same as on the pharmacy label).
- We encourage good hygiene habits at St. Mary's Daycare. Everyone (staff and children included) shall wash his/her hands upon entering the room, before and after eating and (of course) after using the washroom.
- During the months of May-September we apply sunscreen to the children, which is provided by the parents. All sunscreens shall be labelled with the children's name and kept out of reach from the children, in the classroom. Sunscreen is applied 30 minutes before going outside in the morning and in the afternoon.
- At St. Mary's Daycare we supply 2 snacks and a catered lunch (provided through Bytown Catering) on a daily basis. All snacks and meals are based on Canada's Food Guide and children are encouraged to eat from all four food groups. Allergies are posted in every classroom as well as in the kitchen and office. The daycare is a nut free facility, which means that we never cook with or buy any product containing nuts and nuts are strictly prohibited from entering the daycare. We ask that no outside food be brought into the daycare (unless otherwise approved by the Supervisor). During summer months, kindergarten and school aged children will provide their own lunches. Please ensure that there are no nut products or products that may contain nuts in their lunch. Staff at St. Mary's Daycare is trained in the use of EpiPen's and follow up on the procedures yearly.
- Staff at St. Mary's does an excellent job at maintaining a clean and sanitary environment for the children. Washrooms are cleaned and disinfected after each washroom routine and floors are swept and mopped after every meal. Tables and chairs are cleaned daily and toys and games are cleaned and disinfected weekly or any time they have been "mouthed" by a child. All bedding is cleaned on a weekly basis (or as needed, when an accident occurs) and cots are disinfected as well. All toys, games and furniture is kept in good working order. Any item that becomes broken will either be fixed immediately or thrown away upon discovery. St. Mary's Daycare uses a professional cleaning company who comes every night to thoroughly clean all of the classrooms and washrooms.



2.2.1.2 ST. MARY'S DAYCARE SUPPORTS POSITIVE AND RESPONSIVE INTERACTIONS AMONG THE CHILDREN, PARENTS, CHILD-CARE PROVIDERS AND STAFF.

- At St. Mary's Daycare we pride ourselves on having excellent relationships with parents. We have an open-door policy with parents to ensure that information is being relayed on a day to day basis. Staff members greet the parents and children each day upon arrival to the daycare and deliver information pertaining to the child's day upon departure. Staff and parents are encouraged to keep in touch through email, phone calls and written notes. If there is a request for parent/teacher meetings to discuss the needs of the child, the staff members will arrange a time in which it is appropriate. Artwork, written work and documentation panels are posted throughout the daycare on display for parents to take a look at and see what types of activities are happening during their child's day.
- St. Mary's Daycare practices and encourages interactions that are inclusive to all in order to create a learning environment that is positive for everyone. Areas in the classroom are not gender defined as all children are encouraged to play with and experience every aspect of the classroom. We provide an atmosphere of cooperation, friendship, inclusion and sharing. The educators do their best job to model this type of behaviour through interactions with co-workers, children and parents.
- Educators always encourage self-help skills in the children. We view the child as being capable and will give every opportunity for each child to develop to their fullest potential. Children are encouraged to do as much for themselves as possible. We feel that the child should always be trying his or her best. Educators will allow for the child to complete each task to the best of their ability without (or before) becoming frustrated or discouraged. We will assist children when needed, however staff will allow for the children's skills to be challenged in order to facilitate the development of new skills when appropriate. It is also encouraged that the children be helpful to each other and in the classroom as well.

2.2.1.3 ST. MARY'S DAYCARE ENCOURAGES THE CHILDREN TO INTERACT AND COMMUNICATE IN A POSITIVE WAY AND SUPPORTS THEIR ABILITY TO SELF-REGULATE.

- Educators use positive language and behaviours when talking with the children and other adults in order to be good role models in the classroom. At St. Mary's we work to help the children to develop their communication and problem-solving skills in order to allow them to become competent in using different forms of communication to solve any problems they may face.
- When encouraging self-regulation, we strive to create an environment where each child feels safe and can feel supported to find a variety of ways in which to express how they feel. We as educators work to teach the children to recognise how they feel (emotions) and to discover many ways in which to deal with them affectively and in a calm manner.

2.2.1.4 AT ST. MARY'S DAYCARE WE WILL FOSTER THE CHILDREN'S EXPLORATION, PLAY AND INQUIRY.

- Educators at St. Mary's Daycare encourage the children to make their interests known in a variety of ways. To discover those interests, they observe, listen and talk with the children and document their interactions. Using the 4 Foundations of How Does Learning Happen (Belonging, Well-Being, Engagement and Expression).



- Educators are interested in creating an environment that allows the children to explore the world around them, with their natural curiosity and exuberance. Through play-based learning, children will develop the skills needed to expand their abilities as well as their knowledge and understanding of their world.

2.2.1.5 PROVIDE CHILD-INITIATED AND ADULT SUPPORTED EXPERIENCES

- St. Mary's R.E.C.E. Educators will follow the child's lead in our interactions and in developing an environment that enriches the opportunities for exploration. Reflecting on our documentation we discover the child's current interests, which guide us in the materials we provide and the opportunities we offer in all areas of the child's development. We also consider the different needs of the group and individuals. The environment will then be set up to encourage the children to challenge their abilities, expand their interests and develop relationships.

2.2.1.6 ST. MARY'S DAYCARE PLANS FOR AND CREATES POSITIVE LEARNING ENVIRONMENTS AND EXPERIENCES IN WHICH EACH CHILD'S LEARNING AND DEVELOPMENT WILL BE SUPPORTED

Using regular observations of the children's activities and interactions will allow us to plan a program that will stimulate the interests and development of the children. We will provide a variety of activities, both active and quiet, which will meet the needs of the developing child regardless of the level of need and development. We will make changes in our environment and program as the children's interests and developmental needs in all developmental cognitive and physical skills.

2.2.1.7 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 CARE.

St. Mary's Daycare staff will follow the guidelines of the CCEYA in setting our program. We strive to provide equal opportunities for all children to find the active and quiet time that meets their individual needs. We make use of the playground for two hours every day, weather permitting, providing a variety of active materials. Nap time is offered for two hours per day after lunch.

2.2.1.8 FOSTER THE ENGAGEMENT OF AN ONGOING COMMUNICATION WITH PARENTS ABOUT THE PROGRAM AND THEIR CHILDREN

Parents are welcome to visit the parent' portal on our software to view the daily updates . Teachers will keep communication open via short discussions, notes, phone calls and emails.

2.2.1.9 SUPPORT OF STUDENTS

We allow students from Algonquin College – Early Childhood Education to do their placements in our center under the supervision of an RECE onsite supervisor.

2.2.1.10 DOCUMENT AND REVIEW THE IMPACT OF STRATEGIES SET OUT IN THIS STATEMENT ON THE CHILDREN AND THEIR FAMILIES

Educators of St .Mary's Daycare will use documentation, reflection, as well as formal assessments such as ITERS-R(Infant and Toddler Environmental Rating Scale – Revised) and ECERS-R (Early Childhood Environmental Rating Scale) to continually evaluate our program and its effects on the children and their families.



Staff, Students, and Volunteers will read this Program Statement and sign off prior to interacting with the children, when the statement is updated and on an annual basis. The Supervisor will review this yearly.

Each program in St. Mary's Daycare will use a binder for observations, plans and documentation to support understanding. Documentation will be shared with families. Also, incidents will be recorded and signed from both, involved educators and parents of the involved child/ren.

2.3 PROGRAM REQUIREMENTS

In this section, we detail the standardized requirements that should be strictly followed by all staff members during daily operation.

2.3.1 ACTIVE PLAY

- Based on Ontario Regulation 137/15, St. Mary's Daycare Staff and Supervisor should ensure that the **Toddler group is separated from other children during active indoor and outdoor play periods**. Thus, we can ensure that the children are benefiting from this physical separation in terms of actively exploring and investigating what they are naturally curious about testing their limits, taking manageable risks appropriate for their age and abilities, and engaging in creative problem-solving is critical for children's physical and mental health and well-being.
- During active play, staff may also consider ways to **use the environment as a third teacher** for children by inviting them to investigate, imagine, think, create, solve problems, and make meaning from their experiences

2.3.2 OUTDOOR PLAY

- St. Mary's Daycare Staff and Supervisor should guarantee that each child who receives child care for **six hours or more in a day** spends time outdoors for **at least two hours each day**, weather permitting, to enable the children to play and to explore where they are able to connect with the natural world and their community.
- Playing actively outdoors can help young children stay healthy, improve movement skills, have fun and feel happy, develop self-confidence and improve learning and attention.
- This policy should be applied in all conditions, weather permitting, unless a **physician or parent** of the child advises otherwise **in writing**.

2.3.3 OUTDOOR PLAY – BEFORE AND AFTER DAYCARE PROGRAMS

- St. Mary's Daycare Staff and Supervisor should ensure that for **programs that operate only before or after Daycare**, the program is arranged so that it includes **at least 30 minutes of outdoor time each day**, weather permitting, unless otherwise approved **by a director or a physician or parent of the child** advised otherwise **in writing**.
- However, when **extended day programs** operate on non-instructional days (i.e., for full days), the requirements under **section 2.3.4** would continue to apply.

2.3.4 REST

- St. Mary's Daycare Staff and Supervisor should ensure that each child in a **toddler or preschool group** who receives child care for **six hours or more in a day** has a **rest period not exceeding two hours in length**.



- Additionally, a child in a toddler, Preschool or kindergarten group is ***permitted to sleep, rest or engage in quiet activities based on the child's needs.***
- Finding ways to reduce stress through providing space and time for rest and quiet play based on individual differences helps children become increasingly aware of their own basic needs and supports their developing self-regulation skills.
- Class teachers and Supervisor should take into consideration instructions given from parents regarding their children's sleep and rest period. These instructions should be followed as closely as possible, but the teachers also need to take into consideration the need of the individual child. For example, if a parent has provided instructions for the child to not sleep during the day but the child is falling asleep at the table, the teacher should provide a rest period for this child. Then, the teacher can explain to the parents' that the child required a nap that day because the child was unable to stay awake.

2.4 IMPLEMENTATION OF POLICIES, PROCEDURES AND INDIVIDUALIZED PLANS

SMD ensures that the policies, procedures and individualized plans are implemented. Accordingly, certain policies have been developed and found throughout this book. Some important policies are found as per the following table:

#	Policy	Reference
1	Playground Safety Policy	3.1
2	Anaphylactic Policy	5.8
3	Sanitary Practices Policy	4
4	Sleep Supervision Policy	2.10.8
5	Serious Occurrence Policy	5.11
6	Medication Policy	5.7
7	Supervision of Volunteers and Students Policy	9.9
8	Program Statement Implementation Policy	2.4
9	Staff Training and Development Policy	9.8.5
10	Criminal Reference Check/Vulnerable Sector Check Policy	9.8.3
11	Fire Safety/Evacuation Procedures	8.1
12	Policies and Procedures for Monitoring Compliance and Contraventions	2.5
13	Waiting List Policy	2.8.2
14	Parent Issues and Concerns Policies and Procedures	9.4.1
15	Emergency Management Policies and Procedures	8

In addition, SMD created certain set of monitoring documents for regular supervision of implementation of these policies. A hard copy of those documents is kept with the board of directors. Soft copies are available for daily use with the employees concerned with administration.



2.5 POLICIES AND PROCEDURES FOR MONITORING COMPLIANCE AND CONTRAVENTIONS

St. Mary's Daycare created a number of supervision checklists (Health inspection and compliance checklists) and most of them are designed in a "Checklist" Format in order to enable more meticulous and detailed monitoring of the operation as well as prohibiting the contravention of the set policy.

Each employee must read the policies and procedures book upon employment and prior to interaction with children. The supervisor will inform all the staff members about any new updates that they must read and sign.

ALL STAFF MEMBERS are responsible for application of policies and procedures that are written in this book.

2.5.1 ROLES OF BOARD OF DIRECTORS

1. **Regular inspection and Supervision of all the** daily operation' sheets.
2. The Board might review all contravention sheets at least once per week or less frequently according to the rate of occurrence and they might review the taken decisions if necessary. Whenever applicable, Board members can invite the involved personnel for a meeting for clarification or further investigation.

2.5.2 ROLES OF SUPERVISOR

1. Supervising the daily operation along with filling in all the required internal supervision sheets.
2. Responsible for ensuring that the appropriate numbers of adults are on site, available and accessible to each classroom operating at a reduced ratio. In addition, the Supervisor must register daily on the appropriate sheet the numbers and names of personnel covering the rest period in all programs.
3. Submission of supervision reports to the Board of administration whenever required.
4. Orientation session for all new staff members (upon recruitment) as well as volunteers and students on all indicated policies and procedures followed by signing a consent denoting the approval of the candidate for being appropriately oriented about all indicated policies and procedures as well as operation sequences.

2.5.2.1 MANAGEMENT OF CONTRAVENTION

- i. **In case of identification of a true contravention of the policy:** The Supervisor must then to determine the degree of contravention. In addition, they will implement the following steps in order:
 1. Verifying whether the knowledge and signature of Policies and Procedures by the involved employee(s).
 2. Verifying whether the concerned employee(s) has/have received the appropriate orientation by the Daycare's Supervisor and signed for that by the hiring time.
 3. Reviewing the policy book for the concerned issue.
 4. Inspecting all the submitted concerned written reports as well as any possible previous notifications for the same concerned employee(s).



5. Verifying the true reason of contravention.
 6. Consider in top confidentiality the witnesses
 7. Keep Audio recording of all investigations upon a written consent of all parties before starting the recording process.
- ii. A written decision is registered on the Compliance/contravention report:
1. The first warning is done verbally and registered on the contravention sheet with the unique registration code and dated.
 2. A follow up procedure has to be mentioned in detail in the Contravention sheet with assigned follow-up dates.
 3. The second warning is to be sent via e-mail to the concerned employee with a copy to the Board.
 4. The last warning is to be sent via e-mail with notification of the possible firing in case of repetition of the same incidence.
- iii. To approve the final taken decision, the board is responsible for reviewing all contravention sheets at least once per week or less frequently according to the rate of occurrence.
- iv. The final approval and accreditation of those Compliance/contravention sheets in the responsibility of the Board to effectuate the taken decisions.
- v. **Records of compliance or contraventions must be stored in a secure location for at least three years from the date of creation.**

2.5.3 ROLES OF STAFF MEMBERS

1. In case that the staff has detected a contravention by either another staff member or by the Daycare Supervisor, they should then be addressed to the Board of directors via a formal e-mail.
2. The Board will investigate in that case with confidentiality measures with taking the appropriate decision.

2.6 INDIVIDUALIZED SUPPORT PLANS AND INCLUSIVE PROGRAMMING

- St. Mary's Daycare shall ensure that an up-to-date individualized support plan is in place for each child with special needs who receives child care at the daycare it operates or premises, and that the plan includes,
 - i. a description of how the daycare will support the child to function and participate in a meaningful and purposeful manner;
 - ii. a description of any supports or aids, or adaptations or other modifications to the physical, social and learning environment that are necessary to achieve clause (i); and



- iii. instructions relating to the child's use of the supports or aids referred to in clause (ii) including specific aids (e.g., mobility devices, hearing aids) and modifications to the environment (e.g., specific furniture, additional staff) or, if necessary, the child's use of or interaction with the adapted or modified environment.
- The above-mentioned plan must be developed in consultation with a parent of the child, the child (if appropriate for the child's age) and any regulated health professional or other person who works with the child in a capacity that would allow the person to help inform the plan.
- St. Mary's Daycare shall ensure that the program of the child care centre is so structured that,
 - i. it will accommodate the individualized support plan of each child with special needs
 - ii. the program is appropriate for the ages and developmental levels of the children with special needs receiving child care in the daycare; and
 - iii. the program is inclusive of all children.
- St. Mary's Daycare shall ensure the review of each individualized support plan (by employees, students and volunteers) supports the child(ren)'s ability to participate in the childcare program and provides consistency with the implementation of the plan at the childcare program.

2.7 ACCESS TO CHILD AND PREMISES

- No person providing childcare at St Mary's Daycare, or operating the daycare, shall prevent a parent from entering the premises while childcare is provided there for his or her child except,
 - a) if the person believes on reasonable grounds that the parent does not have a legal right of access to the child;
 - b) if the person believes on reasonable grounds that the parent could be dangerous to the children at the premises;
 - c) if the parent is behaving in a disruptive manner; or
 - d) in the circumstances prescribed by the regulations.

2.8 ADMISSION TO A PROGRAM

In order to register a child at St. Mary's Daycare, the parents/guardians should submit an "Application Package" along with all required documents.

A copy of our Application Package is published in Annexe.

2.8.1 ADMISSION OF CHILDREN

Without exception, the child can only start in the daycare when the parents return all of the following required documents and consents completed and signed:



- Complete registration package including the immunization record, one registration cheque (50 CAD) and cheques for monthly fees post-dated to either June or December of that year and dated the first of each month.

NB: All paperwork around immunization – either copy proof of immunization OR one of the two completed standard forms – must be kept in a child's record and ideally should be on file by the time the child begins attending the licensed program. (for more information about "immunization record", please review section 5.2).

2.8.2 WAITING LIST POLICY

- Those wishing to apply for a space in St Mary's Daycare should register with the Ottawa Child Care Registry and Waitlist managed through the City of Ottawa. You can contact them by telephone at 3-1-1 or <https://onehsn.com/Ottawa>.
- St Mary's Daycare will review applications in the same order as that of the Ottawa Child Care Registry and Waitlist date and these applications will be processed internally, giving priority to those children who are registered at "Knoxdale Public School" or "St John the Apostle Catholic School" and/or may have a sibling already registered in St Mary's Daycare. We can also receive students from other school boards, provided that their transportation service agrees to pick up / drop off the students, from/to the daycare address.
- Applicants will be contacted by telephone and/or e-mail when a space is available. Should an applicant turn the space down, they may choose to remain on the Ottawa Child Care Registry and Waitlist.

2.8.3 WITHDRAWAL

- Parents that are no longer requiring Saint Mary's Daycare's childcare must provide a written notice to the daycare's Supervisor **a minimum of one month in advance except for the subsidized children, whose parents must provide a minimum of 2 weeks' notice.**

2.8.4 ARRIVAL AND DEPARTURES

- Children depend on regular routines to provide a feeling of security.
- We recommend that parents establish set hours to drop off and pick up their child(ren).
- If there is an occasional change in that routine, parents should let the staff know.
- We encourage parents to bring their children to daycare no later than 10:00 AM.
- Parents are asked to call the center by 09:30 AM, to notify the daycare if your child(ren) will be coming in late, are sick or will be on holidays.

2.8.5 HOURS OF OPERATION

- **The daycare is open year-round from 07:00 AM to 05:00 PM, Monday to Friday with the exception of the following statutory holidays:**
 - a. Christmas day
 - b. New Year's Day
 - g. Canada Day
 - h. Civic Holiday



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| c. Family day | i. Labour Day |
| d. Good Friday | j. Thanksgiving |
| e. Easter Monday | k. Boxing Day |
| f. Victoria Day | l. Half day on Christmas Eve & on New Year Eve |

2.8.6 AFTER HOURS PENALTY

The parent/guardian must agree and sign the he/she will obey SAINT MARY'S DAYCARE hours of operation and will pay an overtime fine of \$1.00 per minute within 24 hours if the parent/guardian do not pick up the child by the time required each day.

2.8.7 FEES

- 1.** In order to secure a space for a child at SAINT MARY'S DAYCARE, the parent/guardian will provide the following items to the supervisor:
 - a.** A non-refundable registration fee of CA\$50.00.
 - b.** Twelve post-dated cheques to be submitted by 25th of each month must be submitted upon registration.
 - c.** **Late cheques** will be subjected to late fees of 1 % of the value for the month required.
 - d.** A 5.00 CAD charge will apply for cheques **returned due to non-sufficient funds**.
 - e.** The deposit will be applied to the child's last month tuition with one calendar month written notice.
- 2.** The parent/guardian will not be entitled to a refund for the time when the child is away from SAINT MARY'S DAYCARE Program due to a vacation, sickness, or other absences including labour disruptions.
- 3.** The parent/guardian may withdraw the child effective the end of any calendar month. If the parent/guardian do not give one calendar month's written notice of withdrawal, the parent/guardian will forfeit one month's tuition fee to SAINT MARY'S DAYCARE For example, if the parent/guardian intend to withdraw the child effective the end of February, written notice of the child's withdrawal must be provided to SAINT MARY'S DAYCARE no later than January 31st. There will be no exception to this rule. The parent/guardian consent to SAINT MARY'S DAYCARE taking payment of the one month's tuition fee from their deposit.
- 4.** SAINT MARY'S DAYCARE may withdraw the child from the SAINT MARY'S DAYCARE program without any notice if the parent/guardian fail to comply with the terms of the agreement signed by the parent/guardian.
- 5.** SAINT MARY'S DAYCARE will only issue a tax receipt once per fiscal year.
- 6.** The parent/guardian should agree and sign the he/she will obey SAINT MARY'S DAYCARE hours of operation and will pay an overtime fine of \$1.00 per minute within 24 hours if the parent/guardian do not pick up the child by the time required each day.
- 7.** The parent/guardian will make all payments required under a signed agreement by cheque made payable to: Saint Mary's Daycare and deliver all cheques to the supervisor or designate.



2.8.7.1 DUTY TO PROVIDE RECEIPT FOR PAYMENT

Upon request, St. Mary's Daycare shall provide a receipt for payment to the person who pays the Daycare, and the receipt shall be provided free of charge and in accordance with the CRA regulations.

2.8.7.2 NO REGISTRATION FEES (JANUARY 2025)

- Registration fees are cancelled as of January 2025

2.8.7.3 MONTHLY FEES

- Fees must be made in advance with post-dated cheques for the following twelve months of registration.
- Cheques must be dated the 1st of each month and should be received by the following due dates:
 - ✓ Period from January to June: cheque(s) due by **December 15**
 - ✓ Period from July to December: cheque(s) due by **June 15**
- Cheques are payable to Saint Mary's Daycare.
- A 15 CAD charge will apply for cheques returned due to non-sufficient funds.
- Receipts, for income tax purposes, are issued at the end of the calendar year.
- Payment is monthly by enrolment. Fees remain the same regardless of child's absence due to statutory holidays, vacations or illness.
- Fees are subject to change after a one-month notice to parents.

2.9 PROGRAM DESCRIPTION

2.9.1 EXPECTATIONS FOR DAILY ROUTINE

EXPECTATIONS FOR DAILY ROUTINE ARE AS FOLLOWS

2.9.1.1 CIRCLE TIME

- Based on the children's age, they will learn and acquire many different skills during circle time.
- Some of the things that they will learn are:

➤ Patterns	➤	Months of the year	➤ Letters
➤ Colours			➤ Sharing
➤ Numbers	➤	Weather	➤ Taking turns



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|--------------------|------------|--------------------------------|
| ➤ Days of the week | ➤ Music | ➤ Languages (English & French) |
| | ➤ Counting | |

2.9.1.2 SNACK TIME

- Children are asked to wash their hands before sitting at the table.
- Children are encouraged to use their manners (e.g. using words like "Please" & "Thank you") when asking for more snacks.
- Children are encouraged to try new snacks. However, if they are disliked, they may discard them.
- Socialization is encouraged at the table; however rude or inappropriate language is not acceptable.
- Children are asked to wash their hands after each snack routine and use the washroom.

2.9.1.3 WASHROOM

- Children are encouraged to use the washroom independently. The staff will assist your child with pants, buckles, etc.
- Children will attempt to flush the toilet and wash their hands after each use. The staff again will assist your child with that routine.

2.9.1.4 TOILET TRAINING

- Children do not have to be toilet trained to attend St.Mary's Daycare. For "untrained" children, parents must provide a sufficient supply of diapers and wipes. Staff will only change an obviously soiled diaper.
- The Daycare works closely with parents to encourage children who are interested in using the toilet, and to ensure it is a positive experience. Children are asked if they would like to visit the washroom, when they are developmentally ready.
- Parents of children being trained must provide several complete changes of clothing and wipes. Children receive positive reinforcement for their successes in using the toilet.
- Similarly, we are accepting when accidents occur. Learning to use the toilet takes time and it is also usual for the child to regress.
- Parents must ensure that their child has gone to the toilet or their diaper has been checked and changed before coming to Daycare.

2.9.1.5 HAND WASHING

- Look-up section 4.1.5



2.9.1.6 LUNCH

- Children are asked to wash their hands before sitting at the table.
- They say a prayer before lunch at parent/guardian's discretion.
- Once sitting at the lunch table, children are encouraged to try each food item on their plate.
- Children are encouraged to use proper table manners.
- Children are encouraged to talk to one another.
- Upon completion of the lunch routine, children then proceed to the washroom to use the toilet.

2.9.1.7 SLEEP TIME

- Please contact the Class Teacher to inform you about the "Sleep Time Daily Visual Checklist"
- Preschool children are required to rest for two hours.
- The Kindergarten children (when attending a full day care such as summer or PD days) rest for one hour or have quiet activities.

2.9.1.8 NUTRITION

2.9.1.8.1 **LUNCH BAG POLICY FOR KINDERGARTEN AND DAYCARE AGE PROGRAMS**

1. (Look up section 17.2 in Parents' Handbook).

Examples of recommended food items are:

- Raw vegetables: (carrots, celery, broccoli, cauliflower, turnip, peppers, etc)
- Fruit juice: not "drinks" or "punch"
 - Fruit
 - Milk
 - Cheese
 - Whole grain crackers
 - Whole grain bread
 - Cold Meat
 - Granola
 - Hard boiled eggs

Please do not include items which are low in nutritional value and/or high in sugar content including:

- Chocolate bars
- Soda pop
- Candy
- Potato chips

2. Parents must ensure that their child's lunch is nutritious and meets the guidelines of the Canada Food Guide.



NB: In special occasions such as Birthday's cake, cupcakes, etc. are permissible.

3. Lunch container must be clearly labeled with the child's name or initials.
4. Food allergies are posted in the room where the lunch program takes place. We ask parents to keep us updated in writing regards your child's food allergies or sensitivities.
5. This program is a nut restricted environment. Lunches that are labeled "May contain traces of nuts", "Processed in an environment where nuts are processed" or such labels are strictly forbidden. The staff will send the food items home.
6. Upon arrival at the program, children's lunches are to be refrigerated until lunchtime.
7. If you require your child's lunch to be heated, please place a visible note for the teacher outside the lunch bag (Clothes pin, ribbon, etc.). The teacher does not have time to check every lunch.
8. Generally, the program provides no food items for child's lunch. There are exceptions, however, when such as when a lunch is forgotten at home, or in the case of the child bringing in-appropriate or non-nutritional food. The staff may provide alternate items for the child's lunch.
9. This program will supply all snacks in the morning and afternoon.
10. Parents should also include utensils in case the child is bringing lunch from home.
11. Parents should send lunches fully prepared (staff will microwave heat up lunches)
12. Parents must sign a letter of agreement to these policies and abide by them. (Look up section 21.3 Lunch bag Waiver Form)

2.9.2 MOVING TO THE NEXT PROGRAM IN THE DAYCARE

- Due to limited number of spaces, Saint Mary's Daycare cannot always guarantee that spaces would be available for your child to move from one program to another. However, Supervisor will make every effort to move children into the next program whenever possible.
- The birthday date is used to select movement of any child.
- Should your child leave the daycare at your discretion, and subsequently return the re-entry date shall be the new registration date.
- Parents of children in the Preschool and Kindergarten programs will be notified in the spring of the status of availability of spaces.
- In the event that your child is discharged, due to insufficient spaces, you will be placed on a priority waiting list of re-entry into the daycare.

