



**PARENT  
POLICIES  
MANUAL**

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## ABOUT US

At The Three Bears Day Care we believe in providing exceptional early learning experiences for children. We celebrate the uniqueness of each child and their family. Our program is committed to being professional, caring, supportive and responsive to the needs of children and families.

Our Centre services families with children from 18months to 12 years of age. We operate full day programs for Toddler and Preschoolers, as well as before and after school programs for children who attend elementary school. We also provide a lunch program to the staff & students of Ecole Saint Nom de Jesus and Holy Name of Jesus School.

The Three Bears Day Care Hornepayne is a non-profit agency governed by a volunteer parent and community-based Board of Directors and funded through the Algoma Social Services Administration Board (ADSAB) and are fully licensed by the Ministry of Education and meets all of the regulations outlined in the Child Care and Early Years Act, 2014 (CCEYA).

The Three Bears Day Care Hornepayne Cooperative Inc. adheres to all of the CCEYA. It is a requirement of the CCEYA, and therefore The Three Bears Day Care Hornepayne Cooperative Inc. that every child will be supervised at all times.

It is a requirement of the CCEYA, and therefore The Three Bears Day Care Hornepayne Cooperative Inc. that staff members must count the number of children in their care before and after the movement of children from within the Centre, when outside in the playground and when moving children to and from the playground, and at any time that the Centre takes the children off the premises. All employees, students and volunteers will review, and sign indicating their understanding of the program statement implementation prior to employment starting and annually.

## PROGRAM STATEMENT

The Three Bears Day Care Hornepayne Cooperative Inc. provides a play-based, child-directed environment that aims to offer development in all areas of children's growth. We believe children are competent, capable, curious, and rich in potential; therefore, through play experiences and the guidance of Educators, children will be exposed to situations that will stimulate:

- Curiosity, initiative, and independence
- Self-esteem and decision-making capabilities.
- Interaction with, and respect for others
- Physical activity that develops gross motor skills.
- Communication skills; and
- Fine motor development

We believe that parents/guardians competent, capable, curious and rich in potential and they are a child primary educator. We will work with them to provide children with the best early childhood experiences possible.

The Three Bears Day Care Hornepayne Cooperative Inc. accepts (HDLD) “How Does Learning Happen?” as the framework to guide all programming as pedagogy.

## Goals and Approaches

In order to meet the needs of all our families we have implemented goals for our staff to achieve as well as the approach we would like to take in order to achieve these goals. Each goal and approach outlined below is based upon the four foundations of “*How Does Learning Happen?*”



- a. Promote the health, safety, nutrition and well-being of the children
  - i. By following Canada’s Food Guide and having child sized chairs & tables.
  - ii. Talk about healthy eating with children during lunch.
- b. Support positive and responsive interactions among children, parents, childcare providers and staff.
  - i. Displaying children’s work; group interactions; daily communication with parents.
  - ii. Ask in registration what child’s interest are, ask if parents are interested in joining board of directors.
- c. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.
  - i. Encourage & recognize appropriate behaviour; promoting positive interaction opportunities when we see them.
  - ii. Encouraging children not to “tattle tale”, but instead to tell other child how their actions made them feel. Coach if needed.

- d. Foster the children's exploration, play and inquiry.
  - i. Adapt activities to meet the physical and mental needs of every child; incorporate all children's interests in as many activities as possible.
  - ii. Children will be given open ended materials
- e. Provide child-initiated and adult supported experiences.
  - i. Flexible daily schedule to allow children to branch off and explore interests as they arise; support interest of children by incorporating interests into daily routines and transitions.
  - ii. Often ask children "what they want to do"; our schedule is flexible and designed to support children's play.
- f. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported.
  - i. Observations and incorporating children's interests into the planning of activities; having interesting objects and stories; incorporating the interests & needs of all children into lessons and workspaces.
  - ii. Document children's interests and expand on them when we are able to.
- g. Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and consider the individual needs of the children receiving childcare.
  - i. Having more natural objects for children to explore, taking advantage of opportunities to engage children through field trips, excursions, and nature walks.
  - ii. Going on nature walks; children are given opportunity to rest but are not made to sleep if not needed.
- h. Foster the engagement of and ongoing communications with parents about the program and their children.
  - i. Communicate with parents on a regular basis to ensure that needs of the child are consistently being met.
  - ii. Try to have daily conversations with each parent to let them know how the day went. Often prompting children to tell their parents what happened today. Parents are invited to visit our program prior to their child's start date. Supervisor has an open-door policy. HiMama program.
- i. Involve local community partners and allow those partners to support the children and their families.
  - i. Close Partnership with Thrive Centre for Children. PHU Dental Hygienist visit program to do teeth check and fluoride. Visits to Best Start Hub. Invitations by school to participate in presentations. Partnering with Community Library and other organizations with community events.
- j. Support staff, home childcare providers or others who interact with the children at a childcare centre or home childcare premises in relation to continuous professional learning.
  - i. Recognize & incorporate staff ideas, suggestions, and recommendations.
  - ii. Offer PD when available.

- k. Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.
  - i. Note taking, pictures, implementing HiMama/Lillio program.

## MONITORING

As part of the CCEYA, The Three Bears Day Care is required to have a written record of the monitoring of Positive and Prohibited practices as well as program implementation and this written record is kept for 3 years. These monitoring records will be completed by the Program Supervisor and are to be completed with every staff member every 3 months. When a staff member changes rooms or leaves the room on a permanent basis for any reason the Program Supervisor will make a note in the file.

## PROGRAM DESCRIPTIONS

**Infant Program: Newborn (under special circumstances) up to and including 17 months.**

**Toddler Program: 18 months of age up to and including 29 months of age.**

**Preschool Program: 30 months of age up to and including 5 years of age.**

At our Centre, all areas of development are fostered through sensory and creative activities as well as literacy and numeracy programs and physical education. Children grow, learn, create friendships, and have fun in an atmosphere of care and warmth.

**Before and After School Programs 6 years of age up to 12 years**

Our “Before and After School” Programs provide a safe and fun place for children to be for extended hours around their school day. Children can complete homework with peers, engage in arts and craft.

## WAITING LIST

A child's position on the waiting list will be maintained until they reach the top of the list and a space in the appropriate age group becomes available. Once the child reaches the top of the list, the Program Supervisor will contact the parent to offer them the available spot. The parent has 48 hours to accept or decline the spot. Should they not accept the space at the time, they could request their name remain on the list. A subsequent refusal will result in their name losing priority on the list. Every reasonable effort will be made to contact the parent to offer the spot. No response will indicate that the spot has been declined.

