

## **Policies and Procedures**

### **Discipline And Guidance**

Cognitive development is possibly only with healthy emotional and social development. We believe that children learn with the teachers guidance appropriate and acceptable behavior patterns.

Our goals are:

- to guide children in developing respect for self, others and the environment
- to help children learn problem solving skills
- to assist children in practicing responsible decision making
- to teach cooperation, collaboration and compassion
- to encourage and support development of self-confidence, self-control and responsibility

Our guidance methods are:

- to model appropriate behavior
- to provide simple, clear, consistent limits and expectations
- to focus on the child's behavior not on the child
- to use simple and positive statements
- to structure the rooms and activities to avoid potential problems
- to reinforce appropriate behavior
- to offer appropriate choices
- to redirect children when she/he is having difficulty coping with a situation
- to use logical and natural consequences
- to teach problem solving strategies

AT NO TIME WILL ANY FORM OF PHYSICAL (i.e. hitting, slapping or spanking) or VERBAL (i.e. insults, humiliation, name calling, or attention to accident such as wet pants.) PUNISHMENT BE USED ON ANY CHILD IN THE PROGRAM.





If a child has persistent behavioral problems, staff will use a variety of guidance strategies, depending on the individual needs of the child. These strategies may include a behavior management program. Families will be consulted if a child has persistent behavioral problems in the Centre that require a consistent systematic approach. Extra support can be accessed for children with emotional and behavioral challenges if families and staff wish it.

If you are uncomfortable with or are unclear about the management of any incidents occurring in the program please ask the staff. We welcome and encourage discussion regarding our guidance techniques.

### **NUTRITION POLICY**

Hellokids Children encourages healthy eating at all times. We provide nutritious snacks in the morning and the afternoon. Lunch is provided by parents. A beverage does not need to be included at the Centre provides milk or water at lunch and water at snack. Please do not include candy, chips, gum, popcorn or other sweets in their lunches. If you need to place an item in the refrigerator, please label the item.

For lunch, each child will bring their own lunch. A microwave will be available for warm up. Parent will be informed about our daily morning and afternoon snacks through a weekly snack plan posted on our bulletin board by the front door of the classroom.

HCC takes peanut allergy seriously and recognizes the severity of peanut allergy in children. In view of this, all our classrooms are peanut-free zones. Parents will be notified upon registration that our facilities are peanut free other nuts will be permitted such as almonds or sunflower spreads unless notified and teachers are required to monitor lunch bags daily.

During lunchtime, teachers sit at each table with a group of children encouraging them to finish their main lunch. Throwing out food will be discouraged and unfinished food will be returned to the lunch bag. To discourage juice wastage and reduce garbage, we ask that juice be sent in reusable containers.





A “**No Share Policy**” will be enforced to avoid potential food allergies and to ensure that parents are aware of the food that their child has consumed during the day. Children that want to share food items with classmates must provide enough for everyone. In addition, the parent/guardian must inform staff ahead of time (to ensure that the food item is permitted in the classroom).

If a child forgets his(her) lunch, a teacher must call his/her parents right away. If we cannot get hold of the parent, a teacher will provide acceptable food items from our pantry while waiting to get hold of the parent.

Food will never be used as a discipline policy or punishment. Each child will be given the opportunity to eat the food he or she request outside of our snack times, unless specified by a parent not to do so.

### **Medication Policy**

Medication will only be given by our staff member if there is a written consent of the child’s parent/legal guardian. Please fill out the medication release form.

Staff will check expiry dates, maintain written record of the time, dosage given, and provide a signature of the staff member involved in administering the medication. You must not administer non-prescription medication unless authorized by the child’s physician.

We will only give children medication that has been prescribed by a physician. Families are asked to fill in the medication form, note the medication dosage and instructions on the medication chart on the fridge door and give the medication directly to a staff member. Medication must be in original pharmaceutical container and be accompanied by the doctor’s instruction. Families should not put any medicines in children’s cubbies.



