



HAPPY HOUSE DAYCARE OUT OF SCHOOL CARE

South Location

Parents Policies and Procedures Manual

This document is confidential.
Its sole purpose is for Centre's Guidelines and Regulations.
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PROGRAM INTRODUCTION AND DESCRIPTION

1.01 Introduction

These Policies and Procedures are intended to govern the personnel and the administration of Happy House Daycare. From time to time, these policies and procedures will be reviewed for amendments and further development. Only the Ownership/Management of Happy House Daycare has the authority to make additions, deletions or amendments to these policies and procedures, which can be done without notice.

These policies and procedures apply to all personnel, permanent and/or temporary/contract employees, parents/guardians, and children involved with Happy House Daycare. Ownership/Management will be the final authority in the interpretation and application of the guidelines.

These Policies and Procedures are believed to be fair and just, and all items outlined in this manual have been designed to make the Centre a better place. The intention is to provide a flexible and pleasant environment.

Happy House Daycare will be referred to in this policy and procedures manual as Happy House.

Effective Date of Implementation: **January 6th, 2014**

1.02 Mission Statement and Guiding Philosophy

This center is a model center of quality in childcare and education. Employees of **Happy House Daycare** will be expected to exemplify excellence and quality of service and care. By following the employee policy and procedures outlined in this manual, combined with AELCS (accreditation of early learning and child care services) Standards, employees' will be well on their way to meeting the goal of excellence and quality. This manual is a broad tool for conduct. Employees will be oriented on more specific policy and procedures through our on-going professional development to help guide decision-making and best practices. Employees are to always keep the Code of Ethics and Conduct at the forefront of all decision making concerning children.

Happy House Daycare Mission Statement

Happy House Daycare employees will strive to provide the Highest Quality Childcare and Educational Service that promotes and enhances each child's development; while assuring our parent's peace of mind in the care and service we render.

Happy House Daycare provides a safe, nurturing and developmentally appropriate program which fosters active learning, support for the whole child, and a child friendly environment.

- ***We** foster innovation
- ***We** embrace team work
- ***We** strive for excellence
- ***We** respect and support families
- ***We** commit to service at all levels
- ***We** respect and appreciate diversity
- ***We** actively listen and seek to understand
- ***We** communicate openly and productively
- ***We** use resources creatively and responsibly
- ***We** abide by the AELCS (Accreditation of Early Learning and Care Services) Standards

At Happy House Daycare we encourage children to *GROW, PLAY, AND LEARN* each and every day!

Happy House Daycare believes that all children are entitled to every opportunity in developing to their absolute fullest. We are committed to providing a quality child care centre. This quality care allows each individual child to

discover themselves physically, socially/emotionally, cognitively, and linguistically. Children have a positive and stimulating environment which supports each child in developing at his or her own pace. Each child's ongoing progression is recognized, recorded and encouraged each day.

Scheduling and programming are well rounded and divided to ensure the growth and development of both the employees and the children. The center can utilize community resources to enhance the growth of the children around us. Happy House Daycare is there to assure parents and children in the community that they can develop, to the paramount of their ability and ready to commence the school education level at the best of their capability.

Guiding Philosophy:

At Happy House Daycare we are committed to provide a safe, nurturing and high-quality service for all children in our centre. Teachers will maintain warm, nurturing interactions at the child's level. The teachers are there to facilitate developmentally appropriate learning experiences for the children. We believe the teachers are responsible for the well-being, safety and learning of each individual child, which is why our staff are all educated in some way in the child care field. Our program is play based as we believe that children learn best through play.

Program Description:

The program philosophy at Happy House is play-based. We believe that children learn through play and by doing. By slotting long amounts of free-play the children can develop their own meaning of things and able to learn through meaningful play. The caregivers facilitate play and to help guide the children to understand new meanings of concepts. All play experiences are developed and based on the children's interests.

Our location serves to the rural community needs. Our hours are 6:00 am to 6:00 pm Monday through Thursday and 6:00am to 5:00pm on Fridays, so that we can accommodate the occupations of the area. We strive to ensure that each child can *grow, play and learn* as an individual child. Our goal is to provide them with a good strong start as they enter into the world.

How Happy House Exceeds Regulatory Requirements:

At Happy House Daycare, the children are the main priority! The owner has been in the child care field for over fifteen years. We have a gym or gross motor room along with a large amount of outside play space in each of our centres. We are close to many different playgrounds. This is a great way for children to release all their energy and develop stronger gross motor skills. With the winter months being so long here in Alberta, we find the children need the space to run and play and we at Happy House Daycare can provide it at any time of the year. The south building is allowing for more than adequate amounts of space in each room and in the building itself so children are free to explore daily. Each staff is trained and provides quality one on one time with each child. This allows employees the time to make more observations and help work with each individual child at their zone of proximal development. All our employees work in the childcare field for their love of children and their desire to make a difference in their lives. At Happy House Daycare, we feel that each day is an opportunity to impact the lives of the children and their families' in a positive way.

1.02 Amendments to Policies and Procedures

A notice of thirty (30) days will be given of any amendments to the Policies and Procedures Manual in writing or by email and a signed acknowledgment of all Employees as having read and understood such changes will be require. Copies of such will be recorded in all personnel records.

GENERAL CENTER PROTOCOL

2.01 HOURS OF OPERATION

The Daycare Facility will be fully staffed and opened for business Monday to Thursday 6:00AM – 6:00PM and 6:00AM – 5:00PM on Fridays, not including weekends, statutory holidays and specials events and/or circumstances.

2.02 SMOKING BY-LAW POLICY

Happy House Daycare abides by the City of Cold Lake's Smoking By-Law to ensure that our building is a non-smoking environment. Happy House Daycare also promotes this policy to ensure a clean air and air-pollutant free environment for the employee's and children in care.

Smoking in and/or around the Daycare's premises is STRICTLY PROHIBITED on school premises.

If employees choose to smoke, they must do so in a private area, located off the premises and must follow proper hand washing procedures immediately upon returning to work.

Happy House also forbids smoking in any of the company vehicles for the same purposes as indicated above.

Roles, Responsibilities and Expectations:

- a. Management:
 - Management is responsible for ensuring that all employees adhere to the Smoking By-Law Policy.
 - Responsible for enforcing strict discipline when and where necessary/
- b. Employees:
 - Responsible for adhering to rules and guidelines of this policy.
- c. Parents:
 - Responsible for adhering to rules and guidelines of this policy.

2.03 PARENT/GUARDIAN ORIENTATION POLICY

Happy House has implemented this Policy to ensure that all new and/or existing parents are fully introduced to the Center's policies and procedures.

This Policy Shall:

1. Outline the Procedures for Parent Orientation; and
2. Outline Roles, Responsibilities and Expectations.

Parent Orientation Procedures:

1. The parent(s)/guardians must first contact the Center to discuss the Center's program details and coordinate a visit with the Center Director.
2. The parent(s)/guardians must then attend a scheduled session with the Center Director allowing for the parent/guardians and the program provider to communicate the expectations and requirements while the child interacts with the other children of the program.
3. The parent(s)/guardians must then attend a third and final scheduled session to become completely orientated with all paperwork, complete all required forms, read and sign the daycare parent policy and handbook, and make arrangement for the child's commencement date in the program.

Happy House Daycare ensures to have a minimum of two (2) parent meetings a year, to provide and encourage parental participation.

The center ensures the employees are kept up-to-date with updated child documents on record.

Roles, Responsibilities and Expectations:

a. Management:

- Ensure that all parents read and understand the Policies and Procedures of the Center and sign a copy acknowledging such. Management will explain in full details and ensure understanding.
- Ensure that all parents complete the orientation package of all forms required for recordkeeping purposes. Ensure that parents receive a copy of the Parent Handbook and all forms completed.
- Remind parents and encourage open communication about center policy and/or procedures. Answering and address any inquiries when required.
- Ensure that all parent orientation packages and forms are processed and filed accordingly.
- Ensure appropriate staff are kept up-to-date with updated child documents on record.

b. Employees:

- Ensure to read and understand important and appropriate child documents.

c. Parents:

- Parents must make initial contact.
- Expected to read and understand all center policies and procedures and ask questions when uncertain.
- Must follow all policies and procedures set forth in the Parent Handbook.

2.04 PARENT/GUARDIAN COMMUNICATION POLICY

Open-Door Policy:

Maximum parental involvement will be encouraged by:

- Encouraging the parents to enter the Center frequently and freely; asking each parent to regularly participate in activities at the Center (e.g.: storytelling, playing a game, art and going on a field trip), etc.
- Ensuring that there are frequent, willing, friendly and positive verbal interactions between parent and all employees and management of the Center. Ensuring that parents/guardians feel equal to staff in respect to the significance of their knowledge and input for their child.
- Ensuring respectful and friendly interactions between parent and staff.
- Promoting supportive and prompt responses by staff to parents' questions or needs for discussion, meetings, etc.
- Ensuring that all parties perceive the Center relationship as a partnership, with two-way communication.
- Providing parents with information regarding the Center through various media (ie): newsletter, poster, bulletin board, etc.
- Promoting resources available through the Center to parents and encouraging their use.

Parent / Center Meetings:

The daycare generally has two (2) parent meetings a year held on the daycare premises. The daycare strives to make the meetings as easy as possible to attend.

The meetings are a time to discuss upcoming events, such as fundraisers, and parties, and to review the parent handbook and any changes made to it. Meetings are a time for parent's input to be heard. Although it is not mandatory for a parent/guardian to attend the meetings, without the input from parents the Center has no way of knowing that needs are not being met and what you as the primary caregivers would like to see being done.

Fundraising:

Happy House Daycare participates in many fundraisers. Our main fundraising events are:

- Annual Bake Sale, this is held before the Holiday Season in December. Parents/guardians and staff members are encouraged to make baked goods and other homemade items donated towards their child's classroom. Parents and the public are then invited to attend and purchase the baked goods, and other items with all proceeds going directly back into the classrooms for desired purchases.
- Semi-Annual Pizza Fundraiser (Little Caesar's Pizza) is held twice a year where parents/guardians and staff members are encouraged to gather orders to place. Each kit sold allows for \$5.00 to come back to the center.

- Children’s Annual Art Show is hosted at the daycare once a year. Children work hard creating Art work and other creations to which families are then invited to attend and purchase their child’s work. All profits made are returned back to the classrooms for desired purchases.
- Other fundraisers happen throughout the year such as: Lemonade stands, children’s carnivals, parent’s night out, etc.

Fundraising is important for the daycare because it allows for the children to have the extras which make the daycare Center exciting. Events such as family suppers/barbeques, visit from Santa and holiday/occasion parties are all extras which fundraising covers. The fundraising earnings are also put towards renovations and up-keeps which are expected by the staff and Director.

Complaint Policy and Procedures:

Happy House recognizes that parents/guardians/families may have concerns, issues or complaints from time to time and want to encourage open communication with the Center so that issues are addressed immediately.

If a parent/guardian has a concern, issue or complaint to make about any of the following items listed below, he/she can arrange for a private meeting with the Director:

- Center cleanliness (appearance and up-keep) and maintenance of facilities;
- A specific policy or procedure;
- About another child;
- Menus, meal preparation or serving sizes;
- Hours of operation;
- Program objectives and tasks;
- Communication;
- Payment of fees; and
- Other.

For all other complaints there is a suggestion box and form that can be filled out underneath the parent board. If it cannot be said at pick-up or drop-off times, feel free to talk to the Director personally. All complaints will be addressed and resolved within a timely manner. We value parent communication and it is important to us.

Roles, Responsibilities and Expectations:

a. Management:

- Must encourage regular, consistent and open communication with all employees, parents/guardians and families.
- Must coach and encourage employees to address minor parent/guardian issues.
- Address all concerns, issues, complaints and suggestions with a great deal of tact, professionalism and ensure that they are addressed immediately and in a timely and efficient manner. All issues/complaints must be recorded and filed appropriately.

b. Employees:

- Are expected to perform regular, consistent and open communication with all employees, parents/guardians and families and management.
- Are expected to address minor issues and complaints and/or relay written complaint or verbal to the Director.

c. Parents:

- Are expected to bring all concerns, issues and complaints to the Directors attention as immediately as possible so that it can be dealt with appropriately.
- Communicate openly and provide input regarding the development of their children.

2.05 CHILD PICK-UP POLICY

Happy House daycare has instituted a Pick-Up Policy so that there is absolutely no confusion when it comes to the sensitivity of this task.

This Policy Shall:

1. Outline the Family Pick-Up Policy;
2. Outline Procedures in the Event of a Custody Dispute;
3. Outline the Late Pick-Up Policy, Including Late Pick-Up Fees;
4. Outline Roles, Responsibilities and Expectations.

Family Pick-Up:

Children will be released only to parents or persons designated on the alternative pick up form originally filled out by the parents. Upon pick up ID authentication will be asked if required.

Happy House Daycare does ask that there are consistencies with pick-up and drop off hours, due to staff scheduling. NO child is to be dropped off at the Centre after 10:00AM, unless otherwise discussed with staff or management, as so not to disrupt the other children in care and compromise staff to child ratios required by licensing.

Procedures in the Event of a Custody Dispute:

In the case of custody disputes, each parent will be granted access to the child, except when a copy of a court order indicating limited access is on the child's file. Such information will be included on the child's emergency card. It is the responsibility of the parents to produce a copy of a court order indicating limited access.

Late Pick-Up Policy:

If children have not been picked-up by 6:15 pm and the Center has not been advised of the parent's tardiness, the following procedure will be employed:

- Parents will be phoned at home and at work and asked to pick-up the child immediately.
- In the event that the parents cannot be located, the emergency contact named on the registration form will be phoned and asked to pick-up the child immediately.
- If neither the parents nor the emergency contact can be reached: Emergency Social Services (Child Protective Services) will be phoned and asked to take custody of the child.
- Employees will not take legal responsibility for the child or shelter him/her outside the Center for reasons of legal liability.
- Should it be necessary to contact Emergency Social Services, parents will be informed that their child can be located through Emergency Social Services and/or the City Police.

Late Pick-Up Fee Payment:

HAPPY HOUSE DAYCARE CHARGES \$1.00 FOR EVERY MINUTE THAT THE PARENT/GUARDIAN IS LATE FOR PICK-UP AFTER CLOSING TIME (MONDAY-THURSDAY 6:00pm AND FRIDAY 5:00pm).

The Center is closed at 6:00PM Monday – Thursday and 5:00PM on Fridays and the employee who is staying behind is now babysitting your child. The payment is made out to the employee that has stayed behind and it can be arranged with the employee how the payment will be paid.

Roles, Responsibilities and Expectations:

- a. Management/Employees:
 - Both parties are responsible for ensuring the safety of the children in care during pick-up times daily. If the parent/guardian is not present, ensure that the individual has been listed on a pick-up form signed by the parent or on the emergency contact list filled out at time of registration.
 - Request legal proof of child access by a court of law in instances of custody disputes.
 - Decide with parent for payment of late pick-up fees.
- b. Parents:
 - Responsible for adhering to rules and guidelines of this policy.

- Ensuring that children are dropped off and picked-up on a consistent timeframe each day and that all appropriate pick-up forms for alternate pick-up arrangements are filled out in advance. If in a situation where the form cannot be filled out, a phone call confirming the emergency contact will be picking up the child is sufficient.
- Ensuring that their child/children are not dropped off after 11:30 am as so not to disrupt programming and compromise staff to child ratios.
- Provide letters/documentation from a court of law concerning custody battle disputes.
- Pay late pick-up fees when required.