## ADMISSIONS

Children are admitted to on a first come, first served basis. Priority is given to full-time children, siblings of children already attending, and staff of The Three Bears Day Care.

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

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

Enrollment is confirmed when families have completed all the required documentation and have paid the \$10 membership fee. This is non-refundable. Fees are paid on a regular schedule. Any request for a change in schedule requires 5 days' notice. Some requests may not be accommodated due to staffing or ratio concerns.

## **WITHDRAWAL**

To withdraw a child, written notice must be given to the Program Supervisor 30 days before withdrawal.

If there are outstanding fees, a family may be withdrawn with no notice and a collections agency hired to recover outstanding fees.

The Three Bears Day Care cannot guarantee spots for those children whose families wish to take their children out of programs for extended periods of time (e.g., for maternity leave or summer vacation). For spaces to be held, families must either continue to pay their regular fees or be placed on the waiting list.

### **Withdrawal Due to Special Circumstances**

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

The Three Bears Day Care reserves the right to withdraw services for the following reasons:

1. A child's behaviour is consistently causing excessive disruption to the program, harm to other children or harm to property.
2. A parent's refusal or inability to abide by the policies as set out in the Parent Handbook.
3. A parent's conduct being harassing, belligerent, abusive or in any way inappropriate.
4. Outstanding fees - either regular weekly fees or any other fees such as membership



## **DISCHARGE**

### **Discharge Due to Child's Inappropriate Behaviour**

Each situation involving extreme behaviours and issues will be monitored and assessed by the Program Supervisors and if necessary, Board of Directors. Each family and child will be treated with respect and dignity and procedures and recommendation will be made with the best interest of all children in mind. Two weeks notification may or may not be given if a family is asked to withdraw a child. Regular fees and fees due during notice will be levied. Parents are required to sign an acknowledgement when the care has been withdrawn.

### **Discharge Due to Parent Issues**

The Three Bears Day Care recognizes that parents, as our clients, must be treated with the utmost respect. If a parent's behaviour is such that could be construed as harassing, excessively rude, belligerent, racist or is in any other way creating tension or fear, a family may be withdrawn from the programs. Each situation is assessed and reviewed individually and in consultation with the Program Supervisors, Board of Directors, and the Harassment Code of Ontario.

## **SAFE ARRIVALS AND DISMISSALS**

To ensure the safety of the children, families bringing children to programs are expected to take the children into the building undistracted (i.e., not engaged with a cell phone), greet the staff, share any pertinent information, and ensure that the children are ready for the day. Families must ensure that their children are under the supervision of the staff before leaving the premises.

In order to allow children to settle into the programs at our full-day programs, it is our recommendation that they arrive by 9:30 am. Should a child be late or absent, families are asked to notify the staff prior to 9:30 am.

When 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.

### **Accepting a Child into Care**

When accepting a child into care for any full-day program at the time of drop-off, the following must occur:

- Staff are to greet the parent and child and conduct a visual health check of the child.
- Parents are responsible for informing the staff of any changes to the child's pick-up procedure (i.e., notifying the staff if someone other than the parent will be picking up the child).
- When a parent has indicated that someone other than the child's parent will be picking up the child, the staff must confirm that the person is listed on the

admission forms. In a case where the individual is not listed, the parent must provide authorization for pick-up in writing (e.g., via note or email).

- Staff must note a change in pick-up procedure in the daily log.
- Staff will sign the child in on the classroom attendance record.

When a child does not arrive at the full-day program and the parent 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:

- at their earliest convenience and by approximately 11:00 am, attempt to contact the parent by phone, email, or other form of communication. If a parent cannot be reached or no response has been received from any parent, emergency contacts will be contacted. If parents or emergency contacts cannot be reached, the program supervisor or designate will be informed, and the communication attempts will be documented in the daily journal.
- Notify the school if, for the Before and After (B&A) programs, a child does not arrive by the end of the Before School program time. Staff will explain that the child has not arrived and that there has not been any notification from the parents. The school will then follow its safe arrival procedures.

Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and include any additional information about the child's absence in the daily log.

## Dismissal

The Three Bears Day Care will ensure that any child receiving child care at any of the programs is released only to the child's parent or to an individual who has been authorized by the parent in writing as a pick-up person. Any individual authorized to pick up a child must be at least 18 years of age. The Centre will not release any child from care without supervision.

The staff who supervises the child at the time of pick-up shall only release the child to the child's parent or to an individual who has been authorized by the parent in writing as a pick-up person. In a case where the staff does not know the individual picking up the child (i.e., parent or authorized individual), the staff member will confirm with another staff member that the individual is the child's parent or authorized pick-up person.

If the staff cannot confirm that this is an authorized individual for pick-up, the staff will ask the parent or authorized individual for photo identification and confirm the individual's information against the authorized name on the child's file or against the written authorization letter.

A Case in Which a Child Has Not Been Picked Up as Expected (before the centre closes)

In a case where a child was to be picked up at a specified time or in a specified time-frame and has not been picked up by 5:30 pm or the set closing time, the classroom staff and possibly the supervisor or designate shall contact the parents by phone and/or email to advise that the child is still in care and has not been picked up.

- If the staff is unable to reach the parents, staff must continue to make attempts to reach them by phone or email. If the parents have provided proper authorization for an individual to pick up the child and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent's instructions or leave a voice message to contact the centre.
- If the staff has not heard back from the parents or authorized individual who was to pick up the child, the staff shall contact the emergency contact, wait until the program closes, and then refer to procedures under, "A Case in Which a Child Has Not Been Picked Up and the Centre is Closed".

#### A Case in Which a Child Has Not Been Picked Up and the Centre is Closed

When a parent or authorized individual has not arrived by 5:30 pm or the Centre closing time to pick up a child, staff shall ensure that the child is given a snack and activity, while they await pick-up.

If an individual has arrived to pick up a child but does not have proper authorization, the child cannot be dismissed. Staff will attempt to contact the parents until proper approval can be obtained. If this approval process goes beyond closing time, late fees are in effect.

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

Families are asked to respect the closing times of the programs and to remember that the staff are on personal time after 5:30 pm. If a family is repeatedly late to pick up its children, it may be withdrawn from the program.

One staff member shall stay with the child, while a second staff member initiates a call to the parents to advise that the child is still in care and inquire about pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent first and/or the authorized individual responsible for pick-up.

If the staff member is unable to reach the parents or authorized individual responsible for picking up the child, the staff shall continue to attempt to reach parents, authorized individuals, and any emergency contacts listed on the child's file.

Where the staff is unable to reach the parents or any other authorized individual listed on the children's file (e.g., the emergency contacts) by 5:45 pm or 15 minutes past closing time, the staff shall contact the local Children's Aid Society (CAS) at 1-888-414-3571 or 705-949-0162. Staff shall follow the direction of the CAS with respect to next steps.