Prescription Medication: All prescription medication must be in its original container and properly labeled with:

Child's full name

Name of medication

Date prescription was filled or medication's expiration date

Dosage amount

Frequency

Length of time

Non-prescription medication: the following classifications can be given when written parental consent only as to the dose, duration, and method of administration specified on manufacturer's label for the age or weight of the child needing medication.

The following is a list of acceptable non-prescription medication:

Antihistamines

Non-aspirin fever reducers/Pain relievers

Non-narcotic cough suppressants

Decongestants

Anti-itching ointments or lotions, intended specifically to relieve itching

Diaper ointments intended specifically for the use in the diaper area of the child

Sunscreen not used on infants under the age of 6 months

Storage of medications:

1. All medications are stored at the proper temperature refrigerated or non-refrigerated
2. Internal medications not needing refrigeration are stored in a container in that child's classroom
3. Internal medications needing refrigeration are stored safely in a refrigerator
4. External medications are stored in the child's classroom on a high shelf in the diaper changing area for toddlers
5. All medications are inaccessible to children





## Illness Policy

Hellokids Childcare Centre(HCC) do our best to protect children from illness. However, in group settings illness does happen. **Please keep your child home if they are unable to actively participate in any activities.** We will contact you or your emergency contact if your child becomes ill at the Centre.

Every effort is made to ensure the health and safety of both children and adults in the Centre.

- Families should inform the staff of any concerns about their child's allergies or health (food, insect bites, etc. )
- Families should make sure that their child has all inoculations up-to-date before starting at the daycare centre. This is for the child's protection.
- Children will not be admitted to the Centre if they are ill. A child needs to be well enough to participate in ALL ASPECTS of the regular daily program both indoors and outdoors.
- If a child contracts a communicable disease, the family is asked to notify the Centre so that other families can be informed.

Children who are ill are unable to take an active part in our daily program- moreover they are at risk of "catching" something else when their resistance is low. They also expose other children and staff members to illness. **We would ask that parents/guardian assist by keeping their children at home when experiencing any of the following symptoms within the last 24 hours:**

- Fever over 38 Celsius (100.4 Fahrenheit)

And who also have one or more of the following:

- diarrhea, vomiting or upset stomach
- sore throat or difficulty swallowing
- rash (draining or open sore)
- show signs of irritability, fatigue or confusion
- cold with fever, running nose or eyes, cough or sore throat





- skin infection, undiagnosed rash, eye infection or signs of infectious disease
- parasite related conditions (impetigo, scabies, head lice, etc.)
- difficulty in breathing or persistent cough
- has been on antibiotics for less than 24 hours

Note: If your child is between 3 months and 3 years old and has a fever of 102.2 Fahrenheit (39 Celsius) or higher, call the doctor to see if he or she needs to see your child. For older kids, take behavior and activity level into account. Watching how your child behaves will give you a pretty good idea whether a minor illness is the cause or if your child should be seen by a doctor.

### Your child can return under these criteria:

1. **Vomiting/Diarrhea/Fever** – children must be **symptom free for at least 24 hours** before returning to the Centre.
2. **Eye discharge or Pinkeye:** Children/staff members can be **readmitted after 48** hours on antibiotic treatment AND a written medical diagnosis to rule out bacterial infection.
3. **Open Sores:** Children/staff members with open oozing sores, which cannot be covered will not be allowed at the Centre **until 24 hours after starting antibiotics** treatment, sores are properly covered or sores are healed.
4. **Lice and Scabies:** Children/staff members may be readmitted **after treatment and if no nits are visible.**
5. Child has been examined by a doctor and has **received medical clearance** for an infection or parasite related condition.
6. Child has had at least one normal bowel movement.

\*\*\* we may and will ask for a doctor's note to be provided for us in any of the above cases for further assurance that the illness is not transmitted to the rest of the children\*\*\*

We recognize that the above requirements may seem strict and we know it is often difficult to make alternative care arrangements on short notice. When everyone adheres to these policies, we can minimize the opportunities for cross-infections and recurring bouts of illness. In the meantime, staff will also be working to maintain high hygiene standards through careful hand washing at diapering and feeding times and by regular disinfection of toys and equipment.





