

# PARENT REGISTRATION HANDBOOK

## Policies & Procedures

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# WELCOME

## Mission

Dear Friends,

We're so glad you've come to visit! At Footprints, we're passionate about your child's education! We know that choosing the right Preschool is an important decision ~ and we don't take that lightly! That's why our mission is to give our students every advantage possible to help prepare them for their elementary experience!

We believe they can have it all; a Preschool that offers a fun & nurturing learning environment, introduces phonics & early numeracy, incorporates cognitive & themed learning, teaches art & music, develops fine & gross motor skills, and encourages sensory & imaginative play!

We believe that active kids have active minds; that they deserve ample space to both play and learn in! That's why our centre offers them over 4,000 square feet of indoor play space; including a gymnasium, library, and mini-gym with a McDonald's-sized play structure.

We believe that children are more than people to be molded; they are young minds waiting to be unfolded! That's why our teachers work together as a team; each one leading the classroom in their various areas of expertise while ensuring that no child gets left behind.

We believe that children are our greatest heritage; that the traditions we put in place in their formative years will lay the foundation for their growing sense of self-confidence! That's why we offer monthly field trips/themed parties, Christmas concerts, Graduation ceremonies, Report Cards and heirloom memory books & scrapbooks.

As your child takes their first steps into learning, we hope to be a part of that journey and look forward to welcoming you into the Footprints Family!

Warmly,  
*Your Footprints Team*

## FEE POLICIES

### Fee & Late Payment Policy

Current tuition rates are posted on our website. *We do not prorate fees for any month based on vacation or time away from preschool that month. Parents have the option to withdraw for a time and re enroll upon returning from their travels however, they do so at their own risk of losing their space. We do not reserve spaces unless full payment is being received.*

Parents understand that fees are due the first working day of the month. If not paid by the 5<sup>th</sup> working day of the month late fees will be charge in the amount of \$5.00/per day late. If fees are not completely paid by the 15th of the month (unless alternate arrangements have been made) the preschool will not continue to provide preschool services for the student.

### Fee Payment Options Policy

To make payment of tuition parents must use one of the 3 options below;

1. Pre-Authorized monthly payments (Fill out PAD agreements) OR
2. By Semester (half of tuition due September 1 and the other half due in January 1) OR
3. All at once (the full tuition is due on September 1<sup>st</sup>)

### Required Notice – Termination of Care & Fee Increases

The parent/guardian is required to give the preschool **one month's** written notice of preschool termination on the **1<sup>st</sup>** of the month. If the parent does not give one month's written notice, they will be charged a fee equivalent to one month's preschool fees.

### Vacation or Leave Policy

The parent/guardian agrees to pay the full monthly fees regardless of days missed for vacations, illness or any other reason. Fees are not refundable under any circumstance.

### NSF Fee Policy

There will be a \$40.00 fee for all payments that are returned NSF. Parents are responsible to pay this fee along with the preschool fee in cash or e-transfer no later than the end of business on the day they are notified. Late fees will also apply as per the *Fee & Late Payment Policy*.

### Late Pick Up Policy

Late charges of \$20.00 for the first 10 minutes or portion thereof and an additional \$2.00 for every minute late after that must be paid directly to the staff who are waiting for the parent/guardian. If a parent/guardian is unable to pay the staff when they arrive, a bill will be sent out the next morning and they will have until the end of business on that day to pay their late pick up fees. Failure to pay their late pick up fees will result in the immediate termination of care.

If parents/guardians are more than 15 minutes late, the preschool will call their emergency contact person for pick up. If they or the parents/guardians have not arrived by 4:30pm the preschool will call Family Services to come and care for their child. It is the responsibility of the parent/guardian to contact the preschool if they are going to be late picking up.

## Registration Deposit and Requirements

Parents/guardians understand that they are required to pay a \$100 deposit to secure their registration. Parents understand that this fee is non-refundable and that the full amount will be applied toward their first month of preschool.

Parents/guardians also understand that children must be 3 years old by December of the current school year, and be fully potty-trained before they can attend the preschool.

## Subsidy

The preschool requires the full month fee (per child) on the 1<sup>st</sup> day of attendance if the preschool has not received a confirmation of subsidy approval. Once subsidy is approved, adjustments will be made as required.

### RESPONSIBILITIES OF THE PARENTS

1. Ensure that their subsidy is up to date. When the subsidy office requests information it is the parents' responsibility to ensure that the information is sent immediately.
2. All information will be given by the parent to the subsidy office and confirmation of the fax or email will be given to the preschool.
3. Inform the preschool of confirmation of subsidy (give the preschool a copy of the confirmation) as soon as they receive it.
4. To receive the approved subsidy amount, the government requires that the child is in care for 100 hours per month if they are 12 months to 5 years old.. If the child does not make their hours in a given month then subsidy will prorate the coverage for that child and pay the preschool accordingly. It is the Parents responsibility to pay this difference. This fee must be paid within 3 business days from the time the notice is sent out or given to the parent.

### RESPONSIBILITIES OF THE PRESCHOOL

1. Remind families that their subsidy is expiring.
2. Send notices to Parents who did not make their subsidy hours, stating how much they owe. Note that the preschool can only send parents this information once it is received from the Subsidy Office.

### FAILURE ON THE PART OF THE PARENT TO PROVIDE THE NECESSARY INFORMATION TO THE SUBSIDY OFFICE IN A TIMELY MANNER WILL RESULT IN THE FOLLOWING:

1. Subsidy will be stalled. If the preschool does not receive confirmation then parents will continue to be expected to pay the full childcare fees. Failure to make this payment will result in removal from our enrollment list immediately.
2. Once subsidy is approved or reinstated then the family will have a credit or will be reimbursed. This can be used over the next several months in lieu of the amount they are responsible for.
3. If the family fails to pay the full fee upon request then the preschool will no longer provide services.

Parents understand that it is their responsibility to ensure that the preschool receives the subsidy payment on time every month. To do this they will:

1. Ensure that all forms are filled out and sent in on time.
2. All required information will be sent in immediately when requested by subsidy.
3. That they must make their "hours" in a month or they will be required to pay the portion that subsidy did not cover that month.

Parents/guardians understand that if they fail to send in their information in a timely manner and their subsidy is disrupted, they will be responsible for paying the full amount for the month(s) missed.

Parents/guardians understand that they are responsible to pay any and all fees not covered by the applicable Subsidy, Social Assistance or other support agencies.

## EMERGENCY POLICIES & PROCEDURES

### Procedure for Court Ordered Unauthorized Pick-ups

In the case of a Court Ordered Unauthorized Pick-up coming to the preschool, the following steps will be followed:

- If possible, one teacher will quietly move the child to a secure place.
- The director or their designate will ask the unauthorized person to leave the preschool immediately and if he or she does not comply, the RCMP will be contacted.
- Director or their designate will contact the parent/guardian to inform them of the situation.

### Accident/Incident Reporting Policy

**Accident/Incident Reports:** All accidents and/or incidents will be documented on the *Accident/Incident Report Form*. This form will be filled out by the teacher present at the time of the accident or incident. It will include a detailed description of the occurrence; first aid administered (if necessary) and teacher actions, recommendations, corrective actions and follow-up. This form will be signed by the teacher and by the director/supervisor before being given to the parent for review and a signature at pick up time. The original accident/incident report will be retained in the child's file and a copy will be provided to the parent(s) upon request. All accident/incident reports will be documented on a tracking chart (see below).

**Tracking Chart Policy:** The director/designate will input all accident/incident/illness reports on a tracking chart. A monthly review of the tracking chart will be done which may indicate possible problems in the area of supervision and child behaviours. Meetings with Teachers will be held if this occurs to ensure that children's needs are being met and that preschool supervision policy is being followed. The tracking chart will also be used to document all serious incidents for the annual report to licensing.

**Serious Incident Policy:** When a serious accident, incident or illness happens, the parents will be notified immediately. Incidents that are considered to be serious incidents (see below) will be reported immediately to the preschools designated licensing officer or the after-hours department by telephone. *The Incident Reporting Form*, as provided by the Government of Alberta Child Care Licensing, will be completed within 48 hours of the incident and submitted to the licensing office. If necessary, the child will be taken to the closest Medical Clinic or, if deemed necessary, to the Hospital by ambulance. These serious incidents will also be documented in detail on an accident/incident report and on the program tracking chart.

