

Country Kids Parents Policy Manual

Inclusion Policy

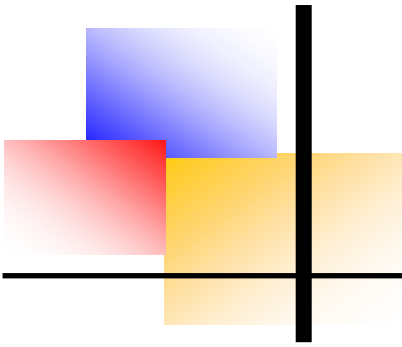
Country Kids Childcare Center, managed by Rosedale Traditional Community School Society (RTCSS) welcomes all children and is committed to providing developmentally appropriate learning and development experiences that support the full access and participation of each and every child. We believe that each child is unique and work in partnership with families and other professionals involved with the child to provide the support every child needs to reach their full potential.

Admissions/waiting list Children of all abilities are accepted and families interested in having their child attend the program will be given an equal opportunity for admission. A waiting list may be maintained and children will be accepted from the list on a first come first served basis, with the exception of priority of space being allocated to employees of RTCSS and current families. A confidential waitlist will be maintained by the Executive Director and Childcare Manager.

The Centre does maintain it's right to deny/withdraw care for the following reasons: 1) failure to pay child care fees 2) the Centre is unable to meet a child's needs after exhausting all options 3) the Centre is unable to accommodate a child's needs 4) a family member poses a direct threat to Centre staff or children.

Educators at Country Kids use developmentally appropriate practices and consider the unique needs of all children when planning. Staff will make every attempt to make any adaptations or modifications necessary to meet the needs of the children. Schedules, routines and activities are flexible and educators will work with therapists, special educators and other professionals to integrate individual accommodations, modifications and strategies into classroom routines and activities. Any adaptations will be reviewed with families and other professionals supporting the child. Supports for children can include but are not limited to physical modifications, adapted routines, developmentally appropriate expectations, external referrals, visual schedules and prompts and modified menus.

Confidentiality applies to all verbal and written information about potential, enrolling and previously enrolled children and their families. All staff will be briefed on the need for confidentiality and will be expected to fulfill their obligation to respect the protection of privacy. Written records will be stored in a secure location with access limited to the director and educators. No information will be released about a child and the parent/legal guardian during enrolment or transition to another receiving program or school without first receiving the written permission of the parent/guardian. This excludes the responsibility held by early childhood educators as mandated reporters of suspected child abuse and neglect.



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- Children will always be treated with respect.
- When problems arise redirect the situation.
- If necessary child may be directed to 'take a break'. The child shall be asked to sit at a table for a break from the situation.
- Encourage children to problem solve.
- Should a child's behaviour require a behaviour management plan, one shall be developed jointly and collaboratively with parents.
- If an incident occurs which is unusual for the child, an incident report shall be filed.
- Behaviour correction in the form of spanking, hitting, or belittling is not acceptable.

We will....

Model problem solving skills.
Plan for positive outcomes.
Communicate clearly.
Ignore minor incidents.
Offer appropriate choices.
Provide natural consequences.
Have clear, consistent simple plans.
Focus on behaviour rather than child.

Rules of Child Release

- A parent shall provide in writing names of each person authorized to remove a child in care from Country Kids.
- This information shall be kept up to date at the Country Kids' facility.
- A child shall only be released to a pre-authorized person.
- A parent or authorized person shall sign a child out of Country Kids when being picked up by letting office or staff member know.
- A child will only be released to a pre-authorized person who is a minimum of 16 years of age.
- When authorized pick up person is under the age of 16 years, a underage pickup authorization document must be submitted by parent/guardian

When a Child shall not be Released

- A child **shall not** be released when a parent or alternate person appears incapable of providing safe care (appears impaired by alcohol and/or drugs).
- A child **shall not** be released to an unauthorized person.
- A child **shall not** be released to a person when a custody or court order is on file that restricts the person's access to the child.

