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Staff Responsibility Policy- Revised 2021

At Shining Star, we expect that each staff will follow all the responsibilities they are required to do on an everyday basis.

Such responsibilities are:

- All children's registration forms must be checked to make sure they are properly filled out when received by a parent. The forms must include the required information, immunization records and signatures on the proper spots/dated. A picture of each child is required, and an emergency card needs to be made before the child starts the program. (Managers are also required to look over registration)
- All emergency back packs need to be checked once a month and updated if needed.
- Fire drills need to be done once a month, and earthquake drills need to be done twice a year.
- Sign all children in upon arrival and out upon pick up every day in the daily sign in sheet.
- If a child is absent the caregiver is required to mark the child's spot with a "/."
- All payments (if cash or cheque) need a receipt filled out. One copy goes to the parent and one is kept for our records. The cheque number needs to be on the receipt and a signature and date of who wrote that copy. The Cash or cheque is then placed in an envelope with the receipt information printed on the envelope and placed in the grey box at the bottom of the stairway leading up to the office.
- Medical forms must be filled out by a parent and the caregiver is required to record the time and date of when the medication is administered. All medications must be always locked up in a medicine box.
- Staff are responsible for keeping their workspace clean and sanitize as much as possible- see **Health and safety policy** for more information.
- Toys need to be rotated and cleaned once a week.
- Staff are required every day to fill in their time sheets with the hours worked and how long their breaks were. Breaks are not paid.
- When answering the phone, remember to use the company name "Shining Star" and your own. For example: "Shining Star daycare, this is _____speaking." It is also important to make sure that all messages are recorded and passed on to the appropriate person.
- Yard checks are required and signed off by the staff present. Field trip playground checks need to be done before the children can play.
- When going on a field trip, all emergency cards need to be updated, the children need to wear the appropriate attire (daycare pinnies, outside clothing etc.) and a sign needs

to be left on the front gate for parent/guardian so they can know where you are located.

- Parents need to be notified for “**all day**” field trips before the said date and all children must bring their backpacks with provided lunches.
- All staff must sign a confidently form and abide to it- any signs of breaking that contract will be terms of investigation and or termination.
- Incident reports need to be done the day of the incident and signed by parents. If the person picking up the child is not the primary caregiver, (depending on the incident) parents/guardians need to be called about the situation that day. For example, If a child scratches his knee and a different person is picking up, inform that person and then talk to the parent the next day with the incident report. If a child Hits their head and it is not the parent/guardian picking up, call the parent/guardian right away (because of the head injury) and let them know about the situation. Also write down on the incident report what time the parent was called.
- When programs are going outside, they need to remember to bring their group boards and know how many children are always under their care.
- All sharp objects/ cleaners need to be stored in a locked location including shaving cream and saline solution. Anything with a chemical/ medical ingredient.
- Staff need to remember to not be on their phone on the floor. If they need to make a call or contact someone ask for someone to cover them if numbers are too high (the exceptions are management).

If an incident happened involving a staff member and they break any of the policies (Guiding and Caring, Supervision, Bullying, Inclusion etc.) the following procedures would be happen- Depending on the situation:

1. The staff member would be under investigation and a verbal warning/ discussion would be addressed.
2. If the incident or another incident happens again to that same member, management will then have to give the staff their first written warning and go over all the policies with them. That Staff member would then have a discussion to prove that they understand what they read.
3. If this continues the staff will be written up again for the second time and then be placed on probation for two weeks. They would be observed by management during this time.
4. Within those two weeks if that same staff member continues to not follow policies while under observation, they will be written up again for the third time and be on grounds of dismissal.

Confidentiality Policy

At Shining Star, we work very closely with children and their families on a day to day basis. It is a legal requirement for the daycare to hold confidential information on each family within their files. This information is only used for registry, invoices, and emergency contacts. All records will be stored in a lock cabinet and always kept only at the daycare.

Procedures:

- Storing all confidential records in a locked closet- including staff information
- All staff must read and sign a contract stating that they understand that this information is only use within the daycare. Students within the programs need to be aware of the confidentiality policy and sign the contract.
- Having permission of every parent/guardian for any photography taken within their programs.
- Ensuring that staff has a professional relationship with all the parents and anything that happens outside of work hours does not interrupt with anything that happens at the daycare.
- Ensure that staff do not discuss personal information given to them by parents with other staff members, unless it is information that can be shared or if it is serious enough to situation that needs to be reported.
- All types of documentations on a child must be secure in a safe place. This information should only be shared with management, child services and licencing.

Staff Agreement:

- All information of the children, their families, and other staff must be always adhered. At no time whilst in employment and after termination of employment with Shining Star are you to share any details of clients, work practices, policies, or financial dealings with any other parties.
- All interactions with the families within the centre should be strictly professional

Supervision and Inclusion Policy

At Shining Star, The staff must at **all times** provide effective supervision that provides the safety and well being for all the children within programs. The staff will use strategies that will promote safe and effective environments for the children. These strategies will prevent the future incidents and provide positive learning environments.