Incidents that require reporting to licensing include, but are not limited to:

- Injury, illness, incident requiring an ambulance, emergency medical service or hospitalization.
- Error in the administration of medication resulting in the child requiring first aid and/or emergency care.
- Intruder on the program premises.
- Missing/lost child.
- Child being removed from the program without permission by a non-custodial parent or guardian.

- Emergency evacuation-including fire alarm.
- Child left on premises after hours.
- Unexpected program closure.
- Allegation of physical, sexual, or emotional abuse and /or neglect of a child by a teacher.
- The commission by a child of an offence or crime under the Act of Canada or Alberta.
- The death of a child.

The licensing officer will be informed of:

- The program's name and contact information.
- The child's name.
- The date and time of incident.
- Action taken by the license holder including:
  - who was involved
  - who witnessed the incident
  - what medical attention the Teacher provided
  - which parent was contacted and when
  - what emergency services were used if necessary

## First Aid and Medical Policy

The preschool may provide or allow for the provision of Health Care to a child only if the written consent of the child's parents has been obtained or the health care provided is in the nature of first aid.

### PROCEDURE FOR MINOR INJURY WHICH DOES NOT REQUIRE EMERGENCY CARE:

A teacher with current child care first aid will administer first aid to the injured child (band aid, ice pack, comfort)

- Teachers will fill out an *Incident/Accident/Illness Form* in detail.
- Teachers will inform the director whom will then contact the parents if they deem it necessary.

### PROCEDURE FOR INJURY WHICH REQUIRES EMERGENCY CARE:

Teachers with current child care first aid will:

1. Attend to the child's immediate needs and comfort.
2. Inform director/designate immediately.
3. Help with on-going treatment as required.
4. Fill out the *Accident/Incident/Illness Report* in duplicate.
5. Take any further direction from director/designate.

### DIRECTOR OR ALTERNATE DIRECTOR:

1. The director/designate will ensure the child's immediate needs have been met including providing first aid and comfort to the child.
2. The director/designate will contact the parent, and if unable to reach them, will call an emergency contact person.
3. The situation will be assessed. If required, the director/designate will call an ambulance and accompany the child to the clinic or hospital if the parent or emergency contact has not yet arrived. The director/designate will stay with the child at the clinic or hospital until the parent or designate arrives.
4. The director/designate accompanying the child will document all details and procedures that take place at the clinic or hospital.

5. The director/designate will ensure that the parents are informed of every detail, and that they read and sign the *Accident/Incident/Illness Report*
6. The director/designate will immediately inform licensing of any emergency accident/incident requiring medical attention and provide them with a copy of the report.
7. The director/designate will assess whether or not the accident/incident could have been prevented and work with the regional director/owners and Teachers to take whatever action is necessary to prevent such an occurrence from happening again if it is deemed preventable

## Closure Policies and Procedures

In the event of a breakdown of essential services (e.g. heating failure, loss of water supply, loss of electricity, etc.), severe weather conditions or where the preschool has to close or partially close due to an illness epidemic, the following procedures are to be followed:

### LOSS OF ESSENTIAL SERVICES:

The preschool's Emergency Lighting System provides battery operated lighting for 6 hours. The preschool will contact Calgary Alberta Health Services (403-943-2288) for guidance.

In the event of a closure the following steps will be taken:

1. Parents will be contacted by telephone/email and be asked to collect their child(ren).
2. If the children need to be removed from the preschool while waiting for parent pick-up, they will be taken to the closest business centre, school or alternate site and parents will be asked to pick them up there.
3. If it is not possible to re-open the centre the following day, parents will be notified.

### SEVERE WEATHER CONDITIONS:

- In cases of severe weather conditions (if the weather deteriorates significantly during the day), parents may be asked to collect their child(ren) early.
- If there is a heavy snow fall overnight that makes roadways impassable, parents must establish that the preschool is open before bringing their child(ren).
- If Teachers are not able to make it to the preschool due to weather conditions and it is not possible for the preschool to maintain its required child to staff ratios, parents may be asked to keep their child at home until relief staff can be brought in. Parents will be contacted as soon as ratios can be guaranteed.

### ILLNESS OR EPIDEMIC:

- If there are a number of Teachers and/or children with a communicable/contagious disease, the preschool will close (fully or partially) according to recommendations by Calgary Alberta Health Services (403-943-2288) and will reopen when it is determined that there is no longer a risk present according to Alberta Health Services.
- In the case of multiple Teachers being too sick to work, and/or the centre being unable to maintain its required child-staff ratios, parents may be asked to keep their child at home or to pick-up their child early.
- All efforts will be made to bring in replacement staff, but it may not always be possible.

If the preschool has been closed due to heating failure, loss of water supply, loss of electricity or an illness epidemic, parents must check with the director/designate to ensure the preschool will in fact be open the following day. The preschool will not re-open until it can ensure the safety of both Teachers and children.

The preschool will do their best to keep Teachers and parents informed of the situation. In each of the above situations, the preschool's licensing officer will be contacted immediately.

*\*Parents should check their emails regularly if they believe one of the above situations may apply*

## Emergency Evacuation Procedure

In the event of a fire or other incident that requires the evacuation of the building, the children will be removed in accordance with the preschool's *Emergency Evacuation Procedure* (see below). All parents will be notified and asked to pick up their children. The children will be supervised by preschool Teachers until they are all picked up. Responses to any alarms will be IMMEDIATE.

In the event of an emergency evacuation, the following steps will be taken:

### Room Lead and Assistant(s):

- Line up all children (by head count) at primary or secondary exits as applicable with the Room Lead.
- Room Lead will collect back packs with portable emergency forms, emergency medications and attendance clip board.
- With the help of both the Room Lead and Assistant, the children will walk in an orderly fashion to the designated muster point.
- The remaining Room Assistant will do a sweep of their room, including each bathroom, turning off lights and closing doors as he/she goes.
- Once at the applicable Muster Point, the Room Lead will take attendance and raise the "Green Circle" into the air until the director or designate has confirmed that he/she has seen the circle. If one or more children is missing, he/she will raise the "Red Circle" into the air and wait for further instructions from the director, designate or fire marshals.
- Room Leads and Assistants will continuously monitor the physical safety and attendance of the children in the group. For example, utilize the emergency blanket found in their backpack if they feel a child may be cold, etc.

### Director or Designate:

- Will do a secondary check of all rooms/hallways for children and adults, closing the doors and turning off lights as each room is checked.
- Take preschool office enrolment binders that contain all the childrens emergency forms (in backpack).
- Meet Teachers and children at the Muster Point.
- Ensure all children and Teachers are accounted for by checking the "circle" being held up.
- Dial 911 from a cell phone to ensure the fire department has been dispatched and inform them of the status of the situation (children accounted for etc.)
- If necessary, instruct the Teachers to take the children to the closest available business or school within safe walking distance and the parents will be contacted and asked to pick them up there.

### NOTES:

1. *Everyone must remain outside, maintaining a safe distance from the building until an "all clear" is announced by the Fire Department.*
2. *A fire drill is conducted every month in compliance with Child Care Licensing Regulations.*

## Emergency Weather Procedure

1. The facility will monitor weather daily by radio/weather channel/weather apps, and advise Teachers/directors of any pending weather-related emergencies.
2. An emergency information sheet for each child is kept in each classroom and taken along during any emergency evacuation.
3. First aid kits and all other emergency supplies (flashlights, cell phones, medications, etc.) will be taken along during an emergency evacuation.
4. In the event of a tornado or strong wind storm, the director or designate will alert staff of a tornado warning or other emergency weather system. When a tornado warning has been issued, all Teachers, volunteers and children will go to the center of the building away from windows (if windows are present and there is enough pre warning, Teachers will cover windows). The Teachers and children will situate themselves under tables and in door frames.

## Lock Down Policy and Procedure

In the case of a dangerous intruder (one with a weapon, threatening or an unauthorized parent with a court order against them) the director or designate will announce a LOCK DOWN code and contact the RCMP.

- Teachers will remain in their rooms with the children. They will cover their windows, blockade the door and sit down silently with the children until the threat has past and they have received instruction from the director or RCMP accordingly.
- The instructions of the RCMP will be followed by all Teachers.
- If necessary, the director/designate will make all reasonable attempts to contact the parent/guardian or emergency contact.