When a Child is not picked up

- Caregiver shall make every attempt to contact parents and all authorized pick up contacts.
- In case no person can be located a call must be made to the Social Worker-Ministry of Children and Family Development, after hour's intake worker or the local police after 30 minutes.
- Staff should never take a child home.

Emergency Disaster Plan

Fire and earthquake drills are held regularly at the school. The building is equipped with smoke alarms and appropriate fire safety equipment. The children participate on a regular basis in evacuation drills to be used in the event that there is an emergency/disaster where the stability, safety and/or usability of the building is in question. This includes incidents of earthquake, flood, fire, or gas leaks. The programs have emergency rations of food and water stored in a movable container, meant to be easily accessed during an emergency.

Definitions of Abuse:

Emotional Abuse-Any act or lack of action, which may diminish the sense of well being of a person in care, such as verbal harassment, yelling, or confinement.

Sexual Abuse-Any sexual behavior towards a person in care by an employee of the licensee, a volunteer or any other person in a position of trust, power, or authority and includes;

- any sexual exploitation, whether consensual or not
- sexual activity between persons in care if the difference in age or power between them is so significant that the older or more powerful person in care is clearly taking sexual advantage of the younger or less powerful person.

Neglect-The failure of a care provider to meet the needs of a person in care including food, shelter, and or supervision.

Informing the Appropriate Agencies

Allegations within the facility will be reported to the Ministry of Family and Development and the RCMP.

For the protection of the children, during a licensing investigation relating to the manger or staff at Country Kids, the Rosedale Traditional Community School Society will provide a secondary adult to be present in the center while the allegation is investigated.

Reporting Abuse:

The procedure for reporting abuse is to contact The Child Protection Social Worker, who will then contact the parents. Police will be contacted if a criminal act has taken place. The licensing officer will also be contacted.

Reportable Incidents Include:

- | | |
|-------------------------------|---------------------------|
| • Aggressive/unusual behavior | Attempted Suicide |
| • Death | Disease Outbreak |
| • Emergency Restraint | Emotional Abuse |
| • Fall | Medication Error |
| • Missing/Wandering | Neglect |
| • Other injury | Physical Abuse |
| • Poisoning | Service Delivery Problems |
| • Sexual Abuse | Unexpected illness |

These incidents will be reported to licensing online within 24hrs.

Illness and Medication

Parental Responsibilities

- Children's immunization status reported on registration form.
- Parents are required to keep their children home if they are suffering from
 - severe cold, fever of 100.4F/38C or more, sore throat
 - runny nose; excessive clear discharge or any green mucus discharge
 - nausea, vomiting or diarrhea
 - head lice
 - infectious diseases
 - pain-any complaints of unexplained or undiagnosed pain
 - infected skin, eyes (weeping, red, puffy) or rash
- Children **MUST** be symptom free for 24 hours, **without medication** being administered, before returning to care.
 - ⇒ If a child returns to care and displays signs that they are not symptom free, they must stay home for **48 hours** and may return if they have been symptom free for 24 hours.
- Indicators child has been medicated - child does not participate in activities, are lethargic, excessively sleeps. Visual health rapidly deteriorates as medicine starts to wear off. Child vocalizes they had medicine before they came.

If illness occurs during care at Country Kids

- Parents shall be immediately notified if their child becomes ill while in care.
- Parents will be asked to pick up ill child from care. They will be kept safe and comfortable until parents or pre-authorized pickup person arrives.
- Parents are asked to please notify Country Kids if communicable disease is suspected or confirmed, such as chicken pox, measles, or mumps.

Hygiene

- Daily hygiene practice will be followed, such as hand washing, disinfecting toys and equipment.
- Children will be required to wash hands following use of the washroom and before snacks and meals are consumed.
- Extra attention to disinfecting toys will be made after any type of serious illness or contagious disease outbreak.

Other

- When exposure to mosquitoes or sunshine is a concern, ensure you have applied sunscreen or spray on your child before bringing them to daycare.
- Sunscreen or repellent will be reapplied as needed.
- Ensure your child has a labeled bottle of sunscreen, mosquito repellent and a hat.