Supervision Procedures

Being aware of the physical environment at all times

- Regular safety checks before use of any play space is required - remove hazards before use
- Move equipment if there are blind spots within the play area.
- Know how many children are within the program at all times and communicate with staff when a child is dropped off or picked up.
- Head counts every time staff exits a play space. When on a field trip do a head count every 10 minutes and know who is in your group.
- Have emergency kits available at all times. Staff must know the location of all kits.
- Remind children of safety rules (walking feet, staying in line when going for a walk etc) before the children are able to play.

Observations

- Close monitor the children when they are interacting with each other.
- Walk around the play area and make sure all teachers are able to see all the children at all times.
- Observe play and try to anticipate incidents before they happen- if a child is arguing with another child, intervene and make suggestions before the children get physical .

Staff will be evaluated and written up for any actions that are against the code of ethics and childcare licence. If there are more than three incidents the staff could be dismissed.

Any forms of abuse to a child is cause for immediate termination.

Incident Reports Policy- Revised 2021

An incident report is a way for the center to document and record any information on events that happened within the center during hours of operation. Incident reports are also meant for monitoring potential problems as they recure and it gives the center opportunities to help prevent future incidents before they develop into more serious events.

Procedures on how to write a report and when:

- Always have the child first and last name on the report.
- Describe in detail about the incident (how it happened, where was the injury, if other children are involved, where it happened, steps the teacher took to help the child). *See attached sample incident report.*
- Depending on the incident parents may need to be called and management may need to be notified right away. For example: Any head injuries need to be reported right away and depending on the severity they may need to seek medical attention. If that is the case, management needs to be notified and an in-house report needs to be done within 24 hrs to licencing.
- If a caregiver is unsure about if an incident report should be written, seek management.

Licensing In-House reportable incidents:

- If a child is missing or unaccountable (even in a brief time) while in the care of staff.
- Allegations of abuse/ potential harm- A child has informed the staff of being mental/physical abused at home or within the centre.
- A child has unsafe aggressive behaviour causing injury to other children or staff.
- a parent takes their child to the doctors/hospital because of an incident that happened to them in the center.
- A child has been diagnosed with a disease or if there is an outbreak within the center.
- A child attempts to harm themselves or commit suicide.
- If there is a death at the centre.
- If a child needs to be physically restrained because of them causing harm to themselves and it is not in their care plan.
- Medication error and a child must be taken to the hospital.
- Motor vehicle injury.
- Neglect at the center or at home.
- Poisoning- ingestion of poison or toxic substance.
- Sexual abuse- any sexual behaviour directed towards a child or teacher.

REPORTABLE AND NON-REPORTABLE INCIDENTS - INFORMATION FOR CAREGIVERS

COMMUNITY CARE FACILITIES LICENSING PROGRAM

Purpose

The purpose of reportable incidents is:

- To ensure that incidents are reported and reviewed in a timely manner both by the facility and Community Care Facilities Licensing staff. This process will assist in the prevention of recurrence and in the promotion of a high standard of care, safety, health and dignity of the persons in care. This also allows for health authority-wide trending and analysis to support continuous quality improvement.
- To comply with the legal responsibility to report incidents as stated in the Adult Care Regulations and Child Care Licensing Regulation.

General Instructions to Complete the Form

The definitions of reportable incidents are listed:

- In Schedule 1 in the Adult Care Regulations;
- In Schedule H in the Child Care Licensing Regulation; and
- On the back of the cover page of the Incident Report form pad for quick reference.

After a reportable incident occurs (either witnessed or following notification of a "reportable incident"), the facility staff member/care provider (this could be care staff or management) will complete an Incident Report form. All relevant information to be completed by the facility (including facility follow-up and corrective measures) is on the front of the first page of the Incident Report form.

For a "reportable incident", the facility Licensee/Manager/Supervisor of Care shall review the information on the incident form (including facility follow-up action/corrective measures), sign it, remove and retain the yellow copy (facility) and then forward the Licensing Officer's copy (white) to the local Health Authority Licensing office, and the Funding Agency's copy (pink) to the Funding Agency (if applicable).

Guidelines for Sending Incident Report Forms to Licensing

Please note that there are differences between the Child Care Licensing Regulation and the Adult Care Regulations as they pertain to the requirement for reporting incidents, as noted below:

For Residential (Adult) Care Facilities:

To avoid duplication and to streamline the reporting process, **do not fax** a copy of the Incident Report form unless the incident is of an **urgent nature**. Incidents that would be considered to be of an **urgent nature** include any allegations of abuse (sexual, physical, emotional, neglect, financial), unexpected deaths, attempted suicides and service

OVER...

disruptions. For these urgent incidents, **immediately call or fax** your Licensing Officer and then mail the white copy within 24 hours to your Licensing office. If reporting by fax or phone, the original report must also be submitted to the Licensing office as soon as possible.

For other, incidents not of an urgent nature (e.g. falls, aggressive/unusual behaviours, expected deaths, emergency restraints, unexpected illnesses, etc.) please mail the white copy promptly to your local Licensing office.