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

## **HOURS OF OPERATION**

The Three Bears Day Care is open from 7:30am until 5:30pm Monday to Friday. The Three Bears Day Care will be closed on the following days:

<b>Good Friday</b>	<b>Victoria Day</b>	<b>Canada Day</b>	<b>August Civic Holiday</b>
<b>Labour Day</b>	<b>Thanksgiving</b>	<b>Christmas Day</b>	<b>Boxing Day</b>
<b>New Year's Day</b>	<b>Family Day</b>	<b>Easter Monday</b>	

The Three Bears Day Care Centre may close at times of low enrolment, for maintenance, power outages or other unforeseen circumstances. Notice will be given to parents in advance if it is a known closure. For unforeseen closures, a message will be sent via Lillio and a phone call will be made to all Parents/Guardians of children scheduled for that day and a sign will be posted on the outside door of The Three Bears Day Care Centre.

## **INCLEMENT WEATHER**

In the event that the daycare needs to remain closed due to extreme weather conditions a message will be sent via the Lillio app to each family.

If the weather is such that the child care centre needs to close during the day, families 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 if an emergency prevents them from picking up their child on time. Fees may be unaffected by any closures due to extreme weather or other emergencies or extenuating circumstances.

## **TRANSITIONING INTO CHILD CARE/EARLY LEARNING**

As part of our mandate to ensure that children and families feel secure about leaving their children at The Three Bears Day Care, we emphasize the importance of families visiting the program with their children prior to beginning care. This ensures that families have a clear understanding of the programs, and that both children and their families feel secure when the children are left at the program.

During the week prior to their start date, families are encouraged to visit our program to connect with staff members to discuss any pertinent information and for your child to get to know their educator. The visiting hours are:

- Preschool between 9:30 am and 11:00 am or 2:30 pm and 4:00 pm
- Infant and Toddler between 9:30 am and 11:00 am or 2:30pm and 4:00 pm

These hours may be modified depending on the need of the family and the child; however, changes must be discussed ahead of time with the program supervisor/classroom staff.

## FEES

The Three Bears Day Care is enrolled in the Canada Wide Early Learning and Child Care System (CWELCC). All families with eligible children enrolled in our program, including those with a fee subsidy, will have access to the fee reduction under the CWELCC system. If this program is cancelled our funding is no longer available for the government, families will be responsible to pay full market rates to maintain current enrollment status.

All parents registering children must pay a \$10.00 membership fee to become General Members of the Corporation, and then annually until your child is no longer in childcare.

Fees for children aged 6+ are set according to the ongoing cost of operation. Fees are reviewed annually or on an “as-needed” basis and are due on a regular schedule and are paid by either email money transfer, cheque or cash. The major source of funding required to keep the programs in operation are fees. Fees are charged for all days that a child is scheduled.

Fees are charged for all days that children are enrolled in The Three Bears Day Care, including vacation, regardless of the children's attendance. Fees are not adjusted, refunded, or credited for absence due to illness, withdrawal without proper notice, or any other reason. In the event of a circumstance that restricts our ability to access the schools (e.g., storm closure, strike, power outage, or any other such event), fees may remain in effect for the first five days. After five days, the situation will be reviewed by the board of directors.

The Three Bears Day Care will invoice twice monthly on the 15<sup>th</sup> and the last day of each month. Payment is due upon receipt of invoice. If payment is not received by the end of the second month a finance charge will be added, and a letter of notice will be given stating that the child/children may be withdrawn unless payment arrangement is made within one week. If payment is still not received by end of next month a second letter will be sent requesting immediate payment and notice of the forfeited spot. The point will also be made that further collection proceedings will be undertaken. If The Three Bears Day Care receives an NSF cheque, the parents will be required to replace the amount the following day by cash, money order or certified cheque. A \$25.00 service charge must be added to the replacement cheque. After two NSF cheques the situation will be reviewed by the Board and may result in withdrawal.

Receipts for all fees for tax purposes are completed and distributed by the end of February of each year.

You can pay your child care fees by either cash, cheque or email money transfer (e-transfer).

The Three Bears Day Care is set up to receive email money transfers to pay your invoice. E-transfers can be sent to [3bdc@threebearsdaycare.ca](mailto:3bdc@threebearsdaycare.ca) We have auto deposit set up so no secret question or answer is required unless your bank requires for set up

We would also like to ask that anyone paying their bill at the daycare office, please pay between 9:00am-2:00pm. After these hours there will not always be staff able to take your payment.

### **Canada-Wide Early Learning and Child Care (CWELCC)**

The Three Bear Daycare has opted to participate in the Canada Wide Early Learning and Child Care Program. We are enrolled as of September 2022 through Algoma District Services Administration Board (ADSAB). Our eligible fees have been reduced by approx. 50% as of December 31, 2022. Most of our fees have reached the \$12 threshold.

Please note: This fee reduction applies to children between the ages of 0-6yrs. Once a child is 6 years old, they no longer qualify for the CWELCC fee-reduction.

### **Fee Assistance**

Parents may qualify for a partial or full government subsidy for child care services. The Algoma District Social Services Administration Board (ADSAB) is responsible for administering subsidy money that is directed from the province. ADSAB determines eligibility using provincial guidelines and establishes eligibility criteria using an income test. Licensed, nonprofit programs that wish to accept families who are eligible for subsidy enter into a Purchase of Service Agreement with ADSAB to provide subsidized services. ADSAB must be named as a co-insured on liability insurance.

## **PARENT ISSUES OR CONCERNS**

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

1. Parents will first take any issues or concerns to the Registered Early Childhood Educator (RECE) in their child's program.
2. If the issue or concern has not been resolved by the RECE, verbal communication should take place between the parents and the program supervisor.
3. If resolution has still not occurred, or if parents prefer, parents should submit their issue or concern, in writing, to the program supervisor via email.

4. In a timely fashion (no longer than 72 hours), the program supervisor will provide written response to parents outlining the details of the issue or concern and resolution.
5. If the issue or concern remains unresolved after consultation with the program supervisor, parents may escalate to the board of directors.
6. If the parents deem it necessary, they may contact the Ministry of Education, or where appropriate, their local health department or other local authorities.

## **CUSTODY ISSUES**

Only those people indicated on the registration forms will be allowed to pick up a child from any of the programs. If 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.