2.9.3 PROGRAM SCHEDULES

2.9.3.1 TODDLERS' DAILY SCHEDULE

From	To	Program
07:00	08:00	Dropp-off time / hand washing / snacks / free play



08:00	9:00	Free play / Fine motor activities / Dramatic and Imaginary play
09:00	10:00	Outdoor activities / Gross motor activities / discovery of nature
10:00	10:30	Story time / creative arts
10:30	11:00	Hand Washing Routine / Lunch Time
11:00	11:30	Diaper Changing / Toilet Training / Free Play / Quiet Reading
12:00	14:00	Sleep Room / Rest Time
14:00	14:30	Wake Up Time / Diaper Changes / Toilet Routine / Hand Washing / Fine Motor Activities
14:30	15:00	Hand Washing / Snack Time
15:00	15:00	Circle Time / Music and Movement (Including French Songs And Sign Languages)
15:00	16:00	Outdoor Play / Gross Motor Movement
16:00	17:00	Teacher's Directed Art / Free Play / Cognitive and Manipulative Learning/ Sensory Activities
17:00	17:00	Free Play / Quite Activities / Preparation for Pick-Up
At 17:00		Centre Closes

2.9.3.2 PRESCHOOL'S DAILY SCHEDULE

From	To	Program
07:00	08:00	Centre Open & Free Play (Sensory/Science, Dramatic Play & Fine Motor Activities) & Morning Snack
08:00	09:00	First group: Outdoor activities
08:45	09:15	First group : French class
09:15	09:30	Circle Time
09:30	10:00	Second Group : French Class
10:00	11:00	Second group: Toddler yard
11:00	12:00	Lunch & washroom routine
12:00	02:00	Naptime
02:00	03:00	Wasdhroom Routine & First group : outdoor activities
03:00	03:15	Circle Time
03:15	03:30	Afternoon Scnack
03:00	04:00	Free play
04:00	05:00	Group 2: Outdoor Activity
05:00	05:00	End of day

2.9.3.3 PRESCHOOL'S DAILY SCHEDULE (SENIOR CLASS)

From	To	Program
07:00	08:00	Centre Open & Free Play (Sensory/Science, Dramatic Play & Fine Motor Activities) & Morning Snack
08:00	09:00	Outdoor activities
08:45	09:15	French class
09:15	09:30	Circle Time
11:00	12:00	Lunch & washroom routine
12:00	02:00	Naptime
02:00	03:00	Wasdhroom Routine & First group : outdoor activities
03:00	03:15	Circle Time



03:15	03:30	Afternoon Snack
03:00	04:00	Free play
05:00	05:00	End of day

2.9.3.4 KINDERGARTEN'S DAILY SCHEDULE

From	To	Program
07:00	08:30	Arrival, free play and snack
07:45	08:00	Knoxdale drop off
08:45	08:45	St. John's Bus
14:15	14:45	Knoxdale Pick Up
14:45	15:00	Knoxdale snack time
15:00	16:00	Art
16:00	16:35	Circle, Centre's and Free Play
16:15	16:20	St. John's Pick Up
16:20	16:35	St. John's Snack
16:45	17:00	Free Play And Pick Up

2.9.3.5 SCHOOL AGE DAILY SCHEDULE

From	To	Program
14:15	14:30	Knoxdale Pick Up
14:30	14:50	Prepare for snack (Washing Hands)
14:50	15:05	Knoxdale snack time
15:05	16:05	Outdoor Play (Weather permitting)
16:15	16:20	St. John's Pickup
16:05	17:00	Free play & creative activities (Sensory, fine motor, table tops, drama, etc.)
16:30	16:45	St. John's snack time
16:50	17:00	Clean up & prepare for pick up
17:00	17:00	Quiet Activities and Centre Closed At 17:00

2.10 ACTIVE OPERATION STANDARDS



2.10.1 RATIOS AND GROUP SIZES

According to Ontario Regulation 137/15, and based the following facts:

1. Children are grouped by age so that broad developmental similarities in interest, skills and attention may be considered in program planning, physical space and equipment.
2. The number of program staff required is the minimum number needed to supervise and care for the children and provide programming which fosters learning and healthy development. Activities off the premises are not exempted from the ratios because when children are in unfamiliar and stimulating surroundings, behaviour becomes less predictable and careful supervision is a necessity.
3. Parameters around ratios and maximum group size ensure that there is appropriate adult supervision and care for the number of children in the room.
4. Each category is named to allow for consistent language when speaking about the different age groups.

The following rules, regarding ratios, should be kept during ALL hours of operation:

2.10.1.1 SEPARATE AGE GROUPING

The daycare supervisor as well as the teachers shall ensure that:

1. The **children are placed in groups according to the set out age categories** as per the following tables
2. Every licensed age group includes only children whose age falls within the age category of the group.
3. For every licensed age group, the requirements set out in table 1 or 2 that are applicable for the age group respecting,
 - i. The ratio of employees to children,
 - ii. The maximum number of children in the group
 - iii. The proportion of employees that must be qualified employees, are satisfied, whether children are on the premises or during activities off the premises [unless otherwise approved by a director].

Item	Name of age category	Age range of age category	Ratio of employees to children	Max # of children in group	Proportion of employees that must be qualified employees
1	Infant	Younger than 18 months	3:10	10	1/3
2	Toddler	18 months or older but younger than 30 months	1:5	15	1/3
3	Pre-school	30 months or older but younger than 6 years	1:8	24	2/3
4	Kindergarten	44 months or older but younger than 7 years	1:13	26	1/2
5	Primary/Junior School Age	68 months or older but younger than 13 years	1:15	30	1/2
6	Junior School Age	9 years or older but younger than 13 years	1:20	20	1/1

Table (1)



2.10.1.2 MIXED AGE GROUPING

As per Ministry instructions for approved use of mixed-age grouping for a licensed age group, the requirements applicable to the group in the following situations respecting the matters mentioned in subclauses (2.9.11) (3) (i), (ii) and (iii) shall be determined as follows:

1. If a licensed **toddler or Preschool group**:
 - (i) includes **no more than 20 per cent** children from **a younger age category**, the requirements set out in **Table 1** for **toddlers or Preschool children** apply, and
 - (ii) includes **more than 20 per cent** children from **a younger age category**, the requirements set out in **Table 1** for **the youngest child in the group** apply.
2. If, in a **kindergarten group**, **no more than 25 per cent of the children are three years old**, or if **the child care is provided on or after the first day of School in a calendar year, will attain the age of three in that year**, and **all other children are kindergarten children**, then the requirements set out in **Table 1** for **kindergarten** children apply.
3. If, in a **primary/junior School age group**, **no more than 25 per cent of the children are kindergarten children** and all other children are primary/junior School age children, the requirements set out in **Table 1** for **primary/junior School age children** apply.
4. If, in a **junior School age group**, **no more than 25 per cent of the children are 7 years or older but younger than nine years**, and **all other children are junior School age children**, the requirements set out in **Table 1** for **junior School age** children apply.
5. If a **kindergarten, primary/junior School age** or **junior School age group includes more than 25 per cent children from a younger age category**, the requirements set out in **Table 1** for the **youngest child** in the group apply.

Age category (per Column 1 of Schedule 1)	How many younger children can move into an age category's group without affecting requirements tied to the age grouping receiving the younger children?	Requirements to be followed for the mixed-age grouping
Infant	Not applicable because there are no children younger than infants	Not applicable because there are no children younger than infants
Toddler	Up to 20% of the licensed capacity for the toddler age group can be infants	If more than 20% of the children in the toddler age group are younger (i.e., infants), the requirements for the infant age group apply
Preschool	Up to 20% of the licensed capacity for the preschool age group can from a younger age category	If more than 20% of the children in the preschool age group are younger, the requirements the requirements set out in Schedule 1 for the youngest child in the group apply
Kindergarten*	If the child care is provided on or after the first day of school in a calendar year, up to 25% the licensed capacity of the kindergarten group of children, can be children who turn 3 years of age that year, as long as all other children are kindergarten children	If more than 25% of the children in the kindergarten age group are from a younger age group, the requirements set out in Schedule 1 for the youngest child in the group apply
Primary/junior school age*	Up to 25% of the licensed capacity of the primary/junior school age group of children can be kindergarten age, based on licensed capacity for the group, if all the other children are primary/junior school age	If more than 25% of the children in the primary/junior school age group are from a younger age category, the requirements set out in Schedule 1 for the youngest child in the group apply
Junior school age*	Up to 25% of licensed capacity for the junior school age group can be children who are between 7 – 9 years of age, if all the other children are junior school age	If more than 25% of the children in the junior school age group are from a younger age category the requirements set out in Schedule 1 for the youngest child in the group apply



Name of age category	Total maximum number of children in group	Maximum number of children that can be included because of the rules for mixed-age grouping
Infant	n/a	n/a
Toddler	15	20% of max → 3 younger
Preschool	24	20% of max → 5* younger
Kindergarten	26	25% of max → 7 three-year olds
Primary/Junior School Age	30	25% of max → 8* kindergarten-age children
Junior School Age	20	25% of max → 5 seven-nine year olds

2.10.1.3 REDUCED RATIOS

2.10.1.3.1 Intent

- This provision allows for flexibility in staffing requirements during arrival and departure.
- As children are not active during rest period, a reduced staff-child ratio can also be scheduled for staff to have a meal break while children are adequately supervised.
- In the case of children under 18 months, physical safety considerations in the event of an emergency prohibit any reduction in ratios (e.g., emergency evacuation, lockdown, etc.).

2.10.1.3.2 Implementation

- Despite subsections (2.8.1.1) & (2.8.1.2), the ratio of employees to children may be reduced to less than that required under those subsections, in accordance with the following:
 1. The reduced ratio shall not be less than two-thirds of the required ratio.
 2. Subject to paragraphs 4 and 5, the reduced ratio may be in effect **only** during the **periods of arrival and departure** of children **and during the rest period**.
 3. For the purposes of paragraph 2, **the periods of arrival and departure are**, the 90-minute period after the program starts each day (i.e. **07:00 to 08:30**) and the 60-minute period before the program ends each day (i.e. **16:30 to 17:00**)



4. The reduced ratio shall not apply during outdoor play periods.

2.10.1.3.3 Rate calculations















Item	Name of age category	Age range of age category	Ratio of employees to children	Reduced Ratios per calculations	Number of Children in Room	Number of Staff Required
1	Toddler	18 months or older but younger than 30 months	1:5	2/15	1-8	1
					9-15	2
2	Preschool	30 months or older but younger than 6 years	1:8	1/12	1-12	1
					13-24	2
3	Kindergarten	44 months or older but younger than 7 years	1:13	1/19	1-20	1
					21-26	2
4	Primary/Junior School age	68 months or older but younger than 13 years	1:15	1/22	1-23	1
					24-30	2
5	Junior School age	9 years or older but younger than 13 years	1:20	1/30	20	1

Table 2

	Program operates for	
	6 HOURS OR MORE/DAY	LESS THAN 6 HOURS/DAY
Arrival period* (counted from the time the program opens that day)	no more than 90 minutes	no more than 30 minutes
Departure period* (counted from the time before the program closes for the day)	no more than 60 minutes	no more than 30 minutes
Rest period	no more than 2 hours for licensed preschool or toddler groups or family groups with children age 2-5 years	N/A no length of rest period prescribed for any age/age group that operates for less than 6 hours/day



The following chart has done the calculation of 2/3 of staff required during periods of time when reduced ratios are permitted.

Name of age category	Ratio per Column 3 of Schedule 1	Number of Children in Room	Number of Staff Required During Periods when Reduced Ratios are Permitted
Infant	3:10	1-10	 reduced ratios never permitted
Toddler	1:5	1-8	1 
		9-15	2  
Preschool	1:8	1-12	1 
		13-24	2  
Kindergarten	1:13	1-20	1 
		21-26	2  
Primary/Junior School Age	1:15	1-23	1 
		24-30	2  
Junior School Age	1:20	20	 reduced ratios never permitted



2.10.1.4 SUPERVISORS COUNTED AS PART OF RATIOS

Based on Ontario Regulation 137/15, this policy denotes that the amount of time a supervisor is counted in ratio for a licensed age group is limited to a half-day or not at all, depending on enrolment, so that he/she may focus on being an effective team member and not be distracted by administrative matters.

The supervisor may be counted for the purposes of meeting the ratios required under this section as follows:

1. If **fewer than five full-time** employees are required to meet the ratios, the **supervisor may be counted** as a full-time employee.
2. If **five or six full-time** employees are required to meet the ratios, a full-time supervisor **may be counted** as a full-time employee **for up to half the time** a full-time employee is required to be on staff.
3. If **seven or more** full-time employees are required to meet the ratios, the **supervisor shall not be counted** as an employee

2.10.2 SUPERVISION BY AN ADULT

Every child who receives childcare, at the daycare or at premises, is supervised by an adult at all times, whether the child is on or off the premises.

2.10.3 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 a.m., or the daycare website (www.stmarydaycare.ca).

If a program needs to close during the day parents will be notified and asked to come as soon as possible. Late pick-up fees are still 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 child on time. Fees will be unaffected by any closures due to extreme weather or other emergency or extenuating circumstances.

2.10.4 PARENT INVOLVEMENT

- Parents are welcome to a program at any time to observe and talk with the staff and Supervisor.
- The first priority for the staff is the children and therefore extended conversations may not be appropriate while staff are supervising children.
- For issues that may require more than a few minutes parents could arrange a time to call or meet with staff.
- Suggestions from parents may be reflected through programming and scheduling.
- The staff and Supervisor will maintain open lines of communication with parents to allow this input to be effective.



- Suggestions may also be made by the parents through the "Parent Survey" .
- We encourage parents to participate in activities at the programs and assist with fundraising events. Parents may be asked to volunteer to accompany the staff on field trips.

2.10.5 PARENT SURVEY

In order to ensure that the policies and procedures being implemented by St. Mary's Daycare are meeting the needs of the families enrolled in the programs, a confidential survey is completed and distributed annually.

2.10.6 FIELD TRIPS

From time to time staff may plan a field trip away from the programs to offer a fun and educational experience for children. At this time, parents will be asked to sign a Field Trip Permission Form.

In the event that permission is not obtained for the 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 parent volunteers and will be transported by a School Bus Company. All activities, special events, and field trips are contingent on enrolment, availability, and weather, and are subject to change with little notice.

St. Mary's Daycare reserves the right to change schedules and programs as it deems necessary.

On field trips staff will:

1. Take a cell phone.
2. Take the phone number for the bus company and the bus number located on the outside of the bus if travel plans need to change.
3. Make a note to all parents volunteering letting them know where, when, and cost if applicable.
4. Send home a note to parents letting them know the time the bus is leaving and the time the bus is picking up and an emergency number if you need to get hold of them.
5. Verify the bus times before the trip.

2.10.7 SLEEP POLICY AND SUPERVISION

- Saint Mary's Daycare ensure that a child who is younger than 12 months who receives child care is 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", published by the Public Health Agency of Canada, as amended from time to time, unless the child's physician recommends otherwise in writing. The attendant staff member(s) must ensure the following following:
 - Performing a direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviours.
 - There is sufficient light in the sleeping area or room to conduct direct visual checks
 - Reading and signing the written policies and procedures with respect to sleep



- Filling out the Sleep sheet (For direct visual checks) regularly by checking the required field every 30 minutes during sleep-time
 - Providing that children will be assigned to individual cribs or cots in accordance with this Regulation
 - The observance of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep
 - Every child has a separate area or room for sleeping, there is a system in place to immediately identify which children are present in the area or room.
 - All children under 12 months of age are placed on their backs in cribs for sleeping. Once a child is able to roll over by themselves, staff do not need to reposition them back on their backs, unless a written recommendation from the child's doctor is provided denoting otherwise.
- Preschool children are required to rest for two hours. However, any child who is awake after an hour of rest has passed.
 - The Kindergarten children (when attending a full day care such as summer or PD days) rest for one hour or have quiet activities.

2.10.8 TOILET TRAINING

- Children begin to use the toilet at different ages and stages of their development.
- Language skills are vital to this process to communicate needs to the staff and parents.
- The washroom routine is a fun, non-threatening and non-stressful time with staff remembering the individuality of each child and actively communicating observations, suggestions and questions to parents on a daily basis. Please bring in plenty of spare clothing when your child is going through this process and be patient.
- It is important that children are given the freedom to progress at their own speed during this process. This process takes time. It is also usual that children regress temporarily at some point.

2.10.9 CUSTODY ISSUES

Only those people indicated on the registration forms will be allowed to pick up a child 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.

3 Safety Policies

3.1 PLAYGROUND SAFETY POLICY

Daily, monthly and annual inspections of the outdoor play space, fixed play structures and surfacing are conducted in accordance with the requirements set out in the Canadian Standards Association.



3.1.1 INTENTION

- The intent of this provision is to provide safe play spaces and help minimize risk of injury to children. The policy sets out the expectations of employees for safety and supervision of children on playgrounds.
- Staff to child ratios **cannot be reduced** on playground.
- If it is raining or the temperature is below -18 Celsius (including wind chill) or exceeds 30 degrees Celsius, (including Humidex), playtime will take place inside.
- **The Supervisor checks the weather forecast daily** on the Weather Network by 8 a.m. and make the decision to play outside accordingly.
- It is imperative to supervise all areas of the playground, and that the staff enforce the following St. Mary's Daycare playground supervisory and maintenance policies.
- **All staff** are asked **to avoid chatting with each other for excessive periods** as this may mean they are not watching the children, moving around the playground, or adequately providing supervision, encouragement, and assistance.
- **Prior to** beginning outdoor play, the **children will be inspected to ensure they are dressed appropriately** for the weather e.g. proper footwear, hats and gloves, etc. Spare clothing is available if required.
- **Safety logs are maintained** to document any required inspections and repairs, as well as identifying who is responsible for these actions.

3.1.2 SUPERVISORY RESPONSIBILITIES-DAILY

The Supervisor and the class teacher should ensure the application of the following policies on daily basis:

- **The ratios** should be maintained **unless children have to be taken inside to use the washroom**. Reasonable attempts will be made to take children in groups.
- At all times, the adults must watch all areas of the playground and move around with the children to ensure that they are playing safely and appropriately.
- In addition, all adults must facilitate safety by:
 1. Ensuring that the **children's clothes are inspected**: all loose clothing such as scarves and drawstrings are tucked into jackets, pants are not too long or are rolled up, all shoelaces are tied, shoes and boots are not too big.
 2. Ensuring that the **gate to the playground is always closed** and **no children leave unsupervised**
 3. **Wiping the slide with towels**.
 4. ensuring the children **wear shoes at all times**
 5. **Supervising the playhouse** when there are children inside
 6. Ensuring **no toys are held while using the slide**



7. Ensuring that the **children are visible, everywhere at all times**.
 8. Children who need to use the **washroom** will be escorted in and out of the playground. Staff should ask the children if there are others who need to join you to a maximum of four children per adult, while maintaining the ratios to the extent it is possible. ***No adult or teacher will be out of the playground for more than a 10-minute period***
- ***The following must be outside in the playground during playtime*** to ensure that the children are comfortable and that first aid needs can be met:
 1. Attendances
 2. Accident reports
 3. Kleenex
 4. Bandages
 5. Towels
 6. Wipes
 7. Spare mittens and hats
 8. First Aid kit with a mask
 9. All information and medication required for children with allergies must also be taken out to the playground, in the teacher bag, as well as a phone to call 911.

3.1.3 SAFE BEHAVIOURS DURING PLAYTIME

All play must be orderly and safe. Accordingly:

All Teachers are required to assist in ensuring safe play while on the playground. Behaviour will be managed as per section on Behaviour Management.

The following behaviour is strictly prohibited:

- Using ***sticks*** or other objects as weapons
- ***Hitting***, shoving or pushing
- ***Throwing*** leaves, sticks or snow at another child (aiming at a tree or the fence is acceptable)
- Throwing sand (suggest children should use shovels, put the sand in a pail or throw a ball)
- ***Climbing*** on the bench (bench is for sitting only)
- Going ***down the slide with another child***, on stomach, back or straddling the sides of the slide
- ***Sliding down the railings***
- Excluding others when playing in the house



- ***Intentionally banging*** into each other on tricycles, riding toys, toboggans, wagons, etc.
- Walking in front of moving equipment
- ***Using wet equipment*** (wait until it has been wiped dry)
- ***Standing on or jumping from*** unsafe heights
- ***Overloading equipment with too many children*** (suggest they takes turns)
- ***Putting fingers in moving parts***

3.1.4 ROUTINE MAINTENANCE AND INSPECTIONS OF THE PLAYGROUND

The playground equipment is maintained to meet the Canadian Standards Association and Child Care and Early Years Act's stringent standards and requirements.

We have daily, monthly, seasonal inspections and maintenance requirements that must be met.

A formal inspection of the playground will take place annually and the report will be filed at Daycare. ***Any substantial repair must be submitted to and approved by the Ministry prior to the repair taking place.***

When defects are observed, the defects must be documented, immediately reported and repaired as soon as possible.

3.1.4.1 DAILY VISUAL INSPECTION

Staff is required to inspect any and all playscapes before allowing the children to use them. Maintaining the grounds, equipment and toys is crucial to keeping the playground free of hazards and fostering safe play.

Broken toys will be disposed .

At the beginning of the day a visual inspection of the playground will be conducted.

- Check the entire playground for hazardous debris or litter
- Check for damage caused by vandalism including operation of gates
- Check for string or ropes of any kind and remove them
- Rake the sandbox and sand in the slide and bouncy toys areas to get rid of debris, animal feces or other hazardous materials.
- Sweep the vehicle paths to clear them of gravel and leaves.
- Cover/uncover the sandbox with tarpaulin to keep unsafe material out of the sand when not in use.
- Ensure the steps to the slide are free of sand, leaves and/or snow.
- In the fall, rake the leaves from the path and key play areas .In the winter, shovel the snow and ice from the path. If the path is slippery, put down anti-ice material, which is located inside the playground in the shed.



The employee who is in charge for daily inspections must fill in the designated checklist on daily basis and **deliver it to the supervisor** to sign it prior to allowance to classes to go outdoors.

If ever the children like to help with these tasks, Remember, to always keep an eye on the children, as their safety is your first priority and to let them use appropriate tools to their age.

3.1.4.2 DETAILED MONTHLY INSPECTION

A detailed physical inspection shall be carried out every month and the results and action taken will be entered in a permanent record.

- Check for any damage and wear (i.e broken or missing components to equipment, anything tied to or added to the equipment, or other features caused by vandalism or wear)
- Check for any broken or missing handrails, guardrails, stairs or ladder rungs, etc.
- Check for damage to fences, retaining walls, benches
- Check for splitting wood, popped nails
- Check depth of sand under slide, around playhouse and in any sand-box.

3.1.4.3 SEASONALLY DUTIES

Regular clean-up must be performed twice per year in mid-May and Mid-October to clean up the playground area, which includes raking leaves, removing broken toys, etc.

An inspection shall be carried out to prepare the playground for seasonal changes in play. The seasonal inspections will be completed and recorded in the Playground Safety binder. The quarterly inspection shall insure the following:

- Assessment of the playground site and equipment in preparation for summer or winter use.
- Shovels and dicing material will be made readily available for snow and ice
- Rakes shall be provided for spring and fall clean up
- Appropriate spare clothing shall be on hand in case a child requires it
- Check for excessive snow or ice build-up on pathways, surfaces or around fences
- Check for falling hazards such as icicles
- Check for exposed steel, or sharp objects
- Check to ensure large puddles are drained

3.1.4.4 ANNUAL COMPREHENSIVE INSPECTION

The playground will undergo a comprehensive inspection annually to meet CSA standards. The results of this inspection and a plan of action will be kept in the Playground Safety Binder for permanent record.

An annual inspection of outdoor play spaces that do not have fixed play structures should be conducted as well.

The following points are to be inspected and reported:



- Comprehensive analysis of play space maintenance, potential defects and faults
- Inclusion of details regarding maintenance and repair considerations.
- Inclusion of an assessment of the technical requirements set out in the standard for playground structures and the results of protective surfacing testing and any actions taken.

3.1.5 MAINTENANCE RECORDS

When defects are observed during the Daily, Monthly or Seasonal inspections, the Supervisor shall immediately report the defect and plan for repair.

- The details of the defect or problem will be written in an Action Plan
- Should repairs to a playground take time, all reasonable steps shall be taken to bar access to the defective equipment. Cordoning off the defective area must be done in a safe manner. Warning or danger signs alone are not acceptable. Ropes or plastic tape cannot be used. Removal of the defective equipment may, in some cases, be the only solution. If some areas of the playground remain in use by children of the child care centre, the entire playground must be supervised at all times.

3.1.6 OUTDOOR STAFF SCHEDULES AND LOGS

One designated teacher will be required to perform a daily inspection. This is noted in the Playground Safety binder. The staff member who fills out all other inspection forms, accident forms, action plans etc. will sign them and their title.

- ***Playground accident reports are to be completed by the RECE dealing with the incident***
- Monthly Inspection: to be completed by the Supervisor or Designate
- Seasonal Maintenance Inspections- to be done by the Supervisor or Designate

3.1.7 RENOVATIONS AND UPGRADES

Any outdoor play space, fixed play structure or surfacing under those structures that is constructed, will reflect the standards set out in the Canadian Standards Association standard CAN/CSA-Z614-14, "Children's play spaces and equipment"

3.1.8 ST. MARY'S STEAM/FRENCH SPACE RESPONSIBILITIES

During inclement weather the children play in either the basement or the upstairs STEAM/French space instead of the playground. It is important to carefully supervise the activities in the room:

- Care must be taken to ensure the children do not crash into each other intentionally.
- Ensure the children do not aim balls or other toys at other children.
- Ensure the children do not push the riding toys or try to sit on top of the roofs.
- Watch the doors to ensure they are not propped open or a child leaves.
- This hall is following same sanitization regulations like all other rooms so, the designated sanitary checklist should be checked for completeness before each use.



3.2 CAR SEAT SAFETY

It is the law in Ontario that children must be securely fastened in a regulated car seat while driving in any car. In the event that a staff member observes a child in an obvious violation of the law regarding a child not properly restrained in a vehicle (s)he may take action that may include communicating with the Program Supervisor, the Ottawa Regional Police Department, and Ottawa Region Children's Aid Society.

3.3 TEMPERATURE

The supervisor shall daily ensure that the temperature in all rooms and other spaces of the Daycare is maintained at a level of at least 20 degrees Celsius (68 degrees Fahrenheit).

3.4 SECURITY CAMERAS POLICIES

- The daycare is equipped with an intercom and camera system for children's safety.
- Cameras are used only for security purposes and the stored backup might be used at any time to investigate any irregular event or incident.

3.5 ATTENDANCE POLICY & ELECTRONIC SIGN IN/OUT MACHINES

3.5.1 CHILDREN ATTENDANCE POLICY

3.5.1.1 ATTENDANCE POLICY

Class teachers are required to have a record of daily attendance for each child receiving care, showing the time of arrival and time of departure of each child, as well as if a child is absent.

The daily attendance record must include the daily attendance of each child in a licensed aged group, including each child who was in the group each day and the hours during which they were in the group.

In addition, medical officers of health and designates are permitted to inspect all such attendance records required under the regulation. In light of the global public health situation stemming from COVID-19, local public health authorities would be able to quickly confirm attendance and undertake contact trace, if required.

Upon registering the instant changes on the software and/or the assigned attendance sheets regards changing rooms/program, class teachers have to be able to identify which children were in what room/group at any point of time during the day by reviewing the available attendance records.

Example:

Kindergarten 1 mixes with Kindergarten 2 in the afternoon. Class teachers must document this class transfer by entering this information on the sign-in/out devices and/or the assigned attendance sheets. This will ensure that a record is kept of all children who were mixed together and the hours during which they were in the group



Where children may move between licensed age groups (e.g. mixing groups at the end of the day with reduced ratios, a toddler visits a preschool room to transition, etc.), the class teacher must meet all those requirements including keeping record of hours during which children were in each specific licensed age group to support local public health authorities with contact tracing.

3.5.1.2 POLICY FOR PARENTS' USERS

- Upon a child admission, the parents/guardians receive an access code to the software in use.
- Parents/Authorized persons are not allowed to give their access code(s) to any person unless registered in the application form as authorized person for drop off / pick up. Every person should keep his/her own access code and not allowed to use the code of another person.
- The full responsibility of the child falls on his parent/guardian/ authorized person till he/ she is signed in to one of our rooms by the intendent teacher and after they sign out from a room/a program.
- In case of losing a single access code for any user, parents must instantly inform St Mary's Daycare to disactivate it and to get another access code.
- Using the software for signing-in and signing-out children is mandatory since March 2024 and is used as a formal proving document for child(ren)' attendance.
- St Mary's Daycare is not responsible for the impacts that could occur if parents do not follow the above-mentioned policies.
- An authorized person must sign in/out his/her child(ren) in person. St. Mary's Daycare has the right to take the necessary actions in case a child is left without electronic signing.