2.06 SERVICE PAYMENT METHOD AND FEES POLICY

As the Happy House Daycare Center is a place a of business, we must charge for our childcare services provided. The following policy addresses the daily fee rate per child based on part-time and full-time care status.

This Policy Shall:

1. Detail Childcare Service Rates;
2. Outline Late Payment Fee
3. Detail Subsidy Procedure;
4. Outline Full-Time and Part-Time Status;
5. Outline Center Attendance Notification Procedures;
6. Outline Center Calendar; and
7. Outline Roles, Responsibilities and Expectations.

Childcare Service Rates:

Happy House Daycare institutes a flat rate payment system on the following enrollments as of September 1st,2018:

Full Time Daycare: \$760.00/Month

Part Time Daycare: \$480.00/3 Days a week
\$320.00/2 Days a week

Drop in Rate (when available): \$40.00/Day

Full Time Out of School Care: \$350.00/Month

Before School Care: \$250.00/Month

After School Care: \$250.00/Month

Drop in Rate (when available): \$10.00/ AM care or
PM care and \$40.00/Full Day care

Whether your child attends the daycare each day of operation or not, the full payment is expected, based on original enrolment option.

All payments are due on or before the first day of each month.

Each parent is given a payment method option in their starting packages in which they choose their payment option and sign off on.

We accept Cash, Cheque, and E-Transfers made to lawuta7@gmail.com

All post-dated cheques can be made out to Happy House Daycare, when received they are then locked up until a bank deposit can be made.

Late Payment Fee:

A late payment fee \$50⁰⁰ will be charged for any payments or NSF cheques made after the first day of the month. After two (2) late fee charges Happy House Daycare has the right to terminate care.

Subsidy Procedure:

Families receiving subsidy will get a print out of their government subsidy amount per month and a print out of child care fees with an owing balance. Parents/Guardians are responsible for paying the owed Parent Portion of the monthly fees on or before the first of each month.

Full-Time and Part-Time Status:

Children will be accepted on a full-time basis as a priority and an attempt will be made to place part-time children when possible. Again, full-time status will take registration precedence.

Withdrawing from our Program:

If you are no longer needing care within our program, we require two (2) weeks notice before the removal of your child.

Attendance Notification Procedures:

1. Should a child be sick or be absent from the center on a scheduled attendance day, the center MUST be notified by 9:00 am on the day of the absence at minimum.
2. Parents are expected to inform Center employees of possible non-attendance as soon as possible and with as much notification as possible.
3. Parents CANNOT drop off children after 10:00 am as it can disrupt the class and other peers of the late child.
4. Parents are asked to give notification if an early Pick-Up of the child will occur, to avoid disruption to the other children during lunch and nap/quiet time (11:00 AM – 2:00PM).

Daycare Closure Dates:

Happy House Daycare will be closed on all of the following Statutory Holidays:

- New Years Day – January 1st
- Alberta Family Day – Third Monday in February
- Good Friday – Friday before Easter Sunday
- Easter Monday – Monday After Easter Sunday
- Victoria Day – Monday before May 25th
- Canada Day – July 1st (or Monday Following)
- Heritage Day – First Monday in August
- Labor Day – First Monday in September
- Thanksgiving – Second Monday in October
- Remembrance Day – November 1st (or Monday Following)
- Christmas Day – December 25th
- Boxing Day – December 26th

We are also closed for two weeks (following the local School's Calendar) in late December – early January for the Holiday Season.

Roles, Responsibilities and Expectations:

- a. Management:
 - Shall ensure parents are informed of all services fees and payment due dates. Management will ensure that Parents are given advance warning when fees are scheduled to increase.
 - Shall ensure that parents are notified of center closures well in advance, so other childcare arrangements can be made.
 - Will collect and process fee payments and keep a record on file.
 - Will issue late payment warnings when required.
 - Will discontinue services when payments are in arrears.
- b. Parents:
 - Make fee payments on or before the deadline dates.
 - Inform the center employees when child/children will be absent with as much advance notice as possible.
 - Provide us with at least two (2) weeks notice prior to removing your child from our program.

2.07 CENTER CLEANLINESS POLICY

Happy House realizes that the cleanliness of the Center has a great deal to do with the health and safety of the children and that its physical appearance affects its professional outer-appearance to parents/families. It also recognizes that a well-organized office and Center leads to better efficiency and time management.

This Policy shall:

1. Define the Cleanliness Policy and Why it is so Important;
2. Define the General Cleanliness Policy;
3. Define the Hand Washing Policy;
4. Outline the Janitorial Services Provided; and
5. Outline Roles, Responsibilities and Expectations.

Policy:

Here at Happy House we strive to ensure that health and safety of the children is put first. Various infectious outbreaks have lead to a strict cleanliness routine in all Centers.

Happy House recognizes that when children contract illnesses, it reduces a child's time spent learning and actively playing. The lack of a clean environment also creates the opportunity for the spread of germs, therefore reducing productivity for teachers. In a building where hundreds of people touch doorknobs and desks, consume food, and share lavatories, the risk of spreading illnesses is high. Proper disinfecting procedures can prevent illnesses.

Children are especially prone to catching illnesses. For this reason, it is imperative that schools and other Daycare institutions where children spend time are kept clean. Directors should ensure that schools are regularly cleaned and disinfected. It is the responsibility of School/Daycare systems for educating children on cleanliness and personal hygiene as well.

General Cleanliness Policy:

- The building and play areas, toys, materials, and furnishings must be regularly inspected and noted on a checklist to ensure they are in safe, working repair and hygienically maintained. Toys must be cleaned with disinfectant/bleach at least once a week and daily during time when illnesses are going around the center.
- Furnishings, equipment and play materials must be washed daily and noted on a cleaning checklist.
- Floors must be swept and mopped every day.
- Washrooms must be cleaned daily.
- All spills must be cleaned up promptly.
- All work areas including craft and play areas must be maintained in an organized fashion, and all walk-ways, entry ways and hallways free of refuse.
- Desk and computer stations must be clear and organized.
- All refuse must be kept in sealed containers. All recycling and refuse must be cleared and taken out for pick-up daily.

Janitorial Services:

Happy House Daycare provides a cleaner to clean the center. The Cleaner is on full-Time Staff and is responsible for cleaning the washrooms, sweeping and mopping the floors in the hallways, dusting and sanitizing the front entrance area, and emptying the garbage and recycling. Happy House Daycare also hires a staff part-time staff who cleans toys, animal cages and helps with laundry three times a week. She is provided her own toy washing room where she follows the proper cleaning and toy sanitizing process.

2.08 SAFE FOOD HANDLING AND MEALS POLICY

Happy House Daycare provides snacks and meals to children in care as part of the monthly fee payment. Therefore, Happy House posts monthly menus for snacks and meals for review and input and are reviewed by the management monthly to ensure that the center is meeting the nutritional guidelines of the Canadian Food Guide to support healthy lifestyles.

This Policy shall:

1. Define the Safe Food Handling and Meals Policy, this includes cleaning and preparing foods; cooking food; proper storage and refrigeration of foods, and personal hygiene while handling foods.
2. Outline the meal preparation process;
3. Outline the feeding process;
4. Outline dealing with allergies situation
5. Establish communication with regards to this policy; and
6. Outline roles, responsibilities, and expectations.

Policy:

Here at Happy House we strive to ensure that the health and safety of the children is put first. Therefore, safe food handling procedures must be strictly followed. No employee without a Safe Food Handling Certificate shall prepare meals or snacks for the center.

Cleaning and Preparing Food:

Bacteria can easily spread throughout the kitchen. Before and after preparing food, employees must: wash hands, cutting boards, utensils, and countertops with warm soapy water. Ensure that all work areas are clean and clear of refuse and that all work tops are properly disinfected.

Cooking Food:

Only employees who possess their Food Safety Handling Course are allowed to cook for the center. The Center has employed a Full-Time cook and if absent the Director fills in the position. Again, this is to ensure the health and safety of the children in care.

Storing and Refrigerating Food Guidelines:

- Raw meat, poultry, eggs, fish and shellfish must be kept away from other foods, surfaces, utensils, and serving plates.
- Employees must not wash or rinse raw meat and poultry. Washing or rinsing meat and poultry makes it more likely that bacteria will spread from the meat or poultry to kitchen utensils, countertops, and ready-to-eat foods.
- If possible, employees must use two cutting boards; one for fresh produce and the other for raw meat, poultry, and seafood. Otherwise, employees must be sure to wash the cutting board with hot, soapy water between each use. Employees can also wash utensils and cutting boards in the dishwasher, on sanitization cycle to disinfect them.
- Management will replace cutting boards when they have become worn or have developed hard-to-clean grooves. Employees must report to management any item in disrepair and must also complete routine checks to ensure all kitchen items are in good-working condition.
- Employees must keep kitchen surfaces with hot, soapy water.
- Employees must wash dishcloths and towels often in the hottest cycle of the washing machine.
- Employees must wash raw fruits and vegetables under running water before eating or serving them
- Employees must ensure that marinated foods are in a covered dish in the refrigerator and not left on the counter.
- Employees must never thaw frozen meat, poultry, or fish and shell fish at room temperature. Thaw in the refrigerator or microwave. If employees that food in the refrigerator, they must ensure the juices do not drip onto other foods. Place these foods on the lowest shelf, never above ready-to-be eaten foods.
- All food must be cooked immediately after thawing.
- Employees/Management must ensure that fridge temperatures are at 5 °C or below and that freezer temperatures are below -15 °C.
- Management must ensure that thermometers are in all fridge and freezers in order to check the temperatures.

Washing Policy:

All employees must know their responsibilities with respect to preventing the spread of infectious diseases (staff hand washing, ensuring the children practice proper hand washing, safe food handling, disinfecting surfaces, etc.) All employees must practice safe food disinfecting procedures in the following situations:

- Before and after food preparation and handling;
- Before and after eating; and
- After cleaning up spills and messes.

Employees must also encourage and assist children with completing cleanliness tasks by themselves. Employees must ensure that children practice thorough hand-washing routines:

- Before and after eating; and
- After cleaning up spills or messes.

All food preparation materials, serving utensils and surfaces must be properly sanitized after each and every use.

Menu Preparation Process:

- The center has a weekly menu that is rotated throughout the month. All menus are posted on the Parent Board. It is important to Happy House that you, the parent, review menus to observe that nutritional guidelines are being met and provide input to offer variety.
- Happy House Daycare does have the right to make slight adjustments to the menu at any time.

Feeding Process:

At Happy House Daycare we believe in children learning through independence and experience. At meal times food is put into bowls in the center of each table so that the children may serve themselves. If it is a hot meal such as soup, etc. the first bowl is served to them and if they wish to have more they are free to serve themselves. Milk is poured into jugs for the children to pour themselves (if they are age appropriate to do so). For the children who are 19 months and under food is placed in front of them by the caregiver and they feed themselves independently (if able to do so sufficiently).

Dealing with Allergies:

Any children in the daycare who have allergies should be made known upon enrollment and written on the indicated spot of the enrollment form when first attending the daycare or made known and noted on enrollment forms upon knowing of new allergies. Parents are expected to let the center know IMMEDIATELY. All children with allergies will have their picture taken to be posted along with the indicated allergies. These signs are posted in the kitchen and in all homerooms for extra pre-cautions. Any severe allergies need to be discussed with management.

Outdoor Food:

Happy House Daycare asks that all outside food be store bought with ingredient lists available, when brought it and shared with the classroom. This is except for severe allergy children and cultural restrictions, in which case personal food needs to be provided from home and will be discussed with director upon enrollment. We ask that all other outside food does not enter the building.

Communication:

Management will ensure that all employees are educated about this policy and its guidelines through the use of the orientation system and regular staff meetings, personal conversation, performance management and evaluation conversations and records, etc. Management sees this policy as another fundamental factor in the health and safety of the children in care and as is why they feel it is vital important to address all issues immediately and to keep the line of communication open. If ever in doubt, employees are expected to ask the Directors for assistance.

Roles, Responsibilities and Expectations:a. Management:

- Are expected to set a prime example;

- Shall enforce adherence of all safe food handling and meal preparation policies and ensure that employees are completing and practicing regular hand-washing, following safe food handling procedures, following disinfecting procedures, etc.;
- Must supply food handling checklists and provide appropriate communication of food handling and meal preparation expectations through staff meetings, postings, coaching, etc.;
- Must create, review and post menus and observe meal times (checking what is served and what is on the menu)
- Must ensure that employees who perform cooking or food preparation are fully trained and certified on safe food handling practices. Certification must be kept on the employee's personnel file.
- Must record, file and post all food allergies in the kitchen and in the appropriate classrooms.
- Must report suspected violations; and
- Must enforce disciplinary measures when and where necessary.

b. Employees:

- All employees are expected to abide by the guidelines of this policy.
- Employees are expected to report policy violations to management.

c. Parents:

- Parents are expected to report all allergies at time of enrollment or throughout the duration of attendance at the center as soon as possibly known of new allergies to the Director and Homeroom Teachers.

2.09 NUTRITION POLICY

Happy House Daycare considers nutrition as one of the primary elements of good health for children, essential for the child's total growth-physical, emotional, social and intellectual. The cook at Happy House Daycare has a Food Sanitation and Hygiene Certificate. The kitchen has a food handling permit that is updated once a year. The kitchen at the daycare is up to date with all health inspections; this occurs three times a year.

The Policy Shall:

1. Outline the Nutrition Policy;
2. Address Menu Selections, Risk of Choking, Prohibited Foods, Special Diets and Food Allergies;
3. Outline the Mealtime (Eating) Procedures; and
4. Outline Roles, Responsibilities and Expectations.

Policy:

It is the Center's responsibility to provide the children in care with sufficient quality and quantity of food in order to meet the child's overall daily nutritional requirements.

- The Center provides two-thirds (2/3) of the child's daily food requirements.
- The Canadian Food Guide is followed to ensure adequate variety of foods from four food groups (are provided to the children) and supply sufficient quantities of food. Any food brought from home must follow the Canadian Food Guide Requirements.
- Meals and snacks are provided to the children at regular intervals:
Breakfast 8:30am
Lunch 11:30 am
Snack 2:30 pm

Menu Preparation:

- The menu for infants/toddlers is modified to their needs.
- The Center will respect any children with special health needs.

Risk of Choking:

To help reduce the risk of choking, certain caution foods are modified, hard vegetables and fruits are peeled and cut into small pieces for children under 2 years of age.

To prevent any choking accidents:

- Children are closely supervised.
- Children are to remain seated while eating.
- Rocking on chairs is not allowed.
- Talking with their mouth full is discouraged.
- Forcing of food is not allowed.
- No beverages are provided to the infants while napping.
- Children are not to be running with food or drinks in their mouth and hands.

Prohibited Foods:

The following is a list of foods not to be served at the Center:

- Nuts/seeds, hard candy, popcorn, chewing gum, jelly beans, caramel/toffee.
- Carrot sticks and celery sticks for children ages newborn to 24 months of age.

Special Diets and Food Allergies:

- For children with known allergies, the child's name and list of food will be posted in the kitchen and homeroom.
- The requested foods (based on medical, cultural, religious reasons) will be eliminated from the child's diet and supplemented to ensure adequate nutritional intake for their child, as authorized in writing by the parents.
- In case a concern exists regarding the child's diet, a medical authorization may be requested.