Good health and safety practices are at the heart of quality programs for young children.

At our Centre, we have a special responsibility to keep illness from spreading from one child to the other children and to the teachers. Staff can refuse a child who is too ill to attend daycare and may request medical clearance.

In case of severe injury or illness, it is a requirement of the Provincial Child Care Facilities Licensing Board that we contact the parent immediately. If a fever, diarrhea or other infectious disease is the cause of his/her illness, you will be asked to pick your child up as soon as possible. If we are unable to reach a parent, the staff will contact an authorized person from your child's emergency card. If the emergency contacts are unavailable and your child requires medication attention, we will arrange to take the child to the hospital. Medical consent form and medical record forms will be taken to the hospital with the child. An ambulance will be called if necessary. Please provide us with a current list of any medications, allergies, or medical concerns and keep us informed of any changes in doctors, dentists, etc. If an emergency should happen and your child needs medical attention, all charges are the responsibility of the parents/guardian.

### **Emergency and Disaster Policy**

In an emergency situation, the children's well-being shall be the primary consideration. Staff members shall, to the best of their ability take those steps that may be reasonable required to provide the children with appropriate care and attention for the duration of the emergency or until children are transferred to parental, parental designated or to emergency personnel's care.

It is the responsibility of the senior staff to ensure that all regular and part time staff and parents within his/her Centre, are familiar with emergency procedures.

It is impossible to predict the precise nature of an earthquake or the appropriate emergency response. Hellokids' staff shall, to the best of their ability, consider all eventualities when preparing for this type of emergency.



1. Smoke/Fire Drill Procedure
2. Earthquake Drill Procedure
3. Full Emergency Evacuation Procedure
4. Minor injuries
5. Major injuries

All staff members at Hellokids Childcare Centre (HCC) are required to take CPR/Cardio Pulmonary Resuscitation) and First Aid training courses.

1. Presence of Smoke or Fire Drill Procedure

During a fire, staff should be aware that they are responsible for their own safety as well as the children's.

- When the fire alarm sounds, children and adults shall leave the Centre promptly. Staff members shall count numbers and check with the sign-in sheet before leaving the Centre. Children and adults shall proceed to their Designated Meeting Area by the safest route.
- Specifically , senior shall search all areas of the Centre to ensure that all children and adults have left the Centre and take our emergency bag.
- Another staff or designate shall:
  - take out the emergency cards
  - take sign in/out sheet
  - escort the children to the gate
  - at exit to the building, count number of children and check with sign-in sheet
  - remain with the children

Note: Only adaptive equipment essential for life shall be removed from the Centre during an emergency evacuation. E.g. medical equipment.

- If it is determined that the building is unsafe, children will be moved toward Blue Mountain park two blocks away from the Centre.
- Director will report incident to Licensing Officer
- Director will complete a written incident report at the earliest opportunity





## 2. Earthquake Drill Procedure

During an earthquake, staff should be aware that they are responsible for their own safety as well as the children's

In the event of ground movement the following procedures should be carried out

- Staff shouting "Drop, Cover, and Hold" and then direct all children to stay away from windows, bookcases, and filing cabinets. Hold onto the item you are using as a cover if it moves with it. Keep talking to children until it is safe to move.
- If no items are available for cover, crouch by a load-bearing wall and cover your head with your arms.
- If outside "Drop, Cover, and Hold." Keeping away from glass, bricks, and power lines. If you are outside near a building and there is no safer location, take cover in a doorway to protect yourself and children.

Note: It is essential that to the best of their ability, staff members shall ensure that children cover their heads with their hands/arms.

After the shaking stops, the following procedures should be carried out.

