



Policy and Procedure Manual

Updated September 2020

1. Organizational History and Philosophy

St Barnabas Daycare History

Rev. Ron Barnes established St. Barnabas Daycare Society in 1973. Rev. Barnes, the Rector for St. Barnabas Anglican Church saw the struggles that families in the area were having finding quality child care. It was his vision that the Centre would provide quality care as well as a support to the families.

In 1977, St. Barnabas Daycare formed a partnership with the then Ministry of Social Services to offer a specialized program for children with special needs. St. Barnabas was the first Centre to have a fully inclusive Centre for all children.

In 1989, the Centre expanded to be licensed for 55 children, which included a toddler program. We are currently still licensed for 55 children in four different programs from our toddler program to our out-of-school care.

In 1990, a hot lunch program was introduced and offered to the children at no extra costs to the families. A daily hot meal and 2 snacks were provided to the children. The Board of Director's decision to implement a hot lunch program was as a result of witnessing numerous children that were hungry and not bringing a lunch. The hot lunch program was shut down in 2007 due to financial restraints but staff go above and beyond to ensure belly filling snacks are offered two times a day.

Over the years, St. Barnabas Daycare has struggled financially, and times when St. Barnabas' future was unsure and unstable. However, due to the commitment and dedication of the Board of Directors, Director and Staff members, it is now financially sound and solely independent of any other organization. St. Barnabas Daycare relies heavily on the parent fees and government funding for its financial stability.

The biggest strength that the Centre has is in the staff members who make the daily commitment to ensuring that all children are supported to reach their fullest potential. Staff members working closely with the families, provide programs that will enable children to grow and develop in a play-based philosophy.

Our Philosophy

As teachers, our role is to facilitate the play environment where children can develop concepts as well as learn how to be independent. It is also our job to provide a stimulating and emergent environment where positive reinforcement and encouragement make learning possible. At St. Barnabas Daycare, we believe that play is the cornerstone of a quality early childhood program and that it is through play that children learn about themselves and their world. Play fosters a child's physical, social, emotional and intellectual development. It is our goal to provide a child developmentally appropriate play-based program, which meets the needs of each child. As children play, their brain develops, their muscles grow strong, and they develop good social and life skills such as learning to share, taking turns, making choices and understanding the feelings of others. Also, play helps children learn who they are, what they can do and allows them to explore and practice how the world works. Play increases children's ability to concentrate and cooperate with others. Most importantly, play allows the child to develop positive relationships with other children and negotiate their needs. We provide a combination of structured and unstructured activities relying heavily on learning through play and taking advantage of teachable moments. Children gain knowledge through exposure to different activities and experiences. We aim to be flexible with our programming and routines so that children can reach their full potential through different daily activities. We believe that

inclusion is beneficial and recognize that children have a variety of strengths, needs, talents, backgrounds and interests. To us, inclusion is the opportunity for all children to accept each other and work together.

2. Parent Interest Policies

Complaint Policy

St. Barnabas Daycare supports and promotes the resolution of conflict in an environment of respect, openness, fairness and confidentiality.

The St. Barnabas Daycare staff will do their utmost to practice open, effective communication with all families and childcare staff. However, there may be times when a disagreement or dispute arises. It is important that the differences are heard and a form of problem solving and conflict resolution takes place in a timely fashion. During these situations, staffs demonstrate constructive discussion and respectful communication.

At all levels of discussion, records will be kept containing the date of discussion, details of the issue or concern, steps taken towards resolution, progress made, future steps to be taken and the date of the next meeting, if applicable.

In most cases, a disagreement can be worked out by speaking about the specific problem to those who are directly involved. We encourage conflict to be resolved in this manner. However, if that is not possible, the following steps are outlined to assist in following through with a complaint. The eventual goal is to work towards solutions that are agreed upon by all those involved.

Procedure

- a) A meeting will be set up with the individuals who are directly involved with the issue. The issues will be defined and the participants will state their individual viewpoints. This may or not include the director and should always include the staff involved and the program supervisor.
- b) If the initial discussion is not satisfactory, a meeting will be arranged with the family and director within 7 days.
- c) If the second meeting does not resolve the issue, a meeting will be arranged including the family and the director and a member of the board of directors within 5 days.

3. Care and Supervision Policies and Procedures

Missing Child Policy

When staff becomes aware that a child is missing, they will:

- Conduct a search of the premises and immediate neighbourhood. On an outing, a short search of the general vicinity will be conducted. One staff member will be designated to supervise the remaining children while all other staff searches for the missing child. Call 911. Enlist other staff to help. Designate one staff person to remain at St. Barnabas Daycare with a cell phone and direct people and information. After a risk assessment one staff may leave the group (leaving the group out of ratio) if on outing, to deal with the matter at hand.