## HEALTH POLICIES & PROCEDURES

### Potential Health Risk & Communicable Disease Policy

If a child has or displays symptoms that Teachers know or believe may indicate that the child poses a health risk to persons on the premises, or if a child may be suffering from a communicable disease (see list below), the following procedure will be followed:

The director/designate will assess the child with the aid of the teacher to decide if the child should be sent home. The assessment will be completed through the use of the following:

- Observations of the child (rashes, vomiting, diarrhea and abnormal behaviours)
- Check for fever using a thermometer
- Complete an *Illness Checklist* that includes the following information:
  - child's name
  - date and time
  - when the parent(s) was notified
  - symptoms
  - name of Teacher that identified the child as ill
  - name of Teacher who contacted the parent(s)
  - time the child was picked up
  - date the child returned to the program
- When necessary, the parent/guardian will be contacted and asked to pick up their child immediately. In the event that the preschool is unable to contact the parent/guardian, the preschool will contact an emergency contact person.
- In cases where a communicable disease has been confirmed, the Public Health Nurse and/or Licensing Officer shall be notified when necessary.

### Common Childhood Communicable Diseases:

#### HEAD LICE:

- The preschool will notify all parents and staff by posting signs in the preschool. In the event a child has head lice, the child must be picked up immediately and treated with medicated shampoo from the drug store. The child **MUST** stay home for a minimum of 24 hours after being treated or until such time as the head lice have been eliminated. Parents are not to bring a child to preschool knowing the child has head lice, and parents are to immediately inform the preschool if their child has head lice (i.e. from school, etc.).
- The preschool will monitor an outbreak of head lice by checking hair each morning before the children are allowed in the room. If head lice are found on a child previously treated, the above procedure applies.

- If a case of head lice is detected at the preschool, each room involved in the outbreak shall be disinfected (all surfaces) and all bedding will be washed and all stuffed or cloth toys will be bagged for 7 days if they are unable to be washed. The personal items of all the children will be sent home for cleaning.

#### PINK EYE:

- If a parent suspects that their child has pink eye (discharge, glassy, pink whites of the eye etc.), they are not to bring the child to preschool. Pink eye is very contagious. The child must be immediately treated with prescription medication for a full 24 hours before the child is allowed back to the preschool. If there is still a discharge, the child must remain home until the discharge is gone. It is the parent's responsibility to contact the preschool and advise them that their child has contracted pink eye.
- If a child comes down with pink eye while at preschool, (discharge, glassy, pink eyes), the parents will be notified and asked to pick up their child from the preschool immediately. It is suggested that parents take their child to the doctor to obtain prescription medication and the child cannot attend preschool for 24 hours from the time of the initial dispensation of medication and until such time as the discharge is cleared up.

#### DIARRHEA:

- In the event that a child has diarrhea on more than one occasion on the same day of preschool, parent(s) will be contacted to pick up their child and asked to keep their child home until the child has a normal bowel movement (minimum 24 hours). If the condition persists for more than 3 days, it's recommended that the child be seen by a doctor. For hygienic reasons, children with diarrhea must be excluded from attendance at the preschool. It's the parent's responsibility to ensure that a child is not knowingly brought to the preschool with this condition.

#### ADDITIONAL COMMUNICABLE DISEASES REQUIRING NON-ATTENDANCE:

- Strep Throat and Scarlet Fever – Excluded from preschool for 24 hours after first medication
- Whooping Cough – Excluded from preschool for 5 days after treatment with an effective antibiotic.
- Ringworm – Excluded from preschool until treatment with anti-fungal agent is started.
- Rubella (German measles) – Excluded from preschool for four days after the onset of a rash.
- Scabies – Excluded from preschool until 24 hours after treatment.
- Mumps – Excluded from preschool for 9 days after onset of swelling.
- Impetigo – Excluded from preschool until the child has received effective antibiotic therapy for at least 24 hrs.
- Measles – Excluded from preschool and a notification will be made to a public health nurse by telephone.
- Chicken Pox– Infectious 1 to 2 days prior to onset of rash. Children may return to preschool as soon as they feel well enough to participate normally in all activities and they have no more open sores subject to infection. Parents must notify the preschool in the event that their child has chicken pox so that the preschool can inform the rest of the parents/staff.
- Fever – If a child's temperature reaches 100 degrees while in attendance at the preschool, parent(s) will be contacted to pick up their child. Children are not to be dropped off at the preschool with a fever. If a child has a low grade fever along with lethargy, the preschool will contact parent(s) to pick them up.
- General Illness – If a child is unable to participate normally in all activities, the child must stay home or be taken home until they feel better.

## Accident & Illness Policy

*\*A general rule: "if it's more than a sniffle or a tickle or if the child is too sick for school, they are too sick for preschool."*

- If a child has or had a fever, vomiting, and/or diarrhea within the last 24 hours he/she is not to come to preschool until symptoms have cleared without the aid of over-the-counter medications or a doctor's note.
- When on antibiotics for infection, the child is not to return to preschool until they have been on the medication for a minimum of 24 hours and have no other symptoms (see common childhood communicable diseases for exceptions).
- Parents are to inform their child's teacher when their child is taking medication at home that may affect him/her during the day.
- If a child becomes ill while in the centre's care, the preschool will contact the parent(s) by phone and request that they take him/her home. If the parent(s) is not available, the preschool will phone one of the emergency contacts on their list. It is the parents' responsibility to have alternate arrangements for sick children if they are unable to take time off work.

Severe illness- in the case of severe illness, a decision may be made by the director/designate to call an ambulance. If this occurs, the parent/emergency contact will be contacted secondly to inform them that an ambulance has been called. All phone calls will be documented with the time of call and who was contacted.

- All illness reports will be documented on a tracking chart and reviewed monthly to observe patterns regarding illnesses, age groups or rooms.
- Children who are ill will be secluded, as far as practicable, from the other children and monitored by a teacher until they are picked up.
- When a child displays signs and symptoms of illness, they will be removed from the program as soon as possible, and will not be allowed to return to the premises until the director is satisfied that they no longer possess a health risk to others at the premises.
- If a child requires greater care and attention than can be provided without compromising the care of the other children within the program, or if a child has or displays symptoms that staff members know of or believe to indicate they pose a health risk to other persons on the premises, then that child is to be picked up as soon as possible.

Examples of illnesses include, but are not limited to, the following:

- Known or suspected communicable disease (see Potential Health Risk and Communicable Disease Policy)
- Fever of 100°F (37.8°C) or higher
- Persistent diarrhea
- Severe coughing
- Conjunctivitis/ Pinkeye
- Vomiting
- Yellowish color or tint to the eyes or skin (jaundice)
- Difficulty swallowing
- Consistent complaints of unexplained or undiagnosed pain
- Green or coloured discharge from the nose

## Administering Medication

For the protection of all concerned, the following regulations regarding the administration of all medication (prescriptions and non-prescription) will be strictly adhered to with no exceptions:

1. Under no circumstance will the room staff accept any medication or medication form without the director/designate initials.
2. All prescription drugs must be in the original pharmacy container with the pharmacy label.
3. The preschool will not administer prescription medication to any child other than the one indicated on the prescription label.
4. Non-prescription medication must be in the original container with the child's name written on it in waterproof ink. This applies to allergy, herbal and digestive remedies only.
5. The preschool will not administer any medication that has expired.
6. The exact time that the medication is to be administered must be filled out. For example, it may not say with lunch or noon, but must read 12:00pm.
7. Medication requiring refrigeration will be stored in a lock box in the closest room fridge and non-refrigerated medication will be stored in a lock box in the appropriate room.
8. Emergency medication will be stored in the rooms outside of the reach of children. Emergency medication will follow the child at all times. When Teachers and children leave to go outside, on an outing or to a different room, the child's emergency medication will be taken by the staff responsible for supervising the respective child.
9. The preschool will not administer Tylenol, Advil, etc. either daily or on an emergency basis unless they have a doctor's note stating that it is necessary for that child.

#### Daily Medication:

#### Parent Responsibility:

1. Complete and sign the medication form at drop off indicating name of child, date, time, type of medication, dosage and special instructions.
2. Take medication home on a daily basis.
3. Ensure that the child's medication is properly labeled.
4. Provide information on the medication form about medications and herbal remedies that were given to the child prior to arriving at the centre (when and type).