3.5.1.3 POLICY FOR STAFF USERS

3.5.1.3.1 Signing in/out a child to the daycare:

- As of 2nd April, 2024, class teachers are fully responsible to sign in/out the children as per the Ministry indicated policy in this book (section 3.5.1.1). The designated devices will be used parallel to the newly designed attendance records that fulfil those requirements.
- A staff member is not allowed to give his/her access information to the software to any person whosoever.
- Staff members must be trained on how to use the software to sign-in/out upon recruitment and at each implemented update.
- Using the software for signing-in/out a child is mandatory as per 2nd April 2024 and will be used as a formal document confirming child(ren)' attendance.
- Employees are not allowed to use the electronic devices for any other purpose than processing this software.
- Staff are responsible to keep the devices charged.
- The daycare supervisor is responsible for keeping the attendance records.
- The procedures to follow to sign in/out or transfer a child:



1. When a child arrives to the daycare, his parent/guardian must sign him/her in using the designated devices, as a legal proof of the drop-in.
2. Once the child is showing to the assigned room, the intendent staff must then use her/his own account to transfer this signed-in child to the actual room where he/she is physically present.
3. For each transfer to a different room/program, the receiving class teacher is responsible to register this transfer INSTANTLY using her/his own account on the used software and/ or the designated sheets.
4. At the time the class is going out of the daycare to the backyard, an especial checklist has to be checked for each child that is present. At later times during the day, if one of those children left during the day, then the sign-out box should be checked in front of his/her name.
5. The teacher is always carrying the emergency data sheet in the class backpack and in the assigned binder.
6. Teachers can always access the last updates of attendance data via accessing their accounts on their phones or via the supervisor in case more details are required.
7. At the end of the day, parent/guardians/authorized persons must sign out the child on the assigned machines as a legal documentation, after confirmation of their identity by the class teacher or alternate.

3.6 Safe Arrival and Dismissal Policy and Procedures November 2023

Name of Child Care Centre: Saint Mary's Daycare.

Date Policy and Procedures Established: 16 November 2013.

Date Policy and Procedures Updated: 2 April 2024.

3.6.1 PURPOSE

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. This policy will provide staff, parents, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care. including what steps are to be taken when a child does not arrive at the daycare as expected, as well as steps to follow and ensure the safe dismissal of children.

This policy is intended to fulfil the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

3.6.2 GENERAL POLICY

- St. Mary's Daycare will ensure that any child receiving childcare at its premises is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- St. Mary's Daycare will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

3.6.3 ADDITIONAL POLICY STATEMENTS

3.6.3.1 ACCEPTING A CHILD INTO CARE



When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the authorized pick-up section on the application form.
- where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email). Then the teacher must document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record and on the software as explained above.

3.6.3.2 WHERE A CHILD HAS NOT ARRIVED IN CARE AS EXPECTED

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- inform the extra support staff and they must commence contacting the child's parent/guardian no later than 10:00 am. Staff shall call parent/guardian, send text message or email via program's communication app, the staff will contact parent/guardian once a day .if no response is received , the staff will leave it with the Supervisor.

2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record. Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual. In some cases, Ask the Supervisor whether the parent/guardian sent an email to provide a different name for pick up. In this case, A photo ID is a must to check before releasing the child to the individual who is picking up.

- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

3.6.3.3 WHERE A CHILD HAS NOT BEEN PICKED UP AS EXPECTED (BEFORE CENTRE CLOSES)

- Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up [include time for when staff shall proceed with contacting parent/guardian], the supervisor or program staff shall contact the parent/guardian either via a phone call or an electronic message and advise that the child is still in care and has not been picked up.
- Where the staff is unable to reach the parent/guardian, staff must leave a message for the parent/guardian]. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact.



3.6.3.4 WHERE A CHILD HAS NOT BEEN PICKED UP AND THE CENTRE IS CLOSED

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
- One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall [include steps such as, contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian].
- If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall [insert next steps (e.g., contacting authorized individuals listed on the child's file, etc.).]
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 5:30 pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) . Staff shall follow the CAS's direction with respect to next steps.

3.6.3.5 DISMISSING A CHILD FROM CARE WITHOUT SUPERVISION PROCEDURES

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

3.6.3.6 GLOSSARY

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

[insert additional definitions]

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each childcare centre it operates and each premises where it oversees the provision of home childcare has a policy respecting the safe arrival and dismissal of children that,

- (a) provides that a child may only be released from the childcare centre or home childcare premises,
 - (i) to individuals indicated by a child's parent, or
 - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
 - (i) a child does not arrive as expected at the centre or home child care premises, or
 - (ii) a child is not picked up as expected from the centre or home childcare premises.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the Child Care and Early Years Act, 2014 (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates and each premises where the licensee oversees the provision of home childcare.



It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

3.6.4 STAFF ATTENDANCE POLICY

- **Teachers** must use the designated software to record their attendance and working hours. This data is used by administration and accounting for salary purposes.
- **Employees** are not permitted to unplug chargers from wall-mounted devices for any reason.
- **Employees** are responsible for keeping their access information confidential and should not share it with anyone.
- **New staff members** will receive their access information upon hiring.
- **Staff members** must use the designated devices to sign in and sign out.
- If a staff member **forgets to sign in or out**, they must notify an administrator via email.
- If a **technical issue** beyond an employee's control prevents them from using the signing machine, the daycare is responsible for recording their working hours in the system. Employees do not need to take action in such cases.
- By accepting employment, **employees** acknowledge that if there is suspicion of intentional damage or manipulation causing system malfunction, investigations using internal security cameras may occur.
- Providing a valid email address to the administrator is considered consent for the daycare to use it for contact. Employees agree to notify the system administrator if their email address changes.
- Any violation of this policy will be handled according to St. Mary's Daycare Policy and Procedures.

3.6.4.1.1 Working hours policy based on machine hours: Effective 20 February 2020

This policy outlines requirements for teacher work hours, attendance, and overtime.

- **1. Work Hour Requirements**

All full-time teachers must work **80 paid hours every two-week pay period** (equivalent to 40 hours per week). How this is recorded on the attendance system varies by shift type:

- **Standard Full-Time Day:** Recorded as 8 hours and 30 minutes, which includes a 30-minute paid break. The system should register 85 hours per two-week period.
- **Split Shifts:** Breaks are taken off-site. The system should register 75 hours per two-week period.
- **Other Employees with Paid Breaks:** If permitted a 30-minute break, the system registers 80 hours per two-week period.

- **2. Employee Scheduled Hours**

- **Early Arrival:** If you arrive before your scheduled shift, you must still work until the end of your scheduled shift.
- **Late Arrival (Without Pre-Approval):** If you arrive late without prior approval, your supervisor or their alternate will implement one of the following:



- You may need to make up the missing hours by staying later on any day within the current two-week pay period.
- The missing time may be deducted from your break time.
- The missing time may be deducted from your salary.
- **Unapproved Excess Hours:** If your working hours exceed 40 hours per week due to work demands without prior written assignment from your supervisor, these extra hours will not be carried over or used for any other purpose. They will automatically be reduced to 40 hours without notification.
- **Hour Transfers:** Hours cannot be transferred to another pay period without a supervisor's written approval.

- **3. Overtime Policy**

Overtime is only authorized based on work demands and requires written approval from your supervisor.

- **Standard Overtime:** You may work up to 4 hours of overtime per two-week pay period, paid at your regular rate.
- **Excess Overtime:** If you exceed 4 hours of overtime within a two-week pay period, the rate for those additional hours will be 1.5 times your regular rate.
- **Unauthorized Overtime:** Any hours recorded on the attendance system that exceed the minimum required hours without a supervisor's written authorization for overtime will not be paid.

- **4. Delayed Pick-Ups**

If you stay later than 5:00 PM due to a delayed pick-up, this time is acknowledged even if you have already met or intend to meet your minimum 40 weekly working hours.

- **5. Breaks**

You are entitled to a 15-minute break for every 4 working hours on the same day. Since the attendance system cannot automatically adjust for this, if you work more than 4 hours but less than 8 hours, you **must send an email** to ensure the appropriate break minutes are added to your recorded time.

- **6. Missing Sign-In/Sign-Out**

If you miss a sign-in or sign-out on the attendance machines, you must send a **written authorization via email** to the system administrator so they can modify your hours.

- **7. Vacations**

Vacations are manually recorded in the system based on submitted written records:

- **Vacation Request:** All vacation types must be submitted on the assigned form and delivered to your supervisor.
- **Sick Leave:** Only the sick leave form may be filled out and submitted on your next working day.

3.7 DESIGNATED STORAGE SPACES

- St. Mary's Daycare ensures that any items that could cause harm to a child, including poisonous and hazardous substances (e.g. recreational/medical cannabis, alcohol, an employee's/provider's own medication, etc.) are inaccessible to children.
- St. Mary's Daycare ensures that there is a space designated for storage for medical supplies, cleaning materials and equipment and other items that could cause harm to a child, such as poisonous and hazardous substances.

4 Sanitary Practices

- The staff of The Daycare will make every effort to ensure that:



1. children are kept clean during the day.
 2. The children wash their hands and face before and after meals and as needed.
 3. Children in diapers will be changed regularly and as needed.
- Parents are asked to keep the cubby well stocked with spare clothing, so the staff can change children child as necessary. Clothing that becomes soiled during the day will be placed in a plastic bag in your child's cubby. Parents are to ensure that it is taken home each evening. In the event that the child needs to be changed and no spare clothing is available, the staff will contact the parent and the parent may be asked to pick up the child.
 - Parents are encouraged to bring their child 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 Supervisor who may contact the parents or in extreme cases the Children's Aid Society.
 - Some children will supply their own blanket. Otherwise Linen and blankets are laundered as per indicated policy, weekly and as needed at the centre or off site in case of temporary damage to the laundry unit.
 - **Staff will ensure all toys and equipment are cleaned and disinfected weekly.**

4.1.1 THE CLASSROOM

Classrooms are kept clean by:

- **mopping floors and vacuuming** daily;
- **sterilizing the sinks** daily;
- **washing towels and dishcloths** weekly; and
- **emptying, sanitizing the water table and water toys after use.** The water table is not used during an outbreak of a contagious disease.
- **Sweeping and mopping floors after each served meal and keep them clean all times.**
- No vertical solid objects are kept on top of high shelves as it may fall over children.
- All electrical devices are kept out of reach of children.
- All electrical plugs are closed.

Weekly:

- Bed linens are laundered.
- All shelves are wiped with a disinfectant solution.
- All tables and other surfaces are wiped with a disinfectant solution
- All chairs and other furniture pieces are wiped with a disinfectant solution



In the middle of the year, at the end of the Daycare year and summer camp, the staff thoroughly cleans and sanitizes the classrooms, furniture, toys, and equipment.

4.1.2 TOY CLEANING AND DISINFECTION

- Toys are important to a child'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 surfaces.
- Toys that are frequently handled or mouthed are those most likely to be contaminated.
- **Regular cleaning and disinfection are mandatory on a weekly basis.**
- Washing and disinfecting toys daily, if a toy goes in a mouth, it is set aside in designated baskets for cleaning.
- During an ***outbreak***, toys must be cleaned and ***disinfected daily***.
- 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 the available disinfectant solution.**
- The Daycare hires a Private Contractor to do all nightly cleaning. This contract includes a nightly cleaning of all of the floors, garbage removal, and general cleaning.
 1. **Only toys that can be cleaned and disinfected are permitted for use.**
 2. **Inspect all toys** to ensure there are **no loose, small parts, or broken jagged edges** that can pose a safety hazard.
 3. Minimize the sharing and mouthing of toys between children. Once a child has mouthed a toy, it must be cleaned and disinfected.
 4. Toys must be cleaned by scrubbing with soap and water. A **brush** must be used for cleaning toys that have **small crevices**.
 5. Rinse toys in clean water.
 6. Soak toys in a disinfectant solution, for a minimum of 10 minutes or follow manufacturer's recommendations.
 7. Air dry toys or dry with clean paper towel and store in a clean area.
 8. Large toys must be cleaned by spraying with a soap and water solution, rinsing and then spraying with a disinfectant solution. Allow a ten-minute contact time or follow manufacturer's recommendations. Wipe with clean paper towel or air dry.
 9. Only washable stuffed or cloth toys are permitted for use. These toys are to be laundered weekly or when visibly soiled.
- A full cleaning of the program will be completed daily by staff or a private contractor. All surfaces, washrooms, floors, will be fully cleaned and disinfected.



4.1.3 CRAFT MATERIALS

- To ensure optimum safety for the children, special consideration is given to the materials that are being used for crafts.
- Labels are examined to see whether materials contain hazardous ingredients.
- We take precaution as to keep materials away from the children that say "keep out of reach of children".
- We make an effort to use the least amount of scented materials and more water based products.
- Materials tend to stay in the original packaging, where the material is transferred, it is labelled accordingly.
- At times, children are allowed to play with food items such as cereals or grain; we ensure that the products are disposed of every week and immediately if become wet.
- Once an activity is completed, the children's hands are always washed using the hand washing procedure.

4.1.4 PLAY POOLS

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

4.1.4.1 4FOR WATER/SENSORY TABLES

- The water tables are filled with fresh water and sanitized at the end of each day the water table is in use.
- Children with cuts, sores etc. on their hands should not be permitted to use a communal water/ sensory table.
- Cups and other open vessels should not be used so that children are discouraged from drinking water in the sensory table.

4.1.5 HAND WASHING

Hand washing is the most effective way to prevent the spread of viruses. St. Mary's Daycare enforces strict hand washing for adults and children.

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

1. Use soap and warm running water.
2. Rub your hands vigorously as you wash for a minimum of 30 seconds.
3. Wash all surfaces, including the back of your hands, wrists, between fingers and under fingernails.



4. Rinse hands well. Leave water running.
5. Dry hands with a disposable towel.
6. Turn off the taps with a paper towel.

ALL STAFF MUST WASH HANDS in the following times:

- when arriving to work
- before preparing, serving or eating foods (especially important to remove traces of peanuts or other allergenic foods)
- before and after diapering a child
- after wiping a nose
- after you have been to the washroom yourself
- after sneezing or coughing
- after cleaning any bodily discharge(e.g. blood, urine, faeces, vomitus, ...)
- after playing outdoors
- After removing soiled clothes
- before and after administering medications
- applying first aid or caring for an ill child
- after assisting a child to wash their hands
- After touching or scratching the body

4.1.6 CLEANING UP BODILY FLUIDS

1. All Blood spills shall be treated as infectious.
2. Alert people in the immediate area to re-locate to a safe distance.
3. Put on a pair of disposable gloves.
4. Attend to affected person and remove from location of spill.
5. Place clothing, towels, or contaminated items in a plastic bag until ready to be cleaned and disinfected.
6. Remove any broken glass or sharp objects from contaminated area. Discard into a puncture resistant and leak proof container. Try to minimize any hand contact.



7. Place the container in a disposable plastic bag and secure it with a tie. Discard with regular garbage.
8. Remove excess blood/bodily fluids using paper towels and discard in a plastic bag.
9. Carefully pour a disinfecting solution over the entire contaminated area.
10. Wipe up contaminated area using paper towels and place the soiled paper towels in a plastic bag.
11. Re-wet cleaned area with a disinfecting solution and air dry or let stand for 10 minutes before wiping dry.
12. All contaminated re-useable items must be cleaned and disinfected using a freshly prepared 1:16 virox/water solution. Anything that cannot be effectively cleaned and disinfected must be disposed of as waste
13. Remove gloves and dispose.
14. Wash your hands

4.1.7 TREATING BITES

A bite from a child can be harmful. Fatal diseases can be transmitted through mucus and blood resulting from a bite.

After biting occurs the following procedures must take place:

- Wash the wound thoroughly with soap and water.
- If skin has been punctured, report the wound to the Public Health Communicable Disease Department.
- Contact the parents of the bitten child. Parents should consult with physician.
- Contact the parents of the child who did the biting. The teacher and the parents will decide the appropriate response.
- St.Mary's Daycare may suspend the child after three incidents. Staff works closely with parents to assess the cause of the behaviour and address the problem.
- The biting incident is noted in the logbook.

4.1.8 DIAPER CHANGING PROCEDURE

Child is never to be left unattended on a change table:

1. **Wash hands** following proper procedures and **put on gloves**.
2. Ensure that all **needed supplies** are close at hand.
3. Place **fresh paper on change table**.
4. **Remove diaper, fold soiled surface inward** and **dispose** of in diaper disposal receptacle.
5. **Clean child's skin** with a disposable wipe from front to back ensuring that all stool is removed from creases.
6. Use **skin creams** **only if requested** by the parent and labeled with the child's name.



7. **Fasten new diaper** in place and **dress** child.
8. **Wash the child's hands** and **return the child** to the play or sleep area.
9. **Rinse any soiled clothing**, place them **in a bag**, and remember to inform the parent that the bag is there and what it contains.
10. **Place all plastic gloves, wipes and used change table paper in the diaper disposal receptacle.**
11. **Sanitize the change table surface** with designated solution.
12. **Wash your hands** using the six steps method **or hand sanitizer if running water is not available.**
13. **Mark the diaper changing chart** and **report any abnormal conditions** to the parent and the Director.

4.1.9 SAFE WATER DRINKING ACT

On June 7th, 2007, The Ministry of the Environment announced it was implementing recommendations made by its Drinking Water Advisory Council and advice of 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.

4.1.9.1 LEAD FLUSHING POLICY AND PROCEDURE

All Daycares, private Daycares and day nurseries must flush their plumbing for lead on at least a weekly basis. Flushing ensures that stale water that may contain higher lead levels is not consumed.

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

- Open the cold water taps where water is usually taken for drinking or food preparation and allow the water to run at least five (5) minutes.
- The flushing is completed before the child care centre opens for the day.

4.1.9.1.1 Procedures

1. **START AND COMPLETE** flushing before your facility opens for the day or week. If on the day when flushing is required a part of the facility has been opened overnight (for example, in residential Daycares), complete flushing as early as possible – preferably before 6 a.m.
2. **USE** the tap at the end of each branch or run of pipe in plumbing that serves taps and/or water fountains commonly used to provide water for consumption by children under 18 years of age.
3. **FLUSH** the plumbing by running the cold water for at least five minutes at each of these end-of-the-branch taps.
4. Follow the branch flushing with a **10-SECOND FLUSH** of each tap or fountain that is commonly used to provide water for consumption by children under 18 years of age.



5. **RECORD** the **date and time** of flushing, and the **name of person** performing flushing or verifying the operation of any automatic flushing devices that may have been used.

- The records are kept in a binder in each room or program (records must be kept for 6 years).
- This flushing will be the responsibility of the early shift staff each morning.
- **By signing this policy book, Staff are confirming that they have read and understand and abide by this policy.**
- **D**aily flushing would still be required at any facility if the lead test results history cannot be obtained or if directed to do so by the Ministry of Environment.
- All programs operated by The Daycare will sample and test for lead in drinking water once a year during the period between May 1st and October 31st.
- The samples are taken following Ministry of the Environment guidelines.
- The Ministry of the Environment must be notified in writing prior to lead testing using an LSN (Laboratory Services Notification) form to identify the name of the Laboratory chosen for testing.
- The Daycare handling the sampling must provide test result records within 24 hours.
- Each program must provide test result records to the Ministry of Education within 24 hours.
- Any of our programs can reduce their annual lead sampling frequency to once every three years following at least the two most recent years of lead test results. Once the Ministry of the Environment receives the facility's Notice of Reduced Lead Sampling form indicating that all the sampling and testing is completed, the reductions would then apply.
- If an exceedance of test result is indicated, a Notice of Issue Resolution must be submitted within seven days after the resolution summarizing the actions taken and the results submitted to:
 1. the local Medical Officer of Health
 2. the Ministry's Spills Action Centre
 3. Ministry of Education
- In the event that St. Mary's Daycare opens new programs in a new building or existing building, then current testing results will be provided to the Ministry of the Environment within 30 days.

4.1.10 WATER OR POWER OUTAGE

4.1.10.1 POWER OUTAGE

- In case of power outage for an extended period of time, Ottawa Region Public Health will be notified and directions from them will be followed.



- St. Mary's Daycare will take every effort to ensure safe procedures are made when a power outage occurs.
- Outside food may be ordered for the children to avoid food hazards if food cannot be held to a safe temperature and food in cold storage will be assessed and disposed of if fridge temperature goes above 4 degrees Celsius.

4.1.10.2 WATER OUTAGE

- If there is no water access for an extended period of time, St. Mary's Daycare will take every effort to ensure children stay hydrated and clean.
- Bottled water may be used to wash hands and drink.
- In more lengthy periods of no access to water, either a water hauler or an alternative site will be chosen.
- All parents will be notified of the situation, and parents will be asked to pick up their child/ren if directions from Public Health indicate those actions should be taken.

4.1.11 MANAGEMENT OF WASTE PRODUCTS

In the day to day workings of our children's programs, staff of The Daycare will come in contact with various bodily fluids and secretions. In maintaining a healthy and safe workplace for staff as well as keeping the health and safety of each child in mind staff will use non-latex gloves when necessary and dispose of waste products appropriately and safely.

4.1.12 SMOKING POLICY

St. Mary's Daycare is a non-smoking environment, both in the building and outside in the playground. Smoking is not equally permitted when accompanying children on field trips.

4.1.12.1 SMOKE FREE ONTARIO ACT 37

All programs are smoke free environments. Smoking or handling a cigarette 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; as well as, signals currently visible at all entrances and in the washroom.

The Water Flushing, Smoke Free Ontario Act, and Anaphylaxis Policy will be added to the yearly review and sign off policy.

5 Health and medical supervision



5.1.1 FIRST AID KIT AND MANUAL

There is a first-aid kit and first-aid manual that is readily available all times for first-aid treatment . There must be first-aid supplies in every room in the daycare where children spend time, staff rooms, and kitchens and in or near the daycare's outdoor play. A first-aid kit include the following:

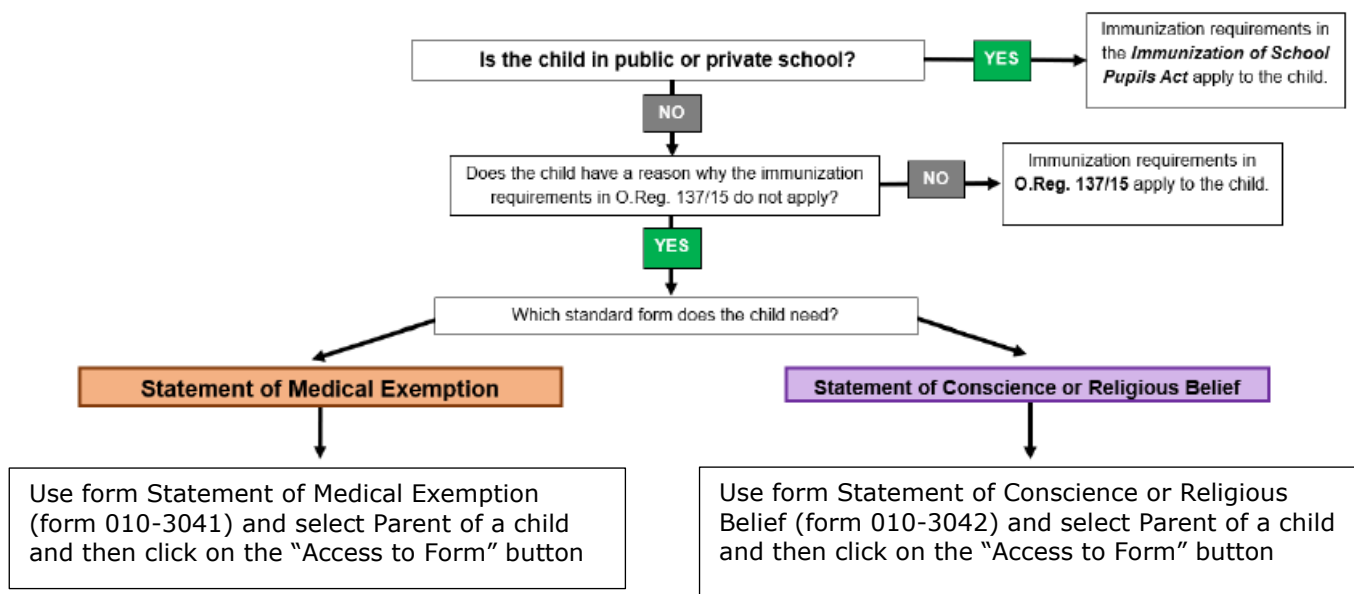
- Adhesive tape and non-allergic tape
- Band-Aids (assorted sizes)
- Tensor bandage
- Stretchy gauze
- Butterfly bandages (assorted sizes)
- Thick dressings
- Gauze pads for cleaning wounds
- Triangular bandages with safety pins
- Sterile Telfa-pads
- Flashlight with batteries
- Tweezers with points
- Scissors
- Fever strips or thermometer
- Reusable ice packs
- Breathing mask
- Plastic bag to collect soiled gloves and used supplies
- Disposable gloves
- First aid book

5.2 IMMUNIZATION OF CHILDREN

- Admission to St. Mary's Daycare will only be granted after the Daycare has received both the child's completed and signed medical-related forms (included in the application package).
- All staff, assistants, and students must receive the immunizations required by the Ottawa Department of Public Health in order to participate at St. Mary's Daycare.
- ***For families who choose not to immunize themselves or their child for religious, medical or conscience reasons, they must provide their objections, submitted in a form approved by the Minister.*** This process must be completed before the child can attend Daycare or Summer Camp.



- Breastfeeding, who are unable to be immunized, must state this in a letter for their file, and have it signed by a doctor.
- An exemption that was made before August 29, 2016 shall expire on September 1, 2017 unless a new objection or medical reasons are submitted in a form approved by the Minister before that date.**
- The Department of Health requires the Daycare to keep accurate, up-to-date records of the staff, students' immunizations, they periodically audit our files. Parents must update these records after the child receives any new immunizations throughout the Daycare year.



5.3 DAILY OBSERVATION AND ARRANGEMENTS FOR ILL CHILDREN

- In assessing a child's wellness and ability to participate and remain at a program staff must take into consideration a number of factors including:
 - the risk of spreading of illness
 - the child's ability to participate comfortably in the program and
 - the parent's responsibilities and schedule during the day.
- Staff will ensure **children are separated** from other children when illness is suspected when possible.
- It is the responsibility of the staff to decide if the child is to be picked up or not and be clear in their expectation to the parent.
- Staff follow advice and guidelines as outlined by Ottawa Region Public Health.



▪ **The following is a list of symptoms/illness where a child may be sent home:**

- | | |
|---|--|
| 1. Fever 37.8 C or higher (Or as indicated by The Ministry of Health) | 12. Redness of eyelid lining |
| 2. Diarrhea 2 times/ vomiting – 1 time | 13. Unusual spots or rashes |
| 3. Undiagnosed rash | 14. Infected skin patches |
| 4. Communicable diseases | 15. Unusually dark, tea coloured urine |
| 5. Persistent pain | 16. Grey or white stool |
| 6. Head Lice (A notice must be out to the classes) | 17. Headache and stiff neck |
| 7. Cough - with infected discharge | 18. Unusual behaviour |
| 8. Seizure | 19. Loss of appetite repeatedly |
| 9. Difficult or rapid breathing | 20. Severe itching |
| 10. Severely Runny nose | 21. Pain |
| 11. Yellowish skin or eyes | 22. Sore throat or trouble swallowing |

▪ **In the event that a child has been sent home they are not to return to the program until:**

1. A note from a medical doctor stating that they are well enough to return to the program
 2. AND are not contagious OR
 3. They are on a medication for 24 hours so as to no longer be contagious OR
 4. Are symptom free or in the case of Head lice – “nit-free.”
- Parents are encouraged to arrive to the program promptly if they receive a phone call from staff indicating that their child is ill and is to be picked up.
- Parents are encouraged to have reliable back up plans of friends and family members who are authorized and 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.
- ***The programs are not equipped to care for children who are ill.*** If a parent does not arrive within a reasonable time, staff may begin contacting the emergency contacts. If the illness develops into that of a serious nature, the Serious Occurrence procedure will be followed.

5.4 ACCIDENTS' REPORTING

- St. Mary's Daycare is committed to ensuring that children interact and learn in a safe environment.
- Children are supervised closely and provided safe play spaces, free of all harmful materials such as paint and cleaning materials that are kept in inaccessible cupboards.