- Contact the director or licensing if director cannot be contacted, board chair is to be contacted in directors absence
- Contact the child's family (director or staff involved in director absence) or the emergency contact. Alert them to the situation and the steps taken to locate the child. Arrange to keep the family or emergency contact informed of the progress of the search.
- Notify the police. Be prepared with a description of the child, their clothing, where they were last seen, who they were with, etc.
- Follow up will include a report to licensing, possible disciplinary action as well as an evaluation of the effectiveness of the policies and procedures of implementation and recommendations to avoid a repeat of the incident.
- OSC Procedure: Because the staff in the out of school care program may work alone with children who are older, there is a procedure that the children are familiar with and must be followed. Three headcounts must be conducted prior to gathering the children at a location set by the staff. The staff then will conduct a complete search including possible hiding spots and calling child by name. If child is not found please call 911, the director (or board chair if unreachable) and the family

Bathroom Supervision

- Every child under the age of three will be fully supervised in the bathroom.
- Staff will supervise children on the way from the class and back to the classroom.
- Staff will assist the children with toileting or diapering if required.
- Universal precautions will be adhered to at all times.
- Children will not be left alone with students or volunteers in the bathroom.

Field Trips/Transportation

- Field trip consent forms must be completed before children go on an outing. If the form is incomplete or has not been returned, the child cannot participate field trip. OSC consent is universal and on file.
- OSC fieldtrips will be communicated prior to day of trip, however we reserve the right to change a destination based on weather, transportation or other unpredictable concerns
- At no time may a staff member of the St. Barnabas Daycare transport a child in their personal vehicle.
- St. Barnabas smocks must be worn at all times on field trips, osc may not wear smocks on walks or outings to and from school
- It is preferred if small groups of children are taken over two days instead of one large group over one day. Staff in large groups will be assigned a number of children that they are responsible for.

- Head counts **must** be performed at the gate of the centre at all transition points (road crossings, bus stops etc.) and routinely in between by all staff responsible for the group.
- Safety rules will be discussed with children prior to the trip.
- At least one regular staff must be present on field trips.
- Whenever leaving the facility (community outings), a portable first aid kit with emergency information cards on each attending child and at least one cell phone must be taken.
- A meeting place must be established once destination is reached.
- Children must be supervised in an offsite bathroom, men's bathrooms are not be used.
- Staff on their own during an outing and needing a bathroom break must bring the children with them and do their best to supervise them.
- Families who do not give absence notice to a prepaid field trip will not be refunded or may be charged for admission.

Active Play Policy

Children in our care will have periods of active play throughout the day. This includes periods of high energy outdoor play (jumping, running) that raises children's heart rates. Physical movement must be accumulated through 15 min portions or all at once, and will total 60 min per day. Indoor activity is acceptable when the weather is poor.

We will also limit prolonged sitting activities (stroller time, crafts, puzzles and games) and schedule active short burst breaks of 60-120 seconds. Employees are expected to be good role models of this policy.

Active Supervision Policy

Care providers must place themselves so they can see and hear all of the children in care. Care providers need to stay close to children who may require additional support. Supervision requires much more than simply seeing or hearing the child. You must also be near enough to immediately intervene and protect their health and safety.

Care providers must account for all children in their care. They should continually scan the entire environment to know where everyone is and what they are doing. This is especially important during transitions when children are moving from area to area or while they are on field trips. Reference your daily attendance and count children frequently.

Screen and Device Use Policy

Children in our care will be limited to no more than 30 min per day of screen time on electronic device such as tv's computers or electronic games. Parents will be notified of special movie days (no more than twice a year). OSC children who bring a device to daycare will be permitted to use the device no more than 15 min during free play time. Daycare will not be responsible for broken or lost devices.

4. Parent Drop-Off and Pick-Up Policies

Arrival and Departure of Children

- Parents are required to adhere to the assigned hours of the program and arrive by 10 am. Regular failure to do so may result in termination of the childcare space
- The parent or authorized person must personally deliver children to St. Barnabas Daycare staff (not student or volunteer) supervision before leaving the centre. This person must also complete the sign-in sheet.
- Parents or a duly authorized person must pick up a child.
- A child will not be released to anyone other than a parent or person on file unless staff is notified by phone or email. When notification occurs via phone or email, parents will be required to leave a message with the person's legal name for identification purposes.
- In an emergency, where parents cannot be contacted, the child will be released only to those named by the parent as emergency contacts.
- A person picking up a child from the centre must be a minimum of 13 years old. Parents wishing to authorize a child under the age of 16 to pick up must sign a form for liability purposes.
- Staff has the right to refuse a child dropped off after 10 am. Staff will not accept children while on outings or walks. OSC program is the only exception as circumstances may differ.
- When picking up children from the OSC program from school staff will double check with the office or the child's teacher to ensure that the child is absent before leaving the school, if parents have not notified us of a child's absence that day.

Absent Policy

Families are required to notify the centre via phone or email or in person if they are to be away. Families of children who are absent will be contacted after 10 am.

Late Pick-Up Policy

It is recommended that parents be advised to arrive to pick up their child a minimum of 5 minutes prior to the program ending. This allows for a relaxed departure. A parent is considered late picking up their child at 6 pm. A charge of \$1 dollar per minute up to 15 min will be implemented after the program has ended. The charge for time after 15 min will be \$2/min., and \$5/min after 30 min. First time late pick-ups are free up to 10 minutes. Staff may charge you for the time until your time of departure as they have to remain at the centre until all families have left. Late fees are to be paid within 30 days of issue. Staff shall record all instances of late pick-up in the children's files, using the Late Pick-Up form. If and when late pick up becomes a consistent occurrence (i.e. 4 times in a 6 month period), families will be asked to consider a daycare that better suits their needs.

