



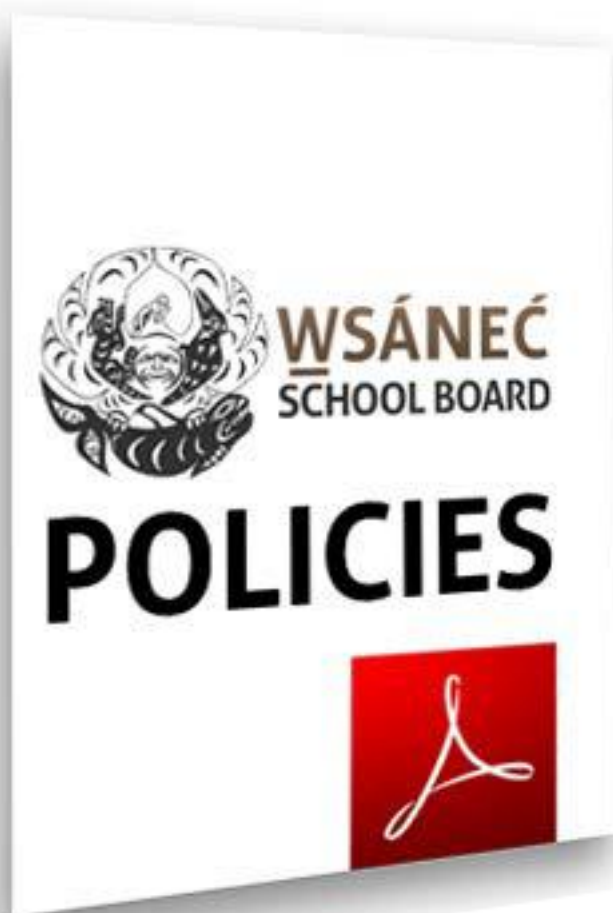
WSANEC School Board

SŁEŁEMW CHILD DEVELOPMENT CENTRE

7449 WEST SAANICH ROAD, BRENTWOOD BAY, BC V8M 1R3 PO BOX 368

PHONE: (250) 652-0074, ext 256 FAX: (250) 652-6929

Thank you for your interest in our daycare program. We are pleased to be able to offer you care for your children. Please find the enclosed Policy Manual for your reference.



POLICY:**ABUSE, GUIDANCE AND DISCIPLINE**

SLELEMW Child Development Center and Little Raven Preschool have established this policy as per the **Child Care Licensing Regulation (CCLR) Part 4 – Division 2 Section 51, and Schedule H**. All staff will ensure that they are familiar with BC Health Planning Publication “Guiding Children’s Behaviour”.

PROCEDURE:**1. Guidance and Discipline**

Our Staff will provide each child with guidance that will assist him/her build a positive self-concept. Discipline and guidance given by our staff will be positive, constructive and age-appropriate.

The Center environment is structured to promote positive interactions between the children and staff member. Staff will model appropriate behaviour and communication in a way easily understood by each child. When a child is experiencing difficulty staff will:

- Give a clear message of what a child should do, acceptable choices and consequences.
- Use redirection to positive activities that can change the child’s focus.
- Use active listening skills to determine the underlying cause of the child’s actions and model problem-solving to lead the child to a positive solution.
- If a child does not respond to these steps and continues with the inappropriate behaviour such as hitting, screaming, biting and kicking. Anything that could cause harm to the child, other children, or staff. The final step will be to separate the child from the group.
- No child will be removed for longer than four minutes.
- If a child is separated from the group s/he will receive constant supervision.
- Any adult who observes mistreatment of any child must contact the Manager/Director immediately.
- Staff will work with parents/guardians to positively change persistent behaviour issues.
- If a child demonstrates inappropriate or disruptive behaviour and does not respond to the discipline set out in these policies, the parent will be called to pick up their children.
- If the parents are not willing to work with the staff to resolve these issues the child may be removed from the center.

2. Abuse

- All staff have a legal and moral obligation to record and report any abuse.
- To protect the staff at the daycare any bruises or marks noticed on a child’s arrival should be commented on to the parents and documented in the Incident Book.
- If a staff member suspects abuse there is abuse happening based on observations of behaviours and/or marks document what you see and report to it to the Director and then contact the Ministry of Children and Family Development at 310-1234.
- If a child makes a disclosure to a staff member they must do the following:
 - Listen to the child.
 - Let the child know that you cannot promise to “not tell anyone”.

- If the child chooses not to say anything more document what you have done and report it.
- If the child chooses to continue let them talk. Do not ask any questions.
- After the disclosure reassure the child that they did the right thing to tell.
- Once the disclosure has been completed immediately document what was said.
- Then report to the Manager/Director and to the Ministry of Children and Family Development and Community Care Facilities Licensing.

POLICY:**ARRIVAL & DEPARTURE**

As per the **Child Care Licensing Regulation (CCLR) Part 4 – Division 4 Section 56(e), 57(2) (c) (g) (3)** it is the responsibility of all staff to ensure that children are safely dropped off to the center and that the children are picked up by authorized persons only.

PROCEDURE:**1. Arrival**

To ensure that the children participate in the daily program and field trips, children must (extenuating circumstances allowed) be at the Center by **9:30 AM**. Parents will be encouraged to arrive and leave at approximately the same time each day, to help the child feel more secure and allow planning on the part of the staff. Parents will be asked to phone the daycare by **9:15 AM** if their child is going to be late or absent but must arrive not later than **9:45 AM**. If they drop off the child later than the stated time the child will not be allowed to attend the Center for that day. Staff will attempt to interact with each child and parent as they arrive; greet the child, see if the parent has any concerns, check on the health of the child, and help with the parent's departure if needed. Parents are encouraged to say good-bye to their children.