Please contact your Licensing Officer if you have any questions and if in doubt, please err on the side of over reporting.

For Child Care and Child Residential Facilities

Section 55 (2) of the Child Care Licensing Regulation requires that all reportable incidents be reported to Licensing **within 24 hours**. Reports will be accepted by fax, phone call, or hand-delivery of the original Incident Report form to the Licensing office. If reporting by fax or phone, the original report form must also be submitted to the Licensing office as soon as possible.

Maintaining a Log of Non-reportable Incidents

In all types of facilities (Child Care, Child Residential Care, and Adult Residential Care facilities), the licensee must maintain a written log of:

- Minor accidents and illnesses involving persons in care, that do not require medical attention and are not reportable incidents; and
- Unexpected events involving persons in care.

Licensing Officers will review this log of non-reportable incidents at the time of their inspection visit to your facility.

Freedom of Information and Protection of Privacy

The collection and release of personal information is related directly to and is necessary for the program operation per Section 26 of the Freedom of Information and Protection of Privacy Act. If you have any questions about the collection and use of this information, contact your local health authority, Community Care Facilities Licensing office.

South
201 – 771 Vernon Avenue
Victoria, BC V8X 5A7
Ph: (250) 475-2235
Fax: (250) 475-5130

Central
#29 – 1925 Bowen Road
Nanaimo, BC V9S 1H1
Ph: (250) 739-5800
Fax: (250) 751-1118

North
#200 – 1100 Island Highway
Campbell River, BC V9W 8C6
Ph: (250) 850-2110
Fax: (250) 286-3486

Example Report

Shining Star Childcare Centre
INCIDENT REPORT FORM
(To be kept for our records)

CHILD'S NAME: John Doe
DATE OF INCIDENT: January 1 2021
TIME OF INCIDENT: 3:45 pm

← child's full name

DETAILS OF INJURY OR INCIDENT: John was running
around the playground. He tripped. Scraped his
right knee. John was very upset and his knee
was bleeding.

name

Detailed what knee

description of knee.

ACTION TAKEN: I (staff) comforted him and
checked over the cut. I then proceeded to
put a bandaid on the cut (after cleaning it with
a paper towel and water) and I gave him an
ice pack.

Full description of what staff did after incident

CAREGIVER'S REMARKS: John settled down after
I attended to his knee. The cut was not
too deep.

Parents were notified upon pick up.

← If you have to call parents, remember to document it on the report

ATTENDING STAFF: Stacy Sue
OTHER STAFF PRESENT: Bob Turnup

PARENT'S SIGNATURE: [Signature]

DATE: _____

REPORTED TO LICENCING OFFICER: YES ___ NO X

Need parents signature the day of or day after incidents depending on pick up.

Do Not Forget to get this signed or report to parent * -Parent need to know before

Inclusion Policy

Shining Star is open to all children ages 2 ½ years to 12 years. All children are welcome to attend our programs regardless of their ability, needs, background, culture, religion, gender or economic circumstances.

At shining Star we :

- Maintain a respectful relationship with each family through communication and collect relevant information about each family's context.
- Provide a positive non-stereotyping information about gender roles, people with disabilities, diverse ethics and cultural groups.
- Incorporate into our programs cultural events by having books, activities, songs, pictures, materials and sometimes food available.
- Work in partnership with parents to ensure that all the children's needs are met- dietary, medical and cultural.
- Make sure all our play environments and curriculum are adaptable for all types of needs- wheelchair accessible, resources and activity flexibility.
- Celebrate each child individually
- Assist parents with securing additional help and resources when there is a mutual concern about their child's development
- Participate in Subsidy and grant programs to help families afford quality child care.
- Maintain confidentiality in all conversations with the parents and build a trustworthy relationship.

We do not tolerate any form of discrimination

- Race
- Religion
- Disability mental or physical
- gender/ gender identity
- Family status/ source of income

Any discrimination will be an immediate termination of your position after an investigation .

Anti Bullying Policy

At Shining Star, we have a “**No bullying**” policy. We take this seriously to ensure the safety of every child and staff within the child facility.

To do this we need to follow the following practices:

- Aim to deliver a safe environment for all the children and staff.
- Model acceptable behaviour and discuss with them what is appropriate in the classroom.
- Make sure kids understand the seriousness of what bullying can do to a person.
- Discuss types of bullying and what they can do to prevent or stop it.

Procedures

- If bullying is present, staff will intervene and have a discussion with both parties about the situation and treat each child with dignity and respect.
- Aid children in developing their problem solving and conflict resolution skills instead of solving the problem for them- use **W.I.T.S** (walk away, ignore, talk it out, seek help)

Parent Involvement

- Notify parent of any bullying situation and an incident report needs to be written and signed by guardian/parent. Staff need to document any situation for future reference.
- Talk to parents for input on strategies that can be implemented at home and at the childcare.
- The child will be monitored and documented.

Ongoing bullying can be ground for termination of the childcare services at the centre.

Behaviour and Guidance Policy- Revised 2021

Our focus at Shining Star is to teach children the skills they need to be able to manage their own behaviour, be able to self regulate and to understand social cues and emotions of others.