Procedure when a child is not picked up by program closing time

When a child has not been picked up by the time the program has ended, staff shall:

- At 6 pm, attempt to contact parent(s).

- After 10 minutes, attempt to contact emergency contact person if parents have not been contacted
- After 60 minutes and no contact with the family or emergency contact person and with the permission of the director, MCFD Emergency Services will be contacted and arrangements will be made for the care of the child. If director is unreachable, staff will call after ensuring all emergency contacts on file have been tried, and no one is available to pick up.

After the initial contact with MCFD Emergency Services, the following procedure shall be followed:

- Staff shall remain with the child until the Emergency Services contact arrives.
- Once the contact arrives, the child becomes the legal responsibility of MCFD.

Intoxication at pick-up;

If a parent or person designated to pick up arrives and appears to be under the influence of alcohol, cannabis or drugs and they intend to drive:

- Staff will offer to call a taxi or to contact a relative or friend to pick up the parent and child.
- If the parent insists on driving, staff will inform them that if they choose to get in the car with or without the child, staff will notify the police immediately. Driving while intoxicated is against the law.
- If the parent enters the car, staff will note the license plate and make of the car and call 911. Staff will not place themselves in jeopardy by trying to physically prevent the parent from taking the child.
- Staff will notify the director and will call the Ministry of Children and Families Development Emergency Services if it is felt that the child is in need of protection.

5. Termination of Care by Program or the Family

Reasons that may result in the termination of the St. Barnabas Daycare arrangement are as follows:

- Non-payment, prolonged absences or a history of late pick-ups.
- Lack of cooperation from parents with the program's efforts to resolve differences and/or to meet the child's needs through parent/staff meetings or conferences.
- Abusive behaviours and/or verbal threats or harassment by parents toward program staff.
- Child exhibits extensive needs, or needs related to a serious illness that is not possible to meet at the program. In this case, the program staff will make every effort to involve the parents, and possibly other resources persons (as appropriate), in order to decide together on the best course of action for this child, prior to any termination.
- Failure to inform the staff of all health developmental or behavioural concerns.

If a family is asked to leave the centre but in good standing, deposits will be returned by cheque.

6. Registration and Fees

A refundable deposit of half a month's fees is required for confirmation of space. **This deposit will be refunded to you by cheque, provided we have received 30 days written notice and there are no current fees owing. Monthly fees are due on the 15th of each month.** Payment by pre-authorized debit is preferred. Payment by cash or cheque will be deposited between the 15th and 30th of the month. Fees not received by the 15th of the month will be served with a written reminder. Fees still not received by the 25th of the month will result in suspension of childcare, resulting in a termination of childcare for fees not received by the 30th of the month. There will be a \$25.00 charge on NSF transactions. Receipts are issued annually; please keep these receipts for tax purposes. Daycare fee changes and increases purposed by the daycare itself will be issued with no less than one month's written notice. Families who are behind in fees must pay late fees in cash or certified cheque.

*Because our program and licensing regulations require us to schedule staff based on the number of children enrolled, we cannot refund fees for care needed for only half days, stat holidays, days your child is absent (sick days or holidays) or for school closures.

Families may qualify for assistance with daycare fees. Families may wait for subsidies until the 15th of the month. If subsidy has not been approved by the 15th, families will be asked to pay fees in full and reimbursed once approval has been received.

Fee Refunds

Families who are owed refunds due to ACCB approvals, deposits etc. will receive a cheque AFTER approval has been billed AND received from the government, or after your final payment has been cleared by the bank. This process may take up to 4-6 weeks.

7. Enrolment, Waitlist, Priorities and Children Who Require Support

St. Barnabas Daycare maintains a waiting list for spaces in all programs. Waitlists forms are dated and will be contacted in order of date. Priority is given to children who are currently enrolled in St. Barnabas, siblings of children currently enrolled in the program, and children of staff at the daycare, in that order. OSC waitlist in fall is in the following order, siblings of children in the program, children in the program by waitlist date and then general waitlist by date. Members of St. Barnabas Daycare board of directors also receive priority when circumstances arise where two or more families who are enrolled in the program are in need of a space. Children on the waitlist for our out of school program who have not started at Lord Kelvin Elementary but are in the Lord Kelvin catchment will be given priority before out of catchment children who have not started at Lord Kelvin.

Children may start at the beginning or middle of a month. A deposit and completed registration package is required before the child can start the program. Children entering the under three program must be twelve months of age. Children who are at least ten months may be considered dependant of circumstance.

Children who knowingly require support will be unable to start the program until extra staff is hired by St. Barnabas and we are able to meet the needs of all the children in the program. We reserve the right to turn away children entering the program who are involved with community support agencies, or children we feel may have a need for support staff after gradual entry period, dependant on the child's needs, the current classroom composition and/or staffing levels. If children who are undiagnosed continue in they may

participate in the program up to four trial period (the specific timeline will be at the St. Barnabas staff's discretion). The trial period will provide an opportunity for staff to assess the needs of the child. After completion of the trial period, a meeting between staff, family and other professionals will take place to discuss whether or not the child is able to continue in the program without a support staff or to place the child on a waitlist (if required) until such time additional funding for staffing is available. Our intent is to ensure every child can reach their ultimate potential as independently as possible, and support them in doing so.