Napping-Infants/Toddlers

- Infants and Toddlers will nap on individual nap mats.
- Infants nap at varying times and every attempt will be made to accommodate. Somewhere between 12 and 18 months, children usually drop down to one nap per day. At this time, we will attempt to put them on the scheduled nap/rest period.

Napping-30mths-school age

- There will be a designated quiet time each day. All children must rest quietly during this period. Rest time gives children a much needed break during the day. Once the children that still nap fall asleep, non-nappers will be provided quiet activities or go outside to play.

Meal Time

Day Care

- Full day care children will need to bring 2 snacks (2-3 items each) lunch (1 main and 2 sides) and any additional snacks they may require, ie special diet requirements. Special diet requirements shall be listed in the Child Care Instruction form.

Infant/Toddler Care

- Infants and Toddlers will have a flexible schedule to reflect their individual needs. There will be 2 set snack and a lunch time each day. However, there will be flexibility based on the child's needs.

Feeding

- Each child will have an opportunity to eat during snack and lunch and/or according to specific instructions from the parent.
- Bottle fed babies will be held during their feedings. Breast milk or formula is accepted. Bottles will be refrigerated until feeding time. Contents of an opened bottle not consumed within one hour of being offered will be sent home. All bottles must be labeled with the child's name and date. Parents are responsible for providing bottles for their child's feeding. Used bottles must be taken home daily for cleaning.
- Children will be given solid foods as instructed by the parents.

Diapering Infant/Toddlers

Diapers

Parents provide diapers, wipes and diaper cream. Toddler parents will be asked to provide diapers, wipes, and cream and/or pull-ups and multiple changes of clothing. If cloth diapers are used, it is parents responsibility to take all dirty diapers home at the end of the day.

Toilet Learning

The toddler teaching team and parents work together to assist the child to use the toilet successfully. Children develop at different rates. We wait to see that a child is ready and then work with parents so that the child has consistency from home to the center. Group care offers the advantage of toddlers imitating their peers who may be making "toilet tries" or who are now able to use the toilet.

Toileting 30mths-school age

Newly Trained

- Parents are asked to toilet their child prior to class to ensure that they are clean and dry.
- To encourage children to gain independence and take responsibility for self dressing, parents are asked to dress children in easily managed clothing.
- observe the child throughout the program and will offer opportunities for the child to use the toilet if it appears they may need the toilet.
- Parents are asked to send the following with their child on a daily basis:
 - a. extra underwear
 - b. extra change of clothes

Fully Trained Children

- Parents are asked to toilet their child prior to class to ensure they are clean and dry.
- Parents may send extra clothing as they feel necessary.
- To encourage children to gain independence and take responsibility for self dressing, parents are asked to dress children in easily managed clothing.
- Children in this category are generally expected to go to the washroom whenever they feel the need, however, there are times throughout the day that all children use the toilet.

Mishaps

Mishaps do occur and parents can assist staff by ensuring there is extra clothing provided for their child. A loss of control often occurs when children have not yet acquired complete control, are new to the program, are overly fatigued, or are feeling unwell. Staff recognize that children are often humiliated by wet or soiled clothing, and are sensitive to this by changing them in a quiet place without shaming or disgust.

Repayment Agreement Policy

- Fees are due the 1st of month for the upcoming month
- Post Dated Cheques to be issued in six month increments, or pre-authorized visa/master card
- E-transfers due the 1st of the month to rtcss@rtcss.ca, password not needed
- A late payment fee of \$25 is applicable
- One month (from the 1st of the month) written notice required to withdraw child, or reduce care, from childcare program, at which time all post dated cheques will be returned or pre-authorized visa/master card will be deemed invalid

Affordable Childcare Benefit (ACCB)

- It is the parent's responsibility to apply, in a timely manner, prior to the month care begins (or expires) for the ACCB and keep it up to date
- Applications may take time to be approved. We will hold off on collecting fees initially until the 15th of the month; this is a one time consideration
- After the 15th, if ACCB has not been approved, fees must be paid and a credit will be provided once the approval is confirmed

Late pickup

- Children MUST be picked up by 6pm, arrive no later than 5:55 to allow time for your child to gather their belongings
- Late pickups will incur a fee of \$1 per minute and is payable at the time late pick up occurs
- Parents will be called at 6:00pm and every 5 minutes.