To do this we need to follow the following policies:

- Show children how to calm themselves down when they become to upset and how they can express themselves without harming others.
- Help children use their words and work things out before things get violent.
- Teach them problem solving skills – “what can we do to fix our problem?”
- Understand feelings and how other are feeling.
- Use positive reinforcement and encouragement to help them gain confidence to trying new strategies.

Practices that will be implemented

- Keeping body and voice calm when talking to the child
- Be consistent when handling all situations.
- Ensure that the child, children, and other staff are safe.

Educators Consideration

- Development understanding of each child within the centre.
- Matching behaviour and using natural consequences if possible- “The paint was thrown on the ground, here is a cloth to help clean it up.”

Procedures to Reinforce behaviour

- Model expected behaviour.
- Involve the child with problem solving and solutions.
- Encourage child to problem solve on their own and remind them that mistakes as ok.
- Remind children of the expected behaviour in class.
- Use logical consequences – when the child refused to use mittens outside, and its cold staff can remind of the natural consequences if they refuse and let them have the choice.
- Allow children to make mistakes and help them learn from them without judgment.
- Give opportunity for success.
- Celebrate positive behaviour.
- Use redirection and wait for the child to calm down before talking to them about the problem.
- Children are not always taught positive behaviour, help them through this with clear direction about body management – take deep breath, calm body.
- If child is out of control, discretely remove the child from the group and when they are calm use re-direction by allowing them to do a quiet activity (colouring, playdough, sensory toy). Discuss with them what makes them so angry.

- Any type of physical control is always last resort. Always use caution when removing any child that is not willing to leave a group, let them know what is going on and how you are helping them – “you seem like you need some time to calm down. If you cannot remove yourself, I will have to pick you up and help you.”
- Always be ok to ask for assistance and clearly communicate with the other staff so that you are both on the same page (consistency). Do not hesitate to ask for any relief if you are getting close to your own emotional edge.

The Following forms of discipline Shall Not Be Used:

- Corporal punishment, physical punishment, or other forms of aggressive contact.
- Inflicting any bodily harm, force of any kind – forcing a child to eat or drink against their will.
- Physical restraint to a child (confining a child to a chair or any other device for the purpose of punishment.)
- Use of harsh or degrading measures or threats, Derogatory language to a child or in front of a child.
- Any language that could humiliate, shame, frighten, or degrade that child’s self esteem.
- Depriving of the children’s basic needs (food, water, toileting, sleep)
- Confining a child to an area that is unsupervised or unsafe for that child against their will – (a closet, closed in space) unless it is needed for emergencies to protect the child or children (a lock down) see emergency management policy and procedures.
- Any signs of abuse from staff or parent/guardian will be documented and reported to child ministry and licencing. The staff (depending on the situation) will be written up and investigated.

Any of these above would be cause to an investigation or immediate termination.

Family involvement

- Innocent reports will be filled out and signed by the parent or guardian. If the incident is more serious the parent will be contacted immediately, and an in-house report will be filled out by the staff that were present and the manager.
- Families will be informed of behaviour management concerns; this includes the positive and negative aspects of that day.
- Communication between parent and staff is needed to be able to help any child who is struggling within program and all staff will document any situations concerning a child or within the centre.
- If that child behaviour continues to progress, the family will be asked to meet or chat with management to discuss the issue and create a care plan to support the child in the environment.
- A personal documentation book will be made and shared with the parents if needed.
- If a child needs any extra assistance, management (with the permission of the parent/guardian) could refer the child to get extra help outside the daycare.

Drop off and Pick-up Policy.

At Shining Star, we provide a drop off and pick up for the out of school care program. Depending on the school, we either walk or drive them to their destination.

Staff Requirements and Procedures:

- Staff must have all the children (that they are dropping off or picking up) emergency cards/ contact information and a medical kit available.
- Staff must have phone on them for emergencies. When they are driving, they must put their phone away and only use for work purposes.
- Staff are required to know/ communicate with management about who they are picking up and or dropping off so there is no confusion.
- Staff needs to know where the children are to be picked up and when. They also need to contact the schools if they are late for drop offs or pick ups.
- If a child is not at the school when you go to pick up, call the school or talk to a teacher. Then contact the center or parent. Do not leave the school unless you know where that child is at.
- Lanyards are required to be worn and masks when the children are dropped off or picked up.
- All Shining Star Vehicles must be checked before use and wiped down after use.
- A teacher is not required to go back to the school if a child as forgot something.
- Children are expected to listen and follow the rules while walking. If a child is being unsafe and cannot continue, the parents and management will be notified. The parent will have to pick up the child and they will not be allowed to walk with their peers. If this continues the center has the right to tell the parent that their child not being safe and cannot continue to be dropped off and picked up.
- If a child refuses to go in a vehicle (we do not believe in forcing a child) their parents will be called and asked for them to come, get their child. If this continues or if the child cannot be safe inside the vehicle the center has every right to discontinue the services. Safety is our number one priority.