#### Teachers Responsibility:

1. Ensure that medication is properly labeled (to match the prescription label) and that the correct dosage is indicated on the medication form before administering medication.
2. Ensure that the medication is given at the time indicated on the medication form.
3. Ensure that the correct dosage is given.
4. Observe the child for allergic reactions after administering the medication or herbal remedy.
5. Ensure that the staff responsible for administering medication is a minimum of a Child Development Assistant and has their child care first aid.
6. Ensure that the staff responsible for a child who requires health care (over and above medication) has the proper training in administering the type of health care required by the child. Ensure that this training is documented in the staff's file.
7. Ensure that the parent takes their medication home when finished.

#### Ongoing Medication:

1. Complete and sign the medication sheet including the name of child, start date and end date, time to be given, type of medication, dosage, special instructions, and the date with the parent/guardians signature for authorization.
2. Parent will take the medication home when completed.

#### Emergency Medication:

1. The preschool must have signed permission to administer emergency medication as needed (including allergy, asthma or other emergency medications).
2. Staff will ensure that they know which children use emergency medications, where it is stored, and how to administer it.
3. If the child requires health care (in addition to giving medication), the staff caring for the child must be trained in the proper methods of administering the type of health care required.

## Intoxication Policy

### Procedure 1:

If a staff member suspects that a parent or guardian is intoxicated and he/she will be driving the following procedure will be followed:

- The staff member will approach the parent or guardian and ask them to contact a family member, friend or taxi service to assist the parent/guardian to their destination. The staff will say "It appears to me that you are intoxicated. Because I am concerned for the safety of (name of child) and you do not have a designated driver with you, would you please contact an alternate driver to take you all safely to your destination."
- If the parent or guardian refuses, the preschool will take the license plate number and then release the child and inform the parent/guardian that the RCMP will be contacted. The staff member will say "Because I am concerned for the safety of (name of child) I will be contacting the RCMP if you insist on taking your child from the preschool while appearing to be intoxicated."
- If the intoxicated parent takes the child, the staff will dial 911 and then will contact the director who will contact licensing and inform them of the situation.

### Procedure 2:

If a staff member suspects that a parent or guardian is intoxicated and he/she has an alternate driver, the following procedure will be followed:

- The parent/guardian must bring the alternate driver in to the child care centre to confirm for the staff that there is an alternate driver who is not under the influence of any substance and can transport the children safely. Staff will say "Please bring in your designated driver so that we can be assured that they are not also under the influence". If the designated driver also appears to be intoxicated OR the parent refuses to bring the designated driver in then procedure #1 will be enforced.

## Non-Smoking Policy

The preschool is a non-smoking facility. This means that at no time is smoking or vaping allowed in or around the premises or the children. This includes no smoking in the parking lot, on field trips or when transporting/walking children to and from school. If a staff member is reported as smoking or vaping in any of the above locations, an investigation will be done immediately. If it is verified, that staff member's employment will be immediately terminated.

- If a staff is a 'smoker', they may only smoke/vape on their official lunch break away from the centre.

- If a staff smells of smoke, they will be asked to go home and change their clothing or do whatever is necessary to remove the smell of smoke from their person. Refusal to go home and clean-up will result in termination of employment.
- The preschool does not offer smoking breaks at any time.
- Parents or anyone authorized to pick up children will not be allowed in the preschool if they are smoking/vaping.
- **SMOKING OR VAPING MATERIAL SHOULD NEVER BE BROUGHT INTO THE PRESCHOOL.**

## Hygiene & Cross Contamination Policy

- The preschool will ensure that the children and staff wash their hands after bathroom use and before and after eating.
- Children are encouraged and taught how to cover their sneezes, coughs, etc.
- The preschool provides paper towels, toilet paper, hand soap, tissues etc. for use by staff and children.
- The preschool staff wash and sanitize toys and equipment as per health regulations and keep the centre clean by completing their daily health, safety and toy cleaning checklists.
- All floors are swept and washed daily and all carpeted areas are vacuumed daily (more if needed).
- All centre washrooms are cleaned and sanitized daily.
- The preschool uses the triple sink system of washing dishes and toys (commercial dishwasher in some centres). The preschool ensures that the dishes and cooking pots etc. are washed and sanitized as used.
- The preschool uses a kitchen cleaning checklist to ensure that all appliances, walls, counters, cupboards etc. are cleaned on a regular basis.
- When a child becomes ill, the preschool does its best to remove the child from the general population by taking them to the office area (if the director/designate is available to supervise) or by having the child lay down in the room away from the other children until they are picked up. Staff ensures that the child is made comfortable (cold, wet cloth for fever etc.)

### Avoiding Cross Contamination:

- Staff regularly disinfect furnishings, equipment and play materials and document it on a checklist posted in each room.
- Rooms that use wash cloths use one cloth per child and immediately laundered after use.
- Rooms that use paper towels discard the paper towels after use.
- Sippy cups, bottles and other personal items are labelled with the child's name. These are washed out and refilled daily and go home every Friday for thorough cleaning.

## SNACK POLICIES

### Nutritional Requirements

The preschool encourages parents to pack snacks that follow the Canadian Food Guide. Children eat in a “family type” “open snack” setting, at a table and serve themselves as they are able. The preschool is a “Nut Aware” facility. Children must be seated at all times when eating and/or drinking.

**Other Allergy Restrictions:** All allergies are listed in the child’s home room. The preschool does not serve items to a child that they are allergic to. If there is something brought in that a child is allergic to, parents are to supply an alternate item (paper bag style – no reheating or kitchen preparation).

### Parent Responsibilities

- Please ensure that all food items brought to our preschool are **nut-free** (including those items that may contain nuts). No exceptions.
- Please **only** pack water as your child’s drink. Juice and other drinks are not allowed.
- Please ensure that all choking hazard foods are properly cut up. Eg. Please cut your grapes into halves.
- Please do not send any candy or sweets in your child’s lunch pack. Instead, help us make the most of their learning by giving them healthy ‘brain food’ options!
- Occasionally, for special parties and events, we will have desserts made available. If you or your child has any dietary concerns, please let us know so that we can accommodate you during these special occasions.

## PARENTAL INVOLVEMENT POLICIES

### Parent Communication

The preschool recognizes that the role of the parent is that of primary teacher and that the role of Teachers is to provide care that supports the family. To provide this service, the preschool believes that parent communication and involvement are essential to an effective program. The centre works closely with parents to provide the children with a stable and loving environment. To help achieve this goal the preschool does the following:

#### Registration and New Families:

Parent Handbook: Each parent receives the Parent Handbook when enrolling their child at the centre. This Handbook gives parent's detailed information regarding preschools policies and procedures, including the Guiding Children's Behaviour Policy.

New Children and Families Tours/Orientations – The director or designate gives tours/orientations, by appointment, to parents and/or families who are looking for preschool. During the tour/orientation, information is given regarding the centre, programs, philosophy and policies.

Welcome Letters: All new families receive a Welcome Letter.

#### Monthly Communication:

Monthly Newsletter: The preschools monthly room and centre newsletters are used to introduce new staff, describe the themes for the month, describe the coming month's program, reflect on the previous month, and inform parents of special visitors, projects, upcoming important dates, parties and activities. They also include birthdays, school closures, statutory holidays, etc. All newsletters are emailed and posted on the preschools website and parent boards.

Parent Boards: These are located in the foyer and in each room. They are used for sharing information with parents about the preschool, programming, room activities and other important day-to-day and monthly information.

Room Schedules: These schedules are posted in every room so that parents are aware of their child's daily and weekly routines.

Suggestion Box: Parents are encouraged to put any suggestions they may have into the suggestion box. These suggestions are reviewed monthly by management.

#### Daily Communication:

Verbal Communication: The centre encourages parents and Teachers to share observations and information as pertains to their child. Conversations must be limited when the teacher is in 'ratio' but if a parent and teacher would like to have a meeting to discuss matters that require a longer time, the director will arrange it upon request. Administration will always be present at these meetings. The preschool and

Teachers welcome questions, feedback, concerns, comments or discussions of any kind that are oriented towards a positive outcome for the child(ren). Sensitive issues will be discussed in private at a mutually beneficial time.

Incident Reports: These reports are used to inform parents of accidents or incidents which occur during the day.

E-Mail: The preschool increasingly communicates by e-mail to keep parents informed of events, special days, illnesses, fundraising and for sending monthly newsletters.