Mealtime (Eating) Procedures:

- The tables are sanitized before and after each mealtime.
- The children's hands are washed before and after mealtimes.
- Table manners and cleaning up after themselves is taught and maintained (i.e. scraping plates, putting plates, cups and utensils away, stacking chairs.)
- All bottles and Sippy cups are labeled with the child's name and they are stored in the cupboard or refrigerator when not in use.
- All dishes are washed in a heat sanitize dishwasher or using the three-bucket sanitizing hand-washing method.

Roles, Responsibilities and Expectations:

a. Management:

- Are expected to set a prime example;
- Shall enforce adherence of all nutrition policies and ensure that employees are completing and adhering to nutritional procedures etc.;
- Must supply food handling checklists and provide appropriate communication of food handling and meal preparation expectations through staff meetings, postings, coaching, etc.;
- Must create and post menus and observe meal times (checking what is served and what is on the menu).
- Must ensure that employees who perform cooking or food preparation are fully trained and certified on safe food handling practices. Certification must be kept on the employee's personnel file.
- Must record, file and post all food allergies in the kitchen and in each classroom.
- Must report suspected violations; and
- Must enforce disciplinary measures when and where necessary.

b. Employees:

- All employees are expected to abide by the guidelines of this policy.
- Employees are expected to report policy violations to management.

c. Parents:

- Parents are expected to report all allergies and/or special dietary restriction information at time of enrollment and throughout the duration of attendance at the center as soon as possible to the Director.

2.10 CHILDRENS REST AND NAP-TIME POLICY

Happy House Daycare recognizes that the children of the Center require appropriate rest and nap periods and make quiet time available for this each day. All ratios are cut in half during naptimes, this allows staffing the ability to have a lunch break.

The Policy Shall:

1. Outline the Rest and Nap-Time Policy;
2. Outline Washing and Sanitization Procedures; and
3. Outline Roles, Responsibilities and Expectations.

Policy:

- The children of the Center have naptime/quiet-time between 12:00pm – 2:00pm daily.
- Each child that requires a crib has one available.
- All other children have their own sleeping mat and blanket.
- All children ages 0-4.5 are to have at least 20 minutes of quite or rest time on their cots. After 20 minutes if they are still not sleeping, they are invited to play quietly at a table or an activity for the duration of the nap-time.
- If a child has fallen asleep and cannot be woken up easily, staff is not to wake them until they wake on their own.
- Pre-K rooms do quite activities and do not have a naptime just a quite time.
- When a parent/guardian feels their child no longer requires a nap they are welcome to contact the daycare Director or homeroom teacher to discuss the sleeping/quiet time arrangements.

Washing Procedures:

- Bedding is washed once per week and mats are washed down daily with bleach solution.
- If soiled, bedding goes to laundry immediately.

Roles, Responsibilities and Expectations:

- a. Management:
 - Shall enforce adherence of all washing procedures.
 - Shall ensure all employees follow the provisions of this policy.
- b. Employees:
 - All employees are expected to abide by the guidelines of this policy.
 - Employees are expected to report policy violations to management.
 - All employees are expected to ensure proper sanitization and washing methods are followed.
- c. Parents:
 - Parents are expected to discuss sleeping arrangements with the Director of Homeroom Teacher.

2.11 FIELD TRIP POLICY

Happy House recognizes that field trips and/or outings with the children fun educational tools and therefore tries to hold field trips as often as can be accommodated. Happy House also recognizes that an exceptional amount of time and planning must go into coordinating these field trips to ensure the health and safety of all the children participating.

This Policy shall:

1. Define the Appropriate Procedures Required for Off-Site Activities;
2. Establish the General Rules and Guidelines;
3. List Criminal Record Check Requirements for Volunteers; and
4. Outline Roles, Responsibilities and Expectations.

Off-Site Activities:

Happy House Daycare can only take a child to an activity off the program premises if the parents/guardians have been informed and given permission of the activity.

- The method of transportation, supervision arrangements, and daily activity plan are fully explained to the parents/guardians.
- Written consent forms must be completed for each child by parents/guardians prior to the activity.
- Whenever the children leave the daycare premises for an activity, the portable child records must be taken with the Daycare children and staff. Employees must ensure emergency contact information for each child is up-to-date prior to leaving for the field trip. The child's file will also contain information on the child's preferences, habits and fears, etc.
- Primary staff members will ensure that the parents have signed the Field Trip Waiver. The Field Trip Waiver will be posted for the parents consent with at least a week's notice of the field trip.
- If a parent does not wish for their child to participate on a field trip, the parent is required to advise the Director and find alternative care.
- Each signed field trip form will be kept on file for a 2-month period.
- Children will be returned to the Center at the end of the field trip. They will not be left at any other locations.
- When parent volunteers are needed it will be the managements responsibility to inform the parents and recruit the volunteers needed. Volunteer parents are expected to stay throughout the field trip and follow the rules.

General Rules and Guidelines:

- When walking to or from anywhere, children are in a buddy system and are always to hold hands in a line.
- There must be an employee at the back, front and middle of the line wearing a safety vest so that they are easily visible. Volunteers will be divided where seen fit.
- Any strollers taken on the excursion must be in complete working order with all safety features at full function. When a child is in the stroller they must have the seatbelt on and have brakes which are locked each time the stroller is at stand still. Child should NEVER be left unattended in the stroller.
- Before leaving the center, all children must be wearing all gear required for weather outdoors - see Health and Safety Policy for rules and regulations on outdoor wear.
- Employees must prepare the children for outings by explaining where they are going, what will happen, whom they will see and who they need to listen to.
- Safety rules are reviewed with children and their chaperones prior to each field trip.
- Children will be made aware of any special rules that may be required before they leave the premises.
- Employees enforce car safety rules that comply with *Transport Canada* guidelines.
- Employees must observe and note the activity and behaviors of the children throughout the field trip.
- Adult to child ratios for field trips involving water are:
 - 0 - 36 months: One Adult to Every Child.
 - 3 years - 4.5 years: One Adult to Every 3 Children
 - 4.5 years - 6 years and up: One Adult to Every 6 Children

On all field trips the adult to child ratio must exceed the higher than normal ratios.

Criminal Reference Checks for Volunteers:

There is a mandatory requirement for all parents/individuals who participate directly with children to provide a criminal reference check from the police department. The Centre obtains the written and signed consent of the candidate and sends requests for criminal reference checks directly to the local police station. Prospective employees, members and volunteers are responsible for these costs.

Roles, Responsibilities and Expectations:a. Management

- Must ensure to review all rules with both employees and children in care prior to the field trip taking place.
- Must ensure the employees of the Center are abiding by the Field Trip Policy and stay abreast of functions, activities and outings off-site.

- Ensure that written Field Trip procedures are created, maintained and distributed to all employees and volunteers outlining everyone's responsibilities and roles for that particular field trip and each thereafter.
 - Must assist and participate on Field Trips when needed.
 - Must recruit volunteers when needed and ensure that volunteers meet a clear criminal record check in order to participate.
 - Must ensure each child's parent/guardian has supplied written consent/permission for their child to attend the field trip.
 - Must enforce disciplinary measures when and where necessary.
- b. Employees:
- All employees are expected to abide by the guidelines of this policy.
 - Employees must inform parents/guardians of up-coming field trips with as much notice as possible.
 - Employees must confirm consent for each child partaking in the field trip.
 - Employees are responsible for assisting in the coordination of the field trip and ensuring children's portable records and all supplies are at hand and are up-to-date.
 - Must enforce vehicle safety rules that comply with *Transport Canada* Guidelines.
 - Employees must prepare the children for outings by explaining where they are going, what will happen, whom they will see and who they need to listen to.
 - Employees must also observe and make note of children's behaviours, interest levels, participation, etc. for developmental purposes.
- c. Parents:
- Must ensure children arrive to the center at the time indicated.
 - Must ensure child has all appropriate necessities needed for trip.
 - Must take responsibility of finding alternative care or transportation if arrival time was missed.

2.12 CHILD GUIDANCE POLICY

Happy House Daycare promotes an environment which fosters child guidance. Employees will be informed of and are required to sign an acknowledgment indicating having read and understanding of the center's Policies and Procedures Manual which reviews the child guidance policies and procedures during the orientation period. Frequent reviews, evaluations and discussions of these policies and procedures will take place during planning and staff meetings to ensure they are being correctly and consistently followed by all employees and to help sort through any other behaviours that are uprising in the center.

Upon placing a child in the center, management will ensure the parent is fully orientated regarding this policy as well. These policies are all included in the parent package, which is distributed to all families at intake, and signed off on.

This Policy shall:

1. Define the Appropriate Behaviours for Each Age Group;
2. Define Reasonable Disciplinary Action;
3. Outline the Procedure for when Staff are Being Abused in a Classroom Situation;
4. Establish Prohibited Actions/Approaches by Employees; and
5. Outline Roles, Responsibilities and Expectations.

Appropriate Behaviours by Age Group:

Infants/Toddlers (0 to 24 months):

- Adults will model acceptable behaviour.
- Although biting is a normal behaviour at this age, if it becomes extensive and problematic, employees will involve parents in problem solving.
- Inappropriate behaviours such as biting or hitting will be redirected.eg; given a teething ring.

24 Months (Two) and Over:

- Observe and listen.
- Respond to needs promptly by encouragement, comfort, new props, additional space, etc.
- Speak directly to the child requesting specific behaviour at eye level.
- Allow the child an opportunity to respond appropriately. Give support if necessary.
- Use a variety of techniques as previously indicated.
- Set limits and expectations using child guidance

Reasonable Disciplinary Action:

Any child under disciplinary action must only be done so under reasonable circumstances. These are situations where the behaviour or concern continues, such as aggression and/or non-co-operative behaviour. The child may be removed from the situation and redirected to another area in the center.

If a child has displayed actions of inappropriate behaviours several times and adult redirection methods were not effective “Time-away” is used; this sometimes involves the chairs that are set up throughout the Centre for daily use. Children often use them to sit and read books or play with toys. The child can be asked to take a book or small toy and relax in the chair, as well as any other quiet area in the center that the child can relax in. The child will then be encouraged to return to the situation when he/she is ready.

Parents will be advised if further action is warranted. Biting and hitting are normal behaviours in this age group, and staff will involve parent(s) in problem solving techniques.

Abuse of Staff:

In the case that a child reacts with extreme aggressive behavior towards an employee (ie: striking of the face or body, intentionally meaning to inflict pain, biting, punching etc.) this will result with a phone call to the parent/guardian and the child will need to leave the premises for the day. Abuse of staff is not tolerated in anyway. Management will expect parents/guardians to be involved in the creation of a plan to address the issue and to work with the child to ensure appropriate behaviours are followed. If the behaviour continues to happen and a plan is not put into place this may result in the family being asked to leave the centre.

Prohibited Actions/Approaches by Employees (NOT TO BE USED):

- Physical punishment: striking, shaking, shoving, spanking or any other form of aggressive contact.
- Any kinds of physical restraint, confinement or isolation.
- Withdrawal/Refusal/Neglect of needs such as food, clothing, shelter or activity.
- Using belittling and/or degrading statements or any other form of verbal abuse or emotional deprivation.

Roles, Responsibilities and Expectations:a. Management:

- Shall ensure that all employees provide a clear criminal record check and are able to work within the childcare field through regulatory requirements.
- Shall ensure that all employees are following all Policies and Procedures set forth in this manual and will routinely observe and document behaviours and in class situations.
- Shall support employees when and where necessary with regard to abuse. Management will review documented records, meet with both employees and parents and make recommendations where necessary.
- Shall enforce employee progressive disciplinary actions when and where necessary.

b. Employees:

- Are expected to read, understand, and abide by all policies and procedures of Happy House Daycare.
- Are expected to inform the Directors when Abuse of Staff instances occurs and document such situations and/or child behaviours.

c. Parents:

- Are expected to work with childcare employees and the Director/Assistant Director in specific situations where child behaviour requires re-direction.

2.13 CHILD INCLUSION PROGRAM POLICY

The inclusion of children with developmental disabilities provides an essential opportunity for mutual learning, acceptance and awareness of each other's needs. Happy House Daycare strives to set a tone of mutual respect and acceptance between the children of the daycare.

This Policy Shall:

1. Define the Child Inclusion Program Policy;
2. Outline the Guidelines of the Child Inclusion Program;
3. Outline the Procedures of the Inclusion Program; and
4. Outline Roles, Responsibilities and Expectations.

Policy:

We are committed to providing care to children and families with exceptionalities as long as:

- The child's exceptional needs can be met to the fullest in order to positively ensure his/her overall growth and development.
- The child can be included positively into group settings.
- The parent/s support and co-operation is evident.
- The total number of children with disability and without disability is balanced according to the needs of everybody.

Guidelines:

- A scheduled interview with the Director/Assistant Director, family and the child must take place.
- The Directors will ensure completion of all the required forms for the intake.
- The Directors will collect all the relevant information needed for special needs funding and apply for funds.
- The Directors will consult with the other involved professionals when and where required.

Procedures:

- Management and all employees must become familiar with the child's disability.
- The Directors will analyze the interaction of the child with disabilities in conjunction with the staff.
- The Directors will consider what type of support will be needed.
- The Directors will investigate the need for extra funding and staff, if needed.
- The Directors will establish effective communication channels between parents and the center.
- The Directors will set up a short term (1-6 months) trail basis to determine if the inclusion into the program will provide positive experiences for the child, family and other children.
- The Directors will develop an Individual Program Plan (goals, objectives-including specific activities and resources).
- The Directors will schedule regular case conferences with parents and other professionals and keep written records.
- All children's records will remain on current files as long as the child is at the center.
- Records and data shall be released to other agencies providing that the parent/guardian has given written permission.
- The parent's willingness to comply with the Centre's recommendations is essential in order to work with the child. Upon consultation with the family if the support is not evident a private meeting will be set up.

Roles, Responsibilities and Expectations:a. Management:

- Shall ensure that all guidelines and procedures set forth in this Policy are strictly adhered to and that all tasks are completed in a time efficient manner.
- Management will ensure the success of the Child Inclusion Program and that appropriate and open communication is consistent at all levels.

b. Employees:

- Are expected to work with the Child with disabilities and to appropriately assist and guide the child as directed by the Child's Individual Program Plan (IPP).
- Are expected to work with management and parents/guardians to deliver a successful Child Inclusion Program.
- Are expected to provide open and meaningful communication with the parents and management to ensure that the child is both developing and enjoying the program.
- Are expected to inform the Directors when instances occur and document such situations and/or child behaviours.

c. Parents:

- Are expected to work with childcare employees and the Director/Assistant Director in order to fully accommodate the child's needs.
- Are expected to provide clear and open communication, instruction and direction in order for the employees to be fully aware and understanding of the disability and how the child's needs must be met.

2.14 CHILD DIVERSITY POLICY

Happy House Daycare supports the principles of social justice whereby children of all abilities are valued and included in all aspects of the Centre and the community. All children and families have a right to the same opportunities for participation, acceptance and belonging regardless of gender, age, socio-economic status, race, language, beliefs, additional needs and family structure or lifestyle. All children, families, educators, students, volunteers and visitors are treated with respect, and appreciated as individuals with unique abilities, skills and knowledge. The Centre recognizes and values the differences and similarities that exist in children, families, educators and the community and does not tolerate behaviors, language or practices that label, stereotype or demean others.