Release of Child Policy- Revised 2021

At Shining Star, we follow the legal documentation of section 56 (a) if the childcare licencing regulations stating that: To release a child in our care we must have written documentation of the parent/guardian and other authorized adults (emergency contacts).

Procedures taken place:

- Parents/ Management are responsible for keeping the children's files up to date on authorized pick ups.
- Parents must have contact with staff on arrival and departure.
- Staff must record arrival and departure times on daily attendance.
- Unauthorized pick ups must have the parent/ guardian provide the staff with a written, signed and dated note before departure. The Unauthorized person must present staff with picture identification for proof.

Staff are legally responsible to **not release a child under these circumstances:**

- Unauthorized pickup – parent to be called right away and let know the circumstances.
- The parent/ authorized pick up is unable to care for child- under the influence of a substance and should not be driving, aggressive or questionable behaviour.
- Staff are required to document all incidents that happened within work hours.

Actions

- Offer to call another authorized person on the pickup list.
- If parent refuses to co operate the staff/management is responsible to contact the local police and child services.

If no one arrives to pick up a child at the end of the day, the following caregiver will follow the following procedures:

- Attempt to contact the parent/ Guardian. If you are unable to get a hold of them, proceed to try to call the emergency contacts.
- If a child is not picked after hours the parents/guardian will be charged a fee of \$5 dollars every minuet they are late.
- After Thirty minuets if the child has still not picked the caregiver would then have to contact the Ministry of Children and Families and follow their instructions from there.

Payment Policy

- Payments are due prior to the **1st** of every month unless parents have made agreements with the manager.
- If payments are one week late, the parents will be notified that they will have to pay their outstanding balance before their child/ children are allowed to return.
- For every day that the balance has not been paid a **\$5** dollar fee will be added to their bill.
- If a bill has not been paid after the first warning, the parent will be notified that their spot will be **terminated** and the center will give them immediate notice. All owing payments will be sent to collections.
- A **\$25** dollar fee will be given if a cheque bounces.
- Parents have to pay their full bill if their substacy has not been approved .They will be refunded or credited towards future payments once the funding from substacy comes in.
- During a school closure (spring break, summer vacation, Pro days, etc) an extra **\$20** dollars will be added if that child in the out of school program attends.

Refund Policy

Shining Star will refund payments under the following circumstances :

- If a staff member is sick or not able to come to work because of weather/ transportation, a refund is given if we have to ask parents to keep their child home.
- A refund is given when the child needs support and we are unable to have them in the program until we receive the funding.
- If the center is unable to pick up a child afterschool (transportation), that child is still able to attend the program after being dropped off by their parents- **no refund will be sent out in this situation.**
- A refund will **not** be given when a child misses a day due to sickness, health, family issues and holidays.

Missing Child policy

At Shining Star, we believe that children should be safe in their environment no matter where they are located (in the backyard playground or on a field trip).

All staff should be aware of their roles, how many kids are in their programs and watching for any blind spots so that they are able to see all the children at all times (unless there are multiple staff that are assisting with keeping watch).

If a child should go missing the staff need to follow the following procedures:

- Stay calm and in a careful manner direct the children to group together with another staff and conduct a search of the missing child's last location.
- Other staff need to stay calm and engage with the children while the search continues
- Within 2 minutes, the original search area would then be expanded and the RCMP would be contacted .
- After 10 minutes the parents and guardians will be contacted and the situation will be explained.
- When the child has been found, all staff will be interviewed and an In House report would be sent to licencing.

Active play policy

Shining Star Promotes at least 60 minutes of active play everyday for all programs. Active play is physical activities that include moderate to vigorous bursts of high energy (running and jumping). This is very important because it promotes healthy growth in development, helps build strong muscles, improves balance, and assists with gross and fine motor skills. Exercise also can promote a child's confidence ,helps improve a child's concentration and helps them develop social skills (making friends).

Daycare Program:

- Will ensure all children get 60 minutes per day - 30 in the morning and 30 after nap time.
- If the weather is poor indoor activities are acceptable and active play may be accumulated through the day in 15 min intervals.

Preschool Program:

- Will include outdoor activities during their 30 minutes of outside time.

OSC Programs:

- Osc will consist of 1 hour of activities a day after school.

All programs must incorporate fundamental movements

- Balance Skills - movement where the body remains in one place but moves around in different positions (yoga, stretching).
- Coordination skills- gross motor manipulation of objects- throwing, catching, kicking, scarf tossing.
- Locomotor skills- Running, leaping, hopping, skipping, jumping etc.

Physical Literacy

- Is the ability to move with confidence in a wide variety of physical activities in different types of environments- running, hopping, throwing , catching
- It gives children the confidence to be able to participate in sports activities.

Prolonged Sitting

- Children should not be sitting without muscle movements for a long period of time. Children need exercise to start up their brain activity.

Facilitated play

- Is play that consists of a set of rules with specific objections- hockey, soccer, hockey etc.
- Following games are also included - Simon says, tag, follow the leader, card games and board games.