### **Children's Progress:**

Progress Reports/ Nipissing Development Screen Checklists: In January and June, progress reports are sent home for all children to update the parents on how their child is doing developmentally and in the preschool program. At these times, a *Nipissing Developmental Screen Checklist* is sent home to update the parents on how their child is progressing developmentally. If a concern is identified on the *Nipissing Developmental Screen Checklist*, parents and staff work together to help the child meet their developmental milestone. At this time a report is sent home monthly to monitor the child's progress until such time as the milestone is met.

### **Special Events:**

Mother Day Tea, Christmas Concert and Graduation: The preschool also hosts a Mother's Day Tea at the centre each year, as well as, a Christmas Concert and Graduation off-site. Families are such a very important part of children's lives, so we strive to include activities/events that families can take part in.

Children's Parties and Special Events: When Teachers host a class party for the children, such as Halloween, Valentine's Day, Easter, etc. the centre requests snacks or treats from the parents (with labeled ingredients) and encourages parents to volunteer if they wish to.

### **Administrative**

Updating Files: The preschool sends parents an email twice per year to remind them to update their files information (addresses, contact numbers etc). It is the parent's responsibility to share any updates with the preschool as the year goes by and the preschools emails serve as reminders only. By reminding parents of their responsibility, this gives the centre an opportunity to "catch up" on any changes in the children's and parent's lives and to keep information current.

Staff Meetings: Parents are invited to provide input or suggestions into the agenda of all staff meetings.

Annual Surveys: The preschool sends out an annual survey each year that asks for parents input on the preschools program, communication, administration, policies, staffing, ways to improve etc. The results of the surveys are utilized by management to improve policies and all the different aspects of the preschools program.

## **Drop Off and Pick Up Procedure**

Drop off Procedure: Should parents arrive at the centre early, they should free to wait in the foyer until the teachers are able to open up the classroom.

- The preschool room doors will be opened no sooner than 5 minutes before the scheduled school time.

- Children will need to bring appropriate clothing, indoor shoes, snack, a change of close to be kept at the school and a water bottle to class each day.
- Children should take off their outdoor clothing and boots. They should place these items in their locker and change into their indoor shoes.
- When the teachers open the door, children should go into the room with their snack and water bottle.
- If a child is in need of medication during school hours, parents must fill out any appropriate medical forms before they leave.

**Pick- Up Procedure** When picking up their child, parents should wait until the teachers open the door.

- When the door opens the teachers will dismiss each child to their parent. If parents would like to come in and look around the classroom or speak with the teachers at this time, they are welcome to do so. (Please note that if there is bad weather, parents will need to remove their shoes before entering the class).
- If a parent would like to speak with the teacher, they should wait until the majority of the students have left and then the teacher will be able to give them their full attention.
- The teachers are required to ID each person picking up until they become familiar with that person. In addition, they must verify that person's authorization by checking with the appropriate forms. If a parent wishes their child to leave with someone not previously listed on the authorization form, the parent must fill out an alternate pick up form.
- Should the preschool have any concerns with a designated pickup driver, and are unable to reach the parent, the preschool will not release the child and alternately make contact with someone on the child's emergency contact sheet.
- Parents should arrange for their child to be picked up promptly at the end of their scheduled school time.
- Failure to pick up a child within 10 minutes of dismissal, may result in a late fee and repeated offenses will result in losing their Preschool enrollment.

## Removal Policy

- If a child is having a difficult time settling into the preschool environment, the Teachers will make every effort to help. Preschool staff are trained and experienced. They offer an interesting and stimulating program. The physical environment is set up to provide children with numerous means to express themselves in a positive way.
- Sometimes a child is not ready for group care. Usually these are children who feel anxious in groups, and/or who become extremely agitated and very aggressive when they have to share space or toys with other children. Sometimes transitioning becomes overwhelming to the child and they refuse to cooperate. Some children cannot cope with separation anxiety if it is the first time that they have been away from Mom and/or Dad. The child will express frustration inappropriately. After an appropriate period of time, if the child continues to have these serious issues, the preschool will seek help (with parental permission) for additional Teachers from agencies like (but not limited to) the "Providence Outreach Program".
- The preschool will first seek help and cooperation from the child's parents. The preschool provides incident reports on every inappropriate behaviour and can usually identify these behaviours within a

short time of the child starting with the centre. The preschool requests that parents be very thorough on their enrolment forms, and let them know any concerns they have regarding social development (or other development) and readiness for group care. Usually, through cooperation and effort, the children in the preschools care overcome these behaviours. However, sometimes, after all the Teachers and preschool can do and all parents and agencies can do, it is clear that some children just need more time and/or help before they will be ready for group care.

**The preschool will stop providing care for a child if:**

1. There are unpaid fees, as explained in the preschools *Fees Policy*.
2. A parent is abusive or behaves inappropriately towards staff or other children
3. A child is not developmentally or behaviourally ready for group care.
4. A child is still consistently soiling him or herself.
5. A child is assessed with developmental delays or special needs requiring an aid, and the parents are not able to acquire an aid to assist with these delays.
6. A child's behaviour is a threat to other children in our care, to him/herself or to our Teachers.

Any of the following list of behaviours would also lead to the preschools refusal to continue providing care for a child:

**Defiance:** Refusal to cooperate at transition times and at other times in general. Refusal to put away toys and/or disruptive behaviour. For example, defiant children may often throw toys on the floor rather than clean up, tear displays off the walls, kick over chairs, knock over/throw furniture, etc. The preschool will not provide care for a child with these behaviours as it puts other children and staff at risk.

**Physically Hurting Other Children:** If a child is hurting other children (pushing, kicking, punching, biting, pinching etc.) the preschool will discontinue care for that child. All children in care MUST be kept safe. Again, at the first sign of aggressive behaviour, the preschool will work with the child and utilize various strategies to help improve behaviour. However, the preschool cannot allow other children to be put at risk. The preschool has very little tolerance for this type of behaviour. Specific instances of withdrawal include:

- When a child purposely hurts another child and it's determined to not be an accident, and is severe enough to result in bleeding, bruising or other marks; or if the injury requires medical attention, this may result in immediate removal from care.
- If the physical behaviour does not result in an actual visible injury – consistent incident reports of this type (1 for OOSC, Kinders, 4 year olds), (3 for 3 year olds, and Toddlers) will result in a warning letter and if the behaviour continues, the preschool will give 2 weeks' notice for removal.

**Running away from the preschool:** If a child tries to run away from the centre, the preschool will call the child's parents for immediate removal. The preschool cannot risk the child's safety.

**Abusive behaviour towards a teacher:** If a child kicks, punches, bites, screams at, swears at or is defiant and rude to a teacher, the preschool will not provide care for that child. There will be 1 warning, a discussion with parents and then if the behaviour continues, there will be an immediate removal.

**Foul language (for older children):** This behaviour will result in a warning and a discussion with parents. Repeated foul language will result in removal.

**Biting (3 years old and older).** These age groups are expected to have grown out of the developmental issue of biting. Children of this age group and higher will be removed from the preschool enrolment immediately if they bite another child.

**Biting (toddlers):** The policy is 3 bites and your child is removed. The preschool understands that biting is a developmental milestone that some children go through, however, if a child continues to display this behaviour then it is an indication to our centre that the child is not ready for group care.

**Consistent late arrival for the bus or walking group:** Once the school year settles in and the children are accustomed to the routine, if a child is late for the bus or walking group and there is no legitimate reason, the preschool will give that child 2 chances. After that, parents must make alternate arrangements for bussing or walking.

**Inappropriate behaviour during transport:** If a child is behaving inappropriately on the bus or while walking, the preschool will give the child one verbal warning and one written warning. Should the inappropriate behaviour continue after that, the preschool will no longer provide care for that child (see the transportation policies).

Since every situation is unique, any decision to cease providing care would come only after careful consideration, discussion and consultation with parents/ Teachers and coordinated efforts with agencies. Since behaviours are well documented, the preschool will do their best to help parents find the support necessary in helping their child overcome these developmental and behavioural problems.

## Social Media Policy

The preschool requires that all parents/guardians AND staff agree to the preschools *Social Media Policy* in order to ensure the privacy of all children and staff at the centre. No pictures or videos of children (other than the parents own) or staff are to be posted online or on social media networks of any kind (such as Facebook, Instagram, Twitter, Snapchat, YouTube, etc.).

## Questions, Concerns or Complaints

**Questions:** Questions are to be directed to a child's teacher or to the director, depending on the type of question.

**Concerns:** The preschool believes children and parents are entitled to expect courtesy and prompt attention to their concerns. Minor concerns should be directed to the child's teacher. If it is not resolved promptly, concerns are to be brought to the director. More serious concerns should be brought to the director immediately. The preschool's intention is to work in partnership with parents by welcoming their ideas and suggestions.