## **COMMUNITY INVOLVEMENT**

The Three Bears Day Care is active and visible in the local community. To enhance the organization's programming, members from the community are invited to share their experience and knowledge with the children. We may also schedule outings, which include trips to the Fire Station, Post Office, and other community-based programs. Since The Three Bears Day Care is a non-profit organization operated by a Board of Directors, we also seek Board involvement from members of the community. Only children fully and presently enrolled in the program can participate in the program. This means that any child visiting the program for any length of time must be in the constant and close supervision of their parent/guardian and are not to engage in the program.

## **PROHIBITED PRACTICES**

The following policy applies to children enrolled in the program. Children that are not presently enrolled in the program are not able to participate in the program. Any child that is not enrolled is present, they are the responsibility of the parent or adult that they are with.

We believe that positive practices are an integral part of our program as they complement our goals and philosophy. It ensures the smooth running of our program and teaches children to learn to respect others, themselves, and property. The policies have been compiled according to the CCEYA, 2014. Written policies and procedures must be adhered to by all staff.

Upon employment each staff member will examine and understand this policy. An agreement the staff will sign with the Program Supervisor present confirming understanding and compliance with the policy. Each staff member will sign and review



the policy once a year as stated in the CCEYA and will be monitored for compliance of the implementation regularly.

Role modeling is seen as the best process to prepare children to conduct themselves in an appropriate manner, which is achieved through encouraging the use of verbal communication in an open, honest manner. It is the belief of The Three Bears Daycare that a quality program will work as a preventative measure regarding prohibited practices. A program that is age appropriate has lots of toys and activities and has a balance between stimulating and quiet, is conducive to learning and appropriate behavior. A program that is relaxing yet enriching, has a variety of activities but is not overwhelming, is challenging yet has opportunity for success will work towards this goal. Ensuring that children are active, stimulated, challenged, and will have the opportunity for success while consistently seeing adults conduct themselves appropriately will foster happy developing children.

The programs shall NOT permit:

- Corporal punishment of a child.
- Physical restraint of the child, such as confining to a highchair, car seat, stroller, or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else and is used only as a last resort and only until the risk of injury is not imminent.
- Locking the exits of the childcare Centre 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 licensee's emergency management policies and procedures.
- 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 a child's self-respect, dignity or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding, inflicting any bodily harm on children including making children eat or drink against their will.

### **Excessive Prohibited Practices**

From time to time, there may be an individual who exhibits behavior that conflicts with the goals and mandates of The Three Bears Day Care. Behaviors that cause disruption to the program, harm to others, or harm to the property of the program, may be considered an excessive prohibited practices issue.

Staff will work with children and families to promote positive behaviour. In the event that continued communication, and strategies are not sufficient for the child to be safely



enrolled in the program and withdrawal is necessary, communication with the family will be clear and transparent.

## **PERMITTED METHODS OF POSITIVE PRACTICES**

Methods of positive practices used at The Three Bears Day Care are as follows with the best interest of the child and their individuality always in focus:

*Resolve/Reason* - In a controlled voice, explain in simple language the inappropriateness of the behavior displayed.

*Redirect* - If the behavior continues, the staff shall redirect the child to an alternate activity.

*Remove* - If the behavior continues, the child shall be removed from the situation for a limited supervised period. Staff should always consider the exact purpose for using this method and what is intended to accomplish.

*Natural Consequences* - Follow through with natural consequences, e.g., if he/she continually throws sand, he/she will not play in the sandbox.

Staff attempt to anticipate and resolve situations that could become difficult. As children also learn from conflicts, staff will use their judgment in deciding when to permit the children to solve their own problems. Staff will never use harsh or degrading communications. Children must always be safe and healthy. The rights of all must be protected. Sometimes children will experience various emotions in response to restrictions or interference and they have a right to their feelings. Staff will facilitate and guide children in exploring and self-regulating within their groups. The consequences of actions will be made understandable to the children by the staff.

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

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

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

deemed necessary. Any allegations of abuse will be addressed as per the child abuse policy.

## **FAMILY CODE OF CONDUCT**

We all have the right to be safe and feel safe in our school community. The Three Bears Day Care sets clear standards of behaviour that apply to all individuals involved in our organizations, community including: parents or guardians, volunteers, staff, and/or Board members. These standards apply whether they are on centre property or at organization-sponsored events and activities.

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

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling and shouting) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately. Inappropriate behaviour or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language. No weapons are allowed on The Three Bears Day Care property or at any function operated by The Three Bears Day Care. The consequences for failure to comply will include but is not limited to the family's expulsion from the organization.

The privacy and confidentiality of our parents/guardians, staff, volunteers, and students is important to us. All concerns and comments should be addressed with the Educators. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor. Failing resolution with the Supervisor, the matter will be referred to the appropriate member of the Board of Directors.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the hallways, the parking lot or via electronic mediums such as Facebook, Instagram, Twitter, Snapchat, personal blog sites or other forms of electronic information sharing.

Parents are not permitted to take pictures of any children other than their own while at the Three Bears Daycare. Daycare cubbies are to be used solely for the purpose of communicating between parents and The Three Bears Day Care. They are not to be used for business promotion.

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

## REST TIME

At time of enrollment or when needed sleep arrangements will be discussed with parents. Each child enrolled in the childcare centre for 6 hours or more has a period of rest each day not exceeding two hours. Those children who do not sleep will have an opportunity to engage in quiet activities such as colouring, puzzles or books. Children will be assigned to individual cots, which will be labelled on both ends with their name. Cots and bedding will be laundered once weekly or when needed. Staff will conduct “sleep checks” every 10-15 minutes during rest time and note of this will be documented in a sleep log. Any changes in a child’s sleep pattern or behaviours will be communicated to the parents. Children who are in a full day, school age program will have a quiet time from 12 - 1 but do not have to sleep and will not have assigned cots.

## HEALTH CARE

It is important that all children are well enough to participate in all activities and aspects of the program. To comply with the Ministry of Education and Public Health regulations, we are unable to provide care for children who are ill. All individuals entering The Three Bears Day Care must self-screen for signs of illness every day before attending. Any individual that has symptoms of illness should not attend and should follow any and all direction by The Porcupine Health Unit (PHU).

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

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

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

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

Staff members will do their best to ensure that children who are unwell are separated from other children. They will, however, be included in classroom ratios until they can be picked up by their families. Staff will provide families with the Change of Health Report

for them to sign, and a photocopy will be provided to the parent. The original will be placed in the child's file. The daily journal will also be updated.

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

### **Enteric Outbreaks**

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. 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. Typical symptoms of enteric illness are diarrhea, bloody diarrhea, vomiting, fever, stomach cramps, general irritability, malaise, headache.

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

During an outbreak situation, all sensory play will cease.