2. Departure Time

All children must be picked up by 4:00 pm daily. If a parent/guardian is experiencing difficulties and needs to make alternate arrangements for picking up his/her child, then s/he must contact the center **before** 3:00 pm.

No child will be released to an adult who appears to be impaired. If the staff member believes there is a risk to the child's safety then s/he will contact the first person designated as the emergency contact for that child or offer to call a friend or family member to provide transportation.

No child will be released to an adult who is not listed on the Registration Form as an authorized person to pick up. If a parent wants someone to pick up their child who is not on the list they **must** provide us **written** permission with a **signature** in order for the staff to release the child. They can leave the written note upon dropping off their child or can fax in the written notice.

3. Unexpected Closures

Due to unexpected circumstances, such as:

- Staff Ratios
- Power Outages
- Severe Weather

Immediate contact will be made with the family or their designated contact people. Pick Up must occur within 30 minutes as we will not be able to provide a safe and secure environment.

If at closing time parents/alternate person has not picked up the child or if the parents/alternate person is incapable to provide care the remaining staff member will:

- Try to contact parents.

- Try to contact alternate people listed on registration form according new licensing regulation the contact people must be readily available or the child cannot attend until proper contacts have been given.
- After 30 minutes of the closing of the daycare the remaining staff member will contact the Director and then NIL/TU'O Child and Family Services at 544-1400. If after 4:30 pm contact Ministry of Children and Family Development at 310-1234.
- It will be the responsibility of the parent to pay the Daycare at the rate of \$10.00 for each 15 minutes for providing additional care.

Staff members of the Center are obligated by law to report any situation that they feel is/may endanger a child's safety. Staff members who do not report these incidents are at risk of losing their license.

4. **Custody Issues**

The center must have a copy of the most current custody agreement that has been filed and ruled upon by the court. We cannot surrender a child to a parent/guardian if there is a custody order stating they are not authorized to have contact with that child. If a parent/guardian that has a no contact order tries to pick up their child the staff member must contact the police immediately and then the custodial parent/guardian to inform them as to what is happening. If the no custodial parent/guardian shows aggressiveness in their need to pick up the child, inform them that you have contacted the police, if they still show aggression do not engage in any physical contact with them. If there are still children in the center do everything you can to ensure their safety and if there is a staff available have them remove the children away from the situation.

POLICY:**CARE AND SUPERVISION OF CHILDREN**

The SLELEMW Child Development Center will ensure that ratio of children to staff is adhered to at all times. The staff will ensure that children are supervised at all times. A second staff is immediately available to supervise children in case the person responsible for supervising children needs a replacement because of urgent and unforeseen circumstances. As per **Child Care Licensing Regulation (CCLR) Part 2 – Division 4, section 34, 36, 37, 39; Part 4 – Division 4 section 56 (d) and Schedule E**

PROCEDURE:**1. Child to Staff Ratios (Regular Staff)**

- Group Child Care (Under 36 months)
 - ≤ 4 Children – 1 Infant and Toddler Educator
 - 5 – 8 Children – 1 Infant and Toddler Educator and 1 other Early Childhood Educator
- Group Child Care (30 Months to School Aged)
 - ≤ 8 Children – 1 Early Childhood Educator
 - 9 – 16 Children – 1 Early Childhood Educator and 1 Early Childhood Educator Assistant
 - 17 – 25 Children – 1 Early Childhood Educator and 2 Early Childhood Educator Assistant
- Group Child Care (School Aged) if any Kindergarten child is present
 - ≤ 10 Children – 1 Responsible Adult
 - 11 – 20 Children – 2 Responsible Adults

2. Child to Staff Ratios (Substitutes)

- Early Childhood Educator (absent < 30 days)
 - Early Childhood Educator or
 - Early Childhood Educator Assistant
- Early Childhood Educator (absent ≥ 30 days)
 - Early Childhood Educator holding at least the same certificate
- Early Childhood Educator Assistant (absent < 30 days)
 - Early Childhood Educator,
 - Early Childhood Educator Assistant or
 - Responsible Adult
- Early Childhood Educator Assistant (absent ≥ 30 days)
 - Early Childhood Educator or
 - Early Childhood Educator Assistant
- Responsible Adult (any time)
 - Early Childhood Educator
 - Early Childhood Educator Assistant or
 - Responsible Adult

3. General Supervision

- The staff will be constantly scanning the place space to ensure child health and safety
- Drop off and Pick Up of children the staff will ensure they make eye and verbal contact with them

- In the case that a staff member needs to speak with a parent or a parent needs to speak with a staff member the staff will ensure they are continuing to supervise.
- In the event the conversation is too involved for the staff to supervise affectively the staff will make alternate arrangements to speak with the parent/guardian

4. **Inside Supervision of Children**

- **Free Play**

- Staff will position themselves within the room so that all children are in sight of at least one staff member
- Staff shall be in close proximity to the children to ensure their health, safety and needs being met.

- **Toileting/Diapering**

- There will be a staff member at the doorway to the washroom area whenever a child is in the washroom in case assistance is required
- A child will never be left unattended while laying on the diaper changing table

- **Cubby Room**

- There will be a staff member at the Cubby Room entrance and assist any children needing help

- **Mealtimes**

- No child will be left unattended during eating and drinking
- Children will be seated at all times while eating and drinking
- Staff will provide direct supervision to the children in case of choking or other health emergencies

- **Naptime**

- No child will be left unattended during nap time
- If children are in a separate sleeping room a baby monitor will be used
- In addition to the baby monitor visual checks will be carried out

5. **Outside Supervision of Children**

- **Communication**

- Staff will take the cordless phone with them when playing in their outside play spaces
- Staff will take walkie talkies with them when playing in the Lacrosse Box or Upper Track