**Complaints:** All complaints should be brought immediately to the director. It is in the best interest of all: children, parents, Teachers and the preschool itself for complaints be taken seriously and resolved quickly. We have a concern and complaint form to document and help with follow up and resolution. Most complaints can be resolved informally at this initial stage.

**Licensing:** If a parent is not satisfied with the decisions made by the director, they can choose to discuss concerns with the centres Licensing Officer at Alberta Children and Youth Services. The preschool asks that they inform the preschool of their intentions although it is not required.

# CHILD DEVELOPMENT POLICIES

## Meeting the Developmental Needs of the Children

The staff at the preschool will plan and implement their programs and activities based on the preschools Philosophy and Mission Statement.

**Social Needs:** It is important that the children learn to interact with peers and adults, to function as a group member and to learn appropriate social behaviour. In order to facilitate this, the children are grouped into small groups with consistent Teachers. They are encouraged to participate in group activities as well as to be kind and considerate to one another. When there are disagreements, the staff help the children settle their differences in a friendly and courteous manner. The children are taught to use proper manners; simple things such as please and thank you and excuse me, etc. The preschool provides a variety of toys and activities to encourage social development.

**Physical Needs:** It is essential that the children develop a variety of physical skills. The need for adequate nutrition, rest, health and safety is also essential. These are met by providing a clean and bright center with plenty of sinks and toilets, an awareness of dress standards for various types of weather and by having parents provide extra clothing for their children. The preschool also provides a variety of extra clothing in case a parent forgets to send some along. The preschool is aware of special diets, medical conditions and allergies, and follow the parent's instructions regarding these special individual needs. There are a wide variety of toys and equipment to ensure the development of gross and fine motor skill abilities. The outside play space is well equipped and the indoor gross motor area(s) are accessible throughout the day. Body awareness and movement abilities are encouraged in all the centres themes and daily activities. Personal hygiene skills are taught and implemented by the staff. Medication is carefully administered and properly stored as per the preschools medication policies.

**Intellectual Needs:** The preschool provides the children with opportunities to explore, observe and understand objects and events in their environment. A variety of books and puzzles, a science centre, a discovery center, special programs, weekly themes, letter and number recognition etc. are part of stimulating the children's intellectual needs. The preschool provides a themes with corresponding books and props so that staff can build upon the theme. The theme acts only as a guide, as spontaneity is also encouraged. Each room has a literacy centre, including books and puzzles, and a music center to encourage the development of language and communication. Throughout the day, particularly at story time, children are given the opportunity to learn new words, expressions of feelings, and how to listen and follow directions. Staff facilitate the development of the five senses at every child-initiated opportunity as well as staff-initiated activities and through the preschools preschool programs.

**Creative Needs:** Creative thinking is an essential area of development that has the ability to generate new ideas and new combinations of ideas. It is the basis of all creative self-expression, problem solving, inventing, discovering and experimenting. A variety of materials for free art are provided and the children are encouraged to express themselves creatively through art, drama, role-playing, and music, etc. The toys and materials ranging from random odds and sods to special housekeeping sets are provided for creative growth. Although staff have fun watching and encouraging creativity, they keep their interference to a minimum to allow children to respond naturally to the situations they create.

**Emotional Needs:** During circle time, the preschool occasionally feels it's helpful to be aware of and discuss the children's family; siblings, parents, pets, etc. Each teacher, therefore, is familiar with the information that is on the child's registration forms. The preschool and staff believe that if the child's emotional needs are met, then their other needs are able to develop freely. Children's emotional needs are complex and require that Teachers understand and meet their needs. Staff meetings are used to discuss individual children and ways of promoting affection. It is important to build up the child's self-esteem, which promotes positive emotional growth. By keeping small numbers in each of the groups and by ensuring consistent Teachers, the children and staff soon develop a close relationship, where little 'hugs' are common and a sense of security and belonging are strong within each child.

**Self-Concept Needs:** It is essential that every child feels valued as an individual, develops their own sense of identity, have a positive self-esteem and feels accepted despite any differences they might have. The preschool takes responsibility to encourage children to acknowledge their unique difficulties and personal challenges and to recognize and celebrate their unique joys and successes.

## Physical Activity Policy

Physical activity is vital to optimal development of children. Children are encouraged to have physical activity daily. (Outdoor activity is weather permitting). If the weather does not permit outdoor activity, then each room is given some activity time in the mini gym(s) or classroom. The room staff are responsible for the adherence to this policy and they will be monitored by the director to ensure that guidelines are followed.

## Documentation of Child Development Concerns

- In January and June, progress reports are sent home for all children to update the parents on how their child is doing developmentally and in the centres preschool programs. Similarly, a Nipissing Developmental Screen Checklist is sent home to update the parents on how their child is progressing developmentally. If a concern is identified on the Nipissing Developmental Screen Checklist, parents and staff work together to help the child meet their developmental milestone.
- Informal discussions: Teachers discuss with director any concerns regarding a child's development.
- Formal meetings: the director meets with parents to discuss developmental concerns should they arise. The meetings include Teachers, parents and the director, in attendance.
- Available services: The director always has on hand a list of services available to aid families with developmental concerns they might have.
- Referrals: referrals can be made by the director with appropriate parental consent. All referrals are documented by the director and kept within the child's enrolment file.

## Inclusive Policy

The preschool has an inclusive policy for all children. In order for any child to attend the preschool, they must be able to function appropriately in a large group setting. Because staff need to maintain the required child/staff ratio, they must have additional help for any child with high needs. A needs assessment will be done for each special needs child to ensure that the child's needs will be met in the preschool, and to ensure that the needs of the other children will continue to be met while the special needs child is in attendance.

- **Preschool Responsibilities:** With parent permission, the preschool will contact an applicable agency to arrange for an assessment to be done. They will decide if additional staff are required and if funding is available to hire additional staff. The preschool will also contact the Providence Outreach Program or

equivalent for referrals for occupational therapy, speech and language, physiotherapy, therapeutic assistance, and/or consultations by psychologists and behavioural consultants.

- **Parent Responsibilities:** The parent is responsible for giving permission to the preschool to contact necessary supports and have the assessments done. The parent also understands that if additional staff are required to ensure the child's needs are being met in preschool, but funding is unavailable to hire the additional needed staff, then the preschool will not be able to provide care for that child until such time as funding is available.

## Diversity Inclusion Policy

- Inclusion is about providing equal opportunities to all children, regardless of their ability, age, gender, ethnic origin, religious beliefs, impairment, or social or economic background.
- Diversity (culture, ability, age, gender, etc.) is presented in a positive way throughout the day (see programming).
- Materials that reflect the lives of each child are incorporated into their playroom whenever possible (i.e. food from their culture, pictures of families sharing their ethnicity, songs in a child's native language, items from a child's culture in the house area, greetings to the child in their native language, stories that express the varied cultures of the room, etc.)
- Materials that reflect diversity are easily accessible to the children (i.e.-books, toys, pictures and music).

# CHILD BEHAVIOUR POLICIES & PROCEDURES

## Guiding Children's Behavior

The goal of discipline is to assist children in developing self-control, self-confidence and sensitivity in their interactions with others. Preschool policy is to guide and discipline children with a positive, non-punitive approach, which will help them to develop the above mentioned behaviours.

### Child Development Philosophy:

- Each child is a unique individual.
- Children's behaviours reflect their level of development.
- Children's experiences within their family and cultures influences their behaviour patterns.

### Environment:

- Preschool Teachers create an atmosphere that fosters trust, security and comfort, so that children can learn to relate with each other in positive ways.
- Preschool rooms are aesthetically pleasing, ordered and organized to promote good mental health and diminish potential problems.
- Preschool Teachers meet children's needs throughout the day by providing a schedule and routines that are appropriately balanced between active and restful periods, individual and group activities and child initiated/adult initiated content.
- Toys and materials are kept in good supply, familiar and age appropriate which encourages children to become involved in productive learning experiences and remain focused.