- Teachers and staff check themselves and children for any injuries
- Check evacuation routes for damage
- Evacuate children and staff to Blue Mountain Park nearby
- If there is time, take the following items:
  - Disaster supplies
  - Class/staff attendance sheets and visitor sign-in sheets
  - Children's emergency and medical information/supplies
  - Cell phone, if available
- Staff will render first aid to those who need it
- Senior will take attendance outside to account for all children and adults
- Check utilities for disruption/damage (gas, water, sewer)
- Call parents with Centre status information: if not possible report Centre status information to radio station for announcement cover the air for parent to hear
- If parents cannot be contacted after 4 hours, the child's out-of-area contact will be called if possible



- Director will report incident to Licensing Officer
- Director will complete written incident report at the earliest opportunity

All staff shall:

- avoid using water, toilet flushing included, unless the safety of the water source and water disposal has been established
- avoid using candles or matches unless they are sure that there are no gas leak

### 3. Full Emergency Evacuation Procedure

Generally, if we should experience a disaster such as a fire or earthquake, the children will be evacuated to the playground and attendance will be taken. Staff members will call parents to pick up their children. Should we be required to leave the premises, we will evacuate to Blue Mountain Park located nearby.

Whenever we experience a disaster in which we must evacuate the facility, the director is required to make a report of the incident and send a copy to the department of licensing.

Our First Aid Kits are located in the kitchen of the top cupboards in our infants and toddler rooms.

### 4. Minor Injuries

It is inevitable that children will incur minor injuries. When a child does injure himself, we follow the procedures below:

**Provide First Aid:** One staff member will stay with the child and if necessary provide first aid. After attending to the child, she will contact the parent or legal guardian by phone.

**Documentation:** The person who witnessed the accident will complete an injury/accident report form as soon after the incident as possible. The accident will be logged in our injury notebook and a copy will be inserted in the injured child's file.



## 5. Major injuries

In the event of a life-threatening emergency to a child in our care, we will take the following actions:

**Provide First Aid:** One staff member will stay with the child and, if necessary provide first aid.

**Call 911:** The child's teacher or designated staff member will contact the Emergency Medical System (911) and will

- Describe the situation
- State the physical location of the emergency
- Give phone number, and stay on the line until told to hang up

**Contact parents/Guardians:** The lead staff member will contact the parent or, of the parent can not be reached, the child's alternate emergency contact person.

**Transportation:** Emergency transportation for any necessary medical care will be determined by the emergency response team and /or parent. A staff member will go with and remain with the child until parents arrive.

**Documentation:** The person who witnessed the accident will complete an injury/accident report form as soon after the incident as possible. The parent will sign the incident report for. The accident will be logged in the Classroom Health Care Policy Notebook, a copy is inserted in the injured child's file.

**Contact Licensor and Child Protective Services:** The Director will send an injury accident report to our Childcare Licensing Officer.

## **Pick-up and Release of Child Policy**

### **1. Pick up or Child**

Children enrolled in Hellokids Childcare Centre (HCC) may be picked up from a



program only by parents and those persons identified by the parent(s)/guardian in the Authorized Pick up list that is part of the Enrolment Form completed prior to enrolling the child in a program.

Hellokids Childcare Centre (HCC)'s staff will release the child only to his or her parents or someone else the parents designate. If someone other than the parent is to pick the child up, we request notification ahead of time. A verbal or written notice will be accepted if this person is on the list of those authorized to pick up your child. If the person is not on that list, we must have written permission to release your child.

If no authorized person arrives to pick up a child at closing time, a teacher will attempt to contact the parents of the child. If the parents cannot be located, the other persons listed in emergency contact list on the registration form will be contacted. The staff will stay with the child for as long as necessary until such time that somebody has come and picked up the child. If no one of these people can be contacted, the Ministry for Children and Family Development must be contacted.

Hellokids cannot release a child to a person if it appears that person does not appear to be able to provide safe care for the child (appears intoxicated, no car seat provided, etc.) If the adult insists, staff will not hesitate to contact the police.