- Despite the vigilant efforts by the staff, there may be an occasional scrape, bump or bruise they are not aware of.
- In cases where a child has hit or injured another child, **teachers do their best to report the incident to both of the children's families.**
- Since hitting, biting, pushing, etc. is common behavior for Pre-School children, and cannot be reported all of the time, teachers use the following guidelines for reporting such incidents to parents and caregivers:
 - i. One or both children seemed upset by the situation for a prolonged period of time and are likely to talk about it later.
 - ii. One or both children were injured, and scratching/bruising may show up later
 - iii. There are ongoing problems between the same two children
- **The Supervisor maintains a logbook carefully documenting all accidents or serious occurrences.** The information lists:
 - 1. Child's Name
 - 2. Staff Name
 - 3. Date and Time of Accident
 - 4. Location of Accident
 - 5. Description of Accident
 - 6. Nature of Injury
 - 7. Staff response and First Aid or action taken
 - 8. Copy of form provided to parents (e.g., hard copy, email, etc.).

The parents must be notified and proof of this is kept in either of:

- 1. The parent receives a copy of the accident / incident report, signed and dated, and sign on the original that he/she received a hard copy.
- 2. In case the parent is notified via e-mail, a scanned copy should be attached, and a hard print of the e-mail should be kept.

In the event of an accident or serious incident the following must happen:

- The teachers or assistants provide first aid or calls for medical help if necessary. (Inside Daycare, the first aid kit is located in the office. In the outside playground, the first aid kit is kept in each backpack of the class teacher.)
- The child's parent, caregiver or emergency contact is notified by phone (or the spouse if a parent is involved; or employer if a caregiver is involved).



- If the child has an accident where further medical treatment is required, the parents will be contacted immediately. If necessary, the child will be taken to the hospital where parents can meet them.

PLEASE NOTE: hospitals will give limited care ***without a parent/legal guardian present***. Therefore, we need to be able to contact parents/guardians at all times during the Daycare day should a hospital visit be required.

- The teacher and the Supervisor are notified, and the details of the accident are recorded in the incident binder.

5.5 DAILY WRITTEN RECORDS

- There is a daily written record kept in each classroom and filled by the Class RECE.
- The daily written record contains a summary of any incident affecting the health, safety or well-being of children and staff like accident reports or ill children.
- There is written evidence that parents are notified when there is an accident/incident.
- The daily written record must contain a dated entry for each day the program operates.
- If there is nothing to report for that day, the entry can reflect that the day was uneventful.
- The supervisor must ensure that each book is completed daily.

5.6 ILLNESS AND CONTAGIOUS DISEASES

- The teachers maintain a daily logbook of incidents relating to the health, safety and well-being of staff, volunteers and children at St. Mary's Daycare.
- All entries are kept on file for three years.
- If your child's health makes it difficult to participate in the program, they may be sent home or refused admission to the Daycare until they provide a doctor's note to allow them re-entry into the classroom. This is for exceptional circumstances only and will be reviewed by the Supervisor and Board of Directors on a case-by-case basis.
- Please understand that when a child is sent home due to illness, it is because this child is ill and needs to rest and recuperate. There are other children in the daycare who at risk of being exposed; and we do not have sufficient staff or volunteers to provide the sick child the attention they require.

In addition, the Daycare implements the following policies:

5.6.1 ILLNESS AT HOME

As a guideline, a child should stay at home for any of the following (this is not an inclusive list):

1. stomach aches (severe)
2. swollen glands
3. earache (severe)



4. lethargy
5. chicken pox
6. head lice
7. diarrhoea (within 24 hours)
8. a rash
9. severe sore throat
10. a temperature higher than 37.8°C/100.4 °F or more
11. yellow discharge or crustiness around the eyes, inflamed puffy eyes, or red eyes (pink eye)
12. paleness, flushed face, or constant crying
13. headache (severe)
14. respiratory problems
15. vomiting (two or more episodes within 24 hours)
16. discharge from the nose (excessive and accompanied by other symptoms)
17. discharge (eyes, ears, vagina, penis)



IMPORTANT NOTES

Children can return to Daycare if it has been:

- 48 hours after the last episode of diarrhoea, without the help of medication (a doctor's note may be required before the student can return to the class or the results from a stool sample);
- a minimum of 24 hours after taking medication for pink eye with no discharge or significant redness (a doctor's note may be required).
- 24 hours after the child has been on antibiotics for strep throat and is feeling well enough to participate.
- 24 hours after a fever without the use of fever reducing medication.
- 5 days or more after the onset of the rash or blisters from chicken pox (Please inform the school immediately if your child has chicken pox or been exposed to it);
- 24 hours free from vomiting. Please note: The child will be sent home if any of these symptoms re-appear at school. Medical attention may be required

Rashes:

If your child develops a rash or inflamed sore, they may be sent home.

If your child has a recurring, non-contagious skin condition, we must have a doctor's note on file. The note must describe the rash and the treatment and that it is not contagious.

Coughs and Colds:

If your child has mild cold symptoms and is well enough to take part in all activities, they may attend school.

However, your child will be asked not to attend school if they have the following symptoms accompanying their cold:

- fever
- skin rash
- listlessness or extreme sleepiness
- earache
- loss of appetite
- breathing difficulties or sore throat;
- persistent cough or coughing spasms
- excessive fussiness or crankiness. If your child has any of these symptoms they should see their doctor. The Supervisor will notify you if a doctor's note is required before your child may return to school.

If a child is sick for five consecutive days or has had a communicable disease, a doctor's note may be required to return to school.

Please note:

- The Daycare should be notified if your child is ill and/or will not be attending Daycare. Explain the reason for their absence.
- If the child is ill, please list the child's symptoms and the date and time of the onset. We monitor this information.
- If 25% or more children, staff, assistants and/or volunteers have similar symptoms, we must notify the Public Health.
- Parents should telephone the Daycare or e-mail the Supervisor in the morning to indicate that the child will not be attending and listing the reasons and/or symptoms the child is experiencing.



5.6.2 ILLNESS AT DAYCARE

- If your child seems ill upon arrival, the escorting adult will be asked to take the child home.
- If a child develops symptoms of an illness during the Daycare day, the child will be isolated from the other students and the parent will be contacted immediately. The Daycare has an Emergency Information Binder with the phone numbers of parents, physicians, and emergency contacts. If a voice message or pager is not answered within 15 minutes, the next emergency contact is called.
- Once a parent has been informed that a child needs to return home, they must arrive at the Daycare within 30 minutes to collect the child. We are not staffed to provide one-on-one care for a sick child.

5.6.3 CONTAGIOUS/COMMUNICABLE DISEASES

In the event of an outbreak of a contagious disease (when 25% or more children and adults at the Daycare have the same symptoms i.e. stomach flu, diarrhoea), St. Mary's Daycare families will be informed about the disease, including the incubation period, symptoms and treatments.

According to the Ottawa Department of Public Health, if a child has any form of a contagious disease (see the list below for examples), the family must notify the teacher and not send the child to Daycare.

The Health Department has prepared a list of "contagious diseases" that require children to stay at home. The teachers will refer to the list and notify the family if their child must stay home, and for how long. The Department of Public Health also outlines the amount of time a child is required to stay at home.

CONTAGIOUS DISEASES

The following is an example of contagious diseases. Children are not permitted to attend the school if they have any of the following (not an inclusive list):

- Chicken Pox
- Pink Eye
- Mumps
- Hand, Foot and Mouth Disease
- Meningitis
- Rubella
- Impetigo
- Whooping Cough
- Rosella
- Scarlet Fever
- Strep Throat

IMPORTANT NOTE: Anyone with a contagious disease should not be on Daycare property (even to get a sibling) as this exposes the children, parents, volunteers, assistants, and staff to the disease.

When there is an outbreak of a contagious disease, the Daycare will practise the following:

- Isolate the child or send staff member home until they are symptom-free.
- Notify the parent or emergency contact to pick up the sick child.



- Record symptoms, date, time in the Daycare's incident logbook.
- Report outbreak to the Public Health Regional Office or the Communicable Diseases Surveillance Unit.
- Sanitize classroom toys and increase frequency of cleaning.
- Suspend water play.
- Reinforce frequent and careful hand washing.

5.6.4 HEAD LICE

- Please alert the Supervisor or your child's teacher immediately if your child contracts head lice.
- While head lice is not a disease and not deemed to be harmful by the Ministry, the Daycare requires that the child with the condition be kept at home until the appropriate treatment is completed.
- In addition, the Daycare will notify the other parents immediately in both classes. If the lice are discovered at Daycare, the afflicted child will be separated until an adult can pick them up.
- The Daycare will follow strict practices to ensure the lice incident will not spread throughout the Daycare such as pre-screening all children before entering the classroom.
- The child will not be allowed back into the Daycare if there is any evidence of lice, even if treatment has been given.

SICK SIBLINGS

In the event that a sibling is exposed to or contracts a contagious disease, or head lice, please notify the school so that the staff can be on the lookout for possible symptoms. Please do not bring a sibling to the school if they have a contagious disease.

5.6.5 OUTBREAKS

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

TYPICAL SYMPTOMS OF ENTERIC ILLNESS ARE:

- Diarrhoea



- Bloody diarrhoea
- Vomiting
- Fever
- Stomach cramps
- General irritability
- Malaise
- Headache

Early detection of signs and symptoms through observations of children's health, as well as good record keeping are crucial to the recognition and control of an outbreak.

5.6.5.2 UPPER RESPIRATORY OUTBREAKS

- If 25% or more related cases of staff and or children experiencing symptoms of:
 - cough
 - fever
 - runny nose
 - headache or
 - malaise occur and muscle pain
- Parents and or guardians will be asked to pick up their child as promptly as possible.
- Ill children will be isolated from the other children until they are picked up.
- Staff will use any necessary personal protective equipment available on site (e.g. gloves, respiratory mask) when needed to assist a child.
- St. Mary's Daycare will notify Ottawa Region Community and Health Services at the numbers below if an outbreak is suspected: 811 (TTY 1-866-797-0007)
- In specific outbreak cases, we will follow guidelines and recommendations set out by Ottawa Region Community and Health Services.

5.7 ADMINISTRATION OF MEDICATION

In order to ensure safety and avoid the risk of error, St. Mary's Daycare has implemented the following procedure regarding administration of medication to our enrolled children:

1. A drug or medication is administered to a child only **where a parent of the child gives written authorization** for the administration of the drug or medication and that included with the authorization



- is a schedule that sets out the **times** the drug or medication is to be given and **amounts** to be administered.
2. The medication must have a **prescription label** attached to it from the pharmacist. A **non-prescription drug or medication must be accompanied by authorization from a doctor.**
 3. Upon the parent's written request, the **RECE open a Drug administration form for the designate child** with registering all entries at each dose administration. Staff giving the medication should list the **dose** administered each time and the **time** given. If a dose is omitted, reasons should be listed in the comment column. Staff signature is required.
 4. After termination of the required doses, the form is handed to the supervisor to be kept in the **designate folder "Drug administration"** along with parent's authorization form.
 5. The early morning Staff is responsible to collect the medication along with parent's written authorization and store it away or refrigerate as required. The authorization must be then handed to the designate class teacher that will perform the drug administration.
 6. **The kitchen coordinator is in charge of all drugs and medications and that all drugs and medications are dealt with by that person or a person designated by that person in accordance with the procedures established under clause (1)**
 7. All medications must be:
 - a. stored in accordance with the instructions for storage on the label ,
 - b. administered in accordance with the instructions on the label and the authorization received.
 - c. be inaccessible at all times to children, and
 - d. kept in a locked container;
 8. A drug or medication is administered to a child only from the original container as supplied by a pharmacist or the original package and that the container or package is clearly labelled with the child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and expiration, if applicable, and instructions for storage and administration.
 9. Exceptionally, the daycare may permit a child to carry his or her own asthma medication or emergency allergy medication in accordance with the procedures established under clause (1).
 10. Non-prescription medication must have the child's name on the bottle.
 11. Where possible, a child will be removed from the activity area to administer medication in a quiet environment with the least possible interruption. Medication should be administered in a **well-lit area.**
 12. Any **accidental administration** of medication (e.g. medication to the wrong child or dose error) **should be recorded and reported** to the Program Supervisor, who will then notify the parent.
 13. The **RECE** in each room or the Program Supervisor are **the only staff members authorized to administer medications.**
 14. No medication can be kept at the programs unless it is for a specific ailment or condition. For instance, 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.
 15. St. Mary's Daycare is permitted to administer the following over-the-counter products to children with a single "blanket" authorization upon admission without documentation of administration (except where the item is a drug, as defined in the Drug and Pharmacies Regulation Act): sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer and diaper cream.



5.7.1 MEDICAL NEEDS

St. Mary's Daycare is committed to ensuring the safety of all children. If a child has a diagnosed medical need, St. Mary's Daycare will develop an individualized plan in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation.

The plan shall include:

1. **Steps** to be followed 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.
2. A description of **any medical devices** used by the child and any instructions related to its use.
3. A description of **the procedures to be followed** in the event of an allergic reaction or other medical emergency.
4. A description of the **supports** that will be made available to the child in the childcare centre or premises where the licensee oversees the provision of home childcare or in-home services; and
5. Any **additional procedures** to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip.

5.8 ANAPHYLAXIS POLICY AND PROCEDURE

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.

Nuts and nut by-products, such as nut oil and nut butter, are the most common allergens to trigger an anaphylactic reaction. Other foods such as strawberries, fish, shellfish, wheat and soy, as well as non-food items such as latex, medicine, exercise and bee stings can also bring about a life-threatening reaction.

5.8.1 POLICY STATEMENT

St. Mary's Daycare will make every attempt to reduce the risk of exposure to anaphylactic causative agents by:

- Ensuring our programs aim for **"Peanut-free" environments**. Due to the growing incidences and seriousness of allergies to peanuts and other foods the daycare does not provide any foods with any trace 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 any birthday cakes, chocolates or any other type of food.
- From time to time, events are held after hours that involve meals brought in from parents. **Parents are reminded to keep their contribution free from nuts** and parents of children with allergies are responsible for monitoring their child's intake at such an event.
- All meals and snacks are provided by a **reputable and professional children's catering company** and 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, ensuring the child is kept away from spilt milk.

- Parents are not required to provide meals and snacks from home, to deal with their anaphylactic children.
- St. Mary's Daycare uses **non-latex gloves** to reduce the risk of exposure to children with latex allergies.
- In the event of any child with an **allergy to bee stings or insects**, appropriate measures will be taken in any outdoor play area by using pest control if necessary. In the event that the outdoor area can not be appropriately pest free, we would restrict use of the playground.
- In the event of any child having a known **allergy to chemicals or other agents**, we will ensure that we are using a safe brand of chemical or agent for the child. If need be, use of certain products or brands would be eliminated entirely.
- Anytime a child appears to be having an **anaphylactic reaction** and/or if the **Epi- Pen is administered, 911 is called**. When a child is transported to the hospital, they are accompanied by staff and parents are contacted.
- Upon enrolment, **parents will complete an Emergency form**, a Medical form informing the centre of any allergies or health issues and an Individual Plan providing consent to administer the Epi-Pen, parent contact information, and the child's picture. The Epi- Pen is to be placed in a clearly marked pouch in the classroom. The Epi-Pen is to remain with the teachers and group or on the child at all times (e.g. playground, trips, walks, etc).
- **Parents will submit a picture of the child** to be posted with the child's name and medical information including casual agents. This information is to be added to the allergy lists in each room and in the kitchen. Teachers, volunteers, and the cook will be notified upon the child's enrollment.
- **Epi-Pen training** occurs during First Aid training. The staff will review the allergy list, medical and emergency information, pictures, and how to use the Epi-Pen upon hiring and at least yearly. Every staff and volunteer will review where Epi-Pens are stored prior to commencement of employment or volunteer service.
- Parents and/or Physician will be asked to also train/provide input on individual administration of the Epi-Pen to all staff at that daycare.
- The **Individual plan** for a child with anaphylaxis and the emergency procedures in respect of the child (allergy list, medical form, emergency form, individual plan – emergency contacts and photo) will be reviewed by all the employees **before they begin** their employment and **at least annually afterwards**. The plan will include the child's name, Doctor's name, address, telephone number, allergy list, symptoms, signs, medications, where it is stored, expiry date, and 1-3 emergency contact people.
- **A yearly sign off on this policy** will be added to the yearly review and annual training will be recorded.

5.8.2 IDENTIFICATION OF CHILDREN AT RISK

- It is the **responsibility of the parent to inform** the Daycare that his or her child has allergies or is anaphylactic or potentially anaphylactic.
- All **staff shall be aware** of these children. A **list** of all children with allergies is **posted in each classroom**, the Daycare **office** and staff room and attached **to the fridge**,



- **An allergy alert form** must be completed by the parent, signed by a physician, have the child's photograph attached and be posted in the child's classroom. This form must be updated annually.
- On the child's admission to the Daycare, the **supervisor and the relevant teaching staff will discuss** the child's allergies with the parent.
- Parents must talk to the Supervisor **if an allergy develops** or there is a **change in the treatment plan**
- Parents of children enrolled in **St. Mary's Summer Camp** must also submit a Communication Plan, signed by a doctor, a valid Epi-Pen (to be kept at the Daycare), and an recent photo of the child.

5.8.3 AVAILABILITY AND LOCATION OF EPIPENS

- The EpiPen is an auto-injector containing epinephrine (adrenaline).
- This medicine is an alpha-and beta-receptor stimulant used to treat severe allergic reactions. It may also be used to treat severe conditions that affect breathing.
-
- Parents **of anaphylactic children must provide an EpiPen to be left at the Daycare. It must be promptly replaced when the expiry date is reached.**

Because our children are too young to carry their own EpiPen, an EpiPen will be stored in a known location in the classroom and taken outside in the playground when the child is outside. If a staff member is carrying an EpiPen on their person, they should ensure this is transferred to another staff member should they leave the playground. The location of the EpiPen is clearly labelled and easily accessible. All staff are made aware of its location, and the location is recorded on the allergy alert form.

- Staff are **trained and ready at all times** to administer the EpiPen
- **Posters** describing the signs and symptoms of anaphylaxis and the use of the EpiPen are posted in the staff room, and all classrooms
- Children who are **no longer allergic**, or no longer require an EpiPen, must present a letter of explanation from their doctor or allergist.
- The **EpiPens will be checked monthly** to ensure they have not reached their expiry date.
- Anaphylactic children must be watched closely at snack time for any signs of a reaction.

5.8.4 TREATMENT PROTOCOL

- An individual treatment protocol needs to be established by the child's allergist and outlined on the allergy alert form by the parent.
- The Daycare cannot assume responsibility for treatment in the absence of such a protocol.
- The parent signs a consent form for the administration of the EpiPen.



- All staff and volunteers are trained, as per the parent-designed individual treatment plan, in the management of an anaphylactic emergency:
 - The treatment plan must be revised annually as directed by the parent or physician.
 - Copies of the plan must be in the files, in the emergency bag, in the policy and procedure binder, posted in each of the rooms and in the office.
 - The incident is recorded and treated as a serious occurrence.

5.9 INCIDENT/INJURY PROTOCOL

- From time to time, minor incidents/injuries may 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 is completed by the program staff, signed by parents and a copy of the completed form is kept in the child's file and provided to the parent.

5.10 ALLERGIES

5.10.1 TRAINING

- The policy and procedures will be reviewed annually (in the license renewal day by staff. All staff, volunteers, and students must receive a demonstration on the use of the EpiPen annually by the Supervisor, parent or physician of each anaphylactic child.
- Volunteers and student are not permitted to give medication unless under extreme circumstances.
- Staff must ensure that if there are anaphylactic children - their EpiPen go outside with them.
- Training must include a procedure to recognise signs and symptoms in case of a reaction - and how to administer EpiPen. Staff are required to sign and date that they've received training - a log must be kept on file of all training dates, trainers and participants' signatures.

5.10.2 POTENTIAL FOOD RISKS

- Staff will be notified of all life-threatening allergies and this list will be revised when necessary.
- **Any children with allergies more extensive than nut allergies must have their own snacks provided from home.**
- Children and staff will wash hands before and after handling food.
- All surfaces will be cleaned with cleaning solution prior and following food service.
- Cleaning supplies and other products that may cause an allergic reaction will be stored away.



- Children are instructed not to share food.
- Parents are informed that we endeavour to provide a nut free environment.

5.10.3 COMMUNICATION PLAN

- All staff are trained, as per the parent-designed individual treatment plan, in the management of an anaphylactic emergency:
 - The treatment plan must be revised annually as directed by the parent or physician.
 - Copies of the plan must be in the files, in the emergency bag, in the policy and procedure binder, posted in each of the classrooms, in the office and in the playground
 - A list of allergies will be posted in each room and on the Bulletin Boards
 - Prior to enrolmentt, the parent/guardian will meet with the program supervisor to provide input for the child's individual plan and emergency procedures. This plan will include but is not limited to:
 - Description of the child's allergy
 - Monitoring and avoidance strategies and procedures recommended in field trips
 - Signs and symptoms of an anaphylactic reaction.
 - Childcare staff roles and responsibilities
 - Parent/guardian consent for administering allergy medication, sharing information and posting emergency plan
 - Emergency contact information
 - Location of EpiPen
 - Physicians note to carry own EpiPen, including physician's signature

5.10.4 EMERGENCY PROTOCOL IN CASE OF ALLERGIES

- One person stays with the child at all times
- One person goes for help or calls for help
- Follow emergency procedures as outlined in child's individual plan (i.e., administer epinephrine at first sign of reaction)
- Call 911. Have the child transported to hospital even if symptoms have subsided. Symptoms may occur hours after exposure to allergen
- Administered EpiPen is to accompany child to hospital
- Administered EpiPen is to be given to hospital employee or child's parent for disposal



- One calm staff must stay with the child until parent or guardian arrives. The child's back-up EpiPen auto injector should be taken.

5.10.4.1 PLAYGROUND

Wasp traps will be placed in the playground should any sign of wasps arise.

5.11 SERIOUS OCCURRENCES

- Upon becoming aware of a serious occurrence in the Daycare, the Daycare staff must immediately report the occurrence to the supervisor. Childcare staff members will write an incident report regarding the incident as per the daycare's usual procedure.
- The Daycare's Supervisor will report the Serious Occurrence:
 - on-line on the Ministry of Education's Child Care Licensing System (CCLS) and
 - by telephone to the City of Ottawa, Children's Services Division within 24 hours at the following number: (613) 580-2400
- There is only one serious occurrence report and operators, and the Ministry will work from the same report in the system until the issues have been resolved and the Ministry has closed the serious occurrences by completing all required follow up.
- Parents will be informed that a serious occurrence has occurred except in the case of child abuse or unverified complaints, which will be posted at the completion of the investigation.
- The Serious Occurrence Notification Form will be posted in a conspicuous place at the Daycare for a minimum of 10 business days. If the form is updated, it must remain posted for 10 days from the date up the last update.
- **Policy Review:** In order to ensure that all staff members understand this policy and its procedures, they will be required **to review the policy at the commencement of employment and at least annually.** Following the review of the policy, the staff member will sign confirming that they have read and understood the policy.



Definitions

An accident is defined as:

A mishap or incident that inconveniences or momentarily disturbs a child's physical or emotional well-being, while the child is on the premises of the Daycare. Accidents are documented in the accident file and reported to the parent on the day of the accident.

Teachers do their best to report accidents and injuries (bumps, scrapes, bruises etc.) directly to parents in person, via telephone or email. If the parent cannot be reached on first call by the staff, staff will leave a message summarizing the incident with a call-back number for further communication if desired by the parent. If parents are satisfied with this information being passed along through the caregiver, please inform your child's teacher of this consent so that it may be noted in your child's file.

A serious occurrence is defined as:

An accident or incident that seriously hinders the physical or emotional well-being of a child, while the child is on the premises of the Daycare. The Ministry of Education and The City of Ottawa (Children's Services Division), is contacted within 24 hours of the occurrence and the school completes a Serious Occurrence Form on-line.

Examples of serious occurrences include:

- death at the school;
- abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare;
- a life-threatening injury to or a life-threatening illness;
- missing child; on an incident where a child is temporarily unsupervised;
- unplanned disruption of the normal operations (school closure, fire, flood, power outage, public health outbreak) on the school premises.

6 Nutrition

6.1 FOOD STORAGE AND PREPARATION

- Correct procedures for food storage, preparation and service contribute to the retention of maximum nutritive value and prevention of illness.
- Daycare Supervisor is to consult, on regular basis, Ottawa public health unit and to ensure that the Daycare comply with recommendations for safe food storage, preparation and service procedures,



including correct temperatures for fridge and freezer, location of food within the fridge and sanitation/dish washing procedures.

- In the event that Parents choose to supply food and/or drink for their child for a variety of reasons, including religious observance (e.g., kosher or halal food) and severe allergies or intolerances, Parents should then consider labelling food or drink, including infants' bottles and bags/other containers of breast milk, milk, or formula, supplied by a parent sets out that children receive the correct milk/drink, meals and snacks.

The Supervisor should fill out a check-list of daily kitchen inspection to confirm the following:

1. Food or drink supplied by a parent is observed to be in a container labelled with the child's name.
2. Food or drink that requires refrigeration or to be kept frozen is kept in the fridge or freezer at temperature recommended by public health.
3. No food or drink is observed to be beyond its expiry date.
4. No food or drinks shows visible signs of spoilage or mould.
5. Staff are observed to use proper food handling techniques in accordance with the recommendations/requirements of the local public health unit at St. Mary's Daycare. The temperature log should be registered on the daily Kitchen inspection sheet.

If any contravention of this policy is detected, the supervisor then must apply the compliance/contravention policy plan.

6.2 NUTRITION REQUIREMENTS

Adequate and appropriate nutrition is vital to children's health, growth, development, and well-being. Children attending child care for a full day may be very active throughout the day and therefore depend heavily on the food served to provide the necessary energy to sustain their activity. Both Healthy quality and sufficient quantity should be considered.

Based on Ontario Regulation 137/15, The Supervisor shall ensure that each child one year old or older who receives child care at the daycare and/or at a premises is given food and beverages in accordance with the following rules:

1. Where the Toddler or preschool child is present at lunch meal time, a meal must be supplied by the assigned catering company provided by the daycare unless special dietary and feeding instructions are on file,
2. Kindergarten and Daycare age children bring their own bag lunches from home for the lunch meal.
3. Two snacks must be supplied and provided by the Daycare for all programs (Morning and afternoon times) unless special dietary and feeding instructions are on file,
4. Water suitable for drinking must be available at all times (including between snacks and meal times) for proper hydration particularly during hot summer months (e.g., water bottles for each child, water fountain and running water, etc.)



5. All meals, snacks and beverages must meet the recommendations set out in the Health Canada documents "Eating Well with Canada's Food Guide", "Eating Well with Canada's Food Guide – First Nations, Inuit and Métis" or "Nutrition for Healthy Term Infants", as amended from time to time, as the case may be.
6. Meals should be served at regular meal times and provide nutrients necessary for growth and development. Educators can create contexts to support children's health and well-being by providing healthy meals and snacks and establishing positive eating environments that are responsive to children's cues of hunger and fullness.
7. Meals should be healthy and balanced;
8. Teachers must take the opportunities to develop and enhance socialization skills, self-regulation, and language skills during meals serving times by encouraging interesting conversation and modelling language related to food, drink and eating.
9. Teachers are asked to provide a quiet time just before meals so that the atmosphere can be friendly and relaxed at meal time
10. Delays in food services are to be avoided so that the children will not have to sit and wait.
11. Staff Members should consider serving foods in family style, where possible, with small groups of children and at least one adult sits around a table and serve themselves. The adult should sit about half way down the long side of a rectangular table rather than at the end so that he/she can respond to individual children (and supervise) while eating.
12. Program staff are asked to eat with the children whenever possible and always eating the same meal as the children.
13. Encouraging children to practice self-care skills (e.g. feeding themselves) and help with food preparation, distribution etc. (e.g., filling their own glasses or cups, arranging crackers and fruit on plates etc.);
14. being prepared for spills and calmly cleaning up and offering reassurance when they happen
15. avoiding the use of meal times as a time to criticize or to air unpleasant occurrences
16. Program staff should always be aware of possible choking hazards (foods such as raw fruits and vegetables, hot dogs, grapes, cherry tomatoes, etc.) and take precautions, such as cutting food into smaller pieces, if these items are offered as part of a meal or snack.
17. Child care providers should be vigilant in watching for signs/symptoms of choking or inhaling food/drink or other distress when eating and drinking such as gagging, coughing, and/or food or drink pooling in a child's mouth, and in delivering first aid when necessary. In addition, the identification of such signs/symptoms should be reported to the child's parent(s).
18. Parents may identify special dietary and feeding arrangements for their children. These special arrangements must be provided in writing to the Daycare Educator/Staff. The later must consequently ensure that they are carried out.
19. Staff members should take into consideration that children's appetites vary from meal to meal and may change over time. No child must ever be forced to eat (per Ontario Regulation 137/15 ss. 48(f)). Parents should be advised to consult with their physician in circumstances where a child continually refuses to eat.