8. Extreme Weather

When public schools in New Westminster are closed due to the weather or the director decides it unsafe for staff, children and families to attempt to commute to the centre, the centre will close for the day **regardless of the decision made by the centre**. A final centre decision will be made by the director or in the director's absence, a senior staff.

A message will be left on the answering machine no later than 6am on extreme weather days as to whether or not the centre is open. Fees will not be returned for daycare closures.

9. Air Quality

Air quality index readings for the city of New Westminster provided by the government of Canada will be used to determine our level of activity and time spent outside during periods of air quality advisories. Readings of six or lower, we will continue with regular activities, being mindful of the children's reaction to the activities if the readings are in the moderate zone of 5-6. If the reading is at 7, we will limit our activity time to no more than an hour outside two times a day. We will keep with Asthma and health concerns related to air quality inside, if ratio allows. Readings of 8 or higher will result in an indoor day.

The out of school care program will choose outings that spend the majority of time indoors with readings of 7 or higher. If the children remain at the centre, time outside will be limited to 45 min with a reading of 8 or higher.

10. Photo Taking

Staff members may take pictures of the children to be used at the Centre for the enjoyment of the children, families and staff members. Students and volunteers will post information about their picture taking and families will always have the option to say no. Students will show program supervisors their pictures, to ensure appropriateness, prior to printing. Pictures may be taken by student and staff's phone, as cameras are becoming obsolete. We will do our best to ensure that students erase their photos from their devices prior to leaving the centre. If families do not wish to have their child photographed at the daycare, please inform the centre in writing for file purposes. We ask that families do not take photos at the centre.

11. Health and Illness Policies and Procedures

Immunization Policy

It is recommended that each child receive childhood immunizations which are appropriate to a child's age and are available from your family doctor. St. Barnabas staff will contact families who wish not to immunize their children at the first outbreak of disease. The withdrawal period for the non-immunized child

shall commence immediately upon report of the disease in the child's centre and will continue until the outbreak is no longer at the centre. The centre will consult with the public health nurse to help determine an appropriate withdrawal period.

Allergies

Children registered for the program that require medication for a potentially life threatening allergy, must have a care plan form filled out and in place before program admittance. A doctor's note stating the allergy and its severity is also required. Once the required paperwork and care plan are in place staff and the centre will follow the procedures outlined in the plan. Life threatening allergies that have not been confirmed by a doctor's note will not be treated as so. Children requiring epi-pens must have one at the centre in order to attend the center.

Benadryl Policy

Benadryl may be administered by staff, and kept at the centre, only if the child has a life threatening allergy. Benadryl administration must be ordered by a doctor's note stating the date, child's name, time and amount to be administered.

First Aid Policy

Staff are required to have taken an 8 hour first aid course, and must perform first aid on children when required.

Reportable Incidents

The following is a list of reportable incidents, which requires filling out a formal Reportable Incident Form to be filled out by a staff that witnessed or was with the children when the incident occurred. Licensing must be notified by phone, email or fax within 24 hours of the incident. Copies of the report go to the child's file and to Community Care Facilities Licensing.

- Aggressive/Unusual behaviour
- Choking
- Emergency Restraint
- Abuse that happens in centre
- Fall/Accident that results in medical/dental care
- Medication Error
- Missing Children
- Bites that break skin

Non-Reportable Incidents

In addition to reportable incidents, all staff members are required to maintain a record of minor incidents and accidents, illnesses and medication errors that happen to persons in care but do not require medical attention. Incidents and accidents that result in a large bruise or cut and any injury to the head or genital area will also be recorded. The form to be used is an in house accident form and will require the parent's signature and the reporting staff and directors signature.

Medical Emergencies

- In the event of an accident, the St. Barnabas staff will have two responsibilities; the injured child and the rest of the children.
- Staff must quickly decide who is responsible for which child/children.
- Perform necessary first aid or call 911.
- Immediately contact the family or their emergency contacts.

Medical emergencies are defined as broken bones, serious cuts or bleeding, unexpected seizures, broken or lost teeth, injury to the head or any accident which appears to require immediate professional attention – if unsure be safe rather than sorry. 911 will be called and a staff would accompany a child if the parent or guardian could not attend or must meet them at the hospital.

Emergency Consent Forms

- St. Barnabas Daycare shall obtain a consent signed by a parent of each child authorizing the staff to call a medical practitioner or ambulance for the child in the case of accident or illness.
- These forms are readily accessible in case of any emergency and are to be taken on all outings.

Criteria for Exclusion from Program

The program supervisor and/or director will participate in any decisions to exclude a child from the daycare. We ask that parents contact St. Barnabas Daycare if their child will not be attending. Please notify staff a child has an illness that may be or perceived as contagious or infectious. If children are attending with physical signs of illness such as a rash, a doctor's note is required, upon arrival at school that states that the child is not contagious and be given to a daycare staff. We may also request unvaccinated children to stay home if there is a public health concern in our community.