### Guidance Strategies: Prevention

In order to provide a positive atmosphere that maximizes opportunities for desirable behaviour, the following strategies are used:

1. Rules are clear, consistent and simple to follow.
2. Straightforward explanations of limits are explained.
3. These limits are explained in a positive, rather than negative way.
4. Focus is made on the particular behaviour, rather than on the child.
5. Statements of expectation are given, rather than posing questions.
6. Children are allowed time to respond to these expectations.
7. Appropriate behaviours are reinforced with both with words and gestures.
8. Minor incidents are overlooked.
9. Children are encouraged to use the teacher as a resource.
10. Teachers regularly scan the room to be aware of what is happening in each center and with each of the children at any given time.

### Guidance Strategies: Intervention

In the inevitable occurrence of inappropriate behaviour, teacher intervention will be necessary. The following strategies help to create a positive climate that minimizes behavioural problems. These intervention strategies ensure that guidance is supportive, rather than punitive:

1. **Teachers respectfully gain the child's attention:** Teachers approach children individually, state their name and establish eye contact. They use a calm, controlled voice.

2. **Teachers use proximity and touch:** When a child is losing self-control, they might for example put an arm around a child, or hold the child on their lap to help that child regain control.
3. **Teachers use simple reminders:** Simple reminders of the limits are given, as younger children often have short memories and become easily distracted.
4. **Teachers acknowledge feelings before setting limits:** For example, "I know it's hard to wait your turn, but there are only three children allowed at that sand table at one time. I will be sure to tell you when there is a spot open for you."
5. **Teachers distract or divert when appropriate:** As it is important that children learn to "work out" problems in a direct manner, Teachers may distract or divert the attention of the child when appropriate. This is an especially effective tool with children ages 3 and younger.
6. **Teachers acknowledge the problem:** For example, "It's frustrating when the blocks won't balance."
7. **Teachers pose helpful questions:** For example, "What would happen if you put the big blocks on the bottom?"
8. **Teachers state a solution or physically demonstrate if further guidance is needed:** For example, "Let's put the biggest block on the bottom, like this."
9. **Teachers summarize information:** For example, "Next time, remember that I am happy to help you rather than kicking the blocks around when you are having trouble. In fact, you can probably build that tower again all by yourself next time."
10. **Teachers offer appropriate choices:** For example, "Do you want to wait here for your turn, or do you want to find something else to do?"
11. **Teachers use natural and logical consequences:** For example, "When you forget to put your picture in your cubby, we can't find it at going home time." or "Yes, I can see that the paint spilled. Here is a sponge for wiping it up."
12. **Teachers focus on positive child behaviours and positive child interactions.**
13. **Teachers redirect when appropriate:** For example, "I can see you really need to be outside, let's go outside now."
14. **Teachers limit the use of equipment:** For example, "The gym is "closed" now because you are not following the safety rules."
15. **Teachers occasionally remove the child from the situation:** When all else has failed and a child's actions may harm self, others or environment, that child may be removed from the situation and the following steps are taken:
  - The child is told why they were removed. (i.e., "I can see you are needing some time alone, let's go over here and have some time away.").
  - If the inappropriate behaviour escalates, staff call the director, who may remove the child from the room.
  - When the child is ready to re-join the group, the staff positively reinforce the first appropriate behaviour of that child.
16. **Teachers provide opportunities for children to make amends:** For example, "Let's help pick up the Lego that you spilled into the sandbox." "When you pushed Susan, it hurt her arm and also her feelings. That's why she doesn't want to play with you right now. Maybe you should give her a while to feel better and then you can try again."

## TEACHERS RESPONSIBILITIES

In addition to the above stated guidelines, Teachers are also responsible for reporting any incident in which a staff member has not followed the guidelines of this policy. Failure to report such incidences may result in the termination of their employment. Teachers are expected to do the following:

1. If a child has a persistent behavioural problem (biting, swearing) Teachers are to notify parents and work along side them to help the child overcome the unacceptable behaviour. The behavioural problem will also be written and recorded on an incident report.
2. Teachers are never to raise their voices in an angry, loud manner. At the first indication of a problem in this regard, Teachers will receive a reminder to correct the appropriate behaviour. Should the problem persist on a second occasion, employment of that teacher will be terminated immediately.
3. Physical punishment of a child by a teacher will result in immediate termination of employment.
4. Emotional manipulation of a child by a teacher will result in immediate termination of employment.
5. All Teachers are required to have an updated criminal record check as per policy.
6. All Teachers are required comply with the guidance prevention and intervention strategies detailed in this policy.

In addition, according to Child Care Licensing Regulations, Teachers (and others who have contact with the children) must not:

1. Inflict or cause to be inflicted any form or physical punishment, verbal or physical degradation or emotional deprivation,
  2. Deny or threaten to deny any basic necessity, or
  3. Use or permit the use of any form of physical restraint, confinement or isolation.
  4. Pick up a child unless they are in IMMEDIATE DANGER OF INJURY.
- Exceptions:
- Toddler staff may pick up a child for diaper changing if they are too young to climb the diaper table stairs.
  - Staff may pick up a child to console them if they are sad but the preference would be to sit with them on a chair or floor. (TO AVOID INJURY TO THE CHILD OR STAFF)
  - Staff of older children may sit with them to console or guide behavior but will not pick them up.

## Anti-Bullying Policy

The preschool defines bullying to be:

- When a child is repeatedly singled out and "picked-on" either physically or verbally.
- When the actions are deliberate and sustained.
- When the focus is on one child.
- When the intention is to hurt, isolate or humiliate an individual.
- When the actions are designed to be kept secret.
- When the actions are unprovoked.

The preschool does NOT consider bullying to be:

- An isolated incident.
- A falling out.
- A "one off" disagreement.

The preschool sees bullying as a shared problem. They encourage all members of the preschool staff to recognize bullying, acknowledge its unacceptability and report it.

**Aims and Objectives:** to do everything in the preschools power to prevent bullying, as it is hurtful and damaging to individual children. The preschool aims to provide a safe and secure environment where all children can learn and play free from worry and anxiety. This policy provides a consistent response to bullying incidents that may arise. The preschools intentions are that by raising awareness of the negative

effects of bullying, and by clearly indicating the roles and responsibilities of the various members of the preschool community, they can help keep bullying out of the centre.

**Prevention: Keeping Bullying from happening:** It's the responsibility of all within the preschool community to adhere to the discipline policy, as well as the ethos of anti-bullying. Children need adults to be good models so that they can develop self-discipline. Because of this, the preschool is committed to:

- Focusing on what is going well.
- Giving ample praise when appropriate
- Making it clear that bad behaviour is the problem – not the child.
- Drawing attention to good behaviour.
- Giving clear and consistent reminders of what is expected.
- Teaching good behaviour/manners through the staffs own conduct.
- Setting an example for the children in dress, manners, and care.

Similarly, the preschool expects all adults, including parents to treat one another with respect, so that appropriate behaviour is modelled to and recognized by the children. If an adult feels bullied by another person (parent, staff, etc.), it should be immediately reported to the director.

Strategies for preventing bullying include:

1. All Teachers making children aware of the problems that can be caused by bullying. This is achieved through:
  - Group discussions and
  - Talking to individuals.
2. The Room Rules and Guidelines are in place to promote positive behaviour. These rules and guidelines are referred to frequently throughout the year.
3. The theme of 'bullying' is integrated into the Room Rules and Guidelines discussion in a positive "Pro Hero" way rather than "Anti- Bullying"
4. A regular themed week takes place each year to highlight the effects of bullying or being a "Pro Hero"
5. All accessible areas of the preschool are supervised throughout the day to minimize the potential occurrences of bullying.

**Strategies for dealing with Bullying: Keeping Children Safe:**

It should be noted that the entire purpose of action being taken by Teachers to prevent bullying, is so that all children can come to preschool and enjoy a happy and secure environment. Parents, children and Teachers should be satisfied that bullying, in all of its forms, is not tolerated.

Preschool Teachers watch out for early signs of distress, which may include deterioration of work/play, unexplained illness, isolation, erratic attendance, or the desire to remain with adults at all times. Teachers understand that although these behaviours may be symptomatic of other problems, they also may be early signs of bullying.

If bullying does occur, children are encouraged to

- seek help from their trusted Teachers.
- play in open areas with other children.
- stay within good visibility of their Teachers.

At the first sign of bullying, Teachers

- deal with the incidence of bullying within the room
- report instances of bullying to the director, who will take necessary action. These actions may include discussions with some or all Teachers to establish additional strategies for overcoming the problems caused by bullying, as well as specific discussions with the children who are being affected.