20. Food must never be used to reward children and the removal/deprivation of food/drink is prohibited (per Ontario Regulation 137/15 s. 48(e)).

6.2.1 BAGED LUNCH POLICY

3. Examples of recommended food items are:

- Raw vegetables: (carrots, celery, broccoli, cauliflower, turnip, peppers, etc)
- Fruit juice: not "drinks" or "punch"
- Fruit
- Milk
- Cheese
- Whole grain crackers
- Whole grain bread
- Cold Meat
- Granola
- Hard boiled eggs

Please do not include items which are low in nutritional value and/or high in sugar content including:

- Chocolate bars
- Soda pop
- Candy

4. Parents must ensure that their child's lunch is nutritious and meets the guidelines of the Canada Food Guide.
5. NE: In special occasions such as Birthday's cake, cupcakes, etc. are permissible.
6. Lunch container must be clearly labelled with the child's name or initials.
7. Food allergies are posted in the room where the lunch program takes place. We ask parents to keep us updated in writing regards your child's food allergies or sensitivities.
8. This program is a nut free environment. Lunches that are labelled "May contain traces of nuts", "Processed in an environment where nuts are processed" or such labels are strictly forbidden. The staff will send the lunch home.
9. Upon arrival at the program, children's lunches are to be refrigerated until lunchtime.
10. If you require your child's lunch to be heated, please place a visible note for the teacher outside the lunch bag (Clothes pin, ribbon, etc.). The teacher does not have time to check every lunch.
11. Generally, the program does not provide food items for child's lunch. There are exceptions, however, when such as when a lunch is forgotten at home, or in the case of the child bringing in-appropriate or non-nutritional food. The staff may provide alternate items for the child's lunch.
12. This program will supply all snacks in the morning and afternoon.
13. Parents should also include utensils.
14. Parents should send lunches fully prepared (staff will microwave heat up lunches)



15. Parents must sign a letter of agreement to these policies and abide by them.

6.2.2 SNACKS POLICY

- Snacks are served at times that will not interfere with the children's appetite for the main meal
 - Morning is served between 7:00-8:00 Am.
 - Afternoon snacks is served at 3:00 PM for Toddlers and 3.30 for all other programs.

Certain foods that are high in sugar or salt content (e.g., candy, dried fruit, cookies, chips, pretzels, etc.) are not consistent with Canada's Food Guides as they offer little nutritional value and promote tooth decay. Thus we limit serving such foods to children, if offered at all.

The importance of nutritional snacks is heightened when bagged lunches are being provided, as we can not control what food is offered. Program staff should monitor the content of bagged lunches and discuss with parents when there are concerns regarding the nutritional adequacy of snacks and meals.

6.3 MENUS

Careful menu planning is essential to meet children's nutritional needs and to offer a wide variety of foods. Tracking of food intake is particularly important during the early years when children may show the first signs of a food allergy.

- The Daycare Supervisor should post the planned menus for the current and following week, at least, on:
 - a clearly visible/noticeable bulletin board,
 - on daycare's website

with **any substitutions** noted on the posted menus. This promotes transparency for parents and allows parents to take into account what the child has been served during the day when planning meals at home.

6.4 FOOD ALLERGIES AND RESTRICTION POSTING

Children receiving child care may have known food allergies which may be serious or life-threatening (e.g. anaphylaxis). There may also be children receiving child care who have specific food restrictions. These restrictions may be due to food intolerances, family dietary choices (e.g., vegetarian) or religious observance (e.g., requirement for kosher or halal food).

- In order to minimize risk of reaction, a list of children with known food allergies, as well as their respective allergies and/or restrictions, must be posted by the supervisor in the following areas:
 - i. in each cooking and serving area;
 - ii. in each play area or play room; and
 - iii. in any other area in which children may be present.



- Posted lists of children's food allergies and restrictions must be kept up-to-date and reflect the most current information available. The Supervisor should remind parents to provide them with updates on their child's allergies.
- The posted information should match the information contained in the individualized plan for children with medical needs
- Where it is not practical to post a food allergy and restriction list in a particular area (such as outdoor playground), the Supervisor must ensure that the list is brought to these areas and staff are aware of its location (e.g., attendance clipboard or emergency information binder).

6.5 SPECIAL DIETARY AND FEEDING ARRANGEMENTS

- Parents may wish to make special dietary and feeding arrangements with the Supervisor regarding food/drink in order to meet the individual nutritional needs of their child. This may include an arrangement where the parent chooses to provide the meals and/or snacks for the child, or the parent supplements the meals and snacks provided by the daycare.
- Special dietary and feeding arrangements must be made in writing. The supervisor and staff members is required to follow these written arrangements.
- Those written instructions from a parent of the child are kept in the child's records.
- Parents should be advised that they need to make known to the centre/staff when there are any changes to the written instructions.

7 BEHAVIOURAL MANAGEMENT

7.1 BEHAVIOUR MANAGEMENT PHILOSOPHY AND POLICY

St. Mary's Daycare believes that everyone must be treated with respect, including our children, staff, Board members, volunteers, participating adults and families. Accordingly, everyone involved in the Daycare must commit and adhere to the following Behaviour Management Policy:

7.1.1 EXPECTATIONS OF THE CHILDREN

St. Mary's Daycare establishes core expectations of the children and their behaviour. The children learn to treat others with care; never causing physical harm to others, their personal belongings, or property; They need to respect each other's rights. Children are asked to obey reasonable requests regarding safety, routines, the care of toys and respect for others by:

- Waiting in doorways for the teacher when going in and out.
- Walking in the hallways and classrooms.
- Using the handrail and walking in single file while on the stairs.
- Washing their hands after using the toilet and before snacks;
- Handling toys with care, always keeping in mind a child's natural and necessary need to explore;



- Cooperating during "tidy-up" times;
- Treating each other, staff and volunteers with care, never physically harming others, their belongings or creations; and
- Respecting each others' right i.e. taking turns with toys.

7.1.2 PROCEDURES AND TECHNIQUES TO MANAGE THE CHILD'S BEHAVIOUR

To help the children achieve these expectations, the Daycare practises the following techniques:

7.1.2.1 PROVIDE AN EFFECTIVE ENVIRONMENT

- Create an environment that is organized, prepared and reduces potential problems.
- Minimize waiting by offering activities that are continually available.
- When waiting is necessary, an adult should be available to sing, read, or play games.

7.1.2.2 PROACTIVELY DEAL WITH MISBEHAVIOUR

- **Before dealing with any misbehaviour,**
 - observe the child
 - ask what happened
 - and try to identify the motive or goal behind the behaviour.
 - Approach the child with what you perceive to be their motive or goal and together try to come up with a workable solution.
- **If a child seems agitated or out of control,**
 - ask the child to join you in a quiet area
 - and help the child to calm down by rubbing the child's back, helping them breathe slowly or talking to the child in a quiet soothing voice.
 - Please ask for assistance if you are having difficulty.

7.1.2.3 TAKE A POSITIVE APPROACH

- Take a positive approach in any contentious situation.
- Try to determine the true cause of the difficulty by listening to both sides of the story.
- Take a neutral stand and help the children find alternate modes of behaviour and ways of expressing themselves.
- Help them understand other points of view; to reflect their own feelings back to the other child; and demonstrate understanding and compassion.
- Help the children learn to wait and understand that they can't always have what they want when they want it. It may be necessary to temporarily remove a toy if it causes conflict with the children.

7.1.2.4 DEALING WITH A GROUCHY OR UPSET CHILD

- **If a child is grouchy or upset,**
 - note what is going on and help them verbalize their growing discomfort.



- To help diffuse the situation, ask the child if you can read a book to them or use the toy telephones to role play a conversation where they can safely voice their concerns.

7.1.2.5 DEALING WITH ATTENTION SEEKING BEHAVIORS

- **If a child signals a need for help with a deliberate, inappropriate act,** e.g. attacking another child or screaming,
 - identify acceptable ways of signalling distress and controlling behaviour such as using a quiet voice and appropriate words such as "Can I have a turn when you're through?"
 - Do not hesitate to give directions firmly, clearly and repeatedly. Assure them you are in charge and keeping things safe. Avoid talking about rules and discipline.
- **If the child's difficulties persist,** the child may need some quiet time separated from the group to calm down or by reading a book or playing with a toy or playing in another room.

7.1.2.6 DEALING WITH A CHILD WHO WANTS TO BE ALONE

- **If a child wants to be left alone,**
 - respect their withdrawal.
 - Be brief, quiet and calm; acknowledge their sadness; and convey your availability and concern.
 - Avoid searching questions or trying to promote a responsive conversation.
 - Tell them that when they are ready, they are welcome to come and play.
 - Check with them after a moment to see if they are ready to return to the group.

7.1.2.7 DEALING WITH A CHILD WHO IS UNABLE TO MANAGE:

- **If a child is unable to manage,**
 - remove them from the situation as a last resort.
 - Consider sitting them on a chair away from the play and/or other children
 - Tell them kindly but firmly that their behaviour is not acceptable or appropriate and perhaps they need time alone.
 - Give the child the responsibility to decide when they are ready to play in a friendly, cooperative way.
- In this way, the child has some control and understands that we trust them to manage themselves. If the child has not decided to return after a short period of time, invite them back into the group; but only if they feel ready.

7.1.2.8 DEALING WITH A VERY AGGRESSIVE CHILD:

- It may be necessary to remove a very aggressive child or a child who is consistently uncooperative from the classroom altogether.
- An adult must stay with the child at all times.
- Use the hallway in the event of temper tantrums.
- Reassure the child and help calm them by reading to them, if they are interested.



7.1.3 PROHIBITED PRACTICES

The following actions constitute prohibited practices at St. Mary's Daycare:

- i. **corporal punishment** of the child;
- ii. **physical restraint** of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes 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 and only until the risk of injury is no longer imminent;
- iii. **locking the exits** of the child care centre or home child care premises 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 emergency management policies and procedures;
- iv. use of **harsh or degrading measures or 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;
- v. **depriving the child of basic needs** including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- vi. **Inflicting any bodily harm** on children including making children eat or drink against their will.

The performance of a prohibited practice, as specified above, will justify immediate forcause termination of employment in the case of a teacher, or immediate cessation of Duty Day volunteer privileges in the case of a Duty Day participant.

Accordingly the following is to be applied:

- Staff members will sign off on this understanding during the contracting process.
- Participating families will acknowledge this understanding during orientation by signing off on a Prohibited Practices form that will be kept in their file.
- Any participating family asked to switch to non-participating due to the contravention of Prohibited Practice would be subject to fees related to a non-participating status.
- **No temporary staff (French teachers, Sport-play teachers, ...) and/or visitors will be left alone, with any child, for any period of time.**

7.2 MONITORING BEHAVIOURAL MANAGEMENT PRACTICES

- Policies and procedures will be reviewed once a year. The Supervisor and Board of Directors will be responsible for this review.
- A Board Member will review policies and procedures with the Supervisor once a year and will keep a record of the date of each review and will sign the review.
- The Supervisor will observe behavioral management techniques of volunteers and staff on an ongoing basis and document observations annually. A Board Member will observe behavioral management techniques of the Supervisor, staff and volunteers and will document observations annually.



7.3 CHILD ABUSE, MISTREATMENT AND SEXUAL MISCONDUCT

The Daycare's policy on child abuse is based on information provided by the Ottawa Child Abuse Centre, legislation under the Child and Family Services Act, the Child Care and Early Years Act. Details of it can be found in the daycare office.

St. Mary's Daycare is committed to taking a proactive approach to prevent child abuse by practicing the following:

- Observing the children at the daycare on an ongoing basis.
- Educating the staff and adult volunteers about early identification, effective response and adherence to legal obligations.
- Adhering to legal obligations, including reporting.
- Following any developments in legislation and local initiatives through the Daycare's contact with the Ministry of Education.
- Upholding policies and procedures that foster communication and support for children and families.

Before commencing employment, placement, or volunteering, the staff, volunteers, families, and caregivers must sign a waiver stating they have read, understood and will follow the policies and procedures with respect to child abuse. The Supervisor and President of the Board of Directors are responsible for reviewing these policies and ensuring the correct procedures are followed

7.3.1 LEGAL REQUIREMENTS

7.3.1.1 CHILD AND FAMILY SERVICES ACT (SECTION 72)

7.3.1.1.1 DUTY TO REPORT:

It is the responsibility of every person in Ontario, including a person who performs professional duties with children, to immediately report to a Children's Aid Society that a child may be in need of protection due to any child abuse or suspicion of mistreatment that has occurred or is at risk of occurring. This includes any employee, volunteer, caregiver or family member of the preschool. An individual's responsibility to report cannot be delegated to anyone else.

7.3.1.1.2 FAILURE TO REPORT:

It is an offence under the Child and Family Services Act for a professional to contravene the responsibility of reporting **real or suspected child abuse**. The penalty imposed emphasizes that a child's safety takes precedence over all other concerns.

7.3.1.1.3 CONFIDENTIALITY:



The duty to report suspicions of child abuse overrides the provisions of confidentiality in any other statute, specifically those provisions that would otherwise prohibit disclosure by a professional. The only exception is the solicitor/client privilege.

7.3.1.1.4 PROTECTION FROM LIABILITY:

All persons making a report of suspected child abuse are protected against civil action, unless that person is proven to have acted "...maliciously or without reasonable grounds for the belief of suspicion..."

7.3.1.2 CHILD CARE AND EARLY YEARS ACT

The Child Care and Early Years Act requires the Daycare to have behaviour management policies and procedures in place. These are outlined in the "Policies and Procedures Handbook". Child abuse is deemed a "serious incident". The Daycare must follow the procedures outlined including notifying The Ministry of Education (via the Child Care Licensing System website) AND by telephone to the City of Ottawa, Children's Services Division within 24 hours.

7.3.2 DOCUMENTATION

In the event that a staff, volunteer, caregiver, or family suspects child abuse they must document the facts of the incident or suspicions. **Do not** include how you are feeling about the incident or personal thoughts about what might have happened. The information should include:

1. **Name** of the child
2. **Date** and **time** of observation
3. **Describe** the incident, situation, statement or behavioral and/or physical indicators.
4. Describe fully (using child's words) **the interaction between the child and the person** to whom the child disclosed.
5. Describe the **physical condition** of the child including injuries or signs of illness.
6. Describe the **emotional condition** of the child including behavioural problems and child's response upon disclosure including any notable changes in the child's behaviour.
7. Describe the **risks of further abuse** to the child including access to the alleged abuser.
8. Describe the **action taken on behalf of the child** including CAS advice/instructions.
9. **Date and time of report to the CAS**, the **worker's name**, and the **outcome of the call**.
10. **Signature** and **contact information** of the person making the report.
11. **Date and time of the written report**.

7.3.3 ACTION TAKEN

1. The Supervisor must be notified of the intention to call a CAS if a staff, student, volunteer, family or caregiver suspects another caregiver in the Daycare of abusing a child. If the allegations are made by a parent, the parent must be informed of their duty to report. The Supervisor also is obliged to speak with a child protection worker. The staff will also notify the Supervisor immediately if they have spoken to a parent making a report. Staff/parents/volunteers will notify the Board representative if the Supervisor is suspected of committing the abuse.
2. The person making the allegation will follow the reporting procedures outlined and complete the necessary documentation.



3. The person suspected of the abuse **will not be told by anyone** about the suspicion, the intention to report or that a report has been made until **after** the Supervisor has consulted with a CAS worker for direction.
4. The Supervisor will consult with a child protection worker as to what, if anything, should be done to protect the child at the Daycare from further abuse.
5. The Supervisor will notify a program advisor at the City of Ottawa – Children Services within 24 hours of the occurrence and submit a Preliminary Inquiry Report to the City within seven days.
6. The Supervisor will immediately notify the Board member(s) who in consultation with the Supervisor, CAS and legal counsel will determine the action taken with respect to the suspected person's job responsibilities.
7. The Daycare will notify their insurance company when abuse by a staff member is suspected.
8. The Supervisor will meet with the suspected person to discuss any procedures for a change in duties, responsibilities, etc. The person accused of the child abuse may be immediately removed from their related duties until all investigations and legal proceedings are completed and all parties involved are satisfied that the person does not pose a risk to the children. The Supervisor will follow up with a written confirmation of any decisions and the reason for such, a copy of which is given to the suspected person, and a copy retained on file. Please note that removal from the Daycare does not imply an inference of guilt.
9. When a report has been made, an investigation team may ask the Daycare to interview the child on the premises, whereby the Daycare and staff will make every effort to cooperate with the authorities.

8 Emergency Preparedness

8.1 FIRE SAFETY/EVACUATION PROCEDURES AND DRILLS

St. Mary's Daycare uses the following policy in regard to fire and safety emergency situations, which has been approved by the local Fire:

1. At the commencement of employment, each staff member will be given directions as to the location and use of emergency equipment such as extinguisher, alarms, etc.
2. Each staff member will be made aware of the evacuation procedure and the location of the emergency shelter.
3. The written procedure regarding evacuation of the premises and the duties of the staff shall be posted in a conspicuous place in each room at all locations.
4. A total evacuation fire drill shall be conducted as follows and a written procedure is established:
 - a. at least three times during each fall and spring term the school is in operation, and
 - b. at least three times or at least once a month, whichever is less, during the summer term the program is in operation.
5. Once the children are familiar with the escape route, alternate routes will be introduced.
6. A written record is kept of all fire drills, all tests of the fire alarm system and all tests of fire protection equipment and that each record is kept for at least 12 months from the date of the drill or test.



7. The children learn about fire safety and fire drill procedures through discussions, stories, visits of firefighters to the program or a visit to a local fire station. This introduction is used and designed to make the children less apprehensive and more aware of what needs to be done in an emergency.
8. R.E.C.E's in each room shall take the daily attendance sheet and attendance shall be taken outside. The Director will take all Emergency cards and a cellular telephone.
9. Each teacher is responsible for ensuring that his/her group of children safely exits. The Director or designate shall be the floor warden and assist as necessary.

8.1.1 ONTARIO FIRE CODE

The Ontario Fire Code requires the following in child care centers:

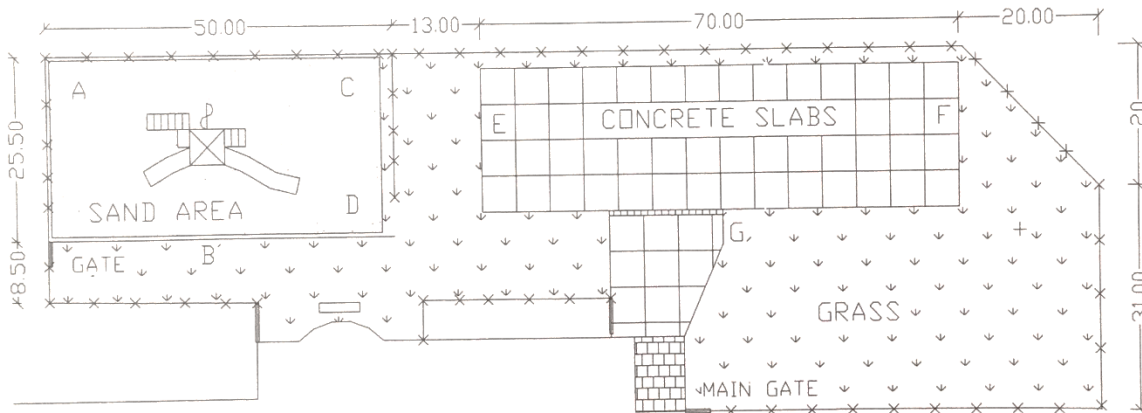
- Where there are more than 100 children and staff in a child care Centre, flame-retardant drapes, curtains and other decorative materials must be used in any lobby or exit area.
- All "flammable and combustible" liquids, such as paint and cleaning fluids, must be stored in areas inaccessible to children.
- Combustible waste materials must not be allowed to accumulate in amounts or locations which would constitute a fire hazard.
- Flammable creative materials must be stored in metal containers or containers that are approved by the Underwriters Laboratories of Canada (U.L.C.).
- Storerooms or metal storage cabinet must have a "three-quarter hour separation". This means that a fire would be contained in the room or storage cabinet for a minimum of 45 minutes before spreading.
- All waste containers must be made of non-combustible materials and should have lids (do plastic).
- Electric Heating Units: It is prohibited to use any heating unit which would permit a child to insert a toy or tool in it and contact the wiring. Clothing or paper should not be hung near enough to any unit to catch fire.

8.1.2 DESIGNATED EMERGENCY SHELTERS

1 canfield Rd (Accessible 24 hours/ 7 days)



8.1.3 PLAYGROUND ACTION PLAN



1. The side guardrail, and adjacent platform should be supervised by the staff in the position C or D .
2. Activities close to the bench should be monitored by staff B or D.
3. The play structure should be monitored by the staff in the position A, or the closest staff (If moved from its original location).
4. Activities close to the main gate should be monitored by the staff G.

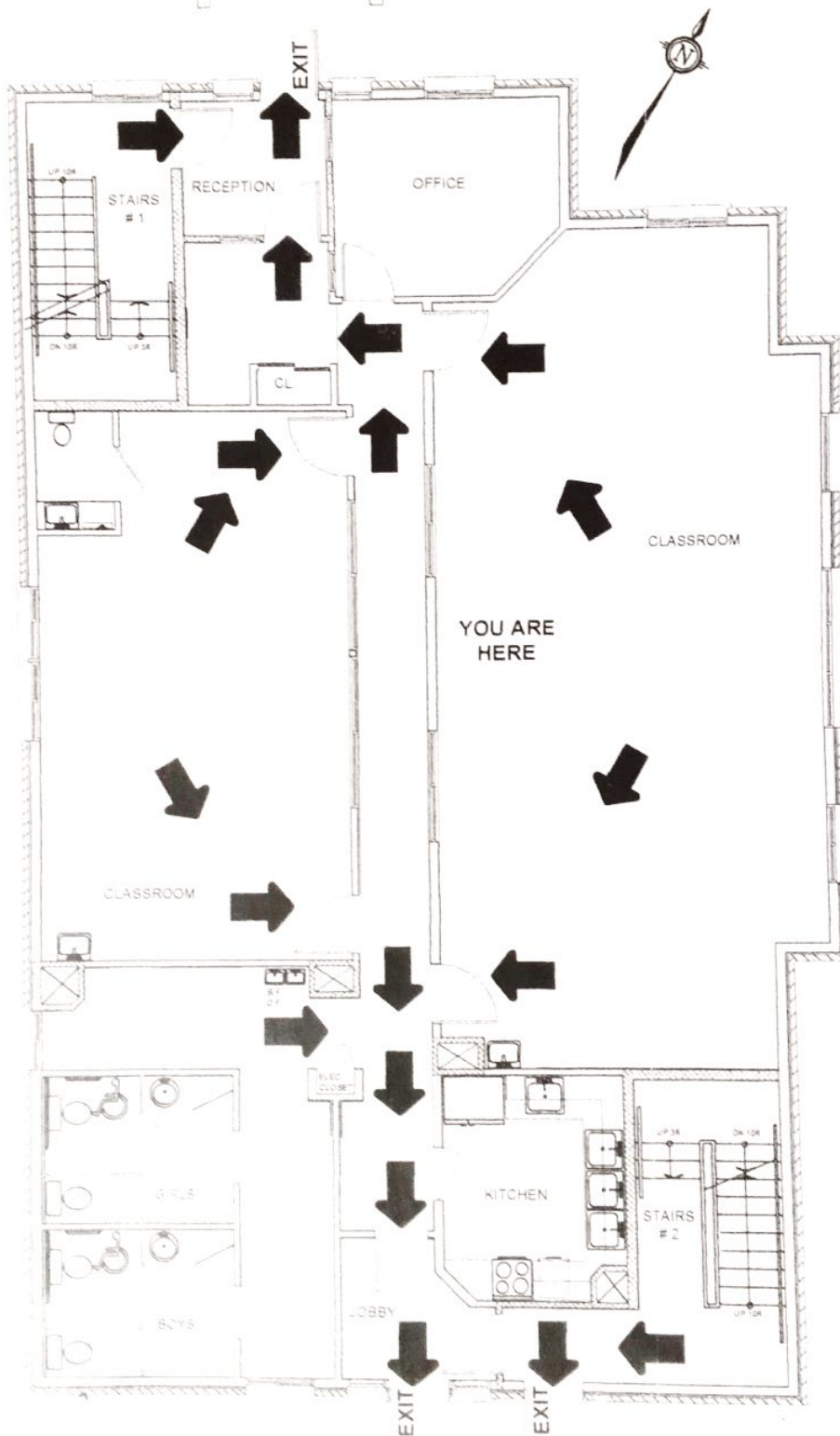
Teachers' duty and position during the outdoor play time:

- Each position should be rotated every 10-15 minutes and head count of the children should be done at least every 10 minutes.
- If there are only two teachers, they should use only one area, sand and play structure area , or concrete slab and grass area.