Children who are exhibiting symptoms of an enteric illness will be separated from other children until they are picked up by parents. Children will remain away from the program until they have been symptom-free for 48 hours.

### **Upper Respiratory Outbreak**

If two or more related cases of staff and or children experiencing symptoms of cough, fever, runny nose, headache, malaise occur and muscle pain.

Parents and or guardians will be asked to pick up their child as promptly as possible. The 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.

The Three Bears Day Care will notify The Porcupine Health Unit at the number below if an outbreak is suspected.

**Monday to Friday from 8:30 a.m. and 4:30 p.m.  
(807)868-2091  
After hours including weekends and holidays  
1-800-890-6566**

In specific outbreak cases, we will follow guidelines and recommendations set out by The Porcupine Health Unit.

## **COVID-19**

The Three Bears Day Care will follow current guidelines from the Ministry of Education and PHU as they relate to COVID-19. If there is a presumed or confirmed case of COVID-19, staff and families will follow the direction of the Ontario COVID-19 School and Child Care Screen. The Three Bears Day Care follows PHU recommendations around masking. The Three Bears Day Care will communicate with families when a significant increase in absences due to illness occur. PPE is available upon request.

## **Incident/Injury Protocol**

From time to time, minor incidents/injuries occur. Staff will administer First Aid and comfort as needed. Families will be contacted at the time of the incident if appropriate or at pick-up time. Appropriate documentation will be completed by the program staff and signed by families. Two copies will be made: one for families and the other for the child's file. Alternatively, a copy can be sent electronically via Lillio.

## **Medication Administration**

In order to ensure safety and avoid the risk of error, The Three Bears Day Care has implemented the following procedure regarding administration of medication to your child:

- 1) Each prescription drug or medication must be accompanied by "Consent for Drug Administration authorization" (Appendix 1-f) from a parent. The medication is a prescription; it must have a prescription label attached to it from the pharmacist. All medication must be in its original package and not expired. Expired medication will be returned.
- 2) The exact dosage and times of drug to be administered is to be clearly stated on the authorization form from parent or doctor.
- 3) A parent must hand deliver the medication in the original container and give the "Consent for Drug Administration Form" to the supervisor or appropriate staff member. Non-prescription medication must have the child's name on the bottle.
- 4) Medication is stored as directed and kept in a locked container either in the fridge or cupboard.
- 5) Where possible, a child will be removed from the activity area to administer medication in a quiet environment with the least possible interruption. Medication should be administered in a brightly lit area.
- 6) Whenever possible, all children receiving medication should receive it in the same hour.
- 7) For each child receiving medication, an entry must be made on a separate form. 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.

- 8) 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.
- 9) The early morning Staff is responsible to collect the medication and store it away or refrigerate as required.
- 10) The RECE in each room or the Program Supervisor is the only staff members authorized to administer medications.

No medication can be kept at the programs unless it is for a specific ailment or condition. For 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.

## ACCOMMODATIONS

The Three Bears Day Care is committed to creating a program that is inclusive and barrier-free to ensure the full participation of all children. Our aim is to foster an environment that encourages and supports accommodation requests by working with families on strategies to accommodate the needs of their children.

In working toward this goal, we strive to provide support for and facilitate families' requests for accommodation consistent with the protected grounds outlined by the Ontario Human Rights Code and the CCEYA and the AODA.

We are committed to striving to the extent possible to accommodate children who have behavioural issues related to a disability or perceived disability when administering this policy. The organization may, where it is possible and reasonable to do so and does not cause undue hardship:

- alter existing practices
- adopt new policies or practices
- adjust or modifications to services provided where the parents have provided the appropriate documentation to support the request for accommodation

## Objectives

Within the guidelines and requirements of the Ontario Human Rights Code and the CCEYA, the organization is committed to:

- ensuring that each request will be considered individually, and on a case-by-case basis, to determine accommodation requirements
- working to eliminate barriers that prevent children from accessing or participating in the program
- achieving a culture and program environment that is supportive of children including reviewing policies and practices to ensure they are not discriminatory

- ensuring compliance with all applicable legislation and the organization's policies
- establishing an efficient and timely accommodation process that is consistent and addresses accommodation requests promptly, to the extent possible
- developing, jointly with the parents, the treating physician if appropriate, and/or other professionals, an accommodation plan that respects the dignity of the individual child, promotes integration and full participation, and respects confidentiality
- clarifying roles, responsibilities, and accountabilities for the accommodation process
- ensuring that all parents are advised of their right to be accommodated.

### Child Care Responsibilities

- respect the dignity of the parents by accepting their request for accommodation in good faith
- advise parents of available accommodations, support services, and resources
- ensure that the accommodation provided meets the specific circumstances, while at the same time work to ensure general accessibility for all children in terms of spatial and physical requirements
- ensure the necessary steps are taken to determine what modifications might be required for a child to participate fully in the program
- be inclusive by ensuring that the parents participate in the process
- obtain signed consent to share relevant information with other professionals
- consult with appropriate specialists, and obtain expert advice where needed to determine individual accommodation requirements
- ensure that all accommodation requests are considered on an individual basis
- limit requests for information to those reasonably related to the nature of the need or limitation, and only for the purpose of facilitating access to the program
- deal with accommodation requests in a timely manner
- ensure that the child care environment is welcoming and that all children treat one another with respect
- take immediate remedial action in situations where bullying and harassment is or may be taking place
- collaborate with parents to address any aggressive behaviour exhibited by the child which may potentially harm staff or another child
- take an active role in ensuring that alternative approaches and possible accommodation solutions are investigated, and review various forms of accommodation and alternative solutions up to the point of undue hardship
- Educate all staff and placement students about disability-related issues
- work to identify an appropriate accommodation which meets the needs of the child in an equitable and financially responsible manner



## Parent Responsibilities

- inform the organization of the need for an accommodation related to disability or perceived disability in writing to the executive director/program supervisor
- provide sufficient information regarding known limitations and restrictions that impact the child's ability to participate in the program
- cooperate and be involved in the development and implementation of a reasonable accommodation plan based on the child's current abilities
- communicate any known accommodation needs to the executive director/program supervisor; in order to facilitate the accommodation process, parents will not unreasonably withhold such information
- provide the organization with all medical and/or other relevant information that pertains to the accommodation request
- provide the organization with any changes to the child's medication or circumstances that may require a change in the accommodation plan
- participate in the accommodation process; the organization reserves the right to determine the nature of the accommodation
- communicate any issues or problems with the accommodation plan in writing to the executive director/program supervisor as required

## BEST PRACTICES

The Three Bears Day Care will:

- review all admissions material to ensure that it provides information on our accommodation policy and process and invites prospective families and new participants to request an accommodation, if required
- create an accommodation process that is transparent, can be followed consistently, and is easily documented including goals and review dates
- maintain regular documentation on the child's progress and response to the accommodations that have been put in place; be prepared to modify program goals/interventions for the child to better meet their needs • set regular review meetings with the parents to ensure the accommodation plan is meeting the child's needs; document all meetings in writing; have the parents sign off on the plan and provide them with a copy of the plan for their own records
- contact our lawyer in a case where the accommodation plan is not working and the child may potentially require discharge from our program
- be proactive about managing the message when other parents start to complain or gossip by scripting a response that addresses concerns without disclosing confidential information



## Individual Plans

To accommodate the needs of all children, The Three Bears Day Care follows the specifics of four Individual Plans: Individual Plan for Medical Needs; Anaphylaxis Plan; Individual Plan for Accommodations; Individual Plan for Dietary Needs.