- **Lacrosse Box/Upper Field**

- Staff will remind the children of the rules for using the Lacrosse Box/Upper Field (ie the out of bounds areas)
- A staff member will ensure the Lacrosse Box is free of debris/hazards prior to its use
- Staff will place themselves around the inside of the Lacrosse Box/Upper Field so that they are in both visual and hearing range.
- Staff will be actively providing direct supervision to the children.
- Staff will position themselves within a reasonable distance in order to respond quickly in the event of an emergency example a child is doing something unsafe or falls

- If a child(ren) requires the use of the washroom or requires personal care (example toileting accident or requiring minor first aid) a staff member will accompany them back to the Center ensuring the remaining children are in compliance with the child to staff ratio.
 - If they are not going to be in ratio then will need to contact the manager to come and cover
- **3 – 5 Room Outside Play Space**
 - A staff member will ensure the outside play space is free of debris/hazards prior to use
 - Staff will station themselves:
 - between the Mini Long House and the Climber
 - by the sandbox
 - by the ramp to the Infant/Toddler Gazebo
 - If a child(ren) requires the use of the washroom or requires personal care a staff member will accompany them back to the Center ensuring the remaining children are in compliance with the child to staff ratio.
 - If they are not going to be in ratio then will need to contact the manager to come and cover
- **Infant/Toddler Outside Play Space**
 - A staff member will ensure the outside play space is free of debris/hazards prior to use
 - Staff will station themselves:
 - by the sandbox
 - on the Gazebo (if children are playing there)
 - on the cement pad area (if the children are playing there)
 - If a child(ren) requires the use of the washroom or requires personal care a staff member will accompany them back to the Center ensuring the remaining children are in compliance with the child to staff ratio.
 - If they are not going to be in ratio then will need to contact the manager to come and cover

6. **Transition of Care**

- Parents/Guardians will drop off their child inside the building or in the outside play space (if they are outside at the time) staff are to ensure they make eye contact with them
- Parents/Guardians will pick up their child inside the building or outside play space (if they are outside at the time) staff to ensure they make eye contact with them
- **No child will be allowed to leave the building or outside play space without their parent/guardian or person who has written authorization for pick up from the parent/guardian**
- **Only a sibling over the age of 12 years can pick up a child provided there is written authorization from the parent/guardian**

7. **Cell Phone & Landline Use**

- The use of cell phones and landlines for personal use during working hours will be kept to staff break times.

POLICY:**CHILD DROP OFF:**

Children attending the SLELEMW Child Development Center need to be dropped off by **9:30** am.

PROCEDURE:**1. Children Dropped Off after 9:30 am**

At **9:30** am any children not in attendance their space can be given to a drop in child. When a child is dropped off after **9:30** am the staff reserve the right to not accept the child.

2. Approval for drop off after 9:30 am

Families can drop off their child after 9:30 am if they have notified the staff prior to 9:15 am as to their time of drop off. Chronic lateness is subject to refusal of care for a day and will be reviewed by the Director.

POLICY:**DAILY PROGRAMMING**

As per **Child Care Licensing Regulation (CCLR) Part 4 – Division 4, Section 43, 44 and Schedule G**. Each room will have a Program Co-ordinator who will be responsible for the day-to-day programming for the children. All staff will ensure they are familiar with the BC Health Planning Publication Preventing Illness in Child Care Settings and Preventing Injuries in Child Care Settings.

PROCEDURE:

1. The Program Co-ordinator will ensure that monthly planning will take place and the following Program Standards are being covered:
 - 1) **Physical Development**
 - Provide indoor and outdoor activities that encourage the development of large and small muscle skills appropriate to each child's level of development.
 - Promote the development of self-help skills.
 - Encourage good health and safety habits.
 - 2) **Intellectual Development**
 - Develop a flexible daily program that responds to the needs and interests of the children.
 - Provide an environment that facilitates the development of curiosity, reasoning and problem-solving skills.
 - Provide age-appropriate activities which encourage development of the following concept-building skills: classifying, ordering, determining direction and perceiving spatial relationship.
 - Provide activities and materials that encourage creative endeavours such as art, music, movement, imaginative play, story-telling and construction.
 - Provide activities and materials that foster a greater understanding of the environment.
 - 3) **Language Development**
 - Model good language and listening skills.
 - Provide opportunities for children to develop receptive and expressive language skills.
 - Encourage communication
 - 4) **Emotional Development.**
 - Help children develop a positive self-concept.
 - Help children develop an accurate perception of self.
 - Help children express positive and negative feelings in appropriate ways.
 - Provide a comfortable atmosphere in which children feel proud of their cultural heritage and cultural sharing is encouraged.
 - 5) **Social Development**
 - Provide an environment for children to work independently and to share and work cooperatively in small groups.
 - Provide an environment that fosters positive behaviour in children.
 - Help children appreciate differences and respect the personal feelings and property of others.
 - Provide opportunities for social interactions that help children develop appropriate skills for social relationships.

- Provide experiences that facilitate a child's feeling of belonging to family, community and the world at large.
2. The Program Co-ordinator will make sure that a monthly plan is sent home to the parents showing the activities.
 3. **Inside Play**
The staff will ensure that:
 - That there are clearly defined activity areas and that the materials kept to those areas.
 - That there are enough materials on the shelves to ensure choices for the children.
 - The children respect the materials by ensuring they are played with appropriately.
 - That material is set out on tables which can be teacher directed or free expression.
 - That there are maximum numbers of children per area of play.
 - That children put away the materials when they are finished playing with them.
 4. **Outside Play**
The staff will ensure that:
 - Children will be dressed appropriately for the weather, with daycare spares if they forget their own.
 - There will always be a staff person outside if there are children outside.
 - All toys and equipment will be put away at the end of each outside play time.
 - The sandbox must be covered at all times that the playground is not in use.
 - Children are not to be on the top of the "monkey bars" they are to hand from their hands only.
 - As part of daily/weekly planning staff will plan a variety of activities for outside time.
 - All outdoor equipment will checked on a daily basis and reported on the daily inspection sheets located in both rooms.
 - A monthly outdoor equipment check will also be carried out and recorded on the inspection sheets located in both rooms.
 - Staff will be consistent in their expectations of the children's behaviour:
 - No riding toys are allowed outside the fenced area or off the bike track.
 - The sand is to be kept in the sand box and not transported to other areas of the playground.
 - Climbing on the fences is not allowed.
 - Games involving guns or aggression will be redirected.