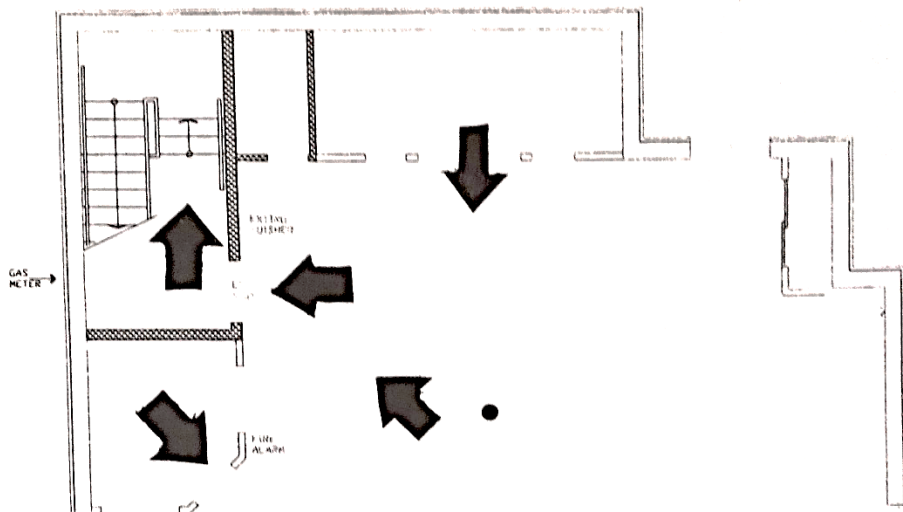
Positions and roles: To be decided after the finishing of the new backyard)



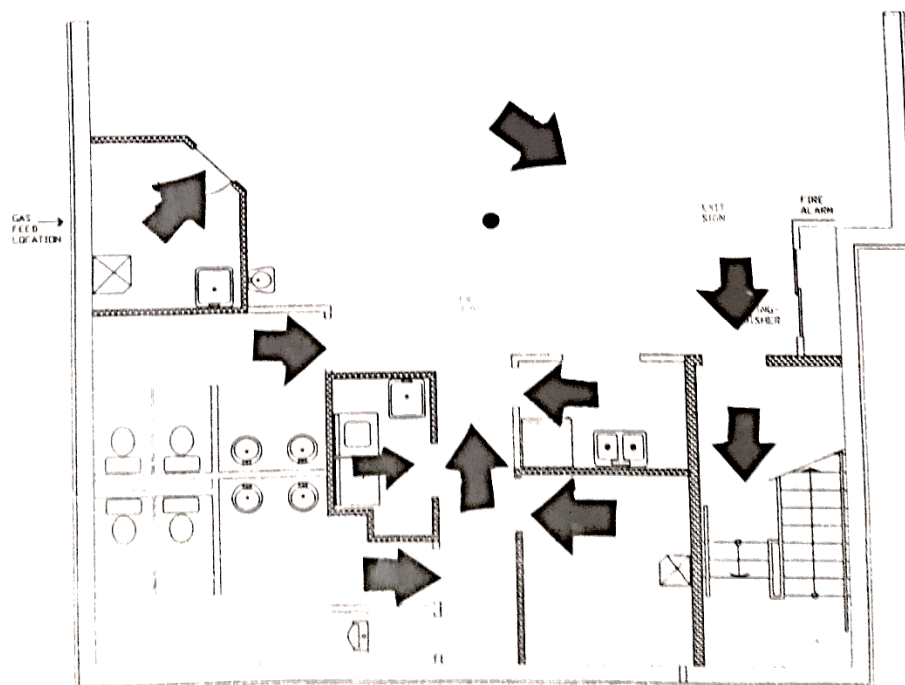
8.1.4 NEAREST EXIT MAPS

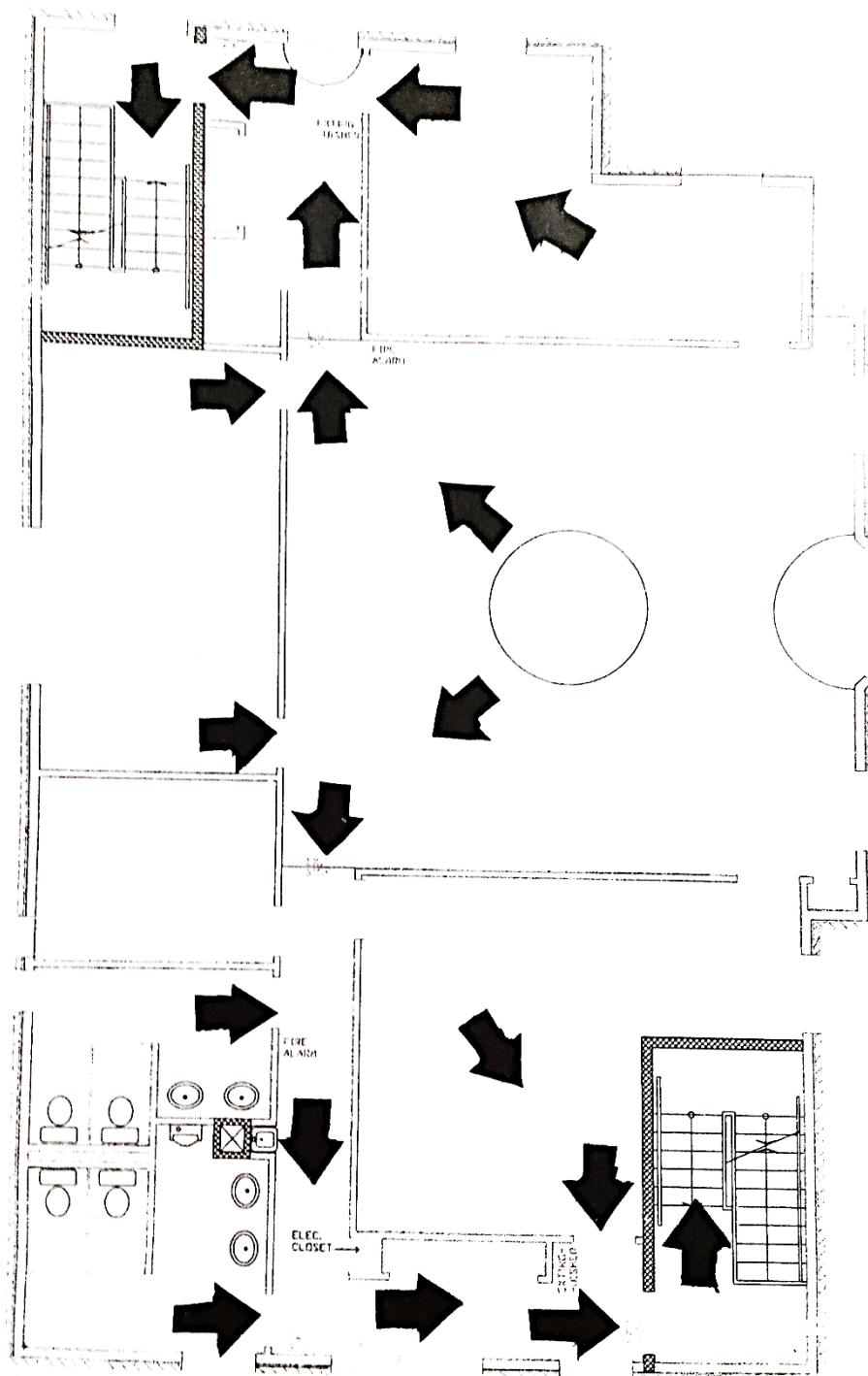


MAIN FLOOR



Basement





SECOND FLOOR

8.1.5 FIRE SAFETY, EVACUATION PROCEDURES AND DRILLS

- The Ottawa Fire Services performs regular fire safety checks at St. Mary's Daycare.
- When the fire alarm sounds, the fire department will be notified by a monitoring agent (ADT).



- The Daycare has a Fire Safety Plan. All staff have read, and will follow, these procedures during a fire (the plan is located in a binder in the Daycare office).
- The Daycare's fire safety procedures also are posted near the exit doors of each classroom. Staff practice fire drills each month with the children.

8.1.5.1 IN ADVANCE OF AN EMERGENCY

- It is recommended that the following occur:
 1. Identify the designated place of shelter.
 2. Advise parents of designated place of shelter.
 3. Establish a system to notify parents if an emergency occurs.
 4. Select a fire alarm signal (audible, or audible and visual) not used for any other purpose, and operable only by adults.
 5. Ensure that all staff are familiar with the operation of an alarm system where it is already installed in a multi-purpose building.
 6. Teach the children the immediate response when an emergency signal is heard (e.g. stand up and face the teacher); and
 7. Choose a place in the room where the children will line up (e.g., along the wall).

8.1.5.2 WHEN A STAFF MEMBER DISCOVERS FIRE, SEES OR SMELLS SMOKE

- He/she should:
 1. Assist anyone in immediate danger;
 2. Try to isolate any burning area by closing the door;
 3. Sound the alarm; and then
 4. Telephone the fire department (the number should be clearly posted beside the telephone).
 5. Other staff members should immediately undertake their pre-assigned emergency duties.
 6. Evacuate IMMEDIATELY using the nearest safe exits following the indicated plan.

8.1.5.3 WHEN THE FIRE ALARM SOUNDS

1. The staff members should IMMEDIATELY evacuate the building as follows:
 - a. **Teachers** lead their group of children to the nearest designated exit, shutting off the lights and closing the door behind them. Then, they assemble at a safe point,. The designated assembly point is "6 Canfield Rd".
 - b. Once they are in line, with one adult leading, other adults placed throughout the line and one adult at the end
 - c. **The kitchen coordinator** or designate must:
 - i. Turn off stoves or other such appliances.
 - ii. Take the children's medications.
 - d. **The supervisor** should perform the following:



- i. Retrieving the emergency information and current attendance record. **Checking** the number of children against the attendance record. If parents arrive before the attendance is taken, they must wait for attendance to be completed before the child is released to their care. Maintaining an up-to-date record is essential.
 - ii. The supervisor will assign certain teacher(s) to provide the required care for those of special medical needs, i.e. in respect of any child or adult who needs it in case of an emergency.
 - iii. Searching the premises, if safe to do so, including washroom areas, closets and other hiding places for children, to ensure that all persons have left the building.
 - iv. Closing all doors and ensuring that the building is locked after everyone has vacated it.
 - v. Ordering and supervising evacuation to the designated place of shelter until parents are notified and arrive.
 - vi. Collecting the emergency contact card from the office and all the children's files if time permits and ensure that the cellular telephone is available.
 - vii. contacting all necessary parties in case of such an incident.
 - viii. Communicating the information to parents via an messaging.
 - ix. After the incidence, debriefing staff, children about how and when to resume operation in a conversation in the place of shelter.
 - x. After the incidence, debriefing parents after an emergency via a descriptive e-mail about how and when to resume operation.
- e. Do not attempt to remove any items from the building.
 - f. **The RECE of each room** collects attendance sheets and emergency contact numbers and takes these outside.
 - g. Once outside, attendance is taken.
 - h. Upon assurance that the building is empty, the Supervisor will lock all doors.
 - i. **Teachers** will escort the children to the designated place of shelter (1 Canfield Road) and call fire department.
 - j. **All staff** will remain with the children until the parents pick up their child.
 - k. The incident will be handled as a serious occurrence and reported as one.

8.1.5.4 IF THE FIRE IS BLOCKING THE EXITS

1. Close the door, leaving it unlocked, and place a wet towel under the door.
2. Call 911.
3. Ensure children crouch low and move to the most protected area with a window.
4. Seal all cracks where smoke can enter and partially open the window for air. Close the window if smoke comes in.



5. Remain calm and wait for the fire department.

8.1.5.5 CHRISTMAS, BIRTHDAYS AND SPECIAL DAYS

On occasions when large groups are present for parties and other special programs. Staff are encouraged to also consider the following:

1. Use flameproof paper decorations and artificial Christmas trees.
2. Use only approved low voltage electric light decorations and provide adult supervision whenever the lights are in use.
3. **Do not use extension cords in areas that may be used as pathways for emergency exit. Unless approved, open flames (i.e., candles) cannot be used.**
4. Make certain that any flammable material, such as paper wrappings and paper napkins, are removed promptly.

8.1.5.6 NEIGHBOURHOOD AND REGION-WIDE EVACUATION

- St. Mary's Daycare procedures for contained emergencies should be followed in a neighborhood or region-wide evacuation unless the supervisor receives direction either directly or indirectly through local authorities, such as the police or fire department.
- The supervisor must then alert the staff and prepare them to follow the evacuation instructions.
- The staff are responsible for supervising any other children who may be delegated to their temporary care during such an event.

8.1.5.7 FIRE EXTINGUISHER USE

- Extinguishing a fire is the primary responsibility of the Ottawa Fire Services.
- However, only after everyone has evacuated the area, the alarm has been raised and the Ottawa Fire Services has been notified, should a person who is familiar with using a fire extinguisher, attempt to put out a small fire.
- This is a voluntary act. If the fire cannot be easily extinguished using a portable fire extinguisher, leave the area immediately and wait for the arrival of the Ottawa Fire Services.
- Parents/guardians should inform their child's teacher if she/he has any concerns about fire drill and safety.

8.2 EMERGENCY MANAGEMENT

8.2.1 DEFINITION OF AN EMERGENCY

An emergency can be described as any critical incident occurring at the Daycare, which would also cause the centre or program to close such as flood or structural damage, bomb threat, health concern, or disease outbreak as instructed by Public Health.



In the event that we have been notified of or heard of an imminent threat (e.g. an intruder in the building), a lockdown would occur.

The lock-down may be called by the Daycare as a Code Red or by observations by our own staff.

In the event of a lock-down, the police dept. would instruct us of any further action we would take.

In case of an emergency, the following procedure will be followed:

1. Ensure children are in a safe and secure location or space.
2. Notify emergency services.
3. Notify the board of directors.

The Supervisor(or designate) will be responsible for the following aside from the above:

1. Calling the Ministry to report the emergency as a Serious Occurrence and submitting the appropriate forms to the ministry in the correct time frame requested.
2. Calling insurance companies if necessary.
3. We will attempt to communicate with parents of any closures by various means of communication such as leaving appropriate messages on the answering machines at all programs; as well as, via the web site, and by placing postings on all program doors.
4. Communicating appropriately concerned parties.
5. Monitoring the situation and keeping information current to pass along to all parties involved.

If a Serious Occurrence could be reported in the media or get significant public attention, the Ministry must be contacted immediately.

8.2.2 EMERGENCY MANAGEMENT

8.2.3 FIRST AID

If a serious injury occurs:

- Stay calm and call for another adult
- Check for life-threatening situations or conditions (unconsciousness, not breathing or having trouble breathing, no pulse, severe bleeding)
- Call 911 if needed; if possible, teachers should stay with the child and should send another person to call (emergency numbers and addresses are posted)
- Give CPR or first aid if necessary *



- Treat the child for shock if indicated
- Do no further harm; do not move the child, unless the child is in danger of more injury
- Comfort the child
- Notify the parent or guardian, or other emergency contact
- After the incident is over, complete the injury report form
- Review and determine ways to prevent a reoccurrence

In accordance with Child Care and Early Years Act, **all teachers and assistants must have the Standard First Aid Child/Infant CPR course certificate** in order to work in licensed centres.

***Every participating staff member** must also have Standard First Aid & CPR-C (adult/child/infant CPR) preparedness

8.2.4 OTHER PROCEDURES FOR EMERGENCY PREPAREDNESS

- Signed parental consent forms are kept on file to enable the staff and volunteers to provide emergency treatment or transportation is necessary; complete and up-to-date emergency contact information is also available for each child in their file
- A list of each child's medical history is available in each child's file, which includes immunizations, allergies, medications and serious illnesses; families update the forms whenever a change in information occurs.
- If medical transportation of a child is necessary, a Teacher will escort the child in a cab, keeping ratio of the other children in mind.
- Stocked first aid kits are available in each room (in the backpack) and in each class backpack for outdoor usage. These locations are known to all staff and volunteers. The first aid kit is out of reach of children, but is easily accessible to staff. Staff and volunteers are familiar with and know how to use the contents of the kit. First aid kits are regularly checked and restocked as necessary
- Any special procedures individual children require are carried by the Teachers, and supplies made available by the family (i.e. EPI-pen, insulin, anti-seizure medication, etc.)

8.3 EMERGENCY CONTACT INFORMATION AND CONTACTING THE DAYCARE

- Emergency numbers are posted both in the office and on the bulletin board by the door in the preschool classroom, and are also carried in an Emergency binder by the teachers.
- St.Mary's Daycare posts the up-to-date emergency telephone number lists near all telephones that includes the numbers of :
 - local fire and police departments,
 - the nearest hospital and ambulance service,
 - the nearest Poison Control Centre
 - a local taxi service.
 - Emergency contact in case of serious technical problems
 - Phone numbers of church administrator and members of the board of directors.



- The completed Emergency Information Form for the child should be returned to the daycare upon the registration process .

If the telephone is not answered during Daycare hours, the caller can leave a voice message, which will be

IMPORTANT NOTES ABOUT EMERGENCY INFORMATION

In case of any changes of emergency contact information, the parent(s)/guardian(s) should immediately inform the Supervisor, in writing, of any changes in address, telephone number at home, work or cell phone, emergency contact person (their work or home telephone number) or child's doctor (their phone number), medical issues, immunizations, etc. Parents/guardian should ensure that the provided emergency contacts understand their responsibilities should they receive a call from the Daycare.

answered back as soon as possible.

8.3.1 CONTACT INFORMATION FOR PARENTS

St. Mary's Daycare ensures that the telephone numbers of a parent of each child and a telephone number of a person to be contacted if a parent cannot be reached is up to date and readily accessible in the event of an emergency.

8.4 EMERGENCY RECOVERY PLAN

In order to recover from any kind of emergency, St. Mary's Daycare shall ensure the following:

1. The supervisor is responsible for debriefing staff, children and parents.
2. The supervisor will re-establish normal operations of the childcare center by the following steps:
 - a. Ensuring all necessary requirements for a safe operation.
 - b. Email all parents and staff members with a summary of the incident and confirmation of the readiness to resume the regular operation with indication of the exact time.
 - c. Debriefing staff, children and parents again when the operation is fully active.
 - d. Setting out how to support children and staff who may have experienced distress during the emergency.

CONFIDENTIALITY OF INFORMATION

Confidential information regarding the children will not be discussed with anyone other than the child's parents and staff (includes the Supervisor, the teacher, and possibly the assistants and President). The Board may need to be informed of and discuss confidential information relating to children, at the discretion of the President, to fulfil its mandate. The Board is also bound by confidentiality and will not disclose this information outside of closed board discussions, binding them to keep information they may receive in the course of their participating duties and/or interactions with the daycare, strictly confidential.

Confidential information includes but is not limited to information about:

- children's behaviour
- children's medical conditions
- children's abilities
- family situation

8.5 INSURANCE COVERAGE

- St.Mary's Daycare has year round insurance coverage for accidents or natural disaster.



- The Daycare is **not** responsible for loss of personal property or clothing of its students and families

9 Human Resources Policies and Procedures

All human resources policies and procedures are prescribed in the Annex under "Employee Handbook"

9.1.1 HUMAN RESOURCES POLICIES

- It is the policy of St. Mary's Daycare to establish and maintain accurate records for each employee.
- Employees have access to their own files and will be allowed to review these files in the presence of the Director.
- The Board of Directors and the supervisor (or the acting supervisor) have access to all files.
- Personnel records are considered to be confidential.
- The Director is responsible for establishing and overseeing the maintenance of accurate records for all employees in a **secure location** that will **prevent unauthorized access and maintain confidentiality**.

9.1.2 CONFIDENTIALITY

- All staff, students, and volunteers of St. Mary's Daycare shall ensure that any information regarding children, families, and personnel and other material relating to any program shall be kept in the strictest of confidence.
- By signing the employment contract, the employee/volunteer agrees to abide by this policy.
- Regarding staff compensation, St. Mary's Daycare believes in each person's right to privacy. It is incumbent on each employee 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 term and beyond.
- A copy of the Personal Information Protection and Electronic Documents Act is available upon request from St. Mary's Daycare Office. All employees are welcome to peruse and borrow it.

9.2 HEALTH AND SAFETY POLICY

9.2.1 SAFE WORK PRACTICES

- St. Mary's Daycare is committed to the health and safety of all employees.
- St. Mary's Daycare adheres to all regulations outlined by the Ministry of Labour.
- Any concerns in regards to Health and Safety are to be brought to the attention of the Board of Directors. Concerns will be documented and brought to the office to be addressed.
- Concerns with 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 attending staff member immediately following the incident. This incident report involving staff will be forwarded to the Supervisor.



- 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 Daycare Policies and Procedures.

9.2.2 WORKPLACE VIOLENCE AND HARASSMENT POLICY

9.2.2.1 COMMITMENT STATEMENT

- The health and safety of our employees is paramount.
- Priority is given to protecting our employees and our visitors from violence, intimidating behaviours, and/or harassment. Such conduct interferes with everyone's ability to perform their job and is not in keeping with the organization's philosophy of trust and mutual respect.
- 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.
- St. Mary's Daycare employees, client's, parents and Board are entitled to have a work environment free from violence, intimidating behaviours, and harassment as prescribed by the *Occupational Health and Safety Act*.
- This policy applies to all employees and agents/representatives of St. Mary's Daycare while in the workplace, during work-related field trips or travel, or during any work-related and/or social functions.
- Employees are expected to assist St. Mary's Daycare in its attempts to prevent and eliminate violence and harassment in the workplace.
- St. Mary's Daycare will treat any form of violence and/or harassment that occurs in the workplace seriously irrespective of the alleged perpetrator's position.
- Nothing in this policy limits an individual's right to file a complaint with the Ministry of Labour should they feel the situation warrants such action.

9.2.2.2 DEFINITION

The *Occupational Health and Safety Act* defines workplace violence and harassment as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
- A statement or behaviour that 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.
- Engaging in vexatious comments or conduct against a worker in the workplace that is seen as unwelcome.

9.2.2.3 FORMS OF WORKPLACE VIOLENCE

9.2.2.3.1 Violence by Strangers



- Usually enters the place of work on the pretense of being a customer.
- Normally commits robbery or other violent act.

9.2.2.3.2 Violence by Customers/Clients/Parents

- May be an expected or unexpected situation.

9.2.2.3.3 Violence by Co-workers

- Could include; current employee and manager, former employee and manager, a prospective employee, and may occur inside or outside the workplace.

9.2.2.3.4 Violence by Personal Relations

- This includes spouse, partner, relative, or friend and usually occurs when a personal dispute occurs with the worker and enters the workplace to harass, threaten, injure, or kill the employee.

9.2.2.4 FORMS OF WORKPLACE HARASSMENT AND DISCRIMINATION

9.2.2.4.1 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:**

1. 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; and/or
2. 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.

9.2.2.4.2 Sexual Harassment

Generally, there are two types of sexual harassment:

1. Repeated sexual advances or solicitations made by a person where such person knew or ought reasonably to have known that the advance was unwelcome; and/or
2. A reprisal or threat of reprisal for the rejection of a sexual solicitation or advance made by a person who is in a position to grant or deny a benefit.

9.2.2.4.3 Behaviors Constituting Workplace Violence and Harassment

Such threats or acts include, but are not limited to:

- Harming or threatening to harm any employee or guest;



- Damaging or threatening to damage property or the property of any employee or guest;
- Possessing a dangerous weapon or incendiary device on property without prior authorization;
- Engaging in stalking behaviour of any employee;
- Differential treatment of employees or co-workers based on race, gender, age, 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; and/or
- Indirect or expressed threats for refusal of a sexual request.

9.2.3 RESPONSIBILITIES OF BOARD MEMBERS AND SUPERVISORS

- Assess risks of violence and harassment at St. Mary's Daycare
- Promote a non-violence and harassment-free workplace.
- Provide employees with information and instruction regarding the workplace policy and program with respect to workplace violence and harassment including appropriate steps to be taken and investigation procedures.
- Take every reasonable precaution for the protection of the worker.
- Inform employees of potential risk situations.
- Ensure employees understand who to contact regarding concerns about the policy or when to report an incident.
- Model behaviour, which helps support a positive work environment.
- Ensure the workplace is free from violence, harassment, and discrimination.
- Respond to complaints brought to their attention.
- Respect the confidentiality and sensitivity of such issues.
- Document all information and investigation results.
- Request an investigation into allegations of violent situations be conducted; and
- If witnessing harassment or elements of a poisoned work environment, act.



9.2.4 RESPONSIBILITIES OF EMPLOYEES

- Compliance with this policy is the responsibility of all employees.
- Employees must avoid any behavior or conduct that could reasonably be interpreted as a violation of this policy.
- Employees must maintain a work environment free from violence, intimidation, discrimination, and harassment.
- Call 911 if the situation warrants it and you find a peer or yourself in immediate danger.

9.2.5 PROCESS FOR MAKING HARASSMENT AND VIOLENCE-RELATED COMPLAINTS

For less serious incidents of harassment:

- Make the objection clearly known to the offender.
- Ask the individual to stop the behaviour.
- Where an employee approaches another employee with a workplace harassment complaint/concern, s/he should clearly state that the perceived action/behaviour is viewed as harassment under the terms of the organization's policy.

If employees have witnessed or experienced conduct which they believe to be inconsistent with this policy, they have a responsibility to:

- Call 911 if the situation warrants it and you find a peer or yourself in immediate danger.
- In certain circumstances, it may be inappropriate, or the employee may feel uncomfortable in asking the individual to stop. In this case, the behaviour/actions should be directly reported to their supervisor.
- If the behaviour continues after making the objection known, or is more serious in nature, contact your supervisor.
- A written record of the action/behaviour and complaint should be provided to your Supervisor including the dates, times, nature of the action/behaviour, and witnesses (if any).

9.2.6 REMOVAL OF A PERSON FROM THE WORKPLACE

- Any person who makes substantial threats, exhibits threatening behaviour, or engages in violent and/or harassment acts against employees, visitors, guests, or other individuals while on St. Mary's Daycare property shall be removed from the premises as quickly as safety permits, and shall remain off the premises pending the outcome of an investigation.
- Employees are not to remove individuals from the premises. Assistance must be requested from the Police or security.

9.2.7 INVESTIGATION PROCESS

- All complaints will be investigated promptly.
- All those directly involved, and witnesses will be spoken with.
- 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 being investigated (this may include safety reports, incident reports, work schedules, injury reports, complaints and observation notes and may involve taking pictures of the scene) will be reviewed.
- Relevant collective agreement or employment contract language or organizational policies/procedures will be reviewed.
- A final summary/report of the investigation will be prepared.

9.2.8 CORRECTIVE ACTION

- Any employee found to have engaged in conduct that violates this policy will be subject to discipline, up to and including termination of employment.
- Allegations of acts of violence and/or harassment are very serious. Frivolous complaints found to have been made for improper purposes will result in disciplinary action being taken against the complainant.

9.2.9 CONFIDENTIALITY

- Employees should feel secure in knowing that their concerns will be handled discreetly and sensitively.
- As such, employee issues will usually remain between the employee, and their Supervisor. On occasion, however, an investigation may require consulting with another employee, Supervisor or Board members, in order to ensure an appropriate resolution. In such cases, the employee will be consulted prior to involving others.

9.2.10 REPRISALS

- This policy strictly prohibits reprisals against an employee because s/he has brought forward a concern or has provided information regarding a concern under this policy.
- Any employee who commits or threatens reprisal against another employee for following this, or any of the organization's policies in good faith, may be subject to discipline, up to and including dismissal for cause.

9.3 ANTI-RACISM AND DIVERSITY

- St. Mary's Daycare is committed to the principles of racial and cultural equality and providing a bias-free environment. We firmly believe that ethnic diversity strengthens and enriches our Daycare socially and culturally and that racism creates barriers for children and their families and contravenes the fundamental principles of the Daycare .
- To ensure a steadfast commitment to these principles, St. Mary's Daycare believes that constant and continuing efforts must be made to develop and enforce anti-racism policies. It is the Daycare 's policy to treat every individual at the Daycare with dignity and respect, regardless of the person's race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, age, marital status, family status, language, financial status, disability or physical attributes as set out in the Human Rights Code.

Specifically, the Daycare is committed to:

- developing an environment and creating programs that promote and respect the beliefs, values, and practices of all, encourage diversity, knowledge, and understanding, and actively promote anti-racism. In our daily curriculum, we try to foster the recognition and respect of human diversity (race, religion, ethnicity, etc.). The



inclusion of non-stereotypical material (music, posters, toys, books, stories, etc.) within the classroom enables the development of sensitivity and acceptance of diversity.

- encouraging open discussion with families, staff, families, caregivers and volunteers about issues as they arise and to ensure that cultural and other needs are being met; and
- reviewing the philosophy with all staff, volunteers, and participating individuals to ensure they understand and adhere to it.

This policy applies to the children, families, staff, Board of Directors, volunteers and visitors to the Daycare .

9.3.1 DEALING WITH A DISCRIMINATORY INCIDENT

- When there is discriminatory incident or a perception of discrimination, it is the responsibility of those involved or a witness, to act. The process is complaint-based. However, if those concerned are not satisfied with the proposed resolution, the President will be made aware of the situation and will, in his or her discretion, resolve the matter as he or she deems appropriate based on consultation with the supervisor/teacher and/or a neutral 3rd party as required.
- If a child engages in discriminatory behaviour the incident will be dealt with immediately. Parents will be notified about all discriminatory incidents involving their child.
- **The following procedures apply to incidents involving allegations of discrimination against staff, volunteers, families, visitors, Board of Directors and children:**
 - Inform the person that their actions, or words are hurtful or appear discriminatory and they should stop the behaviour. It may be necessary to explain why the words or actions are seen as being discriminatory and thus violate the Daycare 's bias-free policy. The Supervisor must be informed and the incident documented in the incident binder.
 - If the situation is not resolved or is of a serious nature, the Supervisor will have to become involved and non-compliance procedures will be necessary.

9.4 GRIEVANCES, COMPLAINTS AND CONCERNS

- If a formal complaint is lodged, both the complainant and the Daycare should address any issues immediately. In resolving complaints and Supervisor, in their discretion, may use the resources available through The Ministry of Education.
- The following outlines general procedures to address complaints and concerns. Please note: a record of all concerns is kept on file. The Board of Directors will make a periodic review of all concerns. Please note that feedback may be limited due to an individual's right to privacy:

9.4.1 PARENT ISSUES AND CONCERNS POLICIES AND PROCEDURES

9.4.1.1 FAMILY CONCERNS RELATED TO OPERATIONS, CURRICULUM, PHILOSOPHY, VERBAL HARASSMENT, OR ANY OTHER MATTER:

- Within five working days of the incident, the complainant is required to write a letter outlining the complaint in detail to the Supervisor so that the facts are clearly recorded.