If there is a Custody or Court order on file, Hellokids Childcare Centre keeps copies of custody and court order submitted by the custodial parent or guardian. If a restricted parent arrives to pick up the child, the staff will not release the child to him or her without contacting the custodial parent first. We will not hesitate to contact the Police in response to attempted abduction.

Any incidents that occur relating to the release of children from our care will be documented and reported as appropriate.

## **2. Late Pick-up**

It is recommended that parents be advised to pick up their child(ren) a minimum of 10 minutes prior to Centre closing. This allows for a relaxed departure and opportunity for parent/staff information exchange.



A parent shall be considered late picking up their child(ren) at two minutes beyond the posted Centre closing time. Staff shall report all instances of late pick-ups to the manager using the Late pick-up Form.

Centre staff shall:

- fill out Late pick-up Form
- record extenuating circumstances (if any) under “staff comments”

The late pick-up fine shall be set by the Hellokids Childcare Centre. The current fine is to be \$10.00 for the first 15 minutes after closing time and \$1 per minute period after that.

### **3. Procedures when a child is NOT PICKED UP by closing time:**

When a child has not been picked up by Centre closing time, staff shall:

- after 20 minutes, attempt to contact parent(s). If unsuccessful, the daycare staff will contact the people listed under the emergency list.
- After 60 minutes, arrangements shall be made with the Emergency Services (MCFD) for the care of the child. It is parent’s responsibility to contact the Ministry of Children and Family Development (660-8180)

When there are two or more children in the family:

- it is at the staff’s discretion whether children are left with one staff or whether both staff stay
- after 10-15 minutes, siblings shall be united in the most age appropriate Centre
- after being united parent(s) shall be fined at the rate of \$10.00 for the first 15 minutes after closing time and \$1 per minute period after that regardless of number of children.

If parents are late more than three times without suitable arrangements previously made the Director shall inform parent(s) that they are in violation of the Parent Agreement and that their child(ren) services may be withdrawn. If a personal emergency occurs, parents should notify the Centre before closing time so that we will be aware of the difficulty.



**EMERGENCY SITUATION:** Due to a child's illness, service interruptions, or unforeseen circumstances out of the Centre's control, parents will be contacted and asked to pick up their child(ren) immediately.

We cannot release a child to a person if it appears that person does not appear to be able to provide safe care for the child (appears intoxicated, no car seat provided, etc.) If the adult insists, staff will not hesitate to contact the Police.

### **Conflict Resolution Policy**

The best way to resolve a conflict is to never let it happen in the first place- making sure parents and staff communicate on a regular basis, letting us know your expectations about the care you want your child to receive and realizing that our number one goal at Hellokids is the health and safety of your children.

It is important to realize that parents and providers can have different views regarding appropriate ways to raise a child. Understanding that your provider may not do things exactly as you would, but that your child is still receiving quality care, is vital in preventing conflict.

Parents are requested to raise any concerns they may have regarding their child's care with the group leader in the first instance. This should be followed up by speaking to the Director if the concern has not been satisfactorily resolved.

We do our best to include all children and families in our programs but some children and families have needs that we cannot meet and some have challenges and/or unreasonable requests that affect the needs of the whole group. When we have concerns about a child the Centre Director will work in partnership with families to explore options, make appropriate recommendations and, if necessary, make referrals to other programs. We will:

- Treat your family in a fair and equitable manner
- Invite you to meet to discuss ways to adapt the program to accommodate your family
- Provide consistent notice of meetings and clear documentation of discussions.

After all efforts, if Hellokids is unable to accommodate your child's needs or family's circumstances, your child may be asked to leave or denied enrolment.





We will:

- Provide two (2) weeks written notice of withdrawal
- Provide referrals to other services/ daycare centres
- Document the communications made and/or meetings with parents

In the extreme event that the behaviors of the child pose a safety risk to staff or children, Hellokids reserves the right to give immediate notice to the family to withdraw their child.

### **Health/Hygiene Policy**

Parents submit the name of their child's doctor along with his/her phone number as well as their child's care card number and immunization records upon registration.