Parents are advised to keep their children at home or to seek alternate care arrangements for the following conditions:

- a) Pain – any complaints of unexplained or undiagnosed pain
- b) An acute cold with fever, runny nose and eyes, coughing and sore throat. Once temperature, well-being and energy are normal, coughing and runny nose may continue (depending on the suspect illness) without the child being contagious. If symptoms are caused by a known allergic reaction, the child is not contagious
- c) Difficulty in breathing – wheezing or a persistent cough
- d) Fever (100.4°F/38°C) accompanied by general symptoms such as listlessness may be an early sign of illness that requires a physician's attention
- e) Sore throat or trouble swallowing
- f) Infected skin or eyes or an undiagnosed rash
- g) Unexplained diarrhea or loose stool
- h) Vomiting

- i) Severe itching of body and scalp
- j) Communicable diseases, infected skin or an undiagnosed rash requires verification from the child's doctor, whether or not the child is infectious
- k) Child is not well enough to take part in all parts of the daycare program including outside time
- l) 24 hours clearance is required in the case of vomiting, diarrhea, fever and administration of antibiotics

Children Who Become Sick While at Daycare

Parents will be asked to pick up their child immediately should any of the symptoms listed in the Criteria for Exclusion from Care be present. Team members are to be notified if adherence to the 24 hour policy needs to be followed through on. Staff will care for the child apart from the group as much as is reasonably possible and call 911 if the child's symptoms are judged to be life threatening.

Prevention of Communicable Disease and Infestation

In the best interests of the child and other children, the director and regular staff members have the right to refuse care to a child they deem to be a health risk. This right of refusal shall be in effect until the child has been examined by their doctor. If, in the doctor's opinion, the child is well enough to attend daycare and is not a health risk, the child shall be re-admitted into care with a note from a physician.

Public Health Policy

In the case that there is concern for a public health issue in our local community of New Westminster or with one of our families directly or indirectly, we will inform families about the percentage of children in our care that are vaccinated. Children who are unvaccinated will be excluded from our program until the concern passes. We reserve the right to request vaccination proof and or updates to our current vaccination records. We will rely on public health and licensing information and suggestions if we are in doubt of which way to move forward.

Sleep Policy

Children are required by licensing to have a rest period. Given that the preschool years are major transitional years from a sleep standpoint and given that children vary in every other dimension imaginable, it is likely that naps may be helpful for some preschoolers and counter-productive for others. We understand this and will try to work with families as much as we can to ensure that the needs of their children are being met. Children under the age of three will be encouraged to nap and required to lay quietly on their beds for the duration of the scheduled nap time. We will move children who genuinely tend to stay awake and are within 4-6 months of turning three, for the duration of naptime to the book area to give options on how to occupy their time. For children over three years of age, we encourage them to remain quietly on their beds, however we will get them up after one hour if they are still awake. We are unable to keep children awake if they fall asleep on their own, but will wake them after a minimum of 30 min sleep (we will work with the family to find an amount of time that allows the child to manage their emotions and energy levels for the remainder of their day). Children will not be left sleeping after 3 pm. This policy does not pertain to children in the OSC care program.

Bed Bug Policy

If a case of bed bugs is suspected, and indicated by bites on a child's body, we will refer to our sick policy to have a doctor conclusively rule out bed bugs a possible cause. If bed bugs cannot be ruled out, we will take the necessary precautions at the centre and notify families as well as ask the family to consult with a pesticide company and confirm that they have done (via contact with between the company and the daycare or via letter or invoice from the company) so before the child can return to daycare.

Head Lice Policy

Once head lice and nits are found on a child while at daycare the family will be called and is expected to pick up immediately. When live bugs are found, the child is considered contagious and the sick policy will be followed as such. Families are to treat their children with a thorough comb out and/or pesticide shampoo before return to the centre. It is also required for families to follow up and re-comb out a child's hair frequently for the next few weeks as **shampoo does not kill the nits**, which will hatch if missed during a comb out and start the cycle over. Head checks will be performed for all children in all programs once a discovery is made. Head checks will also be done on a child who has been diagnosed for a few weeks following a diagnosis to ensure that live bugs do not continue to be found. Families within the program will be notified that head lice has been found while keeping the confidentiality of the child. The daycare has a lice kit that families can borrow upon request.

Dog Policy

To ensure the safety of the children, and respect children who have fears, dogs are not permitted inside the centre or in the play yard. Children are also not permitted to pet dogs while out in the community.

Dishwashing

All dishes, cups and cutlery used by the children must be washed and completely dried by the dishwasher.

Clothes/ Laundry

Each child who is not potty trained needs a change of clothing to be kept in their cubby. All soiled clothing is to be changed and clothing should go home to be washed. Sheets and bedding used by the children at the daycare are to be washed once a week minimum.

Toys and Play Equipment

Toys and play equipment will be cleaned and disinfected weekly. Toys that go in children's mouths will to be disinfected before being available for play.