- Within five working days, the complainant will be asked to discuss their concern with the Supervisor including the related details such as date, place, issues, and parties involved, using the letter as a source of information and agree on a plan of action and trial period. A meeting may be requested to further discuss the concern with the people involved.
- The outcome of the discussion will be recorded in detail and kept on file for reference.
- Within five working days, in consultation with the Supervisor and/or the Board of Directors as required, will implement an agreed upon plan of action. The Board of Directors will be notified that there was an incident.
- If the complainant is unsatisfied with plan of action after an agreed upon trial period, the issue will be discussed in detail at a Board meeting (or a special Board meeting if deemed necessary) and the Board will vote on a second plan of action, based on consultation with the supervisor/teacher and an objective 3rd party as required, which may include suspension, termination, or expulsion.
- In the event that a parent decides to leave the Daycare during the Daycare year, they are not entitled to a refund except for that outlined in the refund policy

9.4.1.2 FAMILY CONCERNS RELATING TO THE TEACHERS, SPECIALISTS, ASSISTANTS, PROGRAMS OR METHODS OF TEACHING

- The Supervisor should be notified of any issues related to the assistants, teachers, programs, or methods of teaching within five days of the occurrence as the teachers, specialists, and assistants report to the Supervisor.
- Within five working days of receiving the written complaint, the Supervisor will notify the Board of directors of any concerns accordingly as he/she is responsible for Human Resources issues. Together they will decide on a facilitating a resolution and determining a course of action and report back to the complainant.
- If deemed necessary after consultation with the Board treasurer, the Supervisor will report the situation to the Board of Directors for their input either at the next Board meeting or at a special Board meeting.
- It may be necessary to arrange a meeting with the individual and the staff at a mutually convenient time (the Supervisor may or may not attend this meeting but should be present).

9.4.2 CONCERNS RELATED TO THE DAYCARE OPERATIONS OR ABOUT THE SUPERVISOR

- It is ideal to first address the concern first with the Parent-Teacher Liaison before lodging a formal, written complaint within five days of the occurrence.
- If unresolved, any issues related to the Daycare's operations or concerns about the Supervisor should be directed to the Board treasurer who will in turn work with the President and possibly the Board to resolve the concern. Together, they will decide on a course of action and report back to the complainant.

9.4.3 STAFF COMPLAINTS OR GRIEVANCES ABOUT THE FAMILIES, VOLUNTEERS, CAREGIVERS OR OTHER STAFF

- It is ideal to first address the concern with the individual or Parent-Teacher Liaison before lodging a formal complaint within five days of the occurrence. If unresolved, any staff complaints or grievances regarding the conduct of families, volunteers, caregivers or staff will be reported to the Supervisor, for further discussion. Together they will determine appropriate action.
- The complaint will be carefully documented for the file.



- If necessary, the staff member has the option of using a third party as a facilitator.
- If the issue remains unresolved, the staff can discuss the issue with the team collectively, with the Supervisor and/or the Board of Directors, respectively.

9.4.4 CONCERNS RELATED TO A CHILD'S BEHAVIOUR

- If a child's behaviour is **endangering the safety and well-being of themselves**, the other children, the staff, assistants and volunteers, or the Daycare and Church property and/or is listed as one of the Daycare's unacceptable behaviours as noted in this Handbook, the Supervisor will meet with the family to come up with an acceptable course of action.
- The family will sign off on the written course of action, which will be provided to the Board Director for information purposes only. Non-compliance by the family may result in the removal of the child from Daycare. St. Mary's Daycare Refund Policy will apply.
- To ensure the well-being of the child and the smooth operation of the Daycare, it may be necessary to withdraw the child from the Daycare either temporarily or permanently. This will occur after the above steps have been taken and may include retaining the services of a behavioural specialist at the expense of the family.
- Any concerns by a family regarding a child other than your own can be brought to the Supervisor or teacher. The Supervisor/teacher's ability to respond to the concerns will be governed by the confidentiality clause.
- The Supervisor/Teacher will inform the Board Director of any issues brought forward by any member of the co-op that results in the above actions.
- The Board Director may become involved in any step of this process if circumstances warrant at his or her discretion.

9.5 ELECTRONIC SIGN IN/OUT MACHINES

- Authorized persons are not allowed to give their access code(s) to any person whosoever unless registered in the application form as authorized person for drop off / pick up. Every person should keep his/her own access code and not allowed to use the code of another person.
- Users must be trained how to use the software to sign-in/out their child(ren).
- In case of losing a single access code for any user, parents must instantly inform St Mary's Daycare to disactivate it and to get another access code.
- Using the software for signing-in/out children is mandatory since October 11th, 2019 and is used as the formal proving document for child(ren)' attendance.
- St Mary's Daycare is not responsible for the impacts that could occurs if parents do not follow the above-mentioned policies.
- An authorized person must sign in/out my child(ren) in person. St. Mary's Daycare has the right to take the necessary actions in case a child is left without electronic signing.



9.6 HIRING

Each position within St. Mary's Daycare 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. The Director will carry out interviews of suitable applicants. Where and when applicable members of the Human Resources Committee will be present and consulted. In each staff member's file the following will be included prior to commencement of employment:

- RECE registration number or Director Approval
- A health assessment, Immunizations and 2 step TB test or x-ray,
- First Aid/CPR evidence
- Vulnerable Sector Police Record Check
- Freedom of Information sign off
- Policy Manual sign off,
- Prohibited Practices understanding sign off
- Signed contract are required prior to commencing employment.

9.6.1 STAFF QUALIFICATIONS

9.6.1.1 SUPERVISOR

9.6.1.1.1 Basic qualifications

As per Ontario Regulation 137/15, a supervisor shall be a person who:

- i. is a member in good standing of the College of Early Childhood Educators, has at least two years of experience providing licensed child care and is approved by a Director; or
- ii. in the opinion of a Director, is capable of planning and directing the program of a child care centre, being in charge of children and overseeing staff.

9.6.1.1.2 General qualifications:

- The supervisor should:
 - have licensed child care work experience,
 - a strong theoretical background in the practice of early childhood education and
 - is able to "plan and deliver inclusive play based learning and care programs" for children of all ages



- All supervisors must also be approved by a Ministry Director.
- Director approval for a supervisor who does not meet the requirements of the Regulation may be granted in exceptional cases where there is evidence of knowledge and expertise that has been acquired in other ways.

N.B.:

- Licensees must apply for Director approval of either a Registered Early Childhood Educator (RECE) or otherwise approved supervisor through CCLS. The approved supervisor's name will appear on the licensing letter and the director approval letter, along with any conditions imposed on the approval (such as additional training requirements).

9.6.1.2 QUALIFIED EMPLOYEES

9.6.1.2.1 Basic qualifications

- Based on Ontario Regulation 137/15, the qualified employee should be:
 1. a member in good standing of the College of Early Childhood Educators.
 2. approved by a director.
- With respect to a licensed junior school age group or a licensed primary/junior school age group that includes only children who are junior school age, the following are also qualified employees:
 1. An employee who has a diploma or degree in child and youth care.
 2. An employee who has a diploma or degree in recreation and leisure services.
 3. A member in good standing with the Ontario College of Teachers. O. Reg. 126/16, s. 36 (1).

9.6.1.2.2 General Qualifications:

- The employee must have a theoretical knowledge of the practice of early childhood education and be able to "plan and deliver inclusive play-based learning and care programs" for children of all ages (Early Childhood Educators Act, 2007). These qualifications are demonstrated through professional designation as a RECE.
- Staff with qualifications other than an ECE (e.g. diploma or degree in, Recreation and Leisure or Child and Youth work or a teacher who is a member of the Ontario College of Teachers) may work in programs serving children 9-12 years. This allows those with a wider range of qualifications to provide environments and experiences that are responsive to the abilities and interests of older children to work in these programs when gaining Ministry approval.

9.6.1.2.3 N.B.

- Individuals with diplomas or degrees in Child and Youth Care, or in Recreation and Leisure Services, or are members in good standing with the Ontario College of Teachers are considered qualified staff for licensed junior school age groupings and do not need to submit a request for Director approval.




- Director approval may be granted for an individual who does not meet the qualifications outlined above, to take the place of a qualified staff in a specific age group.
- A person with recognized Montessori training from either the Association Montessori Internationale (AMI) or a Montessori teacher training institution accredited by the Montessori Accreditation Council for Teacher Education (MACTE), may be approved by a Ministry of Education director as the qualified staff in either a half day or full day Montessori classroom (If applicable). Specific and/or additional infant/toddler training may be required if the individual will be the qualified staff in an infant or toddler room. A director approval through CCLS is required to be submitted by the licensee.
- Licensees must apply for director approval for an individual to take place of a RECE or those described in 54(2) through CCLS. The approved staff's name will appear on the licensing letter and the director approval letter along with any conditions imposed on the approval, such as additional training requirements. Director approvals are not transferable and will apply to one specific licensed age group.

9.6.1.3 HEALTH ASSESSMENTS AND IMMUNIZATION OF STAFF

- In reference to Ontario Regulation 137/15, The Supervisor must ensure that, before commencing employment, each person employed in the daycare it operates has a health assessment and immunization as recommended by the local medical officer of health to identify any active communicable diseases or other infection risks.
- In the event that the employee objects to the immunization on the ground that the immunization conflicts with the sincerely held convictions of the person or parent based on the person's or parent's religion or conscience or a legally qualified medical practitioner gives medical reasons to the licensee as to why the person should not be immunized.
- For staff who were employed prior to August 29, 2016 and do not have either a written objection to immunization based on religious or conscience grounds or written documentation from a doctor or nurse practitioner providing medical reasons as to why the staff should not be immunized, the staff file will need to include a completed approved form by the Minister for objections and medical reasons for no immunization record. The medical officer of health determines what is needed for a staff health assessment and it is the licensee's responsibility to ensure staff have the appropriate health assessments forms approved by the Minister for both types of objections (i.e. objections based on religious/conscience grounds and based on medical reasons).

9.6.2 ORIENTATION

- All new employees, volunteers, and students will receive be provided a digital copy of St. Mary's Daycare Policy and Procedures Booklet. 
- The Supervisor must request them to read it carefully then carries out an orientation meeting.
- Personal file containing the letter of employment, copies of certificates/diplomas, current resume, first aid certificates, and medical certificates; as well as, training will be initiated for each new employee.
- All employees must receive a copy of the Employment Handbook upon signing a hiring contract with St Mary's Daycare.

9.6.3 CRIMINAL REFERENCE CHECKS POLICY

Definitions:



- **Criminal Reference Check:** A document concerning an individual that was prepared by a police force or service from national data on the Canadian Police Information Centre system, contains information concerning the individual's personal criminal history, and may include criminal convictions and findings of guilt under the Youth Criminal Justice Act.
- **Offence Declaration:** A written declaration signed by an individual that lists all of the individual's convictions for offences under the Criminal Code (Canada), if any, during the period specified in the declaration.
- **Other Persons at Child Care Centre:** Any person who provides child care or other services to a child who receives child care at the child care centre, other than an employee, volunteer or student.
- **Police Record Check:** A search of entries that are held in police databases pertaining to a specific individual. The two types of police record checks referenced in the CCEYA are criminal reference checks and vulnerable sector checks.
- **Vulnerable Sector Check:** An enhanced type of police record check that may include:
 - criminal convictions,
 - findings of guilt under the Youth Criminal Justice Act,
 - outstanding charges, arrest warrants,
 - certain judicial orders, absolute discharges,
 - conditional discharges,
 - other records as authorized by the Criminal Records Act,
 - findings of not criminally responsible due to mental disorder,
 - record suspensions (pardons) related to sexually-based offences,
 - and non-conviction information related to the predation of a child or other vulnerable person (i.e., charges that were withdrawn, dismissed or stayed, or that resulted in acquittals).

A vulnerable sector check is conducted in cases where an individual would be in an employment or volunteer position of trust or authority over children or other vulnerable persons.

- **Vulnerable Person:** A person who, because of age, disability or other circumstances, whether temporary or permanent, is:
 - in a position of dependence on others; or

is otherwise at a greater risk than the general population of being harmed by a person in a position of authority or

9.6.3.1 VULNERABLE SECTOR CHECK POLICY

- The Ministry guidelines state that all Ministries funded or licensed agencies providing direct services to children and or vulnerable persons are required to have Vulnerable Sector Check (VSC) policies and procedures included in their hiring practices not to be older than 6 month old.



- Vulnerable Sector Checking is a precautionary measure designed to ascertain whether potential and current employees have a record of criminal convictions, which would make them unsuitable for positions of trust.
- It is in keeping with these guidelines that St. Mary's Daycare incorporates Vulnerable Sector Checks into its recruitment practices and annual reviews.
- It is our commitment to ensure the safety of all children involved at all the locations that we operate.
- All prospective employees of St. Mary's Daycare having direct, unsupervised contact with children will be required to provide a Vulnerable Sector Check. Criminal information obtained will be kept confidential.
- All students and volunteers (18 years and up) placed in St. Mary's Daycare are also be required to have a Vulnerable Sector Check.
- The Administrative fee for the Vulnerable Sector Criminal Check will be payable to your local Police department by the candidate or employee.
- A new Vulnerable Sector Check must be provided every 5 years. Offence declarations must be provided annually in the years that a Vulnerable Sector Check is not provided.

9.6.3.2 PROCEDURE

1. All candidates for job positions will be told that a VSC is required prior to commencement of working at any of St. Mary's Daycare locations.
2. If a candidate has been successful a Conditional Proposal of Employment will be completed. The offer of employment is 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. When this occurs it will be at the discretion of the Director on how to proceed. It will not necessarily preclude employment; however, serious consideration as to the suitability of the candidate to work at St. Mary's Daycare will need to be determined.
5. If the candidate is deemed inappropriate the Director will notify the individual of the decision. A notation is made to the candidate's Resume File. The form will not be retained by St. Mary's Daycare. The notation may simply read "Positive Response on VSC."
6. Despite having a criminal record, the candidate may still be considered, depending upon extenuation factors such as the type of conviction, length of time since the conviction, frequency, etc. The Director will consult with the candidate and / or the Board of Directors as needed to make the decision. If the candidate is hired, a notation will be placed in their personal file indicating a positive response and the stipulations concerning the decision to hire.
7. A negative response indicates there is no criminal record and the Director can proceed with the hiring the candidate. All original VSCs will be kept on file at the location that the individual works and a copy will be kept at the Office. All originals and copies will be stored in locked cabinets.
8. The Director may make a conditional job offer to the candidate pending the result of the VSC. The Director will provide a Conditional Proposal of Employment Form to be signed by the candidate to ensure that the candidate understands that they will not be left unsupervised with the children until the results of the check is shared with



the Director. (This may be necessary if a considerable amount of time is required before receiving the results of the check and the immediate need for staff at St. Mary's Daycare.)

9. All employees will be required to complete an annual Offence Declaration and provide a new VSC every 5 years.

9.6.3.3 OFFENCE DECLARATIONS

- Returning parents who submitted a clear Vulnerable Sector Check in the previous year (typically in the Junior class) do not have to submit a new form for the next Daycare year (typically the Senior class), but must complete an Offence Declaration form yearly.
- An Offence Declaration is a written declaration signed by an individual that lists all of the individual's convictions for offences under the Criminal Code (Canada), if any, during the period specified in the declaration. Forms will be provided to staff and supplied by the Supervisor.

9.6.3.4 NEW VULNERABLE SECTOR CHECKS

- All staff members and students/volunteers must complete a new Vulnerable Sector Check on or before the fifth anniversary from the date they completed their previous Vulnerable Sector Check.
- In every year in which a Vulnerable Sector Check is not completed, all staff members and students/volunteers must complete an Offence Declaration. Offence Declarations must address the period since the last Vulnerable Sector Check or Offence Declaration, and must be submitted to St. Mary's Daycare within 15 days from the anniversary of the last Vulnerable Sector Check or Offence Declaration.
- Families enrolling siblings may have to submit a new Vulnerable Sector Check prior to the fifth anniversary of their previous one, as files are only maintained for three years.

9.6.3.5 COPIES OF VULNERABLE SECTOR CHECKS (VOLUNTEERS OR STUDENTS)

The Daycare may choose to accept a copy of a Vulnerable Sector Check as opposed to an original (from volunteers or students only) only in the following circumstances:

- If the original Vulnerable Sector Check was obtained within the six (6) month period prior to the individual starting at St. Mary's Daycare.
- If the original Vulnerable Sector Check was obtained between six (6) months and five (5) years prior to the individual starting at St. Mary's Daycare, provided that the individual also submits an Offence Declaration addressing such period.
- A copy of a Vulnerable Sector Check that is more than five (5) years old will not be accepted, and the volunteer or student will have to submit a new Vulnerable Sector Check.

9.6.3.6 EXEMPTIONS

The following do not have to submit a Vulnerable Sector Check Form:

- Volunteers under 18 years of age, provided they submit two positive reference letters from people over 18 years of age. (Volunteers under 18 are not permitted to be alone with children, at any time. See Volunteer Policy)
- Within one (1) month from the date a volunteer turns 18 years old while working at St. Mary's Daycare, the volunteer must submit a statement disclosing every finding of guilt of the person under the Youth Criminal Justice Act (Canada) where the person received an adult sentence.



- Within one (1) month from the date a volunteer turns 19 years old while working at St. Mary's Daycare, the volunteer must obtain a Vulnerable Sector Check in accordance with the requirements in this policy.
- Students from a college must provide a Vulnerable Sector Check.

9.6.3.7 TEMPORARY EXEMPTIONS

In certain limited circumstances, Volunteers may start at St. Mary's Daycare prior to the completion of a Vulnerable Sector Check. This may only occur if:

- There is insufficient time to complete the Vulnerable Sector Check prior to starting at the Daycare;
- The individual undertakes to complete the Vulnerable Sector Check as soon as possible; AND
- ***The individual is not permitted to be alone with any children until the Vulnerable Sector Check is complete.***

9.6.3.8 BREAKS IN EMPLOYMENT

For all staff, assistants and Board members participants who leave and then return to St. Mary's Daycare, the requirements for completing a new Vulnerable Sector Check are as follows:

- If the individual leaves St. Mary's Daycare for six (6) or more months, a new Vulnerable Sector Check must be completed prior to returning to St. Mary's Daycare;
- If the individual leaves St. Mary's Daycare for less than six (6) months, and the individual would have been required to submit a Vulnerable Sector Check or Offence Declaration during that period, then the individual must obtain a Vulnerable Sector Check or Offence Declaration, as applicable, prior to returning to St. Mary's Daycare.

9.6.3.9 THE RESULTS OF THE VULNERABLE SECTOR CHECKS

- All staff, assistants, Board members and participants receive notification of the results of their own Vulnerable Sector Check in the mail. Once received, they must be submitted to the Daycare. All cases are reviewed on an individual basis and the information is kept in strict confidence. All Vulnerable Sector Checks will be kept in a sealed envelope in the parent/child's file. Those who the police report have no prior convictions or charges (a "clean" check) can work immediately with the students.
- **However, in the event of a "flagged" check, the Daycare will do the following:**
 - Ask the person to provide in writing the details surrounding their charges/convictions.
 - The Board representative and Supervisor will review the details to assess the eligibility of the person to work/volunteer at the Daycare and whether to rescind a job offer or the opportunity to volunteer. Thorough consideration is given to the nature of the offence, sentence received, date of offence, and rehabilitative efforts of the person.
 - The Board representative and Supervisor prepare a recommendation based on their review and present it to the Board of Directors for discussion and a final decision.
 - The Board representative advises the person in writing of the Board's final decision.



9.6.3.10 3RD PARTY SERVICE PROVIDERS

- All 3rd-party service providers, such as French teachers (and for the avoidance of doubt anyone who is not staff, assistants, Board members, Duty Day participants or students) must complete, prior to starting at the Daycare, one of the following:
 - An Offence Declaration; or
 - An attestation from a prior employer or person who retained their services stating that
 - ✓ the employer/person reviewed a Vulnerable Sector Check,
 - ✓ the Vulnerable Sector Check was performed within the previous five (5) years, and that
 - ✓ the Vulnerable Sector Check did not list any of the criminal convictions listed in subparagraph 1 ii of subsection 9 (1) of the Child Care and Early Years Act, 2014.
- Every following year the 3rd-party service provider must submit a new Offence Declaration or attestation within 15 days from the anniversary of the date the previous Offence Declaration or attestation was submitted.

9.6.3.11 CONFIDENTIALITY

- Confidentiality is a priority when dealing with Criminal Reference Checks.
- All documents related to Vulnerable Sector Checks, Offence Declarations and attestations remain in the Daycare in staff files.
- The Supervisor has access to the files will review every related document yearly in connection with the Daycare's licensing process. Otherwise, disclosure of any information shall only take place with the approval of the person involved, the Supervisor and the Board Representative.

9.6.4 STANDARD FIRST AID AND INFANT AND CHILD CPR + AED

9.6.4.1 CERTIFICATION

All employees of St. Mary's Daycare must hold a current and valid Standard First Aid and Infant and Child CPR Certification.

9.6.4.2 ORIENTATION

- All new employees, volunteers, and students will receive a Policy Manual. The Director will carry out an orientation meeting.
- Personal file containing the letter of employment, copies of certificates/diplomas, current resume, first aid certificates, and medical certificates; as well as, training will be initiated for each new employee.

9.6.5 STAFF TRAINING AND DEVELOPMENT POLICY

St. Mary's Daycare recognizes that learning is a lifelong journey.

All full- time paid teachers are required to adhere to the following training and development policy, annually:



1. Re-read St. Mary's Daycare **policy and procedure book** in September.
2. Re-read "**How Does Learning Happen?**" in September.
3. Attend the St. Mary's Daycare **Orientation session** in September.
4. Attend one professional development training day scheduled, throughout the Daycare year (to be completed by end of May of the Daycare year):
 - a. The Employee is to use the Professional Development Day to further enhance his or her education by attending an Early Childhood Education conference, workshop or by visiting with other local nursery Daycares for observation purposes.
 - b. The Employee is responsible for finding and scheduling a professional development course of their choice.
 - c. The Board of Directors will reimburse one-half of the cost of any conferences or workshops, up to a maximum amount of Two Hundred Dollars (\$200.00).

Procedures for implementation and tracking

All full time St. Mary's Daycare staff members and teachers will sign off on their understanding on the above requirements, upon the commencement of their employment. All teachers will sign off on the completion of sections 1, 2 and 3 during the Orientation session. Receipt or certificate demonstrating completion of at least one professional development training course must be placed into the employees file by May of the Daycare year.

5. A full review of this policy will be completed by the Supervisor and Board Representative annually.

9.7 SUPERVISION OF VOLUNTEERS AND STUDENTS

In respect of volunteers and students, O. Reg 262 under the CCEYA provides that:

- Only employees 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.
- St. Mary's Daycare expects volunteers and students to follow a job description, course outline and take direction from the RECE's and all staff at St. Mary's Daycare. Students enrolled in ECE courses only will be accepted to complete placement at St. Mary's Daycare.
- Each student or volunteer will receive a tour and orientation before commencing placement or volunteer experience at St. Mary's Daycare. This orientation will be carried out by Director or designate. At this time students and volunteers will receive a copy of the parent handbook or be asked to visit St. Mary's Daycare website where this manual is posted.
- During the orientation, a full review of policies and procedures are outlined.



- St. Mary's Daycare Behaviour Management policies and procedures as well as all other policies and procedures are reviewed with all employees, volunteers, and students who will provide care or guidance at St. Mary's Daycare before they begin providing care or guidance and at least annually afterwards.
- Students and volunteers will comply with the written behaviour management procedure.
- Students and volunteers will review the individual plan for a child with anaphylaxis.
- The emergency procedures are reviewed by volunteers and students.
- The plans are reviewed before they begin providing care and at least annually afterwards.
- All volunteers are required to provide a criminal reference check. Criminal reference checks for students are routinely required by community colleges and universities prior to students beginning a placement in childcare.
- The Ministry criminal reference check policy does not apply to students placed in the childcare program.
- Volunteers and students sign and date the review as with other policy reviews.

9.7.1 ROLES AND RESPONSIBILITIES OF STUDENTS AND VOLUNTEERS

All students and volunteers are required to:

- Adhere to all policies outlined in St. Mary's Daycare Handbook
- Submit all appropriate paperwork, as outlined above
- Stay with the RECE or designate at all times
- Students and volunteers may:
 - Play with the children during the duration of the program
 - Read to and converse with the children
 - Assist with the snack routine
 - Participate in the program's activities, alongside other teachers
 - Assist with set-up, tidy-up and other routines

This policy shall be reviewed annually, and a copy of this Handbook will be posted on our website to be available to each family when they register.

9.7.2 CHILDCARE SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS

The Supervisor shall ensure that all students and volunteers:

1. Have read St. Mary's Daycare Policies and Procedures handbook and are familiar with: St. Mary's Daycare Program Statement, Behaviour Management policy, Anaphylaxis policy, Health and Safety Policies etc.



2. Have submitted a CLEAR Vulnerable sector criminal reference check, or appropriate clearance letter (see Reference Check Policy)
3. Are aware of the above Supervision policy and know that they are not allowed to be alone with children.
4. Are always supervised by an RECE or designate

9.8 TERMS AND CONDITIONS OF EMPLOYMENT

The Director and all employees of St. Mary's Daycare must abide by all policies and procedures.

It is each individual's responsibility to ensure that she/he understands all policies and procedures.

1. Upon confirmation of employment, each employee must submit copies of required diplomas and certificates specified in appropriate job descriptions.
2. Employees accept scheduling for groups and times as necessary within the organization.
3. Employees are 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. Employees should make sure that they return from lunches on time. Employees must also keep to their designated lunch hour. If an extended lunch break is required, authorization from the Director must be obtained. The programs must never be left without an RECE on the premises.
5. If necessary, employees will be asked to stay and make sure 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 in the centre or on the premises of any program operated by St. Mary's Daycare.
9. RECE are responsible for all aspects of the program including program curriculum indoors and outdoors.

9.9 EMPLOYEE DISCIPLINE POLICY

St. Mary's Daycare reserves the right to use progressive discipline in appropriate circumstances. The following progressive discipline will occur when deemed necessary.

9.9.1 VERBAL WARNINGS

Will be used as the first step in the discipline process.

Some reasons an employee may receive a verbal warning include, but are not limited to:

- First late arrival,
- first incident of not following proper work policy and/or
- procedure, not adhering to the dress code.



9.9.1.1 STEPS TO GIVING A VERBAL WARNING

- Employee will be given a verbal warning regarding the unacceptable behavior or action.
- Employee 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 unacceptable.
- Employee will be given an opportunity to explain the situation and their actions (his/her side of the story).
- Employee will be given a description of the acceptable behaviour or actions.
- Employee will be informed that further disciplinary action, up to and including termination, will follow if the unacceptable behaviour continues.
- Employee will be asked to sign notes to verify the discussion took place and the information noted is accurate.

9.9.1.1.1 The College

- Employee will be given a verbal warning regarding failure to register with the College of Early Childhood Educators.
- The employee will then be given a reasonable amount of time to comply with the registration request and provide proof of application.

9.9.2 WRITTEN WARNINGS

Written warnings may be given for more serious violations of policy and/or conduct, or for repeated inappropriate conduct/behaviour.

These types of violations include, but are not limited to:

- inappropriate or rude interactions with a family, children, employee or other clients,
- not showing up for a scheduled shift with no notice or without a reasonable explanation,
- insubordination or lack of adherence to policy and standards,
- and failure to register/renew registration with the College of Early Childhood Educators within a given time period.

9.9.2.1 STEPS TO GIVING A WRITTEN WARNING:

- Employee will be given a written warning regarding their unacceptable behavior or actions in the event that the behaviour or action was such as to warrant more than a verbal warning.
- Employee will be given an explanation of when and how the unacceptable behaviour or action took place. This will include the reason why the behaviour or action was deemed unacceptable.
- Employee will be given a description of the acceptable behaviour or actions.
- Employee will be provided a copy of the suspension; a second copy will be placed in his/her employment file.
- Employee will sign the document as proof that s/he has read and received it.



- It will be explained to the employee that future disciplinary problems will be addressed with further progressive disciplinary actions up to and including termination.

9.9.2.1.1 The College

- Employee will be given a written warning regarding their failure to register and/or renew with the College of Early Childhood Educators within the acceptable timeline outlined in the verbal warning.