The spread of communicable disease (including HIV/AIDS and Hepatitis B), infections and infestation is best prevented by the consistent application of practices that ensure high levels of cleanliness and sanitation.

Although general cleaning removes dirt and some germs through the friction created by the rubbing action, in many instances, sanitizing with a sanitizing solution is also required to adequately reduce the number of germs on a surface or object. All equipment, furniture, toys, and bedding shall be cleaned on a regular basis. The frequency of cleaning shall be dependent upon frequency of use and type and purpose of the equipment being used. During periods of high risk, e.g. colds in the Centre, more stringent and frequent washing/cleaning may be required.

Hand washing before mealtimes and after toileting are strictly enforced at Hellokids Childcare Centre. Soap dispensers and paper towels are provided in the washrooms and kitchen areas to facilitate hand washing. Staff & children will also have access to hand sanitizers.

Staff members shall ensure that:

- all cleaning solution/powders are used and stored in a safe manner (preferably in a locked cupboard)
- they wash their hands after sanitizing even if disposable gloves are worn.



- with the exception of diaper-changing areas and potties, all surfaces may be air dried.
- Manufacturer's directions are followed, especially regarding dilution and safety practices when using commercial products.
- all wet mops are stored in a "hear" up position

Floors are mopped daily with a disinfecting solution at the end of the day.

All bathrooms in the Centre are cleaned and disinfected daily. Untidy sinks and toilet areas will be wiped up on an on-going basis.

A solution of 1 portion bleach and 10 portion water will be used to disinfect tables, counter tops, beds, and toys regularly.

In keeping with Provincial Child Care Facilities Licensing Board regulation, mattresses with sheets on shall not be stacked together, Staff shall:

- Provide an individual container for each child's sheet and blanket
- Clearly identify container, sheet and blanket as the child's
- Remove sheets/blankets from mats after each nap and place in child's container or
- Stack mats in such a manner that sheets do not touch each other and place blankets in individual containers
- Wash all mats regularly, a minimum of once a month

Note: Care must be taken to ensure that when mats are being set out or put away, the bedding of one child does not come into contact with the bedding of another child's.

Diapering shall be considered a part of the children's program. Staff shall ensure that:

- Diapers are disposed of in a sanitary manner
- After each diaper change, the change table is sprayed with a germicidal solution and wiped with a paper towel
- Their hands are washed
- The child's hands are washed





Note: Staff must use disposable gloves when changing soiled diaper

Diaper pails must be cleaned daily.

### **Missing Child Policy**

The purpose of a missing child policy is to:

- minimize the potential for a child becoming lost
- clarify for staff members the procedures to follow should a child become lost
- ensure that should a search become necessary, it will be carried out in an as orderly and efficient manner as possible while maintaining the safety of the children.

Note: A child is considered missing when staff members cannot locate a child

While in the Centre, staff members shall

- check the number of the children against the sign-in sheet several times a day (particularly during arrival and departure time)
- frequently check the number and whereabouts of the children
- if numbers do not agree, check attendance sheet and determine who is not signed in/out

If a child would become missing while under our care, the following steps will be followed:

- One teacher will gather all the children together in a safe place
- Another teacher will conduct a thorough search of the building area, both inside and outside and the surrounding area for five minutes.
- Begin documentation of the incident, e.g. the time, steps taken
- Manager remain in the Centre until the child is found or relieved of duty by the Executive Director (or designate)



- If after a thorough search, the missing child has not been found, the Police and then the parents will be notified. The Police will be given the following information:

Child's name and age

Address

Physical and clothing description of the child, including any distinguishing marks such as visible scars or birthmarks

Medical status, if appropriate

Time and location child was last seen

Person with whom the child was last seen

- The director will report the incident to the Licensing Officer and will complete a written incident report at the earliest opportunity

While out of the Centre, staff members shall:

- frequently check number and whereabouts of the children
- if numbers do not agree, check attendance sheet
- determine which child is missing