Eating & Food Served

St. Barnabas Daycare encourages lunches from home that have nutritional value and that the children can eat independently. Candy should remain at home. We provide two snacks daily. Snack records are kept as per licensing standards. Staff will follow the division of responsibility model when eating with the children. Caregivers will:

- Allow children to decide how much or little to eat, we will not force them to eat or to eat a certain amount
- Allow children to decide whether or not to eat any meal, snack or specific food item.
- Sit with the children and share the same food as often as possible
- Refrain from making negative comments about the food a child is eating

- Allow children to eat any food that is provided by a parent unless it is unsafe for the child to consume

Birthday Celebrations

Birthday treats from home or nut free treats from a bakery may be brought in for celebrations but MUST be approved by the director or program supervisor and must be nut free. Staff may make suggestions about other items to bring. Celebration food is not mandatory as staff will also celebrate children's birthdays with a special birthday circle, book or activity.

Sunscreen Policy

- Children will wear sunscreen during the summer while outside in the sun while attending St. Barnabas daycare
- St. Barnabas Daycare will provide sunscreen for the children, and a permission form must be filled out for staff to apply sunscreen. If parents prefer their own brand, they must supply and apply it for the child and sign a form acknowledging their responsibility
- Staff will apply the daycare chosen sunscreen to the children. OSC children may apply sunscreen to themselves
- Children must wear hats during outside time. OSC children may wear no hat at their own risk.

Medications

Prescription Medications shall be administered at daycare under the following conditions:

- a) **Prescription** medication must be in the original container and clearly indicate date, doctor's name, child's name, name of the medication and length of time medication is to be administered
- b) Parents must complete "Permission to Administer Medication" form for each prescription
- c) Medication must be given to staff upon child's arrival. Please DO NOT LEAVE MEDICATION IN CHILDRENS CUBBIES. Leaving medication in children's cubbies poses a serious safety risk to all the children in the center. All medications kept on site at St. Barnabas Daycare will be kept in a locked box
- d) Only regular staff members administer medication. No medication will be self-administered, however children over the age of six may assist, under adult supervision
- e) When medication is administered, a staff member will record the date, time, how it's taken (i.e. with milk, food) and sign the Permission to Administer Medication form
- f) Medication kept at the centre for ongoing care, must be up to date for the child to attend

The staff person accepting the medication will be responsible for sharing the information given to them from parents with a staff member in the appropriate program. They are also responsible for ensuring that the form is filled out according to what is written on the prescription itself. Staff administering the medication must ensure the above criteria are present, as well as the following:

- Check the medication expiry date. Medication that has passed the expiry date will not to be administered
- Understand the physician's instructions for administering medication
- Record in day book the child's name, the type of medication and dosage information

Medication Error

A medication error has occurred if:

- a) The medication has been administered more than one hour before or one hour after the prescribed time
- b) The child has been given the incorrect medication
- c) The child has been given the incorrect dosage of medication
- d) Medication is administered incorrectly
- e) Medicine has been administered to the wrong child

If a medication error occurs, follow these procedures, in this order:

- Contact the pharmacy listed on the medication to consult with pharmacist regarding how to deal with the error
- Call the family to let them know that the error has occurred
- Write a Reportable Incident Form and contact the Community Care Facility Licensing officer if medical attention is required

Diapering & Toileting

- Children under the age of three will not be left unattended in the bathroom
- Only regular staff may toilet or diaper a child, but children may be toileted by a casual staff who attends the centre regularly if deemed necessary
- Universal health care precautions must be followed at all times
- All staff must wear disposable gloves when diapering a child
- The centre will provide supplies such as wipes and plastic bags
- Staff will assist children with clothing when needed
- Staff will assist children with wiping their bottom if required
- Staff will help children with a hand washing routine
- Staff will disinfect change table with sanitizing solution after each use

- Staff will report abnormal skin or stool conditions to parent

12. Behaviour Guidance Policies and Procedures

Discipline Policy

To the staff at St. Barnabas Daycare, discipline describes the teaching/learning process by which children develop socially and grow to maturity. Our goal is to assist children in developing problem solving skills, self-control, self-confidence and ultimately self-discipline and sensitivity to their interactions with others. Every opportunity that may arise requiring discipline will be first a safety consideration for the child or the other children and secondly a teaching opportunity. A child will NEVER be punished, humiliated, belittled or harmed by a staff member, adult or child while in the center. The behaviour, not the child as an individual, will be discussed.

When disciplining or correcting a child's behaviour staff need to:

- Be at child's level
- Make eye contact
- Use a calm, firm voice – positive statements
- Immediately discuss the undesirable action
- Have child repeat your instructions
- State your expectations – be clear and have specific limits
- Be consistent – follow through
- Use gentle hands at the shoulders if physical guidance is deemed necessary, arm grabbing will not be tolerated
- Reinforce appropriate behaviour
- Encourage children to use the teacher as a resource and teachers are to model problems solving
- Anticipate – be observant, be aware of difficult situations, this allows the opportunity to anticipate potential difficulties and strategies

Techniques and strategies used when difficult behaviour occurs:

- Withholding attention or ignoring: used only in response to behaviours that are “attention seeking”
- Redirect (to appropriate activity): change circumstances or environment, which is causing the unwanted behaviour. Offer a choice when appropriate
- Natural and logical consequences: natural consequences result “naturally” from inappropriate behaviour choices. An adult does not intervene but SAFETY must be taken into account. Logical consequences are related or somehow fitting for the particular behaviour. The adult imposes logical consequences. Once the child has experienced the consequences, do not lecture or sympathize.