POLICY:**DAYCARE VISITORS**

SLELEMW Child Development Center believes that to enrich the daycare program we need to involve community members. Quality care for the children is the priority of the daycare therefore the number and timing of visitors will be limited. **As per Child Care Licensing Regulation (CCLR) Part 4 – Division 1 Section 49, 50**

PROCEDURE:**1. Arrangements**

All arrangements for visits will be made and approved by the Director in consultation with the appropriate staff members. The expectations of the visit will be clearly defined prior to starting.

2. On going Visitors

All adults visiting the daycare on an on going basis (more than 3 days) are required to follow SLELEMW Child Development Center Policy on Hiring and Staffing Policy. They are expected to familiarize themselves with and abide by, the policies and procedures of the daycare. Any questions or concerns are to be directed to the Director.

POLICY:

Emergency Contact Information

As per Child Care Licensing Regulation (CCLR) Division 4 Part 4 – Operations
Division 1 – General Care Requirements 49(2) A licensee **must not** provide care to a child unless the licensee has first ensured that the child's parent or emergency contact can be readily contacted while the child is in care.

PROCEDURE:

1. Parent and Emergency Contact Information

- It is the parents responsibility to ensure their phone numbers are current
- It is the parents responsibility to ensure their emergency contact phone numbers are current and available at any given time
- Any changes to the contact information must be in written form with their signature

2. Non working Contact Information

- If the phone numbers of the parent are no longer in service or the parent is not able to be contacted the child will not be accepted into the program until current contact information is received in writing
- If the phone numbers of the emergency contacts are not able to be contacted or no longer in service the child will not be accepted into the program until current information is received in writing

POLICY:**EMERGENCY/FIRE DRILL PROCEDURES**

As per **Child Care Licensing Regulation (CCLR) Part 3 –Division 1, Section 22, 23.** Each room will have an emergency kit that will sustain the licensed number of children and staff for 72 hours. Each room will also have individual emergency kits for each child and staff member to be stored with the room emergency kit. The rally point for the daycare will be the gravel parking lot along side the lacrosse box.

PROCEDURE:

There will be monthly Fire Drills which will be conducted by the staff on a rotating basis. The emergency procedures are as follows:

1. During Earthquake

If inside the building, stay inside and take cover:

- Under tables (holding onto table legs).
- In corner area of an inside wall.
- Inside doorways.

Stay close to Center of building and away from glass doors, windows, exterior walls, kitchen cupboards and high shelves. If outside building stay away from:

- Buildings.
- high trees.
- overhead power lines.

The parking lot is the best place until shaking stops. Be wary of cars rolling and after shocks.

2. Aftershocks

Staff assess the situation:

- Check for injuries and administer first aid in necessary.
- Listen to local radio station for information.
- Stay out of damaged buildings.
- Make only emergency phone calls.
- Try to keep phone lines clear.

3. Fire Safety

Emergency exits will be kept clear at all times and emergency lights and exit signs will always have all light bulbs functioning. The evacuation for the Infant/Toddler Room (KENES) is as follows:

- Follow direction posted.
- Children who are not able to walk on their own will be placed in a crib and transported to the rally point.
- Children who can walk on their own will hold hands with each other and a staff member and walk to the rally point.
- A staff member will take the attendance sheet, emergency kit and first aid kit.
- The remaining staff member(s) will check bathroom and nap room and closes all windows and turn out the lights.
- The last staff member to leave will close all doors.

The evacuation for the 3-5 Room (SWEWOET) is as follows:

- Follow direction posted.
- The children will walk holding hands with each other.
- A staff member will take the attendance sheet, emergency kit and first aid kit.

- The remaining staff member(s) will check bathroom and nap room and closes all windows and turn out the lights.
- The last staff member to leave will close all doors.

POLICY:**FEEDING**

As per **Child Care Licensing Regulation (CCLR) Part 4 – Division 1 Section 48 and Division 4 Section 56 (e)**. Eating is a time for positive interaction between staff and child, a relaxed, enjoyable social time. Good eating habits will be encouraged by the staff. Children will experience and learn about balanced, good nutrition from the four food groups. Self-feeding skills are encouraged in ways that enhance self-esteem. All staff will be familiar with BC Health Planning Publication Preventing Illness in Child Care Settings.

PROCEDURE:1. **Staff & Children**

- Food **will not** be used as a form of reward or punishment.
- Staff and children to wash hands before handling food.
- Children need to be seated when eating (staff to sit at table with children if possible, pour drinks, etc).
- Make eating a comfortable, social time.
- Talk about food, interests, plans, etc.
- Encourage conversation among children.
- Model good manners and encourage cooperation and consideration among the children but do not insist on “please” etc.
- Don’t make a big deal about spills; child can help clean up if appropriate.
- Each child will receive on full serving any additional servings will be half servings.
- Do not make a big deal about eating everything.
- Children to wash hands at the end of the meal and eating area cleaned.
- Tables are to be disinfected before and after meal times and chair cleaned regularly.

3. **Infant**

All open infant food will be kept in the fridge, labelled with their names and date. Any formula or food that is heated and not used will be thrown away.

4. **Bottles**

- See that infant is changed, clean and comfortable.
- Wash your hands and prepare bottle, wash hands again.
- Hold child while feeding and take time to interact quietly with child at “break” and when finished.
- Burp child as necessary.
- Change if necessary and settle to next activity or sleep.