After determining who cannot be located, the staff member shall:

- ask co-workers/children where the child is or was last seen
- notify the most senior staff member present

When a child is reported missing, the manager shall:

- notify all supervising adults present and if appropriate, even staff, e.g. museum staff
- order of priority for search ensuring that areas of potential danger are searched first.
- Document the time the child was first reported missing



Should the initial search be unsuccessful, the manager shall:

- contact the Police by dialing 911
- contact the Executive Director(or designate). The Executive Director (or designate) shall notify parent(s)/guardian(s)
- document as much information as possible including:
  - a description of the child
  - what the child was wearing
  - where and when the child was last seen and with whom
  - the areas that have been searched
  - who has been notified, e.g. museum staff including names/titles of these informed
  - any other relevant information or action that has been taken
- when the Police arrive, clarify the responsibility and role of the child care staff and inform the officer in charge of the steps taken
- remain at the search site until the child is found returned to the centre or relieved of duty by the Executive Director (or designate)
- not disclose any information to the media or any other person not immediately involved in the incident without written permission from the Executive Director (designate) and the parent(s)/guardian.
- Debrief as soon as possible with the children, families, field trip staff and emergency Police personnel involved in the incident
- Complete an incident report ensuring that all known details are included. A copy shall be forwarded to Community Care Facilities Licensing.

## **Reportable Incident & Abuse of Child Reporting Policy**

### **Non-Reportable Incidents**

Section 23(3) of the Child Care Regulations states that a Licensee must have a log to record minor accidents and illness that do not require medical attention and any unexpected events involving a child.



## Reportable Incidents

Section 23(2) of the Child Care Regulations states that a Licensee must notify Licensing within 24 hours if a child is involved in a reportable incident or if a child has a reportable disease.

Schedule F of the Child Care Regulations describes all those incidents that are reportable (the same list on the back on every Reportable Incident Form)

List of Reportable Communicable Diseases in BC is the document where you would find the updated list of Reportable Diseases most recent July 2003)

Reportable incidents refer to very major incidents that ultimately need to be reported to the Licensing Officer. They include:

- Falls
- Unexpected Illness
- Reported when emergency medical care is necessary, Whether by
  1. Ambulance
  2. Clinic
  3. Dentist
  4. Hospital
- Aggressive unusual behavior
- Emergency restraint
- Has not been documented and addressed in an individual care plan
- Disease outbreak/occurrence
  - An outbreak is 2+ children affected of any communicable disease
  - An occurrence is 1 include of any disease listed in the reportable disease list.
- Missing/wandering child
  - Any length of time
- Motor vehicle injury
  - All injuries
- Does not need to require medical attention to be reported
- Service delivery problems (e.g. power outage)



- Any event that blocks staff from providing care or that affects the health, safety or well-being of the children.
- Abuse (emotional, financial, physical, sexual)
- Attempted suicide
- Death(expected, unexpected)
- Medication error
- Neglect
- Other injury
- Poisoning

The person who witnessed the accident will complete the “Reportable Incident Form” for Licensing as soon after the incident as possible. And the manager will send it to the Licensing Officer within 24 hours of the incident. The person will sign the incident report form. A copy will be kept in the child’s file.

## **Child Abuse**

All children in the Province of B.C. “are entitled to be protected from abuse, neglect, and harm or threat of harm.” [Child, Family and Community Services Act]

Any person who has a reason to believe that a child (or children) has been, or is likely to be:

- Physically harmed
- Sexually abused or sexually exploited
- Emotionally harmed, or
- Needs protection due to neglect or deprivation of necessary health care as outlined in the Child, Family, and Community Services Act, is legally responsible under that Act to report the matter to a Child Protection Social Worker.

The duty to report applies to everyone, including service providers, family members and the general public. This responsibility is not discharged by reporting to anyone other than a Child Protection Social Worker within the appropriate government ministry.