Unfacilitated Free Play

- A child choosing to use their imagination and expand in play. Example: a group of kids playing soccer and changing the rules and requirements.
- Inventing games with different materials- sand, water ,cars etc.
- Dancing and making their own games up that involve physical activities

Injury prevention is important:

- Teach children how to be safe, how to play correctly with the equipment and to be aware of potential hazards.

Screen Time Policy

- Shining Star will model appropriate screen time use and safety.
- Electronic devices will be only used as tools - looking up information, research on subjects children are interested in, photos and video of educational contents.
- Daycare will have available 30 minutes of screen time a month while other programs such as osc and preschool will not be able to participate because of the amount of time they are within program (3 hours or less)
- Screen time will not be offered to anyone under three years of age.

Food and Drink Policy

At Shining Star we believe that healthy snacks and educating the children about eating is important.

- We make sure that all of our snacks have at least two food groups and water is encouraged.
- We suggest parents to provide a water bottle that is labeled. If they can not provide the bottle we will always supply water throughout the day.
- Snacks will be pre written and posted for parents to see on the white boards in the entrances.
- **Shining star only provides one snack a day. The other snack will be provided by the parent/guardian.**

Allergies:

- Shining Star is not a peanut free daycare but we make sure that all the children are safe within each program.
- If a child has an allergy we will have it posted in view for staff to see it and make sure that all snacks have an alternative.
- If a child has a severe allergy (such as peanut) shining star will do anything we can to allow that child to participate and feel safe within the program.
- All allergies will be taken seriously at all times. Different types of severeness will have different procedures for them. For example:
 - If a child could get a reaction to a type of food (if ingested) we would make sure to wash down all surfaces and keep that child out of reach if another child has it in their lunch.
 - If the allergy is more severe, we would inform parents of the seriousness of the situation and would ask for that certain food not be allowed in the program for the safety of that child,
- If a child only eats a certain type of food (parents prefer for their child to eat vegan or gluten free etc) we would suggest for the parent to supply their children's snacks.
- Staff will be at the table at all times when any food is presented to ensure that the children only eat what is on their plates and help prevent sharing in case of any allergies.
- A child will not be given anything that they are allergic to.
- Any allergies reported to Shining Star need documentation from a doctor for the child's records.
- We do not administer any over the counter medication (tylenol, benadryl etc). Any prescribed medication will need a medical form filled out by the parents.

Reaction to Food or anything else within the center :

- If a child has any type of reaction that is not normal or is not within a care plan for that particular child, assess the situation and depending on the severity either call 911 or their parent/ guardian.
- If they get a rash like reaction (upset stomach/not feeling well) call parents, inform them to pick up their child and advise them to get the situation checked out by a professional
- If the reaction is more severe (hives, closing of throat, cannot breath etc) Call 911 right away and ask for an ambulance.
- Once that is happening, begin to do the steps of First aid (ABC) and wait for further instructions from the operator on the phone.
- Another teacher then needs to contact the parent right away and if that parent does not show up before the ambulance, we will send one of our staff with the child to make sure they are alright.
- All incidents will be recorded and an In House incident report will be filled out and sent to licencing within 24hrs.

Cleaning, Dishes and Sanitizing Policy

Every Program will have a posted **Cleaning List** for the staff to know what they're responsible for every day before closing.

- All carpets will be vacuumed (up and down stairs)
- Floors will be swept and washed with floor cleaner
- The dishes will be emptied in the morning, refilled and put on again, empty and refill for the end of the day.
- Toys be sprayed down after use and at the end of the day by all programs
- On Friday toys need to be washed in a disinfectant and left to air dry on the tables
- All bathrooms have to be sanitized and toilets have to be cleaned. The soap needs to be filled and the paper towel restocked.
- Tables must be wiped down after every use (Snacks, lunch, art), chairs need to be sprayed down at the end of the day and stacked.
- Floor needs to be swept after eating or art activities before going outside.
- All toys should be organized at the end of the day and placed nicely in the shelving.
- Have the art area cleaned up (papers go in children's art pockets), art supplies organized and wiped down. Paint Pots need to be sealed for the next day or cleaned out at the end of the day.
- Sanitize everything- all high touched surfaces, door handles etc.
- Garbage needs to be taken out and recycling needs to be put under the stairs in the bins.
- Counters should be cleaned up and there should be no clutter left at the end of the day.
- All toys outside need to be picked up after use from every program.
- A specific list of who's turn it is on what day is posted in every program for laundry duty. If that person is not here that day, staff are responsible to all work together to get it done.
- Walls / trim need to be washed once a week, unless staff notices that it needs to be wiped down sooner.
- Fridge and microwave need to be cleaned out and wiped down once a week.

It is very important to make sure we keep our center cleaned/ sanitized at all times. It helps prevent cold/viruses and other medical issues from spreading. We want families to feel that we care about our business and want to make sure that their children are safe at all times.

Rest Time Policy

At Shining Star we believe that all children five years of age and under need a “quiet” time to be able to rest their bodies and be able to balance their active play. Every Child has their own personal needs when it comes to sleeping. We will provide every child the opportunity to sleep if they are needing to rest and keep in communication with their parents/guardians to ensure that their child's needs are being met.