9.9.3 SUSPENSIONS

- An employee may be suspended where it is found s/he has committed a serious or repeated violation(s) of St. Mary's Daycare 's various policies, **including but not limited to:**
 - repetitive lateness or absences with no reasonable explanation,
 - an incident of verbal abuse to co-workers, families, children and other clients,
 - repetitive lack of adherence to policies, procedures, and standards, suspended registration with the College of Early childhood Educators.
- Employee 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 a previous verbal or written warning(s) or that the behaviour or action was such as to warrant more than a warning.
- The documentation will include information on the offence and the length of the term of suspension and why the employee was suspended.
- The employee 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.
- Employee will be given a description of the acceptable behaviour or actions.
- Employee will be provided a copy of the suspension; a second copy will be placed in his/her employment file.
- Employee will sign the document as proof that s/he has read and received it.
- It will be explained to the employee that future disciplinary problems will be addressed with further progressive disciplinary actions up to and including termination.

9.9.4 TERMINATION

– An employee's 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 College of Early Childhood Educators.

9.9.5 STEPS FOR TERMINATION:

- Employee will be given written documentation regarding their termination and the unacceptable behaviour or action leading to and justifying the termination.
- Documentation will include information on the offence and previous disciplinary communications with the employee.



- Employee will be given a description of when and how the unacceptable behaviour or action took place. This will include the reason(s) why the behavior or action was deemed unacceptable.
- Employee will be given a description of the acceptable behaviour or actions.
- Employee will be provided with a copy of the termination notice; a second copy will be retained in his/her employment file.
- Keys or equipment will be requested to be returned.
- Employee will be escorted immediately upon being notice of termination.

9.9.6 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.

9.10 STATUS AND STANDING POLICY

The following policy applies to all staff that are employed as Registered Early Childhood Educators at St. Mary's Daycare.

Effective February 14, 2009, based on the Licensing Standards required by Ministry of Children & Youth Services any employee employed as an Early Childhood Educator must be a Registered Early Childhood Educator in "Good Standing" with the College of Early Childhood Educators.

As an employee of St. Mary's Daycare it is employee's responsibility to maintain your registration, be in "Good Standing" and be certified by the College of Early Childhood Educators.

While employed at St. Mary's Daycare , Registered Early Childhood Educators are expected to:

- Understand and adhere to the standards of practice set out by the College of Early Childhood Educators Act and the Child Care and Early Years Act, 2014;
- Renew their registration with the College of Early Childhood Educators annually.
- Avoid any actions that can be defined as a conflict of interest, breach of confidentiality as outlined in the policies and regulations of the Centre
- Avoid any actions that could be construed as professional misconduct as defined by the College of Early Childhood Educators.

Registered Early Childhood Educators must inform the Centre of any changes in status regarding their registration with the College of Early Childhood Educators, including:

- Any investigation of professional misconduct, incompetence, and/or incapacity relating to their practice of Early Childhood Education.
- any finding of professional misconduct, incompetence and/or incapacity relating to their practice of Early Childhood Education
- any proceeding for professional misconduct, incompetence, and/or incapacity relating to their practice of Early Childhood Education



- any suspension for professional misconduct, incompetence, and/or incapacity relating to their practice of Early Childhood Education
- any limitations or loss of certificate of registry due to professional misconduct, incompetence, and/or incapacity relating to their practice of Early Childhood Education
- suspension or revocation due to non-payment of registration fees Registered Early Childhood Educators who have been reinstated following a suspension and have been cleared to return to work must provide:
- documentation confirming good standing
- certificate of registration to practice as a Registered Early Childhood Educator

Any failure to meet the terms of this policy will lead to discipline, up to and including termination of employment with St. Mary's Daycare .

9.11 EMPLOYMENT STATUS

9.11.1 PROBATIONARY:

- A probationary employee is one appointed to a position for a specified period of time subject to satisfactory performance.
- All newly hired permanent full time and permanent part time employees will be placed on probation.
- Probationary period for all positions including the Supervisor will be six (6) months.

9.11.2 PERMANENT FULL-TIME:

- Employees who are hired to work 7.5 hours per day, 5 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.

9.11.3 PERMANENT PART-TIME:

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

9.11.4 TEMPORARY:

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

9.12 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 Employee and Supervisor should review the Job Description to clarify specific performance expectations.
2. Performance objectives and standards should be discussed, agreed upon and documented at this time. These will serve as a guide to both parties during the review period.
3. Ongoing, two-way feedback is essential to effective performance evaluations. Both the employee and the Supervisor may initiate performance related discussions and provide or request feedback at any time. To be effective, feedback should be provided as close as possible to the event being discussed. It should be stressed that feedback should be provided for successful performance as well as for areas in need of improvement.
4. St. Mary's Daycare does not issue any performance reference letters aside from the portfolio feedback.

9.13 SALARIES AND COMPENSATION

St. Mary's Daycare 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 St. Mary's Daycare that a compensation package is in place, which recognizes the following factors, related to the job:

1. The degree of responsibility, level of skills required, and level of stress
2. The need for ongoing training and education
3. 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.

9.13.1 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.

9.13.2 BENEFIT PACKAGE

St. Mary's Daycare is very pleased to provide full time permanent employees with an extensive benefit package provided by Desjardins Life Insurance according to their own terms and conditions.

9.13.3 STATUTORY HOLIDAYS AND OTHER CLOSURES

Employees 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 and Family Day. On New Year's Eve and Christmas Eve, shift ends from 7:00 AM to 11:00 AM.

9.13.4 VACATIONS

9.13.5 VACATION LEAVE

Our vacation policy is based on the calendar year. Vacation leave is adjusted for tenure as follows:



Years of Service	N# of working days
Less than one	5/6 day per month worked
From 1 to 5	10
From 6 to 10	15
From 11 to 25	20
After 25	25

When vacations are taken during a period in which a statutory holiday falls, the vacation period will be extended by the same number of days as the statutory holiday.

Vacations may be taken on a continuous or split basis, but the choice of vacation time will be granted with regard to client service requirements. All vacation time is subject to the advance approval of SMD Supervisor and the Board.

Annual leave may be carried over up too December 31st after which only 5 days should be allowed to be carried over to the following year and no further. A Plan, explaining how this leave carry-over will be taken during the following year must be submitted to the supervisor for approval. There will be no compensation for unused leave beyond that which is minimally required by the Employment Standards Act of Ontario.

An Employee shall receive payment in lieu of earned but unused vacation upon separation for any cause. Conversely, on termination, if unearned vacation has been taken, it will be recovered from the employee's final pay.

9.13.6 LIEU DAYS/PERSONAL DAYS

- From time to time, staff members must be absent from work to attend to various personal appointments. These appointments are to be taken during personal time. In the event that a staff must be absent for personal appointments, the time will be considered vacation or without pay.

9.13.7 ABSENCE DUE TO ILLNESS

- St. Mary's Daycare depends on employees that are reliable and can be depended on to be present each day.
- St. Mary's Daycare must meet ratios set out by the Ministry.
- It is clearly understood that in order to be effective caregivers, employees are interacting with many children and that this contact can make them more susceptible to illness.
- It is also recognized that when a staff member is not well, they should not be in a place where they can spread illness further.
- Full time staff members are entitled to 12 paid sick days each calendar year.
- These days are accrued throughout the year at a rate of one per month.
- In the event that a staff member uses all 12 days prior to the end of the year and must be away from work due to an illness, they have the option of taking vacation days or unpaid days.
- In the event that an employee uses more than one sick day per month and ends his/her employment prior to the end of the year, St. Mary's Daycare may request those days be paid back.
- Those 12 days can be taken to care for a family member.
- All staff members who become ill during their scheduled shift will be excluded from other staff members and children. Staff are able to return to work after 24 hours, symptom free.

Symptoms of Communicable Disease such as:



- Diarrhea
- Vomiting
- Fever
- Seizure
- Severe coughing
- Difficult or rapid breathing
- Runny nose
- Yellowish skin or eyes
- Redness of eyelid lining
- Hives
- Rash
- 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 sick or other unexpected absence:

1. Call your supervisor (12-18 hours) prior to the start of your scheduled shift.
2. In the event of sudden illness, a staff member must call a minimum of 2 hours prior to the start of his/her shift.
3. A message on an answering machine can be left, but should be confirmed. The staff member should either continue to try to contact Supervisor or find an appropriate replacement themselves.
4. The staff member may be asked by the Supervisor to submit a doctor's note.



- 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 Human Resource Committee of the Board of Directors.
- Fairness and the best interest and needs of St. Mary's Daycare will all be taken into consideration when making decisions.
- If a staff is diagnosed by a physician as having a Communicable Disease, they may only return to the centre if directed by the physician.
- Certain illnesses must be reported to the local Medical Officer of Health.
- If an exposure to a vaccine-preventable disease occurs, employees may be excluded from work until public health determines that the risk of infection has passed.

9.13.8 EXTENDED MEDICAL ABSENCE

- In the event that an employee is unable to complete their job description due to medical reasons, supported by authorized documentation, an Extended Medical Leave may be granted.
- St. Mary's Daycare will request regular updates from the employee and inquire about when the employee may return to her/his position.
- St. Mary's Daycare will cover employer contribution of benefits for the initial 30 days of an authorized leave. For periods beyond 30 days, it is the employee's responsibility to arrange to pay these costs. In the event that the employee does not provide written instructions to St. Mary's Daycare within 10 days of expiration of employer contribution, St. Mary's Daycare is authorized to have all benefits terminated effective the 31st day.
- When the employee is able to return to work they will provide a minimum of 2-4 weeks' notice; as well as, documentation indicating that there are no restrictions, limitations, or need for modifications.

9.13.9 LEAVE OF ABSENCE

- Under certain circumstances, St. Mary's Daycare may agree to an employee's request for a leave of absence without pay.
- Employees must request the leave of absence in writing as far in advance as possible.
- Leave will be granted at the discretion of the Supervisor.
- An employee who does not return to work on the agreed upon date, will be considered to have resigned, unless an extension of the Leave has been agreed to, in writing, by the Supervisor.
- Two weeks' notice is required to return from the Leave.
- The period of the Leave will not be included in calculating vacation entitlement. The entitlement period will be revised accordingly.
- Benefits may not continue during a Leave.

9.13.10 EMERGENCY LEAVE OF ABSENCE

An employee who is entitled to personal emergency leave can take up to 10 days of unpaid leave due to:

- Personal illness, injury or medical emergency, OR



- Death, illness, injury, medical emergency or urgent matter relating to the following family members:
 - A spouse
 - A parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee's spouse
 - The spouse of an employee's child;
 - A brother or sister of the employee;
 - A relative of the employee who is dependent on the employee for care or assistance.

*Note: "spouse" includes both married and unmarried couples, of the same sex or the opposite sex.

9.13.11 MATERNITY LEAVE

In accordance with Federal and Ontario legislation, employees are entitled to the following unpaid maternity and parental leave:

- an employee who has been permanently employed by St. Mary's Daycare for 13 consecutive weeks is entitled to 17 weeks unpaid Maternity Leave and 35 weeks unpaid Parental Leave.
- Maternity leave may begin up to 17 weeks before the expected date of birth. The parental leave must begin immediately following the maternity leave, or in the case of adoption, within 35 weeks after the adoption.
- As far in advance as possible, but no less than 2 weeks prior to commencement of the leave, the employee will give the Supervisor notice in writing of the date the leave is to begin and end. An employee 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 an employee wishes to return to work prior to the original return date, they are required to give 4 weeks written notice.
- Benefits will be continued during a maternity leave.
- The period of the maternity leave will be included in calculating 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.

9.13.12 BEREAVEMENT LEAVE

- If a death occurs in the immediate family, an employee shall be allowed three (3) days with pay or at the discretion of the Supervisor.
- Such leave may be extended by mutual agreement. "Immediate family" shall mean spouse, father, mother, father-in-law, mother-in-law, son, daughter, son-in-law, daughter-in-law, brother, sister, brother-in-law, sister-in-law, grandparents, grandchildren, or relative living in the same household.

9.13.13 JURY DUTY

- The payment of full salary up to 5 days, without regard to a fee as a juror, or as a subpoenaed witness to the Crown, shall be made to regular employees who are absent for jury duty or as a subpoenaed witness to the Crown.



- Any money earned, excluding traveling expenses, shall be remitted to St. Mary's Daycare.
- Employees are asked to complete an Absence Authorization and Request Form and attach supporting documentation to the Director.

9.14 CHILD CARE POLICY

- Employees of St. Mary's Daycare are permitted to enroll their children to the programs and are entitled to a fee discount of twenty-five percent (25%).
- All children of staff members must be fully enrolled with fees paid and also meet the age and ratio requirements of St. Mary's Daycare to be present at the centre during a staff member's shift.

9.15 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, for example: length of shorts must be 2" longer than the hands down.

9.16 PROFESSIONAL DEVELOPMENT

- In a constant effort to promote professionalism in the field of Early Childhood Education, St. Mary's Daycare believes in the importance of promoting and supporting Professional Development and continuing education along with the requirements of the College of ECE's Continuous Professional Learning (CPL).
- Full-time permanent employees are encouraged to participate in educational activities while staying within a budget which can be discussed with the Board Director. The Board Director must authorize all professional development opportunities prior to reimbursement.

Examples of professional development opportunities, which would be acceptable and encouraged, include:

1. The Joy of Childhood Conference held in the fall in Ottawa Region and the AECEO annual conference.
 2. Courses in pursuit of an Early Childhood Education Diploma. In order to be reimbursed for funds paid out, the employee must prove that they successfully completed (a minimum of a C or 60% grade) the course. Their final grade report along with the tuition receipt must be submitted.
 3. Other Professional Development opportunities authorized or suggested by the Supervisor.
- When participating in any Professional Development opportunity the first priority is to ensure that the programs operated by St. Mary's Daycare are staffed fully and appropriately.
 - Time away for PD should not have an adverse impact on any program operated by St. Mary's Daycare.

9.17 CLASSROOM ORGANIZATION GUIDELINES

The classroom should be a welcoming environment that is warm, rich, and conducive to learning. The schedule of activities is posted at all times in a place, visible to the parents, Supervisor, and staff. Flexibility is encouraged and should be noted on a schedule.

A daily journal is maintained in each classroom. Entries include the number of children present, and reason for absent children. Any special or peculiar event should be noted (e.g. zoo trip or unusual events).



9.17.1 PROGRAM PLANS

Following a Cognitive base philosophy Approach involves documenting activities after they occur. The intent is that staff facilitate learning by following the children's leads and interests and planning "as they go" as opposed to trying to predict what children will be interested in at a later time.

The program addresses the following areas of child development: Social, Emotional, and Self Help Skills, Speech, Language and Communication, Gross motor, Fine motor, and Cognitive.

An Anti-Bias approach is maintained in all areas of each program. This means that we ensure all materials and areas of each program are sensitive to all people's differences and similarities and offer equality and respect to all.

At all of St. Mary's Daycare, the following areas are available to children to facilitate the curriculum, foster development and ensure fun in the program: Creative Centres, Arts and Crafts, Dramatic Play, Table Toys and Manipulative, Science and Experimentation, Music and Rhythm, Language and Literacy, Quiet Experiences, Sensory Activities, Active Exploring and Sports, and Outdoor opportunities.

9.17.2 CURRICULUM

Our curriculum has a focus of age and stage appropriate planning and facilitating experiences that allow for children to inquire and observe therefore learn and develop at their own pace in a play based learning environment.

Our programs are inspired by many philosophies including that of Cognitive base philosophy and are planned and implemented using documentation which provides for inquiry based programming. Our belief is that play based learning is effective in providing an environment in which children can grow and develop to their potential.

9.18 CHILD PROTECTION

Any suspicion that a child may be in need of protection, must be reported to the Children's Aid Society and to the Ministry as a serious occurrence. It is the professional obligation of the staff to report such a suspicion. If they do not report, they may be found to be personally liable.

1. If a staff person has reasonable grounds to suspect a child may be in need of protection, they have a duty to report it to the Children's Aid Society. S/he should also inform the Supervisor of his/her intent to call. S/he could request that the Supervisor be present while the call is made.
2. The staff records observations on the Serious Occurrence form.
3. The staff and Supervisor will then follow any advice from the Children's Aid Society.
4. Once contact with CAS has taken place, the name of the CAS worker is recorded on the Serious Occurrence form.
5. A charge may be levied against individuals failing to report a child in need of protection.
6. The Chair of the Board is informed of the serious occurrence. Confidentiality is maintained.
7. Serious Occurrence form will be filed with the Ministry. Posting of the Serious Occurrence will be done following Serious Occurrence guidelines.

Note:

Anonymous calls to CAS may be made at any time. Staff need to be aware of the importance of reporting to CAS for the sake of the child. It is not the duty of the staff to allege or accuse, but only report a suspicion.



9.19 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. In the event that an individual makes an allegation of abuse against a staff member, the individual is instructed to contact the Children's Aid Society.
2. Clear and concise documentation of the allegation will be made by the Supervisor.
3. The Supervisor may also call Children's Aid to report the allegation.
4. The Ministry will be contacted and a Serious Occurrence Report will be completed and filed by the Executive Director.
5. If the allegation proves correct, the Board of Directors will be notified.
6. After investigation, the staff member accused may or may not be suspended with or without pay.

9.20 PERSONAL CELL PHONE POLICY

- It is a requirement of CCEYA and St. Mary's Daycare that every child will be supervised at all times. Nothing should distract a staff from this supervision.
- Staff must not use personal cell phones or other personal electronic devices when they supervise children.
- Staff should not make personal calls when they care for and supervise children.
- Personal Cell phones should not be seen or heard at any time during a staff member's shift while they are completing their Job.
- Staff must ensure that anyone who may need to contact them during working hours knows to call the centre's phone number. (In some cases the centre phone may be a cell phone).
- If a personal cell phone or other device is used to photograph or videotape children (with permission of the centre and parents), the data must be downloaded onto the centre's computer and immediately deleted from their phone or device.
- If staff needs to take a personal cell phone for safety purposes on outings with children, this should only be used for emergency contact with the centre or a child's parents/guardians.
- Information about children, parents, staff and the centre (including photos or videos) must not be posted on:
 - a staff member's personal web space
 - social networking web sites (for example, blogs, Twitter, MySpace, Facebook, etc.)
 - public networking for file sharing sites (like Photobucket, Flickr, YouTube, etc.)
 - any other type of Internet website
 - Staff must not accept children as "friends" or "buddies" when using social networking sites such as Facebook or MSN.



9.21 REFERENCE LETTERS

It is the policy of St. Mary's Daycare that reference letters outlining an opinion of performance will not be provided. Employment confirmation letters can be obtained from the Supervisor only.

9.22 BOARD OF DIRECTORS

- The Board of Directors is the governing body of St. Mary's Daycare and is responsible for the overall management of the corporation.
- The Board is made up of community members who are volunteers.
- 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-Chair person, Treasurer, Secretary, and members. Committees may be formed as necessary.
- Upon joining the Board of Directors, each Board Member will be made aware of the operation policies and procedures of the centre; as well as, the responsibility of the Board and their membership.

9.22.1 ROLES & RESPONSIBILITIES – GENERAL

Board of Directors Code of Ethics Agreement. Board Members shall:

1. Represent the interests of all children and families at St. Mary's Daycare.
2. Not use his/her services on the Board for his/her own personal advantage nor for the individual advantage of his/her friends or supporters.
3. Hold all Board matters and issues in the strictest of confidence.
4. Approach all issues with an open mind, prepared to make decisions in the best interest of the Daycare.
5. Do nothing to violate the trust of those who elect him/her to the Board nor the children served.
6. Focus his/her efforts on the mission of St. Mary's Daycare and not on any personal goals.
7. Never exercise authority as a Board Member except in a meeting with the full Board or carrying out responsibilities delegated by the Board.

9.22.1.1 THE GENERAL FUNCTIONS OF THE BOARD OF DIRECTORS:

- 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:

1. Reviewing and resolving problems or concerns introduced by the Supervisor.
2. Maintaining the history, archives, business files, and philosophy of the centre.

9.22.2 ROLES & RESPONSIBILITIES – SPECIFIC

9.22.2.1 PRESIDENT / CHAIRPERSON JOB DESCRIPTION

1. Provide leadership to the Board.
2. Prepare agendas for Board meetings with input from the Director.
3. Chair the meetings of the Board.
4. Plan and organize orientation for new Board Members.
5. Delegate tasks equally to all Board Members.
6. Organize and keep in touch with committees if applicable.
7. Recruit committee members from the Board, other community members, and staff as necessary.
8. Represent St. Mary's Daycare at public functions, media, and other events.
9. Keep informed about the concerns of parents and the community.
10. Communicate with the Board Representative as important issues arise at the centre.

9.22.2.2 VICE PRESIDENT / VICE CHAIRPERSON JOB DESCRIPTION

1. Take on the Chair's responsibilities in his/her absence.
2. The Vice President/Vice Chairperson is often seen as being groomed for the position of President/Chairperson.
3. Assist in Committees and find additional help when required.
4. Help recruit committee members.

9.22.2.3 TREASURER JOB DESCRIPTION

1. Maintaining an overview of the organization's finances, such as budget expenditures and the maintenance of financial records.
2. Ensure the proper accounting of the funds of the organization.
3. Chair the Finance committee.
4. Work with the Executive Director on a monthly basis reviewing the monthly ledgers.
5. Must be a certified accountant.

9.22.2.4 SECRETARY JOB DESCRIPTION

1. Ensure that accurate meeting minutes are taken, distributed in a timely manner, approved and kept on file.



2. Ensure attendance for the meetings by communication reminder.
3. Communicate with the President/Chairperson regarding attendance.
4. Maintain close communication with Chair/ President.

9.22.2.5 OFFICERS JOB DESCRIPTION

1. Attend the Board meetings / committee meetings and be prepared to discuss all items on the agenda.
2. Provide assistance to the Board in planning for the future.
3. Provide assistance for the policies and procedures of the Board.

9.22.3 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

9.22.4 ANNUAL GENERAL MEETINGS

As a non-profit agency an Annual General Meeting is held each year 6 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 Finances of the organization. All parents are invited and encouraged to attend.

9.22.5 LIABILITY

9.22.5.1 LEGAL RESPONSIBILITIES OF THE BOARD

Board members are legally responsible for governing St. Mary's Daycare 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 a Director
- Act honestly and in the best interest of St. Mary's Daycare
- State a conflict-of-interest if there is a difference between the interest of St. Mary's Daycare and personal interests



- Declare a conflict-of-interest if they stand to benefit financially, directly or indirectly from the actions of St. Mary's Daycare
- Know the By-laws of St. Mary's Daycare
- 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

9.22.5.2 LEGAL AND REGULATORY INFORMATION

The Corporations Act, Part III legislates the incorporation of non-profit Child Care programs. As a member of the Board, you should know:

- Child care corporation members are volunteers and not paid
- Directors are elected according to the procedures outlined in the Corporations Act and the organizations By-Laws (see Appendix C).
- 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.
- That the Ontario Corporations Act allows incorporated organizations to protect individual Board Members from personal liability while carrying out their responsibilities.

9.22.6 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 the Executive Director or another staff member in the event that a staff member has been authorized as a signing officer.



10 Posting of Licence and Decal

- Child care licenses are generated through the Child Care Licensing System and will print on regular letter size paper. In cases where the license is longer than one page, The Director must ensure that all pages of the license are posted and visible to parents. in a conspicuous place at the Daycare.
- The Director must also post any additional information as required through conditions on their license, such as their license inspection summary.
- The licensed child care decal is the property of the Ministry of Education, and must be returned to the Ministry when the child care centre is no longer operating as licensed child care. Licensees must also return their most recent license when returning their decal.
- When returning a licensed child care decal, licensees must mail the decal and their most recent license to: Child Care Quality Assurance and Licensing Branch, 77 Wellesley Street West, Box 980, Toronto, ON M7A 1N3
- If a licensed child care decal has not been received by the licensee, becomes damaged, is lost, or is stolen, the licensee must contact CCLS Help Desk as soon as possible at 1-855-457-5478 or email childcare.helpdesk@ontario.ca.

11 Policies and Procedures for Monitoring Compliance and Contraventions

- The staff, St.Mary's Daycare families, volunteers and Board of Directors are bound to follow and uphold the policies and procedures of St.Mary's Daycare outlined in this Handbook and the Parent Handbook. These have been designed to ensure a safe and productive environment that satisfies our licensing requirements and exemplifies the integrity of the Daycare.
- The Licensing Specialist from The Ministry of Education reviews the Daycare's policies and procedures annually. In addition, policies like the Behaviour Management Policy are an integral part of the fabric of the Daycare, its philosophy and the program. Accordingly, the Supervisor and Vice President reassess them all annually and present any proposed changes to the Board of Directors for discussion and approval. The Supervisor also reviews the Daycare's policies and procedures with new staff and volunteers to ensure they are understood and followed. Each year, the staff, volunteers and Board must read and formally sign off on the policy and procedures, to acknowledge their full understanding and commitment to implement them. Also, adherence to these policies is part of the staff's annual review.
- Finally, the Daycare is governed by a set of by-laws. The Board of Directors also reviews these annually. The membership votes on any proposed changes at the Annual General Meeting.

11.1 COMPLIANCE ORDERS: ESTABLISHING AND COMPLYING WITH THE DAYCARE POLICIES

- The Supervisor and President monitor staff, families and volunteers' compliance with the policies and procedures.
- In the event of non-compliance with any of the Daycare's policies and procedures, the Supervisor and President will notify the contravening person. In addition, the Board of Directors will be kept informed of conflicts by the Supervisor's reports at each board meeting (individual details and names will be withheld unless it becomes a more serious issue).
- The procedures for responding to non-compliance are as follows:



11.1.1 NON-COMPLIANCE BY A DUTY DAY PARTICIPANT/VOLUNTEER/FAMILY MEMBER/CAREGIVER

- The Supervisor or President provides a written or verbal warning advising the individual either to comply with policies and procedures, or temporarily cease participation at the Daycare. In the event of a Duty Day participant, a replacement would have to be used* at the possible expense of the participating family.
- If compliance is still not possible, the Supervisor and President discuss the case with the Board of Directors.
- The Board votes on whether the violating volunteer must permanently cease participation at the Daycare until compliance with policies and procedures is possible*.
- For serious allegations, the participating individual and perhaps the whole family may be asked to leave the premises immediately, either temporarily or permanently, without refund except for that allowed by the Daycare's refund policy.
- Please note that this may constitute a "serious incident" and the City of Ottawa's Children's Services will have to be notified.
- If another parent cannot be found as a replacement, an assistant will need to be hired, at the expense of the participating family.

11.1.2 NON-COMPLIANCE BY A STAFF MEMBER:

- The Daycare will take the following steps for staff that have difficulty or refuse to practise the Daycare's policies and procedures:
 - The Supervisor discusses the non-compliance issue with the staff member to identify the difficulty and reasons for it; discussing the implications with respect to the child; specifying ways to employ positive methods of behaviour management; and putting the results of the discussions in a written report that is signed by both parties.
 - Impose a two-week trial period, which takes place under the close observation of the Supervisor, to comply with the policies and procedures and improve their methods.
 - Review the performance after the two-week trial period. If there is no notable improvement and the staff member fails to comply or clearly disagrees with the philosophy, the Supervisor and Vice President discuss whether to proceed to advise the Board of Directors and initiate termination procedures or, to proceed to a written warning with another cycle of a trial period.
 - If there is no notable improvement and the staff member fails to comply or clearly disagrees with the philosophy after no more than 2 written warnings then the Supervisor and Vice President discuss whether to proceed to advise the Board of Directors and initiate termination procedures.
- Please note that this may constitute a "serious incident" and the City of Ottawa's Children's Services will have to be notified.

11.1.3 NON-COMPLIANCE BY A CHILD

- Please see section above on Concerns regarding a Child's Behaviour.



- Please note that this may constitute a “serious incident” and the City of Ottawa’s Children’s Services will have to be notified.

[illegible]

[illegible]

[illegible]

[illegible]



11.1.5 SIGNATURE LOGBOOK FOR STUDENTS AND VOLUNTEERS

I, signed below, agree that I carefully read all regulations and terms written in that book and I agree to apply and follow all the indicated policies and procedures.

[illegible]

[illegible]

[illegible]