All Staff of Hellokids Childcare Centre (permanent and casual), in their role as in loco parentis, have the primary responsibility for the care and protection of children enrolled in Hellokids Childcare Centre programs. Therefore, the staff must ensure that children enrolled in their program have an avenue for disclosure. All staff have a responsibility to recognize signs of abuse and have a duty to report in accordance with the Child, Family, and Community Services Act.

All staff are responsible to document the concerns, indicators, observations and incidents related to a child and family.

Documentation must include:

- Date of incidents, concerns or discussions
- Objective description of incident, concerns and discussions
- Full names and phone numbers of persons involved
- Full name of person recording the information
- Date of recording the information

If a staff member consider that a child may be in need or protection, they must immediately report the incident to the appropriate Child Protection Office of the appropriate government ministry 604-660-4591, or the After Hour Services 604-660-8180. Additionally, he or she will report suspicion to the Director. In turn, the Director will make a report to Child Protective Services and the Licensing Officer. Both the director and the staff who suspected child abuse will write down the following information on an incident report\*:

- Date and time of calls to Child Protective Services and Division of Child Care and Early Learning(licensor)
- Child's name, birth date, and address
- Name and address of parent or guardian and other children in the home (if known)
- Any statements made by the child (but do NOT interview them)
- The nature and extent of the injury or injuries, neglect and/or sexual abuse
- Any evidence of previous incidences of abuse or neglect including nature and extent



- Any other information which may be helpful in establishing the cause of the child's injury or injuries, neglect or death and the identity of the perpetrator or perpetrators

\*Confidentiality of these reports must be strictly observed as these can turn into legal documents later on

Alleged abuse by a staff member shall be handled in this manner:

1. After reporting the alleged abused, administration shall immediately talk to the staff person, letting them know about the report of alleged abused against them
2. The staff person shall be reminded of HCC policy that states we shall temporarily suspend staff (without pay) for the sake of the child and that s(he) shall remain suspended until the investigation has been launched and the case closed with a finding that does not support the allegation
3. Parents will be notified with a quick summary of the situation and the steps taken. If parents arrives and has not been notified provide them the name and phone number of the Social Worker to call and speak directly to him/her.

### **Shared Playground Safety Policy**

Hellokids Childcare Centre provided each child with daily outdoor play periods unless weather conditions would make it unreasonable to do so.

Hellokids Childcare staff are required to read and sign that they understand the following policy:

- Teach children how to be safe and act responsibly at the playground as well as how to correctly use play equipment, and to be aware of potential hazards.
- Minimize exposure to harmful UV rays by appropriate scheduling. We might consider staying indoors during the hottest part of the day.
- Teach children about safety promotion and injury prevention, to remove items around their neck such as scarves, necklaces, and hood strings before playing on equipment.



- Our staff must be educated with respect to safety promotion, injury prevention and First Responder/First Aid procedure, A staff member with current approved first aid certification as described in section 23 and Schedule C of the child care Licensing Regulation, must be accessible at all times.
- Children are supervised at all times by one or more responsible adult(s) and that staffing ratios specified by the Child Care Licensing Regulation are maintained at all times. Our staff member must be able to move through and see the entire play space.

Thorough daily inspection must be performed before outdoor play

Check for the following:

- Pinch, entanglement, entrapment and fall hazards
- Damaged or missing supports, anchors, or footings
- Loose or missing nuts, bolts, or other fasteners and connectors
- Broken or missing rails, steps, rungs, or scats
- Sharp edges or points due to wear, damage or breakage
- Bending, warping, rusting, deterioration or breakage or any component
- Protective end caps missing from bolts or tubes
- Splintered and deteriorated wood cracks or holes in surfacing materials

The policy will be reviewed by staff prior to commencing employment and annually thereafter. A written record of the review will be signed by the staff as well as the person who made the review and kept on file for at least two years from the time of entry.

All are expected to be familiar and adhere to at all times the Centre's policies and procedures. Failure to do so may result in discipline.







Licensed Childcare Centre

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