### Individual Plan for Medical Needs

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

### Anaphylaxis

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

#### *Ensuring that our programs aim for "nut-free" environments*

- Due to the growing incidents and seriousness of allergies to peanuts and other foods, the program does not provide any foods with any traces of nuts, which include nuts, tree nuts or any other peanut products. No food can be brought to any of our programs unless it is approved or checked by the program supervisor, RECE, or designate.
- From time to time, events are held during the day or after hours. Parents of a child with allergies are responsible for monitoring their child's intake at such an event.
- If a child has an allergy or restriction, alternatives are provided. The Dietary Plan for Special Circumstances is then completed and becomes part of the anaphylactic plan. Anaphylactic plans are reviewed with all staff. If additional cleaning or hygiene practices are required and outlined in any plan, they will be followed.

#### *Using non-latex gloves to reduce the risk of exposure to children with latex allergies*

- taking appropriate measures to reduce the risk of insect bites and stings in any outdoor play area by using pest control, if necessary

- If the outdoor area cannot be appropriately pest free, we will restrict use of the playground.

*Reducing the risk of reaction to chemicals or other agents by using safe brands of chemicals or agents around children with known allergies*

- If necessary, use of certain products or brands will be eliminated entirely.

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

When a child at a program of The Three Bears Day Care has an Anaphylaxis Plan, the program supervisor or designate will inform all staff and students/volunteers of the plan, review it with them, and have staff and students/volunteers sign it.

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

If a child is required to be transported by emergency services to a hospital, parents will be notified as soon as possible, and the child may or may not be accompanied by a staff member.

## **ANAPHYLAXIS POLICY**

The purpose of this policy is to reduce the risk of exposure to anaphylaxis causative agents. Anaphylaxis is a serious allergic reaction and can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise, etc. The Three Bears Day Care will make every attempt to reduce the risk of exposure to anaphylactic causative agents by:

- ❖ Ensuring our daycare aims for "Peanut-free" environments. Due to the growing incidences and seriousness of allergies to peanuts and other foods the centre 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.
- ❖ 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.
- ❖ The Three Bears 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 cannot 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 will be called. When a child is transported to the hospital, they are accompanied by a trusted adult and parents are contacted.

Upon enrollment 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 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. Educators, 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.

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.

### **Individual Plan for Accommodations**

The Three Bears Day Care will accommodate the current and updated Individual Plan of each child requiring accommodation that will be developed in consultation with parents, staff, and outside support agencies. The plan will include instructions on the child's use of support or aids or, if necessary, the child's use of, or interaction with, the adapted or modified environment. The accommodation is inclusive of all children and the plan will include a description of support, aids, adaptations, or other modifications to the physical, social, and learning environments where possible. The plan will include a description of

how the Centre will support the child in functioning and participating in a meaningful and purposeful manner, and will include safety measures if applicable.

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

### **Individual Plan for Dietary Needs**

When it has been approved for a child to bring meals or snacks from home, parents will complete a form and return it to the program supervisor who will place it in the child's file and attach it to any appropriate Individual Plan. It will be readily available in the classroom. Once signed by the program supervisor, a copy will be returned to the parents indicating that it has been approved.

Documentation from parents and/or treating medical physicians may be required to support the Dietary Plan. This documentation will be filed with the plan. Permission may be granted due to severe allergies, age, health, or safety reasons.

Parents will be made aware of ingredients or foods that are restricted. Packaging or containers that contain the food will be labeled with the child's full name. If a meal or snack is forgotten or not appropriate to consume, the parent will be contacted immediately. An alternative food item may be offered if available and suitable, with the permission of the parent. The parents will confirm this permission via Lillio app or by email to the program. Alternatively, the parent will deliver the appropriate food or pick up the child. This plan will be renewed yearly, when a child moves rooms or programs, or when the plan is to be discharged.

### **SAFE WATER DRINKING ACT**

On June 7<sup>th</sup>, 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.

The Holy Name of Jesus school will sample and test for lead in drinking water once a year. The daycare will ensure that all the plumbing is flushed on the first day of operation each week, before opening. The staff member who opens will be responsible for the flushing of the plumbing each week. After flushing the staff member will record the time, and date of the flushing and then they are required to sign their name to the record. These records will be kept on the daycare premises for 5 years as required by law.

The daycare has a total of six sinks, 2 in kitchen, 3 in the bathroom and 1 in the isolation room. Each of these sinks will be flushed by turning on the cold water and letting the water run until the temperature is stabilized. Due to the size of the building this may take up to 10 minutes to complete.

There will be a supply of bottled water kept at the daycare at all times. If required more bottled water can be purchased at the Fresh Mart by contacting 807 868-2705.

In the event of a Boil Water Advisory the following procedure must be done.

- ❖ A Serious Occurrence must be reported to the Ministry Program Advisor
- ❖ The daycare must strictly follow the local Health Unit's procedures for a boil water advisory.

## **SMOKE FREE ONTARIO ACT**

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 by way of parent manual or policies and procedures manual, as well as signage currently visible at all entrances.

## **SERIOUS OCCURRENCE**

A serious occurrence is when any of the following incidents occur as set out and defined in the Child Care and Early Years Act, 2014:

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

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

- 1) The Staff present sees to the immediate needs of the child (e.g., calling of ambulance, first aid, etc.)
- 2) The staff or another witness shall report the occurrence to the Supervisor or designate.