5. **Solid Foods**

- See that infant is changed, clean and comfortable.
- Wash hands and prepare food.
- Be sure food will not cause choking and wash hands before serving.
- Feed child appropriately.
- Encourage attempts at independence and take time to interact with the child.
- See that the child is cleaned, changed and settled into next activity.
- Clean eating area.

- Infant seats to be well cleaned with disinfectant after each feeding.

6. **Allergies**

A list of all children with allergies will be posted in a prominent place. Staff will take precautions to ensure that children do not receive any foods they are allergic to.

POLICY:**FIELD TRIPS**

The children will be taken on walking trips in the surrounding neighbourhood. The boundaries of the surrounding neighbourhood will be from the Saanich Indian School Board campus to Wallace and West Saanich Roads to waterfront on the Tsartlip Reserve to back of the Track and Field and the Red Cedar Moon Farm. A higher staff/ratio will be used for all outings outside of the daycare. Staff will not use their cars for any field trips. While on field trips the staff will endeavour to stimulate the child's awareness of the surrounding environment. Discussion and carry through into the classroom will be encouraged. Respect for nature and other people's property will be reinforced at all times.

PROCEDURE:

1. The staff will:

- Obtain consent from parents for all activities away from the facility. The consent will include:
 - The date of the field trip.
 - Time of departure and return.
 - Destination.
 - Purpose of the field trip.
 - Any special considerations such as consideration for a child with a special medical need.
- Notify the parents at least 24 hours in advance of any planned outing.
- Advise parents of the appropriate dress for the activity.
- Update emergency cards, ensuring parents' emergency home and office numbers are correct.
- Pre-screen all unfamiliar areas where you might like to take children, to note any potential hazards, and decide how to deal with potential risks.
- Check regarding the availability of phones, washrooms, water and shaded rest areas, and other considerations such as wheelchair or stroller accessibility at the place of destination.
- Make sure the first aid kit is fully stocked, including emergency records.
- Ensure that emergency and non-emergency medications for children are appropriately stored, readily accessible and all staff is aware of individual care plans for the administration of medication.
- Ensure they have attendance list to keep count of the children in each group and ensure that staff knows exactly which children they are responsible for.
- Ensure they bring extra clothing, fluids, sunscreen, food, snacks, etc as required.
- If your child is still in diapers/pull-ups the parent may be required to assist on a long trip.
- Discuss rules for appropriate behaviour with the children before the trip, and again on the day of the trip.
- Upon arrival at their destination choose a well marked area as a meeting place in case you become separated.
- Instruct children on what to do if they become separated from the group.

POLICY:**HEALTH AND SAFETY**

The SLELEMW Child Development Center will ensure that every child is in a safe and healthy environment. The staff will ensure that children participate in proper hand washing and dental care. If a child is not well enough to participate in all daily activities, including going outside, or if they require an over the counter medication to relieve their symptoms the parent will need to make alternate arrangements for care. Notices will be posted at the center of any communicable diseases. As per **Child Care Licensing Regulation (CCLR) Part 4 – Division 1, Section 46 and Division 3 Section 53, 54, 55, 56 (f) and Schedule H** All staff will ensure they are familiar with the BC Health Planning Publications Preventing Illness in Child Care Settings, Preventing Injuries in Child Care Settings and the Ministry of Health Publication A Quick Guide to Common Childhood Diseases.

PROCEDURE:**1. Reasons your child should not attend:**

- Acute Cold and Cough – this includes runny nose with heavy discharge, runny eyes, possible sore throat, bouts of coughing that leads to choking or vomiting.
- Diarrhea – if your child has 1 or more watery stools in 24 hours your child cannot attend until they have had no diarrhea for 24 hours.
- Vomitting – if your child has 2 vomitted 2 or more times in 24 hours your child cannot attend until they have stopped vomiting 24 hours.
- Fever – if your child has a fever of more then 101 or 38.3 degrees you child cannot attend until their fever is gone.
- Head Lice – if your child has live nits they cannot return to the center until they have been treated.
- Communicable Diseases – such as Pink Eye, Impetigo, Chicken Pox need to be reported to the daycare immediately.
- Any form of undiagnosed pain
- If your child has been sent home due to illness or communicable disease a doctor's note may be required before your child can return.
- Children who arrive at the center that have been given over the counter medication to relieve their symptoms will be asked to take their child home.
- The Director will make the final decision as to whether the child is well enough to attend and may require a Doctor's note before returning.

2. Medications

- Staff must ensure that the "Medication Form" has been filled out and signed by the parent before administering any medications.
- All medications must come in the original bottle and will be kept in the locked medication box in the fridge/cupboard.
- Non-prescription medications are to be accompanied by a note from their physician stating dosage required so the parent can administer accordingly.

3. Notice of Illness or Injury

- All accidents, illnesses and actions taken by the staff/parent will be recorded in an incident log book and reported to the parent upon picking their child.

- Anything more serious will be reported to the Director who will immediately attempt to contact the parents of the child.
- If necessary an ambulance will be called.
- Parents must make alternate arrangements for care if their child is sick, any child that appears sick on arrival at daycare will not be permitted to stay.
- Reasons would include: temperature, diarrhea, vomiting, undiagnosed spots, very bad colds and contagious diseases.

4. **Smoking**

- There will be no smoking in the SLELEMW Child Development Center.
- Staff are to use the smoking area designated by the Saanich Indian School Board.

5. **Hand Washing**

Liquid soap and paper towels or individual towels will be used for washing hands.

Staff:

- Wash hands before preparing food, eating, or feeding a child.
- Wash hands after toileting self or a child or handling any body secretions or soiled clothes or clothing.

When Hand Washing:

- Check for towels and soap.
- Turn on water to a comfortable temperature.
- Moisten hands with water and apply lather of liquid soap.
- Wash well for 30 seconds; be sure of areas between fingers, nails and backs of hands.
- Rinse for 30 seconds.
- Dry with towel.
- Use towel to turn off tap.