This Policy Shall:

- ensure that all children, families, educators, students and volunteers are treated equitably and with mutual respect
- reduce bias and prejudice
- develop a range of practices and guidelines that actively counteract bias or prejudice
- promote inclusive practices
- Encourage all children, families, educators, students and volunteers to communicate respectfully and fairly.

Policy:

The policy of the Centre is to support the diverse needs of all families within the community in all aspects of its operation, and within the children's program. The input of families is therefore valued and encouraged.

Guidelines:

The Centre acknowledges and respects differences and similarities by ensuring that play and learning experiences is child focused, relevant and meaningful. We aim to create educational environments where people of different backgrounds are considered equal to others, and therefore their culture and lifestyle acknowledged and celebrated every day.

Management and educators will:

- interact with children, families and peers equitably and respectfully
- discuss with children evidence of biased and prejudiced behaviours and practices
- actively monitor their responses and behaviors towards biases;
- use language that promotes equity
- encourage empathy and fairness towards others
- challenge stereotypes that promote prejudicial and biased behaviors and practices
- counteract biased or prejudicial behavior and practices

- avoid making comparisons between children, families and educators
- use their diverse life experiences to contribute to and enhance the children’s educational programs and environments
- support and encourage children to be fair and respectful of others
- have a thorough understanding and be able to put into practice the Centre’s philosophy
- communicate openly with all families, children and each other
- assist to develop the Centre’s resources to support diversity, equity and inclusive practices
- work closely with families, external agencies and management to support children and families with additional needs
- assist children with additional needs to develop autonomy, independence, competency, confidence and pride
- use picture books, stories and events that happen in everyday life to discuss and help break down stereotypes
- encourage and support the participation of families in the children’s program
- discuss with families how special occasions can be celebrated in meaningful and respectful ways
- provide resources that are non-gender bias and reflect diversity
- support the first language of families by learning key words, asking parents/guardians to record favorite songs and by providing bilingual music.

Roles, Responsibilities and Expectations:

Parents:

- encouraged to participate in every aspect of the Centre for example, participate in the children’s educational programs, join the committee or subcommittee, share in a family celebration
- valued and treated fairly
- listened to
- consulted about their cultural beliefs and child rearing practices
- Consulted to discuss their various needs and their expectation of educators for example, the amount of information that they would like to receive about their child’s day.

2.15 CHILD DEVELOPMENT REPORTING POLICY

Having continuous observations and recordings of each child’s actions, behaviours, and skills increases the employee’s knowledge of the children’s strengths and abilities. They also help for planning around the children’s likes and interests, to create a program that fulfils the needs of each child.

This Policy shall:

1. Define the Child Developmental Reporting Policy;
2. Outline the Developmental Reporting Procedures; and
3. Outline Roles, Responsibilities and Expectations.

Policy:

It is the responsibility of all employees to:

- Monitor and record the child’s progress.
- To plan and implement activities and experiences that enhances the child’s skills and abilities.
- To provide accurate feedback to parents.
- Ensure that all the children’s records are kept strictly confidential.
- Ensure the Center obtains parent release statements to share any child’s record prior to sharing.

Procedures:

Employees must create a developmental file for each child that consists of:

- Ongoing observations that reflect the progress of the child.

- Event samples that have observations of the child's behaviours, actions activities and parent goals.
- Ages and Stages Questionnaire (ASQ) or milestone charts done once a year or as needed.
- Summary of all growth recorded.
- Arrange meetings with child's parents to discuss goals for their child and observed growth and record such information.
- Procedure for concerns on child development:
- When an employee is concerned about a child's development this will be brought to the attention of the Daycare Director. The Director will then contact the parents and arrange a meeting for discussion. Ages and Stages Questionnaire (ASQ) charts and observations will be gone over with parents. All areas of concern will then be fully discussed and shown to parents.
- From there referrals can be contacted and a work plan will be set into place along with parent's/guardian's specific goals they want worked on at home and at the Center.

Roles, Responsibilities and Expectations:

- Management:
 - Shall ensure that parents are contacted during times where concerns in development exist within the child. Management will coordinate a meeting with the parents and any employee involved with the child.
 - Management will ensure that any suggestions, improvement plans or actions that have come from the parent meeting will be implemented in the most time efficient manner.
- Employees:
 - Are expected to observe, document, report and evaluate child development for children in care.
 - Are expected to inform the Directors when instances occur and document such situations and/or child behaviours.
 - Are expected to provide open and meaningful communication with the parents and management to ensure the child is both developing in and enjoying the program.
- Parents:
 - Are expected to work with childcare employees and the Director/Assistant Director in order to fully accommodate the child's needs.
 - Are expected to provide clear and open communication, instruction and direction in order for the employees to be fully aware and understanding of the child's developmental needs.

2.16 CHILD SUPERVISION POLICY AND PRACTICES

Happy House recognizes that supervision is the significant with regard to childcare services and has created a policy to address its importance and impact of the supervisory procedures of the Center.

This Policy shall:

1. Define the Child Supervision Policy;
2. Outline the Supervision Procedures for Environmental Safety;
3. Outline the Home Room Supervision Policy;
4. Outline Supervision Procedures;
5. Outline Walking to School Supervision Procedures; and
3. Outline Roles, Responsibilities and Expectations.

Policy:

Children are always observed both indoors and outdoors by the employees of Happy House Daycare. Each child has a daily chart that has to be filled out and charted on their behaviour and play throughout the day. This informs the parents of what their children are up to throughout the day and helps the staff with any behavioural problems and planning based on interests.

Each child must be signed in and out each day using our electronic sign-in system (TimeSavr). These screens are located in the hallways. This enables us to know when children are arriving and leaving. There is also a name chart

on the main white board in the office that allows us to see who is accounted for on and off the program premises, and to keep track of the staff to children ratio.

Happy House Daycare has its own parking spaces and school zone times that allow for safe access to enter and leave a vehicle.

Staff to Child Ratios:

Happy House Daycare Employees are required to follow and adhere to the Alberta Child Care Licensing Regulations in regard to Staff to Child ratios at all times:

Age of Children	Staff Member to Children	Max. Number of Children in Group
Infants less than 12 months	1:3	6 Infants
12 months to less than 19 months	1:4	8
19 months to less than 3 years	1:6	12
3 years to less than 4.5 years	1:8	16
4.5 years to 6 years	1:10	20
6 years and older	1:15	30

Supervision and Procedures for Environmental Safety:

- All staff are responsible for reporting any safety hazards or problems.
- The Director is responsible for assessing and correcting problems.
- The owner and Director, Uta Squire has the responsibility for ensuring the proper state of the site both within the Center and on the playground.
- All appliances used in program meet all safety requirements and are in good repair.
- Room staff will report any safety hazards or problems with heat, light, ventilation, or other maintenance problems to the Director, who will take appropriate action.
- The playground will be inspected daily by room staff for safety hazards (broken glass or equipment). These will be eliminated or reported.
- All toxic materials will be clearly labeled and marked 'TOXIC', marked with appropriate hazardous materials symbols, and will be stored in a locked cabinet.
- A Health Inspector and Fire Inspector will inspect the Center as necessary for licensing renewal purposes.
- Outlet guards must protect electrical outlets when not in use.

Home Room Supervision Policy:

- The Centre is licensed for a maximum total number of children, which must not be exceeded.
- Each child is assigned to a peer group with a homeroom. Each room is assigned at least 2 primary caregivers.
- Primary caregivers will also be responsible for maintaining close two way contact between the Centre and family, through personal contact, daily logs, and conferences as necessary.

The daycare is able to adjust the number of children based on group sizes, as long as the total number of children in the Center does not exceed its licensed maximum.

Supervision Procedures:

- Children will sleep, eat and play in their homerooms throughout the day.
- Scheduled gym times are pre-determined for each room.
- All rooms will have out of Center time (playground or walks) at least once per day as weather permits.
- During free playtimes children will choose their play, while the primary caregivers are responsible for supervising specific areas of the homerooms.

Walking to School Supervision Procedures:

- At Happy House Daycare Primary Out of School Care Staff will walk the before and after school children up to the school or preschool program before school starts and gather the children from school at ending time.
- An employee or Director will help them get ready and walks to and from the school with them.
- In the case that School is cancelled, the Director contacts the parents to inform them that the child will be staying at the Center all day.
- If a child misses the bus the parents or emergency contact are phoned immediately to arrange for pick up. If the child was supposed to be at the pick-up location and is not, a phone call is given to the parents in concern to where the child is.
- Happy House Daycare always asks for a morning phone call or communication by no later than 9:00 am if your child is not attending that day or will be arriving late.

Roles, Responsibilities and Expectations:a. Management:

- Shall ensure that all employees follow the guidelines and procedures set forth in this Policy.
- Ensure children are transported to and from the school/preschool.
- Ensuring that staff to child ratios are met at all times.
- Management will contact parents regarding all school closures.

b. Employees:

- Are expected to provide constant supervision of the children in care.

c. Parents:

- Are expected to contact the Center before 9:00 am regarding non-attendance or late arrivals.

2.17 COMMUNITY/CENTER COMPLAINT POLICY

If a complaint is needed to be placed regarding the center, policies, procedures, protocols, care of the children, or any other matter relating to the center a private meeting can be arranged with the Director or Management to discuss and solve any issues or concerns that arise. At Happy House Daycare all complaints are taken seriously and will be handled in an appropriate and timely manner.

If a complaint is needed to be made to higher authority, please contact:

- North Central Alberta Child and Family Services can be contacted at 780-305-2440
- For a center holding a current Accreditation Status complaints can be filed with Alberta Association for the Accreditation of Early Learning and Care Services
- The local Police/By-Law office, or Child Protective Services

Appropriate procedures will be taken to resolve any issues or complaints that may arise in the following ways:

- Discussion amongst Management and Directors or Employees directly involved to produce an action plan resolving the issue.
- Staff meeting to discuss appropriate action plans/resolutions to the problem.
- Follow up visits for complaints made to higher authorities to amend any non-compliances.

2.18 HARASSMENT AND ABUSE POLICY

Harassment and/or abuse can originate from anyone in the workplace and or in the personal lives of the children in care and be directed at anyone/child. It can be subtle or overt. Abuse may be deliberate or unintended. The test is whether a reasonable person knows, or ought to know, that the behaviour would be considered unwelcome or inappropriate by the recipient. It may be a single event or may involve a continuing series of incidents. It may involve the abuse of authority or age, or it may involve the workers and affiliated personnel. Abuse victimizes the recipient and may be directed by or towards the children of the Center, employees, families/parents and/or the general public. Happy House's Children, employees and management have the right to learn, play and work free from harm, abuse and bullying in any form.

This Policy Shall:

1. Define Harassment;
2. Define Bullying;
3. Define Abuse;
4. Outline Recognizing the Signs;
5. Outline Suspect and Investigation Procedures;
6. Highlight Prohibitions and Disciplinary Measures; and
7. Outline Roles and Responsibilities and Expectations.

Harassment Definition:

Harassment can be defined as any form of offensive/abusive treatment or behaviour that creates an intimidating, hostile, or abusive environment.

- Behaviour that is hostile in nature, and/or intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, and/or any other Human Rights protected grounds.
- Any actions that create a hostile, intimidating or offensive environment. This may include physical, verbal, written, graphic, or electronic means.
- Any threats of physical violence that endangers the health and safety of the children and employees.
- Any threats of unwelcome sexual advances.

Bullying Definition:

Bullying is an act of repeated, health-harming mistreatment, verbal abuse, or conduct which is threatening, humiliating, intimidating, or sabotage that interferes with work or some combination of the three in order to intentionally hurt another person, physically or mentally.

Abuse Definitions:

Harassment can be defined as any form of offensive/abusive treatment or behaviour that creates an intimidating, hostile, or abusive environment.

- **Child Abuse**, sometimes called child maltreatment, describes four types of child mistreatment: physical abuse, sexual abuse, psychological abuse, and neglect. In many cases, children are the victims of more than one type of abuse. The abusers can be parents or other family members, caregivers such as teachers or babysitters, acquaintances (including other children), and strangers. Child abuse almost always occurs in private, and because abuse often is hidden from view and its victims may be too young or too frightened to speak out.
- **Physical Abuse** is the non-accidental infliction of physical injury to a child. The injuries can be inflicted by punching, kicking, biting, burning, beating, or use of a weapon such as a baseball bat or knife. Physical abuse can result in bruises, burns, poisoning, broken bones, and internal hemorrhages.
- **Sexual Abuse** is any activity with a child occurring before the age of legal consent that is for the sexual gratification of an adult or a significantly older or dominant child. Sexual behaviors can include touching breasts, genitals, and buttocks while the victim is either dressed or undressed. Sexual abuse behavior also includes exhibitionism, cunnilingus, fellatio, or penetration of the vagina or anus with sexual organs or objects. Pornographic photography also is a form of sexual abuse of children.
Rape is the most violent form of sexual abuse. Rape is the perpetration of an act of sexual intercourse when: will is overcome by force or fear (from threats, use of weapons, or use of drugs); mental impairment renders the victim incapable of rational judgment and if the victim is below the legal age established for consent.
- **Psychological, Mental and Emotional Abuse** is referred to by many interchangeable terms such as: emotional abuse, covert abuse, psychological maltreatment, coercive abuse, abuse by proxy, and ambient abuse. Psychological abuse encompasses rejection, ignoring, criticizing, belittling, humiliating, threatening the child with violence, or otherwise terrorizing the child, all of which have the effect of eroding the child's self-esteem and sense of security. It also can include isolating the child from friends or other family members or destroying the child's property. Psychological abuse often accompanies other types of abuse.
 - a. Psychological maltreatment is a concerted attack by an adult on a child's development of self and social competence, a pattern of psychically destructive behaviour to the child.

- b. Psychological abuse can be defined as a repeated pattern of damaging interactions between parent(s) and child that becomes typical of the relationship... when a person conveys to a child that he or she is worthless, flawed, unloved, unwanted, endangered, or only of value in meeting another's needs.
 - c. Emotional abuse is the systematic, patterned and chronic abuse that is used by a perpetrator to lower a victim's sense of self, self-worth and power.
 - d. It [psychological/emotional abuse] is most damaging to children, who are not aware, nor have control over, the pattern of relationships surrounding them, is almost always a precursor or accompaniment to physical aggression and is based on maintaining consistent power and control over time.
 - e. Neglect is the failure to satisfy a child's basic needs. It can assume many forms. Physical neglect is the failure (beyond the constraints imposed by poverty) to provide adequate food, clothing, shelter, or supervision. Psychological neglect is the failure to satisfy a child's normal psychological needs and/or behavior that damages a child's normal psychological development (e.g., permitting drug abuse in the home, having the child witness domestic violence). Failing to see that a child receives proper schooling and medical care also are considered neglect.
- **Corporal Punishment** is the infliction of physical pain on a child as a means of controlling behaviour. This includes, but is not limited to, spanking, hitting, shaking slapping, thumping, or pinching a child.
 - **Assault** is intentionally applying force to another without that person's consent, or threatening to do so, when it is believed that they have the ability to carry out the threat. Injury is not required.
 - **Criminal Harassment (stalking)** is harassment that causes someone to fear for their own, or another person's safety.
 - **Uttering Threats** is threatening to cause death or bodily harm, or to damage/destruction of property. This also includes threatening injury to your pet.
 - **Forcible Confinement** is confining, forcibly seizing or imprisoning someone. This includes forcing someone to stay in bed or a chair for long periods of time.