- 3) The Supervisor or designate contacts the parents (parents may be called after other authorities; this is the decision of the Supervisor or designate and depends on the type of occurrence).
- 4) The Supervisor or designate contacts the people involved to ensure all persons having knowledge of the occurrence shall remain at the site until excused.
- 5) The Supervisor or designate contacts the Chair of the Board of Directors or designate.
- 6) The Supervisor or designate or Board member contacts the Ministry.
- 7) The Supervisor determines if other authorities should be notified - Children's Aid, Police, etc.
- 8) The Supervisor and witnessing staff file the necessary information through the Child Card Licensing system (CCLS) (Note: If a serious occurrence report is completed as a result of physical restraint the parent's views must be contained in the report).
- 9) The Supervisor makes sure that copies of all reports concerning the occurrence (ambulance, police, etc.) are gathered and filed.
- 10) The Serious Occurrence Notification Form will be posted in a conspicuous place when a serious occurrence occurs. Details of this posting below.

The following is a list of people and authorities to be called in order:

- 1) Emergency Service - "911" (Fire, Ambulance, Police)
- 2) Parents (If appropriate, i.e., if the serious occurrence is the reporting of suspected abuse by a parent, then parents should not be notified at this time. Take advice from CAS).
- 3) Children's Aid Society.
- 4) The Ministry within 24 hrs of occurrence.

### **Serious Occurrence Notification Form**

The Serious Occurrence Notification Form that will be generated through Child Care Licensing System (CCLS) will be posted in a conspicuous place when a serious occurrence happens within 24 hours of becoming aware of an occurrence or when The Three Bears Daycare Staff have deemed the occurrence to be serious. The form will be updated if additional action or investigation takes place. It will be posted for a minimum of 10 business days or 10 business days from the last update or additional action. No identifying information will be included e.g., Child name; staff name; age or birth date of child; age group/room e.g., preschool room. The form will be retained for at least three years from the date of the occurrence and will be made available to current and prospective parents, licensing and municipal children's services staff upon request. The exception is in the case of allegations of abuse or unverified complaints which will be posted at the completion of follow-up/investigations. The posting will occur when the following have been concluded:

- ❖ The Children's Aid Society has concluded its investigation, and allegation is either verified or not verified; or

- ❖ CAS has determined that an investigation will not be conducted; and
- ❖ The Ministry has investigated any associated licensing non-compliances.

Information to be Included:

- ❖ Once investigations are completed, the form should provide clear, concise information for the parent.
- ❖ The Description section will include information about whether CAS investigated the report and identify that the ministry investigated compliance with related licensing requirements.
- ❖ The form will identify whether:
  - a) CAS verified the allegation.
  - b) CAS has not verified the allegation.
  - c) The operator has acted in any other direction given by CAS, if applicable.
  - d) The operator has addressed any associated licensing non-compliances identified by the ministry, if applicable

## **Complaints**

Timing of Posting:

- ❖ When the operator has filed a serious occurrence report about a complaint, verified the complaint and has taken actions to address the issue, the Serious Occurrence Notification Form is posted within 24 hours of the occurrence.
- ❖ When an operator has filed a serious occurrence report to the ministry about a complaint but has not acted because the complaint has not yet been verified, the serious occurrence will not be posted within 24 hours.
- ❖ Once the complaint has been verified or not verified, the Serious Occurrence Notification Form is posted.

## **Release and Indemnity**

In the signing of this policy, families hereby release and agree to indemnify The Three Bears Day Care, its educators, administrators, agents, and employees from any and all actions, causes of actions, claims and demands for damages, indemnity, costs, interest, loss or injury of every nature and kind whatsoever and howsoever, which they have had, may now have or may hereafter have, in their personal capacity or on behalf of their child, in any way relating to or arising from their child's enrolment or participation at The Three Bears Day Care, in all Centre activities and events, including all excursion-related activities and events, and any communicable illness including but not limited to COVID-19 that may be contracted on school premises, provided The Three Bears Day Care exercises due diligence and complies with all applicable laws.

## **FIRE SAFETY AND EMERGENCY PEPAARDENESS**

The Three Bears Daycare uses the following policy in regard to fire and safety emergency situations:



- 1) At the commencement of employment, each staff member will be given directions as to the location and use of emergency equipment such as extinguishers, alarms, etc.
- 2) Each staff member and student or volunteer will be made aware of the evacuation procedure and the location of the emergency shelter.
- 3) A list of emergency telephone numbers will be posted by the telephone. The list will include the following: the fire department, the nearest hospital, the nearest ambulance, the nearest poison control centre, the police department, a taxi service.
- 4) The written procedure regarding evacuation of the premises and the duties of the staff will be posted in a conspicuous place in each room at all locations.
- 5) Fire drills will be held monthly and will be timed.
- 6) Once the children are familiar with the escape route, alternate routes will be introduced.
- 7) A written record will be kept of all fire drills, inspections and tests on the fire equipment.
- 8) The children will learn about fire safety and fire drill procedures through discussions, stories, visits from firefighters to the programs or visits to a local fire station. This introduction will be used and designed to make the children less apprehensive and more aware of what needs to be done in an emergency.

## Recovery

Prior to reopening, the board of directors and the supervisor will hold a debrief assessing possible modifications to the overall operations of the centre, and any changes affecting children, families, and staff of The Three Bears Day Care. When the shutdown has been lifted, The Three Bears Day Care will follow directives of Public Health, the Ministry of Education, the school board, and the regional and provincial governments.

## Best Practices

The Three Bears Day Care will approach reopening in a compassionate and reassuring way, understanding the level of anxiety that may be felt by children, families, and staff returning to the Centre. Open communication will always remain a priority. The Three Bears Day Care will offer support to all children and staff that may be experiencing distress resulting from an emergency. This may be in the form of such things as:

- mental health training for staff which will allow for staff to be prepared themselves, offer support to children, and offer support to their peers
- assistance provided through benefits of The Three Bears Day Care for mental health support; employees may also access available free support lines and other resources provided by their physicians
- referrals to community resources through such places as Public Health Hearst Counseling Services, Hornepayne Community Hospital, Ministry of Education, as well as other community agencies.



## EMERGENCY PROTOCOL

### Definition of an Emergency

An “emergency” at a childcare centre can be defined as an urgent or pressing situation in which immediate action is required to ensure the safety of the children and adults in the childcare centre. Please note that in all scenarios outlined below, individualized plans will be followed for those children requiring them. Any incident requiring evacuation will be handled as a serious occurrence and reported as one. If a serious occurrence could be reported in the media or garner significant public attention, the ministry must be contacted immediately.

### Emergency Evacuation Procedure

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

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

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

The RECE or Director Approved Educator in each room will collect the attendance clipboard emergency card box and will take it outside. Once outside, attendance will be taken to account for all children. Educators will escort the children to the designated place of shelter and call 911. The program supervisor or office staff will collect the emergency contact cards from the office along with the children's files if time permits and ensure that a cellular phone is available. If necessary, emergency transportation will be obtained by the program supervisor or designate to transport children to an emergency shelter (see locations under “Designated Emergency Shelters” below).