Children:

- Supervise children's hand washing; encourage them to wash at appropriate times.
- Children wash hands before meals, after going to the toilet, and after wiping their noses.

Infants:

- Wipe hands with a damp cloth (use once only).
- Wipe hands and face after meals.

6. **Dental**

Children will brush their teeth after eating lunch.

- Toothpaste will be placed on a paper towel in daubs.
- A staff member will scoop up the toothpaste on the toothbrush labelled for that child.
- Once the child has brushed their teeth the toothbrush will be hung on an individual hook to air dry.
- On a weekly basis the toothbrushes will be disinfected.

7. **Hair Care**

Brushes and combs are discouraged from being brought to daycare. Children will not share their hair care products with other children.

8. **Housekeeping**

- Crib and cot sheets will be washed once a week or as needed and blankets will be washed on a regular basis.
- Mats and cots will be wiped down with a disinfectant solution once a week or as needed.
- Clothing soiled at daycare will be labelled and put in the laundry and when cleaned will be stored in the child's spare clothes basket.
- Dress-up clothes will be washed on a regular basis.
- Toys that are mouthed by children will be collected after use and placed in the dishwasher.
- Floors will be swept and washed daily with a disinfectant solution.
- After meal times the tables and areas under the tables will be cleaned immediately.
- Dishes will be washed daily or more often is needed.
- Toys, shelves and walls will be cleaned on a regular basis.
- Diaper changing area will be cleaned after each diaper change.
- The toilet seats and washbasins will be wiped down throughout the day and disinfected daily.

8. **Attendance**

- All children must be signed in and out.
- An accurate accounting of how many children are in the center any given time must be kept.
- The center must have one years worth of attendance available at all times.

POLICY:**HIRING AND STAFFING**

SLELEMW Child Development Center and Little Raven Preschool believes that to enrich the early childhood program we need to involve community members and to provide opportunities for observation and practicum for students in Early Childhood Education and First Nations Family Support Worker Program, etc. Quality care for the children is the priority of the daycare and the preschool.

As per the **Child Care Licensing Regulation (CCLR) Part 3 Manager and Employee Requirements, Division 1 General Requirements sections 19, 20, 21 and Division 2 Employee Qualifications sections 24, 25, 26, 27, 28, 29** that any person employed, volunteering or is a practicum student in a licensed child care facility must meet the following requirements:

PROCEDURE:**1. Hiring Process**

- A job posting will be sent to the bands and to the newspaper and/or online services.
- A two week closing date will be established.
- Based on the number of resumes the Director and the Personnel Committee will convene to establish a short list.
- The Manager/Director will contact those applicants to set up an interview.
- Reference Checks will be carried out by the Director prior to the interviews.
- The Manager/Director will supply Human Resources with the resumes, the results of the reference checks, and a copy of the interview questions so they can put together folders for each of the members who will be interviewing.
- The Manager/Director and the Personnel Committee will carry out the interviews and make a decision will be made as to the applicant(s) that will be hired.
- No new staff member will start their employment until the Manager/Director has received and reviewed the required documentation. (see below).
- Once the required documentation has been supplied and is correct and relevant to their job position the applicant will commence their employment.
- Upon starting their employment all staff (including subs) will be provided a copy of the Abuse, Guidance and Discipline Policy and a signed copy of this policy stating they have received a copy and read it will be placed on their file.

2. Staff (including subs) Documentation

Prior to commencement of employment the staff (including subs and Volunteers) files will include the following as per the above CCLR requirements:

- A current Criminal Record Check which needs to be renewed every 5 years.
- Proof of qualifications for Early Childhood Educators, Infant/Toddler , Special Needs and Responsible Adult. (For a responsible adult a course in the care of young children or have relevant work experience ie working in a child care facility).

- A doctor's note stating the individual is "physically and mentally able to work with children".
- A valid First Aid Certificate. (See CCLR Section C). (if applicable)
- 3 Character references, avoiding the use of family members.
- Copy of completed Reference Checks.
- Copy of completed Interview Questions

3. **Volunteers, Practicum and Work Experience** **Documentation**

Will include the following documentation as per the above CCLR requirements:

- A current Criminal Record Check.
- A doctor's note stating the individual is "physically and mentally able to work with children".
- 3 Character references, avoiding the use of family members.

POLICY:**LATE FEES:**

Parents picking up their child later than 4:30 will be charged a late fee. Fee will be **\$10.00** for every 15minutes after 4:30 or portion

thereof.

PROCEDURE:**1. Late sheet**

- **ALL** parents will fill out a Late Pick form including Priority 1 and 2 as they are exempt from payment due school classes. Priority 2 students are to provide a copy of their school registration.
- Priority 1 and 2 will be charged a late fee if they are late due to non-school activities.
- These forms will be kept in a binder to keep track the number of late pick up each family has.
- **Payment of late fees**
Fees are due within 48 hours of late pick up. If not paid within the time your child cannot return until paid.
- **Repeat Lateness**
 - **First** late pick up the family will receive a verbal warning that next time they will be given a written warning that if it happens again there will be further action to be taken (denied care for one day)
 - A 2nd late pick up they will be denied care for one day and be given a written warning that if it happens again there will be further action to be taken (denied care for one week)
 - A 3rd late pick up will be denied care for one week and given a written warning that if it happens again they will loose their space

POLICY:**PARENT/STAFF INTERACTION**

It is the policy of the SLELEMW Child Development Center that an atmosphere of mutual respect and good parent-staff communication is essential to high quality care. Staff are always happy to discuss how a child is doing at daycare with their parents. Parents are encouraged to communicate questions, concerns, or information about the child, changes at home, etc that would be useful for staff to know.