Recognizing the Signs:

Although these signs do not necessarily indicate that a child has been abused, they may help Happy House employees recognize that something is wrong. The possibility of abuse should be investigated if a child shows a number of these symptoms, or any of them to a marked degree:

- **Sexual Abuse** - being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age. Medical problems such as chronic itching, pain in the genitals, venereal diseases. Other extreme reactions, such as depression, self-mutilation, suicide attempts, running away, overdoses, anorexia, etc. Personality changes such as becoming insecure or clingy. Regressing to younger behavior patterns such as thumb sucking or bringing out discarded cuddly toys. Sudden loss of appetite or compulsive eating. Being isolated or becoming withdrawn. Inability to concentrate. Lack of trust or fear of someone they know well, such as not wanting to be alone with a babysitter or specific family member. Starting to wet the bed again, day or night/nightmares. Become worried about clothing being removed. Suddenly starting to draw sexually explicit pictures. Trying to be "ultra-good" or perfect. and overreacting to criticism.
- **Physical Abuse** - unexplained recurrent injuries or burns. Improbable excuses or refusal to explain injuries. Wearing clothes to cover injuries, even in hot weather. Fear of medical help or examination. Self-destructive tendencies. Aggression towards others. Fear of physical contact; shrinking back if touched. Admitting that they are punished, but the punishment is excessive (such as a child being beaten every night to make him/her study). Fear of suspected abuser being contacted.
- **Psychological Abuse** -physical, mental, and psychological developmental lags. Sudden speech disorders. Continual self-depreciation (ie: I'm stupid, ugly, worthless). Overreaction to mistakes. Extreme fear of any new situation. Inappropriate response to pain (ie: I deserve this). Neurotic behavior (e.g., rocking, hair twisting, self-mutilation). Extremes of passivity or aggression.
- **Neglect** - constant hunger. Poor personal hygiene. No social relationships. Constant tiredness. Poor state of clothing. Compulsive scavenging. Emaciation. Untreated medical problems. Destructive tendencies.

A child may be subjected to a combination of different kinds of abuse. It is also possible that a child may show no outward signs and hide what is happening from everyone.

Suspect and Investigation Procedures:

Any and all incidents and observations must be reported and documented immediately following the event to the Director and/or Assistant Director.

Employees of Happy House are required by law to report suspected abuse to the Director and then he/she will then bring the case to Social Services and the RCMP for further abuse investigation. Investigations often are a group effort involving medical personnel, social workers, police officers, and others.

Once reported to Social Services and the RCMP, all investigative procedures will be the responsibility of Social Services and the RCMP. However, all Happy House employees will be expected to cooperate in any means needed.

Notification of the appropriate authorities, treatment of the child's injuries, and protecting the child from further harm are the immediate priorities in abuse cases.

Harassment / Bullying / Abuse Strictly Prohibited:

- Any form of harassment, bullying or any type of abuse towards any child in care or fellow employee/co-worker is immediate grounds for dismissal and may lead to formal discipline up to and including termination. This type of behaviour will not be tolerated in any way, shape or form
- Should an employee be in breach of this policy in any form, Social Services and the RCMP will be contacted to complete a formal investigation. Licensing officers will be notified by reported documentation and a child welfare clearance will no longer be clean or a police record. Employees if found guilty under an investigation, will be unable to obtain the ability to ever work with children again.

Roles, Responsibilities and Expectations:**a. Management:**

- Employers must ensure that employees are instructed in:
 - a. How to recognize child abuse (in all its forms);
 - b. Company policies and procedures;
 - c. The appropriate response and procedures to suspect abuse and/or violations;
 - d. Procedures for reporting and documenting incidents.
- Promote a respectful and safe environment;
- Ensure employee adherence to the Harassment and Abuse Policy;
- Investigate complaints of bullying and/or harassment promptly;
- Investigate employee concerns regarding children in care and ensure appropriate documentation and reporting to Social Services and the RCMP.
- Maintain a confidential file for complaints of incidents, investigations completed, and actions taken;
- Report the incident to Social Services and the RCMP where appropriate;
- Apply appropriate disciplinary action when required.
- Provide victim support where appropriate.

b. Employees:

- Treat others with respect, and contribute to a respectful and safe environment;
- Must be receptive and responsive to the children in care. Taking the time to ask questions and to listen to each and every child in care.
- Must inform the Director and/or Assistant Director of all incidents and/or odd behaviour immediately. The employee will be required to record details of the incident including the date and time, nature of the behaviour, who, what, where, when, why, how, etc.
- Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to the Owner/Director. Employees can raise concerns and make reports without fear of reprisal.

c. Parents:

- Treat others with respect, and contribute to a respectful and safe environment;
- Must inform the Director and/or Assistant Director of all incidents and/or odd behaviour immediately.

- Any Parent/Guardian who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to the Owner/Director.

2.19 CONFIDENTIALITY POLICY

Due to the sensitive nature of information gained through employment and enrollment at Happy House, it is imperative that employees, management, parents/guardians, and families keep sensitive information confidential. Any information about employees, children or their families must only be shared on a “Need to Know” basis.

Employees of Happy House are required to keep all company, children and family related information confidential both during and after their term of employment. Thus, employees must be very sensitive about discussing children’s developmental needs and family information in public places such as lounge or hallway. This does not exclude off premise discussions and/or conversations.

Employees must follow the Code of Ethical Conduct and questions of major concerns should be forwarded to the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy.

Violation of Policy:

Should an employee breach this contract, they agree that a child/family and/or the business of Happy House would suffer irreparable harm, disciplinary action up to and including termination and/or legal action may be taken.

Modification of this Agreement:

- Employees agree to the provisions of this Agreement in its entirety and agree that they are both reasonable and fair. The employee’s agreement shall supersede any prior written or oral understandings pertaining thereto. The employee’s obligations under this Agreement may not be changed either in whole or in part, except for a written agreement signed by the Management of Happy House and the employee, specifically referring to this Agreement.
- In the event of a court of law striking down any provision of this Agreement, all other provisions shall remain both valid and enforceable.

Legal Compliance:

The Provisions of this policy are subject to any federal, provincial or local laws that may prohibit or restrict their applicability.

2.20 CHILD HYGIENE POLICY

Employees are responsible for maintaining the hygiene of the children while in the Center. Parents are responsible for the hygiene of their children while outside of the Center. Children will be encouraged to learn and practice hygiene appropriate to their development.

This Policy Shall:

1. Outline Diapering Procedures;
2. Address Diapering and Other Supplies;
3. Address Toilet Training;
4. Outline Toy Cleaning Procedures;
5. Address Preventative Cross Contamination Procedures; and
6. Outline Roles, Responsibilities and Expectations.

Diapering Procedures:

- Many change tables are located in the center, one in each homeroom that hold children under 3years and in both bathrooms.

- After each child has been diapered the wash procedure (as posted in Center above the change pads) will be used for washing down and disposal of all diapers. The diapering area for children allows for continued supervision of the other children.
- After diapering a child, the primary employee and the child must wash hands thoroughly. (See hand washing procedure located above sink).
- Diapering surfaces and potty chairs are sanitized after each use.
- Soiled diapers, soiled linens and garbage is stored in closed containers.
- Each child must use his/her own labeled personal grooming items. ie): Bed linens and bottles, etc.
- All children must have their own clearly marked wash cloths and hand towels or disposable towels must be used.

Diapering and Other Supplies:

- All parent/guardians with children who require diapering are expected to provide diapers and wipes for the child.
- Any additional supplies such as cream or salve must be supplied, and a medication form completed and signed by the parent/guardian.
- Each child must always have an extra pair of clothing within the Center ; this includes pants, shirt, sweater, underwear, socks, and indoor shoes. Each child has their own storage area for such items to be kept.
- Soiled or wet clothing will be sent home for laundering in plastic bags.
- For wintertime each child must have appropriate outdoor clothing; this includes a winter jacket, snow pants, toque, mittens, and boots. Children are to be outdoors at least once a day for at least 15 minutes of fresh air. The temperature must be no colder than -13c. Weather network will be checked every day to insure the correct temperature outside.
- For summertime, each child must have a hat, sunscreen and bug spray.

Hand Washing Procedures:Children Hand Washing:

Children's hands will be washed, before and after meals, after toileting, as well as after touching any animal, playing in the sand, after wiping noses, sneezing or coughing, or whenever soiled. Paper towels and soap will be kept in dispensers near the sink. As well as, hand sanitizer throughout the Center and in the homerooms.

Staff Hand Washing:

Staff will wash their hands before handling food, giving medication, after toileting, and after assisting children with toileting. As well, hands will be washed after contact with potentially infectious materials such as nasal discharge, vomit, feces, wounds, infected eyes, and after contact with animals. Hands will also be washed after handling toxic materials.

Toileting Training Policy:

The toilet training program may be introduced when the child enters the toddler group at 19 months according to the child's developmental readiness and parent's agreement.

Toy Cleaning Procedures:

- Toys will be removed from the play area and disinfected with soap and a mild bleach solution according to the cleaning checklist for each room. (See checklist for when toys are cleaned).
- If a toy is put into a child's mouth the toy will be taken and placed into the "toys to be cleaned" basket for end of day sanitation.
- If there is a communicable disease in the Center, all toys are cleaned/disinfected immediately, and Center is washed down thoroughly.

Preventative Cross-Contamination Procedures:

Many procedures are in place to prevent cross-contamination:

- Each child has their own bed and/or mat.
- Bedding is washed once weekly or as need when soiled and mats are sprayed down with bleach solution daily
- Paper towel is used when cleaning as to not hold onto bacteria.
- When cloths are used, each child is washed with a different cloth which is then put into the wash.
- Potties and diapering surfaces are washed with proper procedures after each use.
- Each child has their own cubby for personal items.
- Soiled diapers are disposed of properly and immediately.
- Soiled clothes are rinsed and put into plastic bag to be taken home.
- All dishes are washed in a commercial dishwasher.
- Place mats are cleaned with disinfectant spray after each meal.
- Hand washing procedures are followed.

Roles, Responsibilities and Expectations:

a. Management:

- Ensure employees receive appropriate training on all procedures set forth in this policy and ensure their understanding. Provide feedback and coaching when required.
- Must enforce policy and ensure all employees are strictly adhering to its guidelines.
- Create cleaning procedures postings and post in areas required.
- Create and retain cleaning/disinfecting records.
- Must enforce progressive discipline when and where necessary.

b. Employees:

- Must strictly adhere to all guidelines and procedures of this policy along with posted cleaning methods at all times and be cognizant of personal and children in care - hygiene.
- Encourage and train children regarding proper cleanliness, hygiene and most importantly hand washing techniques.

c. Parents:

- Ensure all diapering and clothing supplies are provided daily.
- Ensure children arrive to the center in proper hygiene.

2.21 HEALTH AND SAFETY POLICY

Happy Houses committed to a strong, continuously improving Health and Safety program and culture that protect the children, their families and its employees and property. Therefore, ensuring that all health and safety regulations and requirements are adhered to and continually up-to-date.

This Policy Shall:

1. Define the Main Policy;
2. List Basic Classroom Safety Measures and Tasks;
3. List Measures to Ensure Up-To-Date Health and Safety Policy;
4. Define Indoor Play Safety and List Tasks Involved;
5. Define Outdoor Play Safety and List Tasks Involved;
6. Define the Delivery of Safety Communication; and
7. Outline Roles, Responsibilities and Expectations.

Policy:

Employees and management are responsible and accountable for the implementation of the Center's Health and Safety policy and procedures. Complete and active participation by everyone, every day, in every task is necessary to attain and maintain the Health and Safety excellence Happy House expects and in order to maintain Center's accreditation. The Health and Safety of the Children is by far the top priority of all employees and tasks should be taken very seriously and performed continuously and with great care.

Employees will be required to sign a Health and Safety acknowledgement form indicating having read and understand the Health and Safety Policy as well as any other policies and procedures set forth in this manual that pertain to safety in any fashion.

Basic Classroom Safety Measures and Tasks:

Employees Must:

- Ensure supervision is constant.
- Perform daily/weekly/monthly routine safety inspections and complete both indoor and outdoor safety checklists. These must be filled under the safety inspections folder.
- Ensure the following tasks are completed on a daily/weekly/monthly routine and documented in the safety inspection checklist:
 - a. Ensuring that each child's emergency contact information is easily available and that all allergies are posted in the classroom. This may include keeping records in a backpack when on excursions.
 - b. Ensuring that evacuation procedures are readily available in case of an emergency and that children have practiced emergency drills.
 - c. Posting reminders in the classroom with regard to basic safety such as: no running, water and sand stay in the sand table, etc.
 - d. Hourly cleanliness of toys and other items blocking walk areas and emergency exits and to ensure children are playing in an area free of possible trips, slips and falls. This includes wiping up spills, putting toys away, etc. and encouraging the children to assist with these tasks.
 - e. Communicate to other employees coming in and out of the work/play area about hazards at hand. ie: make sure you close the gate when you come in, etc.
 - f. When babies and young toddlers are present, children are protected from stairways by gates.
 - g. All electrical outlets are covered with protective caps.
 - h. Floor coverings are attached to the floor or backed with non-skid material.
 - i. The outdoor play area is protected from access to streets, etc. by a fence or by nature barriers.
 - j. All floor, desk and pedestal fans have covers or guards.
 - k. Heaters, hot water pipes and similar equipment have been made inaccessible to the children.
 - l. Perform First Aid practices as deemed necessary.

Up-To-Date Health and Safety:

It is very important that Happy House stay up-to-date with current health and safety measures, acts and standards pertaining to Alberta Licensed Daycare Facilities and according to health authorities.

Keeping abreast of current regulations and practices is the sole responsibility of management. Management will perform this task on a quarterly basis and will communicate new or changing information to both employees and to the parents of the children in care.

A Health Inspector visits Happy House every 3 months to be sure that the Center is meeting all the health code requirements. A written report is done each visit and is kept on file. If Happy House experiences a non-compliance, it has to be fixed within 5 days in which time they will be back to inspect. The Health Inspector may give the Center an extension based on a case-by-case basis (ie: carpet removal given a year to fix).

Indoor Play Safety:

The children of the Center have scheduled daily opportunities for indoor play in a safe, stimulating and developmentally appropriate environment. It is our intent to ensure that children feel safe and secure while playing indoors.

Clothing/Footwear:

- Comfortable clothing easily managed by a child is recommended.
- Footwear with rubber soles and enclosed toes are recommended during indoors play.

- During summer children should still have enclosed shoes in order for the child to run and play with the support of their shoes to protect their feet and body.
- Children require a pair of indoor footwear and a pair of outdoor footwear.
- An extra change of clothing is requested for each child.

Materials Not Allowed at the Center:

- Balloons.
- Outside toys from home (unless otherwise posted)

Ventilation of Playroom:

- Use of Lysol spray to disinfect the playroom air is recommended only in the absence of the children.
- Dehumidifier is running daily.
- Windows are opened when needed.
- Half doors are open all day.

Water Play:

- Water in the water table is changed daily.
- “Non-disinfected method” is to be used in the Infant Room but children must wash their hands prior to the water play.
- “With disinfected method” (adding chlorine bleach) is to be used in other playrooms, if water is changed only once a day, with the following concentration -2 drops chlorine bleach for each 4.5L of water.

Sand Play: Sand is changed once a year or as needed.

Block Play: The children are allowed to build plastic blocks up to their shoulders.

Dramatic Play: Dress-up shoes are to be worn with socks on.