Discussions with children found to be involved in bullying, will address the following:

- they will be made aware that their actions, in addition to affecting the happiness of other children, are also contrary to the preschool's mission, rules and guidelines.
- they will know that their actions are not going to be tolerated
- they will be given strategies to make amends through discussions with their Teachers

Should bullying persist:

- the bully, or groups of bullies, will be withdrawn from the play area for a period of time and their parents will be informed of any actions that were taken.
- their behaviour will be monitored for a period of time, to facilitate discussions between the preschool and the parents in order to overcome these problems.
- Ultimately, in conjunction with the preschool's removal policy, an exclusion or withdrawal from the preschool may be given if the bullying behaviour continues.

**The Role of the Director:** The director is responsible for implementing this anti-bullying strategy and ensuring that all Teachers are aware of preschool policies in regards to dealing with incidences of bullying. The director ensures that all children are made aware that bullying is an unacceptable behaviour at the centre. The director draws the children's attention to this fact at suitable moments. They also ensure that all Teachers receive sufficient training on how to deal with incidences of bullying. Since the director creates a culture of mutual respect and positive affirmation, bullying is an infrequent behaviour with the children in the centres care.

**The Role of the Teachers:** Teachers strive to support all of the children within their room and to create a culture of trust and respect for everyone. By praising, acknowledging and celebrating the successes of each child, it serves as a further deterrent to incidents of bullying. Teachers at the centre take all forms of bullying very seriously, and always intervene to prevent incidents from escalating. Should they be made aware of any form of bullying taking place between the members of a room, they deal with the issue immediately. Strategies would involve guidance and support for the victim of the bullying and restrictions for the child who has been carrying out the bullying. Teachers spend time talking to the child who has been bullied and explain why their actions were wrong, and encourage them to improve their behaviour going forward. If a child is repeatedly bullying other children, the director is informed of the situation. The child's parents are invited into the preschool to discuss the situation. In more extreme cases, when initial discussions have proven ineffective, the director may need to contact external support agencies and/or remove the child.

**Role of the Parents:** Parents that are concerned their child might be a victim of bullying, or who suspect their child to be perpetrating bullying, should contact their child's room Teachers or the director immediately. Parents have a responsibility to support the preschool's anti-bullying policy and to actively encourage their children to be a positive members of the preschools community.

**Monitoring and Review:** These policies are monitored on a day-to-day basis by the director, Teachers and parents to ensure that necessary revisions are requested and made as needed.

# SUPERVISION POLICIES AND PROCEDURES

CHILD-STAFF RATIOS	
3-4.5 year olds	1 Staff to a group of 8 children or less
4.5 – Kinder	1 Staff to a group of 10 children or less

## Supervision Procedures

**To ensure that Teachers observe the children’s play and behaviour both indoors and outdoors:**

- The director/designate will observe the children throughout the day to ensure that they are being monitored correctly.
- If there is an issue regarding the observation of children, the director will send out a reminder memo to the Teachers or hold a meeting with them to ensure that they fully understand their duties with regards to children’s safety.

**To ensure that Teachers are aware of the program’s indoor and outdoor physical environment:**

- The preschool gives all their new Teachers a tour of the facility when they are hired.
- New Teachers also receive a copy of the Staff Handbook.
- Current Teachers review their handbook on a regular basis and are made aware of any revisions through memos and staff meetings.

**To promote child safety through supervision:**

- Children are signed into their rooms at arrival and departure.
- Children are regularly accounted for, specifically before going into another area of the preschool and/or before returning to their room.

**Program supervision practices meet children’s developmental needs:**

- Primary Teachers make observations of each child throughout their time at preschool. These observations are used to ensure the child’s developmental needs are being met.
- Primary Teachers document issues of concern for parents in regards to their child’s needs, and ensure that parents are made aware of these issues.
- Primary Teachers complete Progress Reports in January and June to document their developmental skills and abilities and/or make note of any areas of concern.
- By supervising the children both indoors and outdoors, the preschool ensures both their physical and mental safety.

**How parents are made aware of the program’s supervision policies:**

- The director discusses the supervision policies and procedures with each family during the admissions process.
- The supervision policy is provided as part of the *Parent Handbook* given to each family upon admission.

## Abuse & Sexual Harassment Policy and Guidelines

**Statement of Conduct for Working with Children:** The preschool is committed to creating and maintaining the safest possible environment for all participants in preschool activities. It is the duty of all staff, parents, students and any other volunteers to safeguard to the best of their ability the welfare of and to prevent the physical, sexual, or emotional abuse of children and young people with whom they come into contact.

Definitions:

- Volunteer. Any adult involved with preschool activities that has direct interactions (which will be supervised by an employee of the centre) with children. Volunteers may include, among others: students, parents (including siblings and other family members) and community visitors.
- Student. Any individual who is participating in a work experience or practicum setting, regardless of whether he or she is of legal age of majority.
- Sexual abuse. Engaging in implicit or explicit sexual acts with a young person or forcing or encouraging a young person to engage in implicit or explicit sexual acts alone or with another person of any age, of the same or opposite sex. This includes non-touching offenses, such as indecent exposure or showing a young person sexual or pornographic material.
- Sexual harassment. Sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature. In some cases, sexual harassment precedes sexual abuse and is used by sexual predators to desensitize or groom their victims. Some examples of sexual harassment include:
  - o Sexual epithets, jokes, written or spoken references to sexual conduct, talking about one's sex life in the presence of a young person, and comments about an individual's sexual activity, deficiencies, or prowess
  - o Verbal abuse of a sexual nature
  - o Display of sexually suggestive objects, pictures, or drawings
  - o Sexual leering or whistling, any inappropriate physical contact such as brushing or touching, obscene language or gestures, and suggestive or insulting comments

**Volunteer Selection and Screening:** The preschool will maintain in perpetuity all records of criminal background checks, waivers, and screening for adults working with minors. *All volunteers* interested in participating in the preschool program must meet the following requirements:

- Undergo personal interviews.
- Provide a criminal record check including Vulnerability Sector which is less than three months old and renewed every 3 years.
- Meet the preschools eligibility requirements for working with children. Preschool policy prohibits any volunteer who has admitted to, been convicted of, or otherwise been found to have engaged in sexual abuse or harassment in any context. If an individual is accused of sexual abuse or harassment and the investigation into the claim is inconclusive, additional safeguards must be put in place to ensure the protection of any children with whom the individual may have future contact as well as for the protection of the accused.

#### Guidelines:

**Sexual Abuse and Harassment Allegation Reporting:** The preschool is committed to protecting the safety and well-being of all children and will not tolerate any abuse or harassment. All allegations of abuse or harassment will be taken seriously and must be handled within the following guidelines. The safety and well-being of young people must always be the first priority.

- a. **Is It Abuse or Harassment?** Upon hearing allegations, adults should not determine whether the alleged conduct constitutes sexual abuse or sexual harassment. Instead, after ensuring the safety of the child, the adult should immediately report all allegations to appropriate child protection or law enforcement authorities. This reporting is required by law.
- b. **Allegation Reporting Guidelines:** Any adult to whom a child reports an allegation of sexual abuse or harassment must follow these reporting guidelines:
  1. Receive the report:
    - Listen to the child
    - Allow the child to tell what happened in his or her own words

- Do not ask leading questions
  - Remain calm and neutral
  - Do not over-react, show horror or anger, or any other reaction that would lead the child to believe the abuse or neglect was his or her fault
  - Support and acknowledge the child's feelings
  - Reassure the child
  - Tell the child you believe what you have heard
  - Comfort the child by saying that it was a good thing for he or she to tell you
  - Assure the child that you will do something to help
  - CALL THE CHILD ABUSE HOTLINE: 1-800-387-KIDS (5437) or contact their local Children and Youth Services Authority, Delegated First Nations Agency or police.
2. Avoid gossip and blame.
- Don't tell anyone about the report other than those required by the guidelines.
  - Be careful to protect the rights of both the victim and the accused during the investigation.
3. Do not challenge the alleged offender.
- Don't contact the alleged offender.
  - In cases of abuse, interrogation must be left entirely to law enforcement authorities.

**Follow-Through and Review Guidelines:** The preschool takes all allegations of abuse or harassment seriously and will ensure that each allegation is investigated thoroughly. In the event that an allegation comes forward, the preschool will consult with their legal counsel and report the incident to insurance. The preschool will cooperate with all law enforcement agencies, child protective services, and legal investigations and will not interfere with other investigations when conducting its own independent reviews.