All infants will be placed in the designated emergency cribs with wheels. The program supervisor and other available adults will assist in this room, if necessary. Strollers and wagons may be used if available to assist with moving children to safety.

When the “all clear” notification has been given by emergency services to the program supervisor or designate, the staff will escort the children back to their program rooms where attendance will once again be taken.

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

## Emergency Situations Where Adults and Children Must Remain Inside

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

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

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

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

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

**Note:** In the event that The Three Bears Daycare has been notified of or has heard of an imminent threat (e.g., an intruder in the building), a lockdown will occur. The lockdown may be called by the adjacent school as a Code Red or because of observations by our own staff. In the event of a lock-down, the police dept. would instruct us of any further action we would take.

## Emergency Situations Involving a Natural Disaster

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

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

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

After the shaking stops, in the case of an earthquake, children and staff will evacuate the building through the nearest safe exit in case of aftershock or structural damage to

the building. Standard evacuation procedure will be followed (See Emergency Evacuation Procedure above.)

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

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

### **Designated Emergency Shelter**

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

Prior to leaving The Three Bears Daycare, the program supervisor or designate will post a note for parents on the childcare centre entrance with information regarding the emergency shelter location. As soon as possible, program supervisor or designate will update The Three Bears Daycare voicemail box to inform parents that The Three Bears Daycare has been evacuated and to provide details on the emergency shelter location.

Upon arrival at the emergency shelters, attendance will once again be taken.

Educators must remain with the children until they are picked up by parents.

### **Bomb Threat**

In the event of a bomb threat or receipt of a suspicious package, the staff member who becomes aware of the threat must call 911 if emergency services are not yet aware of the situation. They will remain calm and follow the directions of emergency services personnel.

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

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

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

## **POST-EMERGENCY PROTOCOL**

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

- ❖ calling the ministry to report the emergency situation as a serious occurrence and submitting the appropriate forms to the ministry in the correct timeframe requested.
- ❖ calling insurance companies if necessary
- ❖ communicating with parents and the media regarding any closures using program voice mail messages, Three Bears web site, social media and postings on program doors
- ❖ communicating appropriately with all affected schools, school boards, ADSAB and any other agency
- ❖ monitoring the situation and keeping information current to pass along to all parties involved.
- ❖ working together with staff and the ministry to resume normal operations when there is a disruption in operation.
- ❖ meeting with parents, staff, and others to debrief, discuss and support following the event.
- ❖ updating the daily journal with details of the emergency situation.

### **Force Majeure**

The duties and obligations of The Three Bears Day care under this contract shall be suspended immediately without notice during all periods that the Centre is closed because of force majeure events including, but not limited to any fire, act of God, hurricane, war, governmental action, act of terrorism, epidemic, pandemic, or any other event beyond the Centre's control. If such an event occurs, the duties and obligations of the Centre will be postponed until at such time as the Centre, in its sole discretion, may safely reopen. If The Three Bears Day Care cannot reopen due to an event under this clause, The Three Bears Day Care is under no obligation to refund any portion of the family fees. Should the government choose to enforce regulations regarding refunds for childcare services due to an Emergency Order, The Three Bears Day Care will comply.

### **Supervision of Student and Volunteers**

With respect to volunteers and students, O. Reg 262 under the CCEYA provides that only staff members will have direct, unsupervised access to children. Volunteers and students may not be counted in the staffing ratios and will be supervised by the full-time, permanent staff within the setting. No child is supervised by a person under 18 years of age. The Three Bears Day Care expects volunteers and students to be in compliance with the program statement and take direction from the RECEs and other staff. Only students enrolled in ECE courses will be accepted to complete placement.

Each student or volunteer will receive a tour and onboarding before commencing placement or volunteer experience. This onboarding will be carried out by the program supervisor or designate during which students and volunteers will be informed as to who their assigned supervisors will be. They will be asked to review all policies of The Three Bears Day Care. During the onboarding, a full review of policies and procedures will be outlined and signed and dated by the student. Students and volunteers will review the

plans for a child with anaphylaxis and Individual Plans as well as the emergency procedures before they begin providing care and at least annually afterwards.

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

### **Vulnerable Sector Check (VSC)**

The Ministry guidelines state that all Ministries funded or licensed agencies providing direct services to children and vulnerable persons are required to have VSC Policies and Procedures included in their hiring practices. A VSC is a precautionary measure designed to ascertain whether potential employees have a record of criminal convictions, which would make them unsuitable for positions of trust.

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

All prospective employees of The Three Bears Day Care having direct, unsupervised contact with children will be required to consent to a VSC. Criminal information obtained will be kept confidential. All students, and volunteers, third-party, visitors and parents (when appropriate) participating in the program at The Three Bears Day Care will also be required to have a VSC, declarations or attestations. Members of the board of directors will obtain criminal reference checks prior to their terms on the board. Board members will submit declarations annually and criminal reference checks after the five-year period. The administrative fee for the VSC will be payable to the Ontario Provincial Police by the candidate or staff member. A new VSC must be provided every 5 years. Criminal Offence Declarations (COD) (Appendix 2-d) must be provided annually in the years that a VSC is not provided. Employees must submit and new VSC or COD no later than 15 days after the anniversary date of the previous VSC or COD.

### **PROCEDURE:**

1. All candidates for job positions will be told that a VSC is required prior to commencement of working at The Three Bears Day Care
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 VSC.
3. The candidate will forward the signed form and fee to the Ontario Provincial Police. 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 Program Supervisor and Board of Directors on how to proceed. It will not necessarily preclude employment; however, serious consideration as to the suitability of the candidate to work at The Three Bears Day Care will need to be determined.

5. If the candidate is deemed inappropriate the Program Supervisor will notify the individual of the decision. A notation is made to the candidate's Resume File. The form will not be retained by The Three Bears Day Care. The notation may simply read "Positive Response on VSC." The form will not be retained by The Three Bears Day Care
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 Program Supervisor 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 Program Supervisor can proceed with the hiring by advising the candidate. A notation will be made in the candidate's personal file that the criminal check was negative.
8. The Program Supervisor may make a conditional job offer to the candidate pending the result of the VSC. The Program Supervisor will ensure that candidate understands that they will not be left unsupervised with the children until the results of the check are shared with the Program Supervisor. An offense declaration or attestation will be signed by the employee while awaiting the VSC. (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 The Three Bears Day Care.)

All employees will be required to complete an annual offence declaration and provide a new VSC every 5 years. The Three Bears Day Care will not hire any individual that has been convicted of any offenses as outlined in the CCEYA including any proven misconduct under the ECE Act or another prescribed act.