PROCEDURE:**1. Staff**

Staff will communicate regularly with parents about their child's progress, interests, daily activity in the center, and any concerns that arise. Much of this communication will take place at daily arrival and departure times, but may take other forms such as notes, phone calls, etc if necessary. Staff can help establish a comfortable relationship by:

- Sharing about themselves with the parent.
- Showing interest in the parent as a person.
- If a staff is found to be speaking maliciously of other staff or the center will be considered an act of aggression and the SISB Staff Discipline Policy will be followed.

2. Staff to Parent/Guardian Relations

- **Staff are asked to follow the following procedures when problems with families arise:**
- **If you have a concern with a parent you need to address it immediately (within 2 days max)**
- **Document this conversation, sign and date it and pass it on to the Program Coordinator for them to keep on file and give a copy to the Director to file**
- **If the concern continues then you need to go to the Program Coordinator, immediately (within 1 day max) and they will document the conversation sign and date it keep a copy and a copy to the Director to file**
- **If there is no resolution from this then the Director will deal with the concern (within 1 day max) and document it and file it and inform the staff involved what the outcome is**
- **Failure to not deal with concerns within a timely manner it will constitute a staff member filing a grievance with the union**

3. Parent to Staff/Guardian Relations

- Parents are expected to maintain confidentiality in regards to the center and children of the center.
- If parents have concerns about another family they need to express them to the Director immediately.
- Parents/Guardians that exhibit any type of physical or verbal aggression toward a staff or other members will be immediately asked to leave the premises and their registration will be revoked permanently.
- Any parental concerns about staffing or policies must be presented to the Director verbally or written immediately.

- If a parent is found to be speaking maliciously of the staff or the center will be considered an act of aggression and their registration will be revoked.

POLICY:**Priority System:**

The SLELEMW Child Development Center was created for the purpose of families to complete/continue their education. The Center will provide care to families who are in school as our main priority.

PROCEDURE:1. **Priority System Details**

- Families that are attending school will have priority over working families.
- Families attending school will have year-to-year child care as long as they are in school.
- Once the family is no longer in school they will no longer be guaranteed child care year-to-year.
- Families who are working will be will not be guaranteed child care for the following year.

2. **Priority System**

- Priority 1
 - High School Students
 - Students attending Step Program at Saanaich Adult Education Center
- Priority 2
 - Attending other Institutions like:
 - Camosun College
 - Vancouver Island University
 - University of Victoria
- Priority 3
 - Employees of the WSANEC School Board
- Priority 4
 - Working Community Members

3. **Continuing Care**

- Priority 1
 - As long as they are enrolled in the High School or Step Program they will have guaranteed year-to-year care.
 - When they move to post secondary schooling they become a Priority 2
- Priority 2
 - Will be assessed yearly based on the need of Priority 1 families
- Priority 3
 - Will be assessed yearly based on the needs of Priority 1 and 2 families
- Priority 4
 - Will be assessed yearly based on the needs of Priority 1, 2 and 3 families

POLICY:**REGISTRATION OF CHILDREN**

The SLELEMW Child Development Center Director will ensure that every child including drop in children have completed the registration process and have an individual file created. Each file must have the information as per the **Child Care Licensing Regulation (CCLR) Part 4 – General Care Requirements Division 4 Records sections 56, 57, 58, 59 and 60.**

PROCEDURE:**1. Registration Process**

- Each child will have a registration form filled out which has the following information:
 - Full name
 - Sex
 - Date of Birth
 - Medical Insurance Plan Number
 - Date of Enrolment
 - Name and telephone number parent/guardian
 - Medical Practitioner
 - Emergency contacts
 - Any illness, allergy or medical disability disclosed
 - Any special instruction respecting the child's diet, medication, participation in a program of activities, or other matter relevant to the child's care
 - Photograph
 - Record of any person who is not permitted access to the child
 - Date of Release for the facility
 - Care Plan if child requires extra support
- The files need to be retained for at least 1 year.
- Consent for Release of Immunization .
- Medical Practitioner Release.
- Photo Release.
- Consent for Field Trip.
- Most current Emergency Contact names and numbers
- Each parent will receive a copy of the Parent Handbook.
- Each parent will have access to the SLELEMW Child Development Center policies.

2. Fees and Subsidy

- Each of the families will be notified of the fees for the daycare.
- For those families that will be receiving subsidy from the Ministry of Children and Families will complete the application forms.
- It will be the families choice to have their child attend the center before receiving formal authorization of subsidy.
- If a family does not qualify for subsidy and their child(ren) have been attending they will be financially responsible to pay for those days their child(ren) attended the center.

POLICY:**REST/NAP TIME**

As per **Child Care Licensing Regulation (CCLR) Part 4 – Division 1 Section 42.**
All staff will ensure they are familiar with the BC Health Planning Publication
Preventing Illness in Child Care Settings.

PROCEDURE:**1. Infant and Toddlers**

Infants require more frequent napping times than toddlers and these times must be according to the child's schedule.

Toddlers generally require one nap time a day and that will be after lunch.

- Make sure cots or sleeping mats for daytime naps are spaced at least 24 inches (60 cm) apart.
- Place children alternately, head to foot.
- Remove their slippers/inside shoes and place them on their cot.
- Staff will do their best to ensure that each child receives some individual attention at this time of the day, a back rub, a hug, some reassuring words or song.
- Spend time with each child as they awake and then toilet or diaper them.
- All children to move at their own pace into an activity, a quiet one if other children are still sleeping.