Time Away

Time away is an effective way to deal with non-compliance, defiance and some types of aggression. Time away is a cool down period that may take place in a quiet corner with a teacher's assistance. Teachers will suggest time away to begin with, but the ultimate goal is for children to figure out when to do this themselves. Time away will only be used in serious circumstances.

- To give everyone a chance to regain control in a safe place so that the child is capable of success when he re-enters the group
- To teach children to recognize when their emotions are building to a dangerous level and to know when they are ready to function again
- To allow the rest of the group to continue its activities

Holding

When a child's loss of control and the ability to reason causes him or her to become a safety hazard to him/her or others, a regular staff may assist the child to prevent injury. A parent would be informed if this occurred in the program. Please see the following link for more information or ask a staff about the ministry of health booklet "Guiding Children's Behaviour."

www.hls.gov.bc.ca/publications/year/2003/com015.pdf

13. Investigation and Abuse Reporting

Definitions of Abuse

Abuse can be defined as a condition indicating exploitation, degradation, physical injury and/or deprivation of nutrition, affection or support; in circumstances, which indicate that such exploitation, degradation, pain, injury and/or deprivation are not accidental. Rarely is abuse and neglect an isolated incident. Every child has the right to a physically and psychologically safe environment. The welfare of the individual child is of utmost concern. Abuse of any description will not be condoned.

Physical Abuse refers to the use of physical force by a person which results in an injury to a child.

Physical Neglect is the chronic or episodic withholding of necessary physical care and supervision of a child which results in one or more basic physical needs not being met – food, nutrition, sleep, clothing, shelter, health care, safety and sensory stimulation.

Emotional Neglect is the chronic or episodic withholding of necessary emotional care, guidance and support to a child. Emotional neglect includes inconsistent and unstable home environment, trust, acceptance and failure to communicate.

Emotional Abuse is not as passive as neglect. Examples of emotional abuse are: constant chastising, belittlement, cruelty, physical and emotional rejection and isolation.

Child Sexual Abuse means any sexual exploitation of a child whether the child "consents" or not. This includes sexual touching and intercourse. It may also include intentionally showing a child sexual behaviour. Sexual activity between children may be sexual abuse if there is a significant age or power difference between the children.

Responsibility of Staff to Report Suspicion / Disclosure of Child Abuse

It is the responsibility of the Director to ensure the Reportable Incident Form is filled out and submitted to the CCLF within 24 hours of the incident.

Responsibility of Staff to Report Suspicion / Disclosure of Child Abuse

Staffs that have reasonable grounds to believe that a child under 19 years of age is in need of protection or if a child has made a disclosure that is of concern staff are required by law to report the concern or disclosure to a social worker at the Ministry of Children and Family Development (MCFD). Staff is not permitted to discuss the concern or disclosure with the family previous to the report being made. Reports made by staff are confidential and will not be confirmed. A child in need of protection is one who is physically, emotionally or sexually abused; physically neglected; abandoned; deprived of necessary care, medical attention or supervision. It is the responsibility of the Director to ensure the Reportable Incident Form is filled out and submitted to the CCLF within 24 hours of the incident. MCFD has responsibility to contact the family and if necessary the police.

When a Child Discloses Abuse

- It is important to be matter-of-fact in response and to not be visibly shocked, angry or upset
- If the disclosure occurs during circle or group time, acknowledge the child's statement, thank the child for sharing and immediately redirect the discussion. Staff will tell the child they will speak to him/her about it after the activity. Do not allow a "show and tell" situation to occur
- Write down what the child said objectively in their words
- Report the incident immediately to the district office of the Ministry of Children and Family Development and fill out a Community Care Facility Licensing Reportable Incident Form

When a Parent Discloses Abuse

If staff receives a disclosure from a parent that they are abusing their child or suspects that someone else is abusing a child, this information cannot remain confidential. It must be reported to the Community Care Facility Licensing.

Staff Child Abuse

St. Barnabas Daycare staff that are suspected or alleged to have abused a child in the program shall be immediately suspended. All incidents will be disclosed to the families involved and documented. An investigation into the situation will take place and will result in dismissal if deemed accurate.

Contact with Parents Following a Report of Suspected/Disclosed Child Abuse

When confronted by an angry parent, following a report of suspicion or disclosure of child abuse, staff shall not admit to reporting, acknowledge the parent's feelings and explain to the parents that:

- Staffs are required by law to report suspected or disclosed abuse/neglect
- Failure to report abuse can result in prosecution under the Family and Child Services Act

- Staffs are **NOT** permitted to contact the parent, unless specifically directed to do so by the MCFD or police
- Staff concern is the safety and well-being of the child

Apprehension of a Child While Attending St. Barnabas Daycare

In the event that a child is to be apprehended by the Ministry of Child and Family Development and/or the police, the director or senior staff member on duty (in the absence of the director) will be responsible for responding to the situation. The director/staff member will require the social worker and/or police officer to show identification. The director/senior staff member will record the name and title of the person apprehending the child and the address of the ministry office involved, as well as the date and time of the apprehension.