Art & Craft Play: All art and craft supply that are used are non-toxic. Products with a cautionary label or seal should not be used. *Please refer to Alberta Health Services – Health and Safety Guidelines for Child Care facilities Appendix E.*

Avoid	Use
Powdered Clay	Talc-Free, premixed clay. Clean thoroughly after use
Ceramic glaze or copper enamels	Water based paints
Cold-water fiber reactive dyes or other chemical based commercial dyes	Vegetable and play dyes (such as onion skins, or tea)
Instant paper maches	Make maches from black and white newspapers and library or white paste.
Powdered Tempera paints	Liquir Tempera paints or paints and adult premixes
Solvents such as turpentine, toluene, and rubber cement thinner and solvent containing materials	Water-based products only
Aerosol sprays	Water-based paints with brushes or splatter techniques
Pastels, chalks or dry markers that create dust	Oil pastels, crayons, or dustless chalks
Epoxy, instant glue, airplane glue, or other solvent-based adhesives	Water-based white glue or library paste
Permanent felt-tip markers which may contain toxic solvents	Water-based markers only
Casting Plaster	Adults can mix plaster in ventilated area or outdoor for sand casting and other safe projects
Toxic Bingo Dabbers	Bingo dabbers stating they are Non-Toxic

Objects that are small enough to be lodged in a child’s ear or nose or that may cause a choking hazard for children under three (3). Styrofoam may be a choking hazard for children	Larger, Non-Toxic craft objects
Toxic Crayons or ones broken into small pieces.	Waxed or pressed crayons that are non-toxic
Egg cartons with visible dirt on them	Clean Egg cartons purchased at craft stores or unused egg cartons.
Products not designed for use on the body for body art and face painting	Products designed for the use on the body
Scissors that have sharp points	Safety Scissors or Children’s scissors with blunt ends
Leaves and straw may have harmful chemicals, bacteria or mold	
	Eggshells – must be immersed in boiling water or heated in the oven for at least 10 Min. at 350°F

The staff will guide the children to use all the areas with respect and safety

Outdoor Play Safety:

The children of the Center have scheduled daily opportunities for outdoor play in a safe, stimulating and developmentally appropriate environment. Outdoor play is an integral part of the Happy House Daycare program. The center ensures that children are sent outside for play at least twice a day - with weather permitting. Happy House recognizes the importance that outdoor play has on personal child development and aims to ensure the appropriate environments are provided for such.

Both employees and management are responsible for coordinating appropriate outdoor play activities and following weather reports either permitting or prohibiting children from the outdoor activities planned. If permitting, ensuring that all children are appropriately dressed and if weather does not permit, coordinate indoor activities.

Employees are also required to perform and submit routine daily maintenance and safety inspection checklists for the outdoor play space to management.

Employees/Management must ensure that all outdoor play areas are free of toxic plants, must ensure that a tightly fitted cover is kept over the sandbox at all times of non-use, and that wading pools are drained and stored when not in use.

Outdoor Clothing:

- Children must be suitably dressed for outdoor play.
- Footwear with rubber soles and enclosed toes (no sandals for outdoor play) is required for the child.
- Splash pants for spring and fall to wear over pants; as to not to ruin pants underneath.
- Full winter gear including winter boots, snow pants, snow jackets, toques, mittens, scarf's, etc.

Outdoor Supervision and Safety:

- Children are under close supervision while playing. The employees must move around to ensure close supervision.
- The employees know the total number of children in their group.
- The gates are closed while children are in the playground.
- The employees inspect playground on a daily basis.
- The employees locate themselves in such a manner that every area of the playground is supervised.
- Slides have an employee in front of them.
- Children are accompanied by employees when going to the washroom.
- Children are not allowed to climb the fence or gate.

- The playground gate must be locked each time the group of children leaves the playground.

All playground equipment is bought with CSA approval and up to their standards. Inspectors are here throughout the year to ensure playground equipment and facilities meet the standards as well. All outdoor play structures must comply with the standards outlined in the current edition of *A Guideline on Children’s Play Spaces and Equipment, CSA Standards*.

Wheeled Toys:

- Bikes and wheeled toys are ridden in designated areas only.
- Children are required to wear helmets-provided by the parents or the Center.
- Children are not allowed to bump into each other while riding bikes/tricycles.
- The children are guided to take turns at “trade time”.

Slides/Monkey Bars:

- Children slide feet first only. Children are not allowed to hang head down from monkey bars. -Children two and under are not allowed to climb the monkey bars without an employee present.
- The employees make sure no one is in front of the slide.
- Pushing is not allowed on slides.
- Children are reminded to leave the bottom of the slide as soon as possible.
- Toys are not allowed under monkey bars and on top of the slide.

Sunscreen Lotion:

- Children are protected from the sun with sunscreen lotion provided by the parents.
- Children are required to apply sunscreen lotion with employee assistance (if needed) 30 minutes prior to outdoor play.
- Children are required to wear a hat at all time while outdoors.

Sand/Gravel/Snow:

- Children are encouraged to keep sand in designated areas.
- Sand/gravel/snow throwing, aimed at another child is not allowed.

Recommendations for Various Seasons		
Winter	Spring/Autumn	Summer
snowsuit hat & scarf sweater boots for outside 2 pairs mittens	splash suit rain boots sweater 2 pairs of mittens	sunhat sunscreen
<p>Note: indoor and outdoor shoes are needed at all times.</p> <p>For all seasons, an extra shirt, pair of pants, socks and underwear from home should be kept in child's cubby.</p>		

Neighbourhood Playgrounds:

Children aged 3-5 are required to have a signed liability waiver to use the playgrounds located in close proximity to the center. The reason for this is most school’s playground are for rated for ages 5 and up. Children are watched

closely at all times on this playground and are never in a group size bigger than 16 children. For parents that are not comfortable with the use of this playground please let us know and we will find other accommodations to provide your child with outdoor play that you're comfortable with. The playground is also in no way conflicting their playground hours with School playground hours.

Infant and Toddler playground:

Infant and Toddler playground areas are gated off and toys are brought in and out of it for the time being. It is all grass and plenty of room for them to run around and play.

Gym or Gross Motor Room:

Each homeroom is slotted scheduled gym or gross motor times each day. During this time, they can choose to play with many toys and do planned activities. At Happy House Daycare we believe that gross-motor skills are very important, and we do slot lots of time for them to get that physical energy out. We find it helps with behaviors and with the long winters we have in Alberta it keeps everyone happy.

Health and Safety Communication:

Again, as the health and safety of the children at the center is Happy Houses' top priority, so is safety communication between management to employee, management and employee to parent, and employee to child. All safety standards and regulations will be posted, distributed by letter/email and discussed on a regular basis and practiced in the classrooms and on the playground.

Management will also ensure that health and safety communication is reviewed and discussed at each and every staff meeting.

Roles, Responsibilities and Expectations:

a. Management:

- Management provides necessary leadership and material support while encouraging and requiring all employees to participate in the Health and Safety program.
- Management is responsible for ensuring that all employees have read and understand the Health and Safety guidelines and maintain the requirements through orientation, constant coaching and evaluation processes and provide clarification and support when and where necessary. Responsible for ensuring that employees know their responsibilities with respect to assessing risks in the indoor and outdoor play areas. Management will also ensure that health and safety communication is reviewed and discussed at each and every staff meeting. Management is also responsible for keeping abreast of all current and up-to-date safety regulations and policies affecting the center.
- Responsible for ensuring that all employees have up-to-date safety training such as Emergency First Aid and keeping records in the employee's file and posting any certificates as required on the school bulletin. Also ensure that staff who must administer medicine have a valid first aid certificate. Management must also ensure that employees can define/describe their role in an emergency situation.
- Responsible for providing health and safety training opportunities for all employees when and where required (ie: fire safety, safe food handling, First Aid and CPR, etc.) The Center may supply financial aid in paid education/training leave and/or tuition/books costs, travel etc.
- Ensuring that employees responsible for a child who requires health care (additional to giving medication) are trained in the proper method of administering the type of health care required by the child and this is documented in the employees' and child's files.
- Management is responsible for ensuring that all employees adhere to the policies and procedures set forth in the Health and Safety Policy, guidelines and procedures. Management will witness staff putting policies into practice, ie: Universal Health Precautions, AIDS Disclosure Policy, Changes to SIDS Policy, etc. Also, ensuring that allergies and emergency contact information is posted and readily available. Management must ensure that all children contact information is also kept up-to-date.
- Responsible for posting and distributing information to employees/parents/families regarding the new information. Also, to supply resources in the staff room.

- Responsible for encouraging discussion and communication between staff and parents/families regarding new information.
 - Responsible for ensuring that evacuation procedures are posted in each room in the center.
 - Management is also responsible for noting incidents in conflict with the Health and Safety Policy, ensuring adherence to guidelines and regulations from staff and for enforcing disciplinary action when and where necessary.
 - Responsible for ensuring that all outdoor play structures comply with the standards outlined in the current edition of *A Guideline on Children's Play Spaces and Equipment, CSA Standards*.
 - Responsible for keeping abreast of a current and best practices in health and safety as recommended by licensing and health authorities.
- b. Employees:
- Employees are responsible for following all policies, procedures, working safely, and improving the overall safety of the center. Licensing health and safety regulations must be followed.
 - Employees are also required to report to management any incidents and close calls with regard to all Health and Safety Policies. Unsafe practices must be reported immediately to management. This may require the employee involved or witness to provide statements regarding: date, location, time, who was involved, description of events, etc.
 - Employees must participate in all health and safety training opportunities when and where required.
 - Employees must know their responsibilities with respect to assessing risks to ensure that children's play areas and materials are safe.
 - Ensure supervision is constant.
 - Perform daily/weekly/monthly routine safety inspections and complete both indoor and outdoor safety checklists. These must be filled under the safety inspections folder.
 - Ensure the following tasks are completed on a daily/weekly/monthly routine and documented in the safety inspection checklist:
 - a. Ensuring that each child's emergency contact information is easily available and that all allergies are posted in the classroom. This may include keeping records in a backpack when on excursions.
 - b. Ensuring that evacuation procedures are readily available in case of an emergency and that children have practiced emergency drills.
 - c. Posting reminders in the classroom with regard to basic safety such as: no running, water and sand stay in the sand table, etc.
 - d. Hourly cleanliness of toys and other items blocking walk areas and emergency exits and to ensure children are playing in an area free of possible trips, slips and falls. This includes wiping up spills, putting toys away, etc. and encouraging the children to assist with these tasks.
 - e. Communicate to other employees coming in and out of the work/play area about hazards at hand. ie: make sure you close the gate when you come in, etc.
 - f. When babies and young toddlers are present, children are protected from stairways by gates.
 - g. All electrical outlets are covered with protective caps.
 - h. Floor coverings are attached to the floor or backed with non-skid material.
 - i. The outdoor play area is protected from access to streets, etc. by a fence or by nature barriers.
 - j. Must ensure that all outdoor play areas are free of toxic plants, must ensure that a tightly fitted cover is kept over the sandbox at all times of non-use, and that wading pools are drained and stored when not in use.
 - k. All floor, desk and pedestal fans have covers or guards.
- c. Parents:
- Must ensure that children arrive at the center with all required in-door and out-door clothing.
 - Must provide sunscreen lotion and bug repellent during the spring and summer months.

2.22 CHILD MEDICATION ADMINISTRATION POLICY

Happy House Daycare realizes that there may be a need to have medications (generic or prescribed) administered to the child while she/he is in the child care program in order to stabilize their health. We are only permitted to

provide health care to a child if the parent has signed the medication form or the health care being provided is in the nature of First Aid.

This Policy Shall:

1. Outline the Child Medication Administration Policy;
2. Outline the Procedures for Child Medication Administration;
3. Outline the Procedures for the Storing of Medication;
4. Outline the Process for Herbal Remedies; and
5. Outline Roles, Responsibilities and Expectations.

Policy:

To protect the child's well-being and employee, the designated employee must have a valid First Aid Certificate, and they will administer medication to the child only when:

- The written consent of a parent has been obtained.
- The medication is in an original container or bottle.
- The medication is administered according to the directions of the doctor or directions listed on the generic medication container.
- Generic medication will not be given for more than five days without a physician's note.
- Medication must not be mixed with any food or drink unless otherwise indicated on label.
- Prescription medication must also show the name of the physician, patient's name, date of issue, instructions and time period on the label of the container.
- The provision of any health care that would constitute the practice of a medical profession or physiotherapy is prohibited.

Procedures:

- The primary employee administering the medication shall complete the medication record. This includes the name of the medication that is being given, the time it was administered at, the amount administered, and the initials of the person who administered the medication.
- Information regarding the potential side effects of medication must be given in writing to the primary caregiver administering the medication. This includes medication that has been administered by the parent before the child arrives at the Center, medication during the day, and medication administered at the Center just prior to the child leaving the Center. After any medication is given the primary employee must watch the child closely to insure no side effects appear or allergic reactions.
- At the end of each day the medication must be given back to the parents by the primary employee.
- The first dosage of any medication may not be given by any employee due to the child's unknown reaction to it.
- Any employee may refuse to give medications, herbal remedies or do a procedure for which clear instructions have not been provided or for which they are not trained.
- When medication administration has been completed, a copy of the employee's first aid certificate will be placed on child's file or attached to the medical sheet to show proof of training.
- In case medication is not given to the child at the scheduled time, and it is passed the one-hour window for administration; the employee will wait until the next scheduled time. This will be recorded and signed off on by the employee and to the parent for notification and signature. The parent must sign off on the record that they have read the missed time period. One-hour window means that the prescribed medication can be given to the child within the one hour from the scheduled time. Generic medication if not given at the scheduled time will be administered at the next scheduled time.
- All employees know which children use emergency medications, where the medications are stored and how to administer them if necessary.

Procedures for Medication Storage:

- Medication is to be stored and locked in the medication box.
- Medication that requires refrigeration is stored in the fridge in a locked box.

- All lock boxes are emptied at the end of each day to ensure all medication was given back to parents and not remaining at the center.
- Emergency medication ie: Epi-pen is stored in an unlocked location, inaccessible to children but easily accessible to employees in their homerooms.

Herbal Remedies:

Any herbal remedies that are brought into the center must be discussed with the Director first; the above procedure will be used accordingly with all herbal remedies as well.

Roles, Responsibilities and Expectations:a. Management:

- Shall ensure that each employee administering medication has his/her First Aid Certificate and that the employee is trained in administration of meds and the appropriate record keeping techniques.
- Shall ensure that the ill child's parent signs the appropriate form indicating medication administration. (Written consent form). Request a physicians' note from the parent when required.
- Must ensure that all employees know which children use emergency medications, where the medications are stored and how to administer them if necessary.
- Must enforce policy and ensure all employees are adhering to its guidelines.
- Must enforce employee progressive discipline when and where necessary.

b. Employees:

- Are expected to follow the provisions and guidelines of this policy.
- Employees administering meds must ensure to follow proper record keeping techniques and follow medication instructions to a tee.
- Are expected to closely monitor and observe children on medication for side effects.
- Refuse to give medications where un-qualified to do so.

c. Parents:

- Are expected to inform childcare staff when medication administration will be required for the child and when they have given a child medication/herbal remedy prior to arrival at the Center. If the parent has given the child medication/herbal remedy prior to arrival at the Center, the parent must quickly fill out a medication administration form indicating what medication and at what time it was given.
- Must fill out the required medication administration form for the child's file.
- Must ensure that written instructions are provided on the label of the medication bottle.
- Discuss possible herbal remedies with the Center Director.