Procedure for sleeping children

- All children who need to sleep have their own specific bed and bedding- labeled
- Bathrooming for the sleeping children needs to be done right after lunch- Changing of diapers or toilet training.
- Sleep area is in a separate place from the children playing
- Lighting will be lowered and calm sleep music will be played
- Children supervised at all times
- Our sleep/ resting times are between 12:30- 1:45pm
- By 1:45 all the children that are sleeping should be slowly woken up
- All beds need to be stripped and cleaned with a bleach solution every time they have been used.

Procedure for the child needing “Quiet Time.”

- All shelving need to be covered by a sheet or blanket
- Tables will have quiet activities- books, puzzles, playdough etc.
- They will be required to have a quiet time for a minimum Thirty minutes every day.
- Location not specific, could have a quiet time outside on a blanket and do quiet activities- participating in Yoga etc.

Children's routines change every day. A child who sleeps might not have to sleep the next day. All of our programs are flexible and adaptable when needed.

Sickness Policy

We at Shining Star stand by our sickness policy to help prevent outbreaks and having to send home staff causing us to close a program or center.

Procedures:

- Parents must notify staff of any illnesses such as: Fever, vomiting, colourful or clear thick mucus coming from nasal area, diarrhea, uncontrollable cough or have a pale complexion.
- If a child comes into the centre with any symptoms, they will immediately be sent home.
- If a child is unable to participate in program (tired or lethargic) their parent/guardian will be contacted and ask to pick up their child.
- If parent/guardian are unable to be contacted the next emergency contact will be called.
- Children are not allowed to return to the centre until they are 48 hr free of any symptoms.

Head Lice Policy

This policy is to make sure that there is not a future spread within the centre.

Procedures:

- If any child or staff have contracted headlice they would be sent home immediately for at least 24hr until treated.
- The parents/guardians will be notified of any outbreaks and information sheets will be handed out to parents or will be available if needed.
- All the bedding, material toys and dress up clothing will be washed in hot water and placed in the dryer.
- Rugs, furniture, car seats will be vacuumed.
- Materials that cannot be washed will be stored in plastic bags for at least two weeks.
- Head lice checks may help from spreading.
- Talking to the children about how important it is not to sharing clothing or putting your heads on others.
- No discrimination will be tolerated or exclusion of any child.

Emergency Policy

At Shining Star, we have multiple policies for emergencies and step by step instructions to ensure the safety of all the children and staff within the programs.

All emergency equipment is checked once a month and signed by the person who checked it.

(fire alarms, emergency bags, fire extinguishers, emergency exits are not blocked,)

Fire drills are to be done every month and Earthquake/ Tsunami evacuation drills are done twice a year. Fire inspection needs to be done by the fire department once a year.

Fire Emergency procedures:

- If there is a fire or the alarm goes off, staff are to immediately line the children up and exit the building right away.
- It's important to know at all times how many kids you have because you do not have enough time to count the children inside. Do a quick count as they are going out the door.
- The Emergency backpack needs to be taken on the way out.
- The last staff needs to do a quick check in rooms/bathroom and make sure all windows and doors are closed if they are able to.
- Sign in sheets needs to be brought.
- No one is to enter the building until the fire department says it's ok.
- The children will follow the staff outside, through the side gate and out into the parking lot. If the fire exceeds past the building, the staff then directs the kids across the street to Roger Creek Park.
- The fire department is called and the other staff counts and does a name call to make sure everyone is accountable.
- All the children are checked over to make sure everyone is ok and first aid is administered if needed.
- Parents/guardians are called right away and notified that they are to pick up their children right away further down the street.
- The center will then remain closed until everything is safe and cleared by the fire department.
- An In-House incident report will be sent to licensing as soon as possible (within 24 hours) by management.

Earthquake/ Tsunami Procedure

- In the event of an earthquake, the children would be asked to quickly go under the tables or stand in a doorway or safe place with a teacher.
- They would be asked to put their heads down with a hand over their neck and to all count to 60 with the teachers.
- After the 60 seconds a teacher will come out (if safe) and check over the classroom to make sure it is safe for the children to come out.
- All the children will be checked over and first aid will be administered if needed.
- The children will then be asked to get their backpacks, jackets and appropriate footwear.
- Teachers will then get the emergency backpacks and the earthquake backpacks with the sign in sheet.
- They will escort the children out the door and a sign will be placed in the front gate stating that the center is heading to our evacuation meeting spot.
Depending on the situation , the children will either walk or be transported by the company vehicles to the safe location. (See emergency evacuation map to Saplings multi age care centre)
- Once safely located and everyone is accounted for, the staff will proceed to contact all the children's families. Children are not to be given to families until they are at the meeting location (families cannot pick up their children on the way to the location for the safety of everyone.)
- The children will be checked over again for injuries or if they just needed comforting .
- Staff are not to leave unless all the children have been picked up.
- All injuries and events will be documented and an In-House report will be reported to licencing.