2. 30 Months – School age

After lunch and toileting the children will:

- Make sure cots or sleeping mats for daytime naps are spaced at least 24 inches (60 cm) apart.
- Place children alternately, head to foot.
- Remove their slippers/inside shoes and go to their individual cots.
- Be encouraged to lay down "for a quiet time and to give their bodies a rest".
- Books or story will help in the transition time between toileting and lunch.
- Staff will do their best to ensure that each child receives some individual attention at this time of day, a back rub, some reassuring words or song.
- Children who do not sleep will be encouraged to rest for 30 – 45 minutes and will then be provided with a quiet activity on their mats or other suitable location.
- Children who do sleep will generally awaken after a maximum of two hours.
- Concerns from parents about their child sleeping too much will be addressed, taking into consideration the apparent needs of the child.
- When all children are asleep or otherwise occupied, the staff may use this "quiet time" to plan program or perform housekeeping tasks.
- Sleeping children are to be monitored at all times.
- Spend time with each child as they awake and then toilet or diaper them.
- All children to move at their own pace into an activity, a quiet one if other children are still sleeping.

POLICY:**SPECIAL NEEDS**

As per Child Care Licensing Regulation (CCLR) Part 4 – Division 4 Section 58A child with special needs will be accepted in the daycare program as long as the necessary support services are available, through the Ministry for Children & Families, Health Services (ie Queen Alexander Hospital for Children) or Band Social Workers.

PROCEDURE:**1. Staffing**

The Director will ensure staffing ratios are high enough to provide the additional support that a special needs child requires (if a one to one worker is not needed). If one to one worker is required the Director will post the position as per Saanich Indian School Board Policies.

2. Care Plan

A licensee must keep, for each child requiring extra support, a current care plan showing the following information:

- (a) The diagnoses relevant to the child's requirement for extra support, as made by health care professionals
- (b) The course of action recommended by health care professionals to address the needs of the child requiring extra support
- (c) The resources to be made available to the child requiring extra support by the licensee including:
 - i. Any adaptation of the community care facility necessary to ensure the child's safety or comfort, and
 - ii. Any modification to the program of activities necessary to enable the child to participate in or benefit from the program.
- (d) The licensee must:
 - i. Develop the care plan in consultation, and
 - ii. Review the care plan at least once each year with a parent of the child requiring extra support and any person requested by the parent.
- (e) The licensee must record compliance with the care plan of a child requiring extra support in respect of each of the following that are applicable to the child:
 - i. Any therapeutic diet given to the child by the licensee
 - ii. Any medication administered to the child by the licensee, including the amount and the time at which the medication was administered
 - iii. Any modification to the program of the program of activities for the child's benefit
 - iv. Any behavioural guidance provided to the child, and its effect
 - v. Any other matter for which the licensee has agreed with the parent of the child to record compliance

POLICY:**STAFF INTERACTION/MEETINGS**

SLELEMW Child Development Center believes that all Staff members have valid viewpoints and encourages all staff to fully participate in the day-to-day functioning of the daycare. Respectful and courteous interactions and active listening skills are encouraged at all times. Staff meetings will be held once a month.

PROCEDURE:**1. Between each other**

- Avoid critical comments about children, families and other staff. State what has happened, what you did.
- Do not label children instead state their behaviours
- Do not “third party” if you are having a problem with another staff member, approach them directly and state your concern in a positive way

2. With Children

- Do not talk about issues or concerns around the children
- Spend time interacting with children at their level rather than ‘supervising’ from a distance
- If you are doing an observation do so as unobtrusively as possible
- Even when interacting on a one-to-one basis keep your eyes/ears on the rest of the class and call another staff if necessary to attend to a situation

3. Resolving Conflict

- **If you have a concern with a fellow staff member you need to address it immediately (within 2 days max)**
- **Both parties will need to document this conversation, sign and date it and pass it on to the Program Coordinator for them to keep on file or if it is with the Program Coordinator it will be passed on to the Director to file**
- **If the concern continues then you need to go to your Program Coordinator, unless it is with the Program Coordinator, immediately (within 1 day max) then it needs to go to the Director to handle and file**
- **If the concern continues, if it does not involve the Program Coordinator, then the concerned parties will meet with the Director to handle (within 1 day max) which will be documented by all parties and filed with the Director**
- **If further action is required then we will go by the Collective Agreement of:**
 - Verbal Warning
 - Written Warning
 - Suspension
 - Dismissal
- **Failure to not deal with concerns within a timely manner it will constitute a staff member filing a grievance with the union**

4. At staff meetings

- All staff is expected to attend the monthly staff meetings
- Each individual is expected to contribute to the content of the staff meeting

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POLICY:**TOILETING/DIAPERING**

As per **Child Care Licensing Regulation (CCLR) Part 4 – Division 1, Section 46 and Division 3 Section 53, 54, 55, 56 (f) and Schedule H** All staff will ensure they are familiar with the BC Health Planning Publications Preventing Illness in Child Care Settings.

PROCEDURE:**1. Interaction with Children**

The routine should provide the child with a pleasant, non-stressful experience.

Interaction guidelines include:

- Encourage children in the routines positively.
- Encourage independence by taking children through routines.
- Give assistance when necessary.
- Offer encouragement even when they are unsuccessful or partially successful.
- Allow time.
- Always handle children gently and avoid expressions of disgust.
- Help children develop comfortable and positive attitudes towards their bodies.

2. Toileting

- For children attending the 3 – 5 Year Old Program we expect parents to have their child toilet trained or actively participating in toilet training at home.
- If your child is process of toilet training you will need to supply at least 2 complete changes of clothing.
- Child indicates need or it is time on child's schedule.
- Encourage child to undress and dress themselves.
- Be sure a footstool is in place and potty or toilet seat is ready.
- Stay near child while getting on toilet, help if necessary.
- Encourage children to wipe themselves from front to back, give help when necessary.
- Allow child to flush the toilet.
- Be sure hand washing procedures are carried out.
- Wash your hands.

3. Diapering

- Get out all materials likely to be needed.
- Place child on pad and remove lower clothing.
- Put gloves on.
- Clean the child's perineum and buttocks with dampened wipes and discarding after use.
- Re-diaper child and redress.
- Wipe down change table.
- Wash hands.