2.23 ACCIDENT, INCIDENT, AND INJURY MANAGEMENT POLICY

Close supervision of the children is the key anecdote to accidents/incidents and injuries. Employees are expected to use risk management techniques to keep the environment safe and hazard free. Happy House strives to provide the best in equipment, that is kept maintained and in overall good working condition. This is to ensure the safety of the children in all classrooms and playground areas. An incident is an undesired event that results in personal harm, property damage, or other loss.

When an incident occurs, we need to take a number of actions. In chronological order, these actions are as follows:

- Ensure individual and child safety
- Report
- Document
- Follow-up

A guide to the completion of each of these actions follows.

This Policy Shall:

1. Discuss Individual and Child Safety;
2. Outline Emergency Procedures;
3. List Emergency and Safety Contact Information;

4. Discuss Reporting Requirements;
5. Discuss Documentation and Filing of Docs;
6. Outline Procedures for Review; and
7. Outline Roles, Responsibilities and Expectations.

Individual and Child Safety:

The number one priority of any employee is to ensure the safety of the children in their care. In the case of injury, make sure the child is properly cared for before doing anything else.

The second priority is to ensure that there is no further damage involving other children viewing the situation or damage to the surroundings.

Emergency Procedures:

In the case of an emergency requiring medical attention, employees/management must call 911 or for the less extreme, the Cold Lake regional Hospital Phone at 780-639-3322.

In the case of an accident or serious illness involving a child, Happy House Daycare will ensure that the child receives appropriate medical attention as quickly as necessary.

Procedures:

1. The employee must calm the child immediately and call for help, if needed.
2. The observing employee must notify the Director immediately.
3. The Director will call Emergency Medical Service-911, if needed.
4. The employee administers First Aid if required.
5. The Director or assigned staff, calls the parent/guardian or emergency contact person and requests their arrival at the Cold Lake Regional Hospital.
6. The child will be transported via the following transport possibilities:
 - Parent's Care - if the parent can be quickly available.
 - Director - provided there is enough staff to cover the center.
 - Ambulance - If required immediately (cost of which will be the responsibility of the parent).
7. The Director will take the child's Emergency/Health Care Card if transporting the child.
8. The employee will remain with the child during treatment until the parent arrives.
9. The employee will complete an Accident/Incident Report for whenever any accident, serious illness, or incident occurs and ensures that the Director and parent sign it. This will be kept on the child's file.
10. The Director will report the serious accident/incident to the Licensing Department or Regional Office IMMEDIATELY and then the rest of the written documents within 2 working days.

This Includes:

An emergency evacuation, program closure, intruder on the program premises during operating hours, a serious injury to a child that requires the program to conduct first aid, a serious illness or injury to a child that requires the program to request emergency health care and /or requires the child to remain in the hospital overnight, an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill, the death of a child, an unexpected absence of a child from the program (ie; lost child), a child removed from the program by a non-custodial parent or guardian, an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer, the commission by a child of an offence under an Act of Canada or Alberta, a child left on the premises outside of the programs operating hours.

Emergency and Safety Contacts:

Happy House Daycare has the following emergency numbers posted within the centre:

- Emergency Medical Service nearest Hospital or Emergency Medical Facility
- Ambulance Service
- Fire Department

- Hospital
- Health Unit
- Health Link
- Police Station
- Poison Control Centre
- Child Abuse Hotline
- Owner's numbers
- Daycare location and facility number
- All children of the program have an emergency contact form on record within the centre. Happy House Daycare owner Uta Squire also has emergency contact numbers posted on the outside of the daycare door.

Reporting Requirements:

All incidents are reported and documented. The reporting requirements are as follows:

- All incidents/accidents must be reported immediately to the Director/Executive Director.
- Minor bruises, cuts, scrapes, etc all must be reported through proper documentation.
- The First Aid Regulation requires that all injuries treated at the worksite be recorded. Records are kept for 7 years.
- The Worker's Compensation Act requires certain forms to be filled out by both the employer and the worker when the worker is injured at work. These must be reported within 72 hours. Records are kept for 7 years.

Documentation:

For every incident/accident or serious illness, an Incident/Accident/Illness Report must be filled out. These reports must be signed by the Director/Administrator and given to the child's parent and/or legal guardian. A copy must also be placed on the child's file.

For an injury pertaining to employees themselves (first aid and medical aid), WCB forms must also be completed. All forms and documentation must be signed by the employee and the Director/Administrator and given to appropriate insurance groups when and where required and placed on the employee's file.

Review of Accident/Incident and Illness Reports:

The Director/Assistant Director reviews the accident/incident/ illness reports once a month. They are filed into the appropriate binders and from there they are discussed at the monthly staff meetings. Discussion on what has been occurring and how to now best prevent them these incidents will assist employees in keeping abreast of best practices in the classroom. From there a plan of action is formed on what will work best to reduce further occurrences of any and all accident and illnesses in the center. The action plans are then written down and place in the Accident/ Illness Reports binder.

Roles, Responsibilities and Expectations:

a. Management:

Immediate Specific Response to Prevent Re-Occurrence:

- Perform thorough investigations as needed and as immediate as possible. This includes obtaining all reports from employees and possibly speaking with the children involved and in view of the situation.
- Give personnel re-instructions, coaching, review expectations with respect to equipment, the environment in which the work is being done, and or the applicable Policy, Procedure or Practice.
- Do classroom drop-ins on a daily basis.
- If necessary institute new or improved existing inspection, maintenance, and training or standards procedures.
- Responsible for ensuring employee's safety training/certification is valid and up-to-date and that records of such are kept and posted where necessary.
- Take corrective action and/or follow disciplinary practices when necessary.
- Properly file all incidents/accident/investigation papers/reports. Retain file for as long as required.

- Review with employees any incidents that have occurred at the next scheduled staff meeting. If possible, the individuals involved in the incident should participate in the review. All incidents in the company should be reviewed, in summary at least, at each staff meeting.
 - At the discretion of the Director, issue safety bulletins for serious incidents.
 - Ensure that employees are completing the safety checklists they are required to do as part of the safety policy.
 - Ensure that employees have current/valid Safety training certificates and that these are posted in the Center. Must also ensure that staff are receiving all communication and any new information and updates when changes in policy occur.
- b. Employees:
- Ensure supervision is constant.
 - Perform daily/weekly/monthly routine safety inspections and complete both indoor and outdoor safety checklists. These must be filled under the safety inspections folder.
 - Ensure the following tasks are completed on a daily/weekly/monthly routine and documented in the safety inspection checklist:
 - a. When babies and young toddlers are present, children are protected from stairways by gates.
 - b. All electrical outlets are covered with protective caps.
 - c. Floor coverings are attached to the floor or backed with non-skid material.
 - d. The outdoor play area is protected from access to streets, etc. by a fence or by nature barriers.
 - Complete any and all forms/reports required and Inform supervisor of any and all incidents immediately.
 - Perform Standard First Aid practices and call for emergency response (medical assistance) as needed.

2.24 EMERGENCY EVACUATION POLICY

Safety is the most important aspects of the Happy House Daycare. Having an evacuation plan is a strict requirement. All employees are fully trained for the procedures needed to be taken in the event of an emergency.

This Policy Shall:

1. List the General Policy;
2. Detail the Emergency Exit Plan;
3. Detail Lockdown Procedures;
4. Detail No Electricity Procedures;
5. Detail Water-Break Procedures;
6. Outline the Emergency Exit Map and Procedures; and
7. Outline Roles, Responsibilities and Expectations.

General Policy:

Happy House Daycare Evacuation procedures are in place and [safety drills](#) are conducted regularly. The current evacuation plan is easily accessible and clearly posted. The plan should include unobstructed escape routes.

Employees/Children are expected to practice and participate in evacuation drills regularly. It is important to involve the children to ensure they will be calm in the event of a real emergency. After having drills, the children will not become as frightened, because the routine will be familiar.

Employees must follow the general guidelines in the event that an evacuation is necessary:

- Calmly but quickly assist children to safe predetermined assembly areas.
- Account for all children as well as staff.
- Check for and triage injuries.
- Always leave a note detailing where you have gone if an area evacuation is necessary.
- Always bring emergency information along with you when evacuating.

Emergency Exit Plan:

In a case of emergency, the children will be evacuated from the nearest and safest exit.

- Emergency exit plans are posted in all classrooms/offices and throughout the hallways – staff members are familiar with their direct route to the safest exit as well as an alternative route.
- The muster point sign is posted on three different locations in the outdoor area.
- In the event of an emergency the primary home room caregiver will do a quick sweep of the hallways to ensure the nearest and safest exit, while guiding all children in their room to the door.
- The second caregiver would collect a phone, portable records, daily attendance form, and the first aid kit.
- Before leaving the room, the caregivers will do a head count and confirm all the children are accounted for. From there they will proceed to the nearest exit.
- Once outside at the nearest muster point attendance will be taken again.
- Once the building is clear, the Directors will do a last check of the building confirming all have been evacuated.
- Happy House will be host four (4) practices drills throughout the year. Any time there is an emergency drill, it's recorded and posted in the portable records located in the office.
- Weather depending, we will occupy the nearest and safest public building until it is safe to go back into the centre or the children have been picked up.

Lockdown Procedure:

In the case of an unidentified person, armed or threatening in anyway, entering the premises of Happy House Daycare, the daycare will follow the following lockdown procedure:

- Director will declare a lockdown; this will be done by intercom.
- Caregivers will perform an attendance check to ensure all children are accounted for
- A red sign will be posted on the door. *PARENTS if you are to ever come to the daycare and a red sign is posted on the door, this is a rare declaration of being in lockdown.*
- Cell phones if on hand will be turned to silent.
- All doors are to be shut and locked.
- Windows and blinds are to be shut and lowered.
- Staff and children are to move away from any entrances and try to remain as low and quiet as possible until a signal is given that it is safe to evacuate the building.
- Under no circumstances is the door opened to anyone if the all clear signal has not been given.
- If for some reason employees/children are not in a classroom at the time a lockdown is called, proceed to the nearest classroom, or a space that can be barricaded.
- If possible, the Directors will close and lock all doors that block the hallway to the rest of the daycare.
- If a fire alarm is pulled unless using your 5 senses there is no reason to believe there is a fire, ignore it and do not leave the room until safe to do so.
- The Director will declare when the lockdown is over.

Natural Disaster Procedure:

In the event of an emergency Natural Disaster, such as wildfire, flooding, tornados, etc. that would potentially put Children and Employees of Happy House Daycare at risk, the following procedures will be taken:

Wildfire/Flooding:

- Directors will declare a Natural Disaster – Wild Fire or Flooding Emergency via intercom to notify staff
- Caregivers will perform an attendance check to ensure all children are accounted for
- Primary caregivers will use the nearest available phone (centre phone/personal cell phones) and children's emergency contact form to notify parents of prompt pick-up if safe to do so. If parents/Guardians are unable to be reached the emergency contact will be called.
- Any children unable to be picked-up in a timely manner in the state of an emergency evacuation, putting the child and employee at risk, will remain in the care of their Primary caregiver or the Director – joining together with the neighbouring Elementary School to board a School bus that will transport the Children to a safe location while keeping constant contact and communication with Parent/Guardians to be reunited.

Tornados/Severe Weather Storms:

- Directors will declare a Natural Disaster – Tornado or Severe Weather Emergency via intercom to notify staff
- Caregivers will perform an attendance check to ensure all children are accounted for
- Children will then quickly be moved to the safest location in the room or building (basement or windowless room and below sturdy furniture) until safe to return to classrooms or normal daily activities

No Electricity Procedure:

In the event the daycares power is cut off, depending on the duration of time and the weather, parents will be called to pick-up their children.

Water-Break Procedure:

If it is known before children have arrived at the center that there will be no water for the day, the Center will be shut-down until the water is fixed. If the children are already in the center, we will run off of bottled water, if available. This will be boiled for hand-washing and the daily menu will be revamped to accommodate.

All emergency exit maps are posted outside of each classroom. Happy House Daycare has many security measures in place in the event that this should ever occur. The only place of entrance is the front entrance. All visitors must report to the office before entering the rest of the facility. A buzzer is also placed at all the exits to allow us to know when people have entered or left the building.

Roles, Responsibilities and Expectations:a. Management:

- Follow all procedures of this Policy and ensure that all employees are well trained on Emergency Evacuation Plans.
- Ensure that all emergency exits are clearly marked and that emergency evacuation plans are posted outside of each classroom.
- Ensure that the Center facility is clean and clear of refuse and that all hallways and all emergency exits are clean and clear of debris/furniture/etc.
- Ensure that employees and children are practicing emergency drills on a regular basis. At minimum four (4) times per calendar year.
- Ensure all parents and/or guardians are notified as soon as possible when an emergency situation has occurred.
- Document any situations experienced thoroughly.

b. Employees:

- Must understand the policy procedures with regards to any emergency.
- Must ensure that you and your classroom are participating in the emergency drills.
- Must remain calm under pressure and ensure safety of children in care. Ensure that children are spoken to in an informative and serious manner.
- Follow all procedures set forth in this policy.
- Report to the Director and/or Assistant Director with regard to violation of this policy.
- Assist Management with documentation of any situations and/or incidents.

c. Parents:

- Must understand these procedures and the importance of their severity in the event of any emergency.

2.25 CHILD ILLNESS MANAGEMENT POLICY

Happy House recognizes the effects of the spreading of germs and harbouring illnesses within the center. Therefore, Happy House strives to provide a clean environment free of illnesses. Happy House Daycare must ensure that children who are sick/ill do not attend the center until the illnesses has subsided.

All parents are informed about our programs management of children who are ill when reading and signing off on our policy booklet, which is including in their starting package.

This Policy Shall:

1. Define Potential Health Risks Due to Illness;
2. Outline Symptoms Causing Non-Attendance;
3. Outline Child Illness Procedures;

Potential Health Risk

Illnesses can cause severe potential health risks in a childcare environment. The spread of germs can lead to a decline in health for all the children and employees in contact with the illness.

Room staff will greet each child and discuss with the parent(s) any health problems or symptoms. The parent(s) are responsible for informing the staff of any medications being administered at home in case of any reaction during the day.

Symptoms Causing Non-Attendance:

Parent(s) are responsible for keeping their child at home if they are displaying any of the following symptoms:

- A fever (38 degrees Celsius and higher), especially if the temperature is high or persistent.
- Diarrhea or vomiting (when 2-3 times per 3-4 hours).
- Child appears to have an undiagnosed rash/skin condition.
- Child has contracted a communicable disease (other than upper respiratory tract infection).
- Child is showing signs of an obviously infected discharge (thick and coloured i.e.: brown, red, green).
- Child shows signs lethargy and irritability.
- Child is claiming persistent pain.
- Child shows signs of a bad cough (frequent bouts: 2-3 times/hour), especially if choking or vomiting.
- Child has eye discharge, pink eye, or severe redness.