Power Outages procedures:

- Staff are to count all the children and locate emergency backpacks.
- Flash lights should be available if needed.
- Depending on the time of year, if it is too cold and the furnace is not functional parents will be called and informed to pick up their children.
- If the lights do not return within 2 hours depending on the time of day, parents will be called and their child would need to be picked up.
- All incidents where a centre is shut down because of a natural emergency , licencing will be notified by management.

Water or plumbing issues procedures (emergency only):

- If there is a boiling water advisory in the city, the center would have to provide the children with emergency supply of water located within the centre. All staff must know the location of said water.
- In the case of a flood or plumbing issue, the program where it is located would be relocated or closed for the time being.
- Plumbers or public utility companies will be contacted by management.
- Licencing will be contacted and an In-House report will be filled out and sent.

Snow Procedures:

- We will not be able do any transportation to and from school if the road conditions are hazardous.
- Parents will be advised to look on our facebook page or the SD 70 page for school closures and information about our programs.
- When the schools are closed our preschool will be as well . The other programs will temporarily stay open depending if staff are able to come safely to center.

Centre Lock down

These lockdown procedures described the steps that you should take to ensure the safety of the children and staff during a violent incident. If the centre is affected by threats, intruders etc, the staff will follow the following procedures:

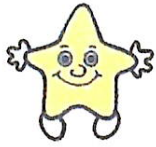
- Call 911 right away.
- Make sure everyone is aware of the situation.
- If the intruder is outside, get the staff to bring all the children inside.
- Lock all the doors if needed and get the children away from all windows or doors.
- Talk to all the children, count and calmly get them to lay on the floor or out of the way of a door.
- Close blinds and barricade doors if possible.
- Turn off lights or maintain minimal lighting.
- Do not let anyone in (even a parent) until the police say it's ok to exit.
- Do not respond to anyone at the door if they want to come in. Only respond to the police
- After it is ok to come out by police, staff will proceed to call parents/ guardians and inform them of the situation.
- All events will be recorded and licensing will be contacted.

If the Threat is inside the building:

- Call 911 if possible
- Inform all the staff
- Take the children out of the center and across the street to Roger Creek Park (further down near the bridge and wait for instruction of the police. Stay out of view of the building.
- Start calling parents and let them know about the situation.
- In house reports will be made and sent to licencing.

Making an Emergency Telephone call to 911

- State the type of emergency to the operator
- State your name and location of where you are calling (4409 Gertrude st)
- Stay on the line to receive instructions, pass the phone to another staff or put the phone on speaker phone to listen.
- Do not hang up the phone unless told to by the operator



4409 Gertrude St Port Alberni
British Columbia, V9Y 6J7
250-724-9699
shiningstar@shaw.ca

In Response to the COVID-19 Pandemic

Shining Star will continue to Provide care until the School District indicates they will close extra days after spring break due to the virus or if the Provincial or Federal Government strongly suggests or calls for a mandatory closure.

We are continuing our regular routine of cleaning and sanitization of tables, knobs, light switches and toys using the recommended bleach solution as recommended by BC Public Health.

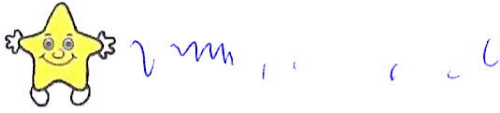
We are encouraging and keeping a close eye on all children and staff to ensure that safe standards and precautions are implemented in line with the Centre for Disease Control.

These precautions include:

- Avoiding close contact
- Staying home when you are sick
- Covering your mouth & nose when coughing ([using our cough pocket \[Elbow\]](#))
- Cleaning and disinfecting frequently touched surfaces
- Practicing good healthy eating and sleeping habits (staff)
- [Practicing frequent & proper handwashing with soap and warm water](#)

Shining Star asks that parents/guardians keep children home if experiencing [FEVER, COUGH, SHORTNESS OF BREATH, OR SORE THROAT](#)

[Staff will be contacting parents/ to pick children up from care if they are exhibiting any of the above signs of illness.](#)



4409 Gertrude St Port Alberni

British Columbia, V9Y6J7

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shiningstar@shaw.ca

In Response to COVID-19 Pandemic

- If you suspect that your child has been exposed to Covid-19, please stay home!
- Children that exhibit any flu-like symptoms **must** stay home and be symptom free for 24 hours before returning to Shining Star. A staff member will call a parent/guardian to pick up their child if the child exhibits any symptoms at the center.
- A child that exhibits more than one symptom must stay home until symptom free. Consult a doctor or call 811 and follow what the doctor recommends!
- The government no longer provides us with Covid-19 emergency funding so fees will still be required.
- At drop off, staff will also be a taking mandatory temperature check!
- Children attending Elementary school **must** wear a mask while being transported to and from school, since social distancing is not possible in a vehicle, however a mask will **not** be required at the center!

Staff are Cleaning and sanitize high touch points threw out the day with the bleach solution recommended by BC Public health! At the end of the day **everything** is sanitized!

Thank you for your cooperation,

Shining Star