Custody and Access Agreements

If the parents live separately, St. Barnabas Daycare will assume that the information from the enrolling parent/guardian will be followed. However, without a custody or court order on file at the Centre, St. Barnabas Daycare cannot deny access to the non-enrolling parent. If a family has a custody or court order, a copy must be placed in the child's personal file and details about all arrangements contained in the legal documents will be followed at all times. If a family changes their mind about the custody and/or court orders, legal written documentation must be provided to the Centre prior to the child being released to the person(s) named in the custody and/or court orders. Staff members of St. Barnabas Daycare will call the police if assistance is required to enforce a custody or court order.

14. Emergency and Disaster Procedures

The St. Barnabas Daycare staffs have the following emergency plans for our location at 1005 Napanee Street in New Westminster. Staff with first aid training will be responsible for assessing the medical needs of the staff and children, and are to bring these to the attention of the responding emergency crews.

Lockdown Policy

If there is a safety concern outside the daycare, it may require staff to lock down the centre by locking the doors and closing the windows. Staff will also take the children out of view of the windows and doors and into the large over three program or upstairs out of school care area if the over three program is somehow compromised. 911 is to be called if there is an immediate threat and all of the children are to remain in a safe space until the police arrive. Children and staff are not to evacuate the building, as the threat to safety is presumed to be outside the centre.

Emergency Exit Routes

The St. Barnabas Daycare building has 6 exits. There is one emergency exit from the second floor and five from the first floor. Exit signs are clearly marked and illuminated. Evacuation routes are to be kept clear at all times to provide ease of access. Fire drills are to be conducted monthly, and earthquake drill annually as per licensing standards.

Evacuation Procedures – Fire

- Children are to gather at the main entrance (if possible) for their program and wait for a staff to open the door. Children and staff will evacuate using the safest exit. Staff will do their best to ensure all children are accounted for before leaving the building and checking again once at the assigned meeting space across the street. (This is practiced with the children during monthly fire drills).
- Staff will gather the sign in sheet and the emergency back pack containing information and take the children outside to the front lawn of the building across the street.
- If evacuation is necessary staff will report to the pre-assigned evacuation area at New West Public Library. Once assembled, all staff will check the attendance to ensure all children are accounted for and make every effort to locate any children or staff not in attendance.
- Small kitchen or other small fires may be extinguished by an employee using an extinguisher.
- Close but do not lock doors.

Evacuation Procedures – Earthquake

What happens during an earthquake?

If you are near the source of an earthquake, you will hear a loud bang followed by shaking. If you are farther away, the first warning may be a sudden noise, roar or swaying of the building. Next, you will feel shaking, quickly followed by a rolling motion that rotates up, down and sideways. It is a frightening experience. A moderate earthquake may last only a few seconds while a larger quake could last several minutes. Be prepared for aftershocks. It is the staff's responsibility to be sure that the children have a general familiarity of these procedures and of earthquakes in general.

Earthquake drills with the children are practised annually, by announcing earthquake, assuming the drop cover and hold position for one minute, talking to the children about assessing damage and injury and what safety precautions may need to take place.

If Indoors

DO NOT RUN OUTSIDE. Immediately protect yourself by following the three step process of DROP, COVER, and HOLD. This is to make yourself as small of a target as possible, covering your head, neck and chest. DROP down to the floor; take COVER under a sturdy desk, table or other furniture. Encourage and help children to do the same. Hold this position for at least 40 seconds. If that is not possible, seek COVER against an interior wall and protect your head and neck with your arms. Avoid and face away from windows, hanging objects, glass partitions, mirrors, bookcases or tall furniture that could cause injury. If you take cover under a sturdy piece of furniture, HOLD on to it and be prepared to move with it and HOLD the position until the shaking stops and it is safe to move. If you cannot get under something, flatten yourself or crouch against an interior wall and protect your head and neck with your arms. Expect and prepare for aftershocks.

If Outdoors

DO NOT RUN INSIDE, unless it is the only refuge from falling debris such as in a downtown city core. Move to an open area away from windows, buildings, overhead wires or telephone poles and crouch down

into a drop cover hold position. The most dangerous place is near exterior walls. Steer clear of crowded public places to keep safe from panic and trampling. Stay in your location for 40 seconds. Expect and prepare for aftershocks.

After an Earthquake

In the immediate aftermath of an earthquake, try to remain calm. You may find yourself in a position of taking charge of other people. Take care of life-threatening situations first.

- Remember, you may be on your own for 72 hours (3 days) or more
- Check yourself and others nearby for injuries - administer first aid quickly and carefully
- Don't use the telephone, except in an (life-threatening) emergency. Daycare has one corded phone located in the kitchen cabinets next to the first aid kit
- Check for structural damage and other hazards due to damaged gas lines, water mains or electrical systems. Use a flashlight to check utilities and DO NOT shut them off unless damaged
- Our first response would be to shelter in place, if after assessment we deem it safe to do so

In case of extreme emergency and a mandatory evacuation, we will go to *New West Public Library located at 716 6th Ave New Westminster.*

Our out of area **emergency contact number is (250) 762-3536**. This number is to the Kelowna Childcare Society. In case of emergency where we may be unreachable due to busy local phone lines and limited cell phone services, we will do our best to contact Kelowna Childcare Society and give them a status and location update. This number will be given to parents so that they can call and get up to date information. We will also change the outgoing message on our phone line if possible as often as possible. St Barnabas has emergency supplies for 72 hours.