Child Illness Procedures:

- A receiving staff member who notices any of these symptoms upon the child's arrival i.e.: a child feels warm and using blue cross ear thermometer takes the child's temperature (it reads 38 degrees or higher), will then ask that the child be taken home for at least 24 hours or to a doctor for a note confirming that the child is healthy and not infectious, given the group care situation.
- If a child begins displaying any of the above symptoms at the Centre, the child may be isolated from the other children and may be taken to the Directors office and placed in the sick room so that the parent(s) can be called to remove the child within *two hours of the call*. In the case that a parent(s) is unable to be contacted or to remove the child within the two-hour time frame, the emergency contacts will be called and required to pick-up the ill child. If under these circumstances the child is unable to be picked up and emergency contacts were unreliable this will be a cause for a discharge of the child from the program.
- Should a child display recurrent or long-lasting symptoms, the Director reserves the right to request a signed note from a doctor. A form will be provided to the parent(s) for completion by a physician before returning to the Centre.
- For every child that has been observed with any of the above symptoms a form will be filled out by a staff member that includes: the name of the child, date the child was observed to be ill, name of the staff member who identified the child as being ill, time the parent was initially contacted at, name of staff who contacted them, time the child was removed from the program and the date which the child returned to the program.
- Supervision for Sick Children - A sick child must be kept as far as possible from the other children and directly supervised by a primary staff member. This being in the office with the Director or Assistant Director until they are picked-up.
- Outbreak - In the event of an outbreak of the below communicable diseases or any situation that is classified as that by the public health practice, the center must notify the public health unit. Public health services will come in and evaluate the situation. The center will then work with the public health services on what will have to be done about the situation. This can be anything from separating infected children to shutting the center down for amount of time needed to stop the spread of infection.

Communicable Diseases Include: Chicken Pox, Diphtheria, Gastrointestinal infections (diarrhea) e.g. Salmonella, Shingles, Haemophilus influenza, Hepatitis, Meningitis, Mumps, Polio, Rubella (German measles), Tuberculosis, Whooping Cough (Pertussis). Scabies, lice, ringworm, and influenza are also included.

Roles, Responsibilities and Expectations:

a. Management:

- Follow all procedures of this Policy and ensure that all employees are well trained on how to handle child illnesses.
- Ensure that parents/guardians/emergency contacted are notified immediately and make arrangements for pick-up no later than 2 hours after the observation of illness.
- Ensure that the sick child is comforted and taken care of while waiting to be picked up.
- Request a physician note from the sick child's parent and validate for re-entry to the Center.
- In the event of an outbreak of a communicable disease - contact the public health unit for an inspection and/or debriefing on how to address the issue. Direct and perform any and all necessary steps outlined by the public health unit.
- Remove children from program if necessary.

b. Employees:

- Discuss with the parent any displayed symptoms that the child may have.
- Observe and assess children's health. ie): Take child's temperature, etc.
- Discuss with Director and/or Assistant Director the possible illnesses of a child or children.
- Complete any and all health and wellness report forms.
- Send the child to the office/sick room to await pick-up.

c. Parents:

- Pick-up or send family/emergency contact to pick-up the child **within two hours** of receiving the call from the center for pick-up.

2.26 PROGRAM EVALUATION POLICY

Happy House recognizes the importance of program evaluation to meet and exceed childcare requirements. It is important to periodically assess and adapt the Center's activities to ensure they are as effective as they can be. Evaluation can help identify areas for improvement and ultimately help the Center realize its goals more efficiently.

This Policy Shall:

1. Define Program Evaluation;
2. Outline the Program Evaluation Policy;
3. Outline the Quality Enhancement Program (QEP's); and
4. Outline Roles, Responsibilities and Expectations.

Definition - Program Evaluation:

Evaluation is a process that critically examines a program. It involves collecting and analyzing information about a program's activities, characteristics, and outcomes. Its purpose is to make judgments about a program, to improve its effectiveness, and/or make changes to or inform of programming decisions

Policy:

Our program evaluations are completed on a bi-annual basis (twice per year). When done they are done by a survey by parents, staff, director and social services. Evaluations help the center to uphold to best practices and to make the program better. With input from many sources we are able to manage what everyone wants to see in the program and to fix any flaws and make improvements.

Once evaluations are complete, the employees and the Director discuss it at a meeting and write down what improvements can be made and how. Anything that may take time to improve is written in the future goals section of the meeting minutes and they are addressed at each staff meeting, until completed.

Quality Enhancement Program (Q.E.P's):

Happy House Daycare is an accredited outfit and therefore must follow the ACCAP (Alberta Child Care Accreditation program) guidelines and regulations. The Quality Enhancement program is a chart where the Center must list all of our on-going goals. These guidelines are put in place to ensure that the Center runs with the utmost of quality care. These Q.E.P's are checked and monitored by accreditation and gone over at staff meetings. At Happy House Daycare, we abide by the Alberta Child Care Accreditation program and all of their standards.

Roles, Responsibilities and Expectations:a. Management:

- Ensure that all accreditation guidelines are being met or exceeded in every task set forth for the Center. Work with accreditation and licensing to ensure all rules and guidelines are adhered to. Consistently look into up-dates and changes for Alberta Childcare Centers.
- Ensure that consistent program evaluation is taking place - at minimum, on a bi-annual basis.
- Create, distribute, collect and assess evaluation surveys. Share results with staff and get further input.
- Encourage feedback and input from parents, guardians, families, employees, accreditation and licensing and other public entities.
- Address improvements at staff meetings until changes are completed.
- Complete required changes and keep records of improvements for future reference and use.

b. Employees:

- Participate in the evaluation survey and process. Make recommendations for improvements and assist in the implementation of new methods.

c. Parents:

- Participate in the program evaluation survey process and provide feedback and general input on a routine basis.
- Keep lines of communication open and clear with all Center employees. Taking the appropriate time to address and discuss concerns, suggestions, provide feedback etc. will only help the Center achieve its high level of expectation set for its self and its employees.

2.27 RECORDS MANAGEMENT POLICY

This Policy has been adopted by Happy House in an effort to establish standards for the management of Happy House records in an appropriate, systematic and timely manner, consistent with regulatory requirements. This Policy is designed to facilitate full compliance with all applicable legal requirements pertaining to the protection, retention and production (where necessary) of Happy House records.

Scope/Intent:

The Records Management Policy shall be adhered to by all Happy House employees and management for the purposes of remaining compliant with the *Alberta Personal Information Protection Act* and Canada Revenue Agency at all times and without exception.

Happy House has also adopted this Policy to ensure that all Happy House employees are aware of the importance of properly collecting, protecting and destroying business and clientele (children and parents/families) information.

General Guidelines:

Happy House employees are responsible for specific activities that will require to creation of accurate records that reflect their employment activities. Upon creation, records shall be maintained and retained for a minimum of three (3) years.

In the interests of efficiency, economy and administrative functions, all records shall be properly disposed of when due for disposal. Any records that are not required on a daily and/or weekly basis shall be maintained in a designated off-site storage facility.

Happy House records or documents relating to any matter that is, or may reasonably be anticipated to become, the subject of any pending or threatened litigation, governmental investigation or audit, court order, or other special legal requirement shall be safeguarded against any alteration, loss, or destruction.

This Policy Shall:

1. Provide definitions of term and cite procedures for use within this policy regarding personnel & payroll records / clientele records (children/family personal information) / business records;
2. Outline employee responsibilities under these procedures for use within this policy;
3. Determine the proper procedures for record retention, storage and destruction.

Definitions:

Personal Employee Information means, in respect of an individual who is a potential, current or former employee of an organization, personal information reasonably required by the organization for the purposes of:

- Establishing, managing or terminating an employment or volunteer-work relationship, or
- Managing a post-employment or post-volunteer-work relationship.

Record means a record of information in any form or in any medium, whether in written, printed, photographic or electronic form or any other form, but does not include a computer program or other mechanism that can produce a record.

Normal Retention Period - The length of time classes of records must normally be retained. The lengths of the various Normal Retention Periods are based on general standards and, where appropriate, federal requirements.

Obsolete Records - Records are defined as obsolete when all of the following apply:

- The Normal Retention Period for the records has expired;
- There is neither a Records Hold Order in place nor a reason to hold on to the records any longer than what federal legislation requires.

Off-Site Storage Facility - The designated third-party facility. Documents maintained off-site (those that are not needed on a daily/weekly basis) are to be stored in accordance with these instructions:

- Management, or the individual that is responsible for the safe storage of the record, shall maintain a complete list of all boxes (and their contents) sent to storage. While packing records for storage, please consolidate records so that documents of similar nature and subject to similar expiration dates are stored either together or in close proximity.
- The Record Storage form must be filled out accurately, and in its entirety, for the box to be stored. This includes the access code, bar code and destruction date.

Administrative Responsibilities include:

1. Monitor compliance with the Retention Schedule;
2. Transfer inactive, unclassified records to the off-site storage facility;
3. Initiate the timely destruction of eligible records;
4. Comply with any Records Hold Order.

Disposal of Records:

Every employee of Happy House shall participate in a record purging audit to identify and destroy records that have become obsolete on an annual basis.

The Happy House Record Retention Schedule is usually expressed in terms of fiscal years (FY) plus the current fiscal year. If the record is identified as "two years," during FY2012, all FY2011 and FY2010 copies will be kept, FY2010 records are destroyed within 30 days of FY2012 year end.

Materials that May be Destroyed Without any Specific Retention Period:

The following are considered to have no administrative, legal, financial, or historic value that would require their retention. They may be disposed of after they have served their purpose:

- Duplicates - Extra copies of correspondence, completed forms, bulletins, statistics, reports, hard-copy printouts from databases, electronic files extracted from a master file/database, mailing lists, or other records used only for reference or informational distribution.

- Copies that have no further administrative value after the recordkeeping copy is made including copies maintained by employees in personal files.
- Document Errors - Documents, forms or reports that existed as incorrect versions of themselves and required editing or recreation to correct errors in typing, data entry, spelling, grammar, or format.
- Preliminary Drafts - Drafts of memos, letters, worksheets, and other records, and those that represent stylistic, spelling or grammatical changes.

In accordance with the *Personal Information Protection Act* of Alberta, Section 35 (1), an organization may retain personal information only for as long as the organization reasonably requires the personal information for legal or business purposes. Additionally, Section 35(2) states that within a reasonable period of time after an organization no longer reasonably requires personal information for legal or business purposes, the organization must:

- a. Destroy the records containing the personal information, or
- b. Render the personal information non-identifying so that it can no longer be used to identify an individual.

Personal Client (Child/Family) Information:

Happy House commits to collecting and retaining Personal Information, as listed below, for the sole purpose of managing its business. Happy House further commits to destroying any identifying individual information in accordance with the *Personal Information Protection Act*.

- Name, Address, and Telephone Number of the Parent/Guardian/Child and or emergency contact.
- Date of Birth
- Disability Management/ Pertinent Medical Information / Medications Administered - this includes written consent forms and information pertaining to the medication, time given, by whom (employee), how much, and the initials of the administering employee.
- Learning and Development Information
- Fee Payment Records
- Start Dates and other Specified Dates
- Any other relevant information pertaining to the child, ie:)allergies, immunization records, consent to use images of the child, etc.
- Incident reports, Parents sign-off for having read and understood Center policies and procedures, permission forms, behavioural and developmental notes, etc.

Administrative Records Required by Licensing:

The daycare license holder must maintain on the program premises up-to-date administrative records containing the following information:

- Particulars of the daily attendance of each child, including arrival and departure times.
- Particulars of the daily attendance of each primary employee including arrival and departure times and hours spent providing child care.
- Evidence of each child care certification of employees.
- Current first aid certificates for each primary employee as required.
- Verification of a criminal record check for each employee required and updated every 3 years.

All records are child file records portable for off-site activities or in a case of emergency.

All records are kept in the office in the filing cabinet. Only the Owner and Directors have access to them. Files and records are all kept confidential, as all staff have signed a confidentiality agreement. The office door is locked during hours of non-use.

Personal Employee Information:

Happy House commits to collecting and retaining Personal Information, as listed below, for the sole purpose of managing its business. Happy House further commits to destroying any identifying individual information in accordance with the *Personal Information Protection Act*.

- Name, Address and Telephone Number (current contact information)
- Date of Birth

- Social Insurance Number
- Education History / Educational and Training (First Aid & CPR, etc.) Certificates.
- Proof of Child Care Staff Qualification Number.
- Benefit/Pension Information
- Disability Management/ Pertinent Medical Information
- Beneficiary Information
- Start Date / Payroll Records.
- Record of all required security clearances (Criminal Record Check, Child Intervention Record Check and Health Clearance Checks.
- All required employment forms.

Personnel/Payroll Records:

Canada Revenue Agency requires all employee files, pertaining to taxation and payroll, be kept on file for at least six (6) years from the end of the last taxation year and can be kept in paper or electronic format.

- Employment application;
- Resume;
- Current personal information, including address, phone number, etc.;
- References;
- Employment contract;
- Offer of Employment;
- Family emergency contact form;
- Employee Handbook and Policy Manual signed acknowledgement and agreement forms;
- Documented disciplinary actions;
- Documentation of grievances filed by the employee;
- Performance improvement plans;
- Performance reviews;
- Career planning documentation;
- Attendance records;
- Dates of vacation taken;
- Accident / incident report forms involving the employee;
- Records of recognition / commendation;
- Medical documentation for any required absence(s);
- Workers compensation Insurance claim forms;
- Accident / incident forms resulting in an injury to the employee;
- Functional abilities forms required in any Return to Work (RTW) process;
- Documentation regarding forms of reasonable accommodation required as part of any RTW process
- RTW plans, including documentation of any updates or dialogue during this period
- CPP contributions;
- EI premiums;
- Taxes withheld;
- The hours worked by each employee;
- Form TD1, Personal Tax Credits Return;
- Canada Revenue Agency letters of authority which allow organizations to reduce the tax deductions for certain employees for a specific year;
- All information slips issued and returns filed;
- Happy House employment history, citing dates of positions held and levels of compensation;
- Employment contracts;
- Tax forms;
- Records of taxable benefits;
- Records of contractual bonuses, incentives, or salary increases;
- Records of accrued sick leave, vacation, and overtime;
- Documentation of rewards / bonuses;

- Compensation records;
- Commission records (where appropriate); and
- Records of any loans / advances granted, with appropriate repayment information.

Procedures Regarding Records:

At no point will any information contained within any of the business files whether it be employee or client related - be communicated publicly without the prior written consent of the employee, unless required by law or as permitted under the Freedom of Information policy.

Happy House employees shall be allowed to review their files. Anyone that wishes to review their files must submit a request to view the files a minimum of 2 business days prior to the date of review. Employees must be accompanied by management while viewing their file(s).

Notwithstanding the above, employees may not review any documentation that would violate the confidentiality of another employee.

Happy House employees may challenge the accuracy of documentation in their personal file(s), request that corrections be made, and request that a written note of their comments be added as an annotation to the documentation.

All information maintained in Happy House files are the sole property of Happy House. The removal of any documentation or information from personal files by employees or third parties is strictly prohibited.

Securing Information:

Happy House is committed to ensuring the security of its information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.

The following security measures will be followed to ensure that business; employee and clientele information is appropriately protected: the use of locked filing cabinets; physically securing offices where personal information is held; the use of user IDs, passwords, encryption, firewalls; restricting employee access to personal information as appropriate.

We will use appropriate security measures when destroying information such as: shredding documents and permanently deleting electronically stored information.

We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

Roles, Responsibilities and Expectations:**a. Management:**

- Responsible for tracking and maintaining retention schedules for records.
- Responsible for the safe storage and off-site storage of records.
- Ensuring employees adhere to the Confidentiality Policy with regard to company records.
- Ensuring that obsolete records are properly disposed of.

b. Employees:

- Responsible for collect and up-dating pertinent info for child files. i.e.: Incident reports, Parents sign-off for having read and understood Center policies and procedures, permission forms, behavioural and developmental notes, etc.