Late Pick up or Failure to Report Absences:

1. Verbal Notification
2. Written Notification
3. Final Written Notification
4. Termination of care

Holidays/School Breaks

- Childcare Centre operated year round
- No discounts will be applied Statutory Holidays
- No discounts will be applied to Childcare Centre closure due to inclement weather

School District No 33 Strike Policy

- If Childcare Centre is closed for more than 2 days due to district staff strike action, fees shall be refunded, pro-rated. If the School District allows the Centre to remain open during strike action, parents are permitted, without hassle, to cross the picket lines as needed

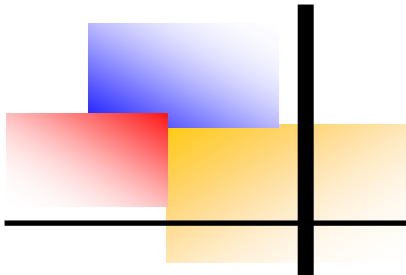
Illness refund policy

- If your child misses days due to illness no refund will be issued

Professional Days/Early Dismissals

- If your child's regular booked care day falls on an early dismissal, no additional fees will be charged.
- If your child's regular booked care day falls on a pro-d day, there will be an additional fee of \$20 (less fee reduction)
- If your child's regular booked care day does not fall on an early dismissal or pro d day, the follow fees are applicable:
 - Pro-D Day = \$40
 - Early Dismissal = \$30
- This must be pre-booked and paid for one week in advance to allow for staffing adjustments

Summer School Aged Care



Guidance and Discipline Policy-revised Apr 2017

Statement:

We at Country Kids Childcare recognize the importance of promoting acceptable behaviour and methods of discipline within the childcare setting. We believe that all children have the right to expect positive approaches to discipline, which foster self-esteem, respect, tolerance and self-control. Behaviours which injure people either emotionally or physically or damage property are real problems for adults/staff and the other children must be dealt with in an appropriate manner. By promoting these beliefs Country Kids Childcare will endeavour to ensure the group is safe, fair and considerate to all.

Our aims:

- To Promote self-discipline.
- To develop within each child an appreciation of others and their feelings.
- To increase children's understanding of the consequences of their behaviour on others and themselves.
- To encourage the child's ability to socialize and get along with others.
- To reinforce the positive and discourage the negative behaviour.

We will do this by:

PRAISE AND ENCOURAGEMENT We will praise and encourage the positive behaviours so that qualities such as kindness, thoughtfulness, tolerance, perseverance and concentration are appreciated and acknowledged.

REASONING We will reason and discuss with the child why they should or should not do something. This should help them to relate the behaviour to the consequences.

PHRASING we will endeavour to phrase directions, as far as possible, in a clear and positive manner. For example instead of saying 'don't' we will endeavour to explain why they should not do something.

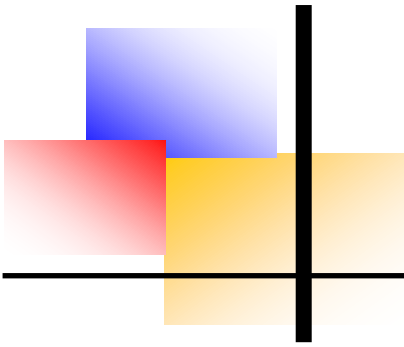
LAYOUTS We will endeavour to set out Country Kids Childcare in such a way to promote positive child behaviour and reduce the possibility of problems occurring by:

- Allowing enough space around each activity.
- Having each area clearly defined.
- Allowing access to a range and choice of equipment.
- Providing appropriate materials at each activity.
- Providing activities that require co-operation rather than competition. This should promote qualities such as turn-taking, sharing, trust and compromise.
- Providing a range of stimulating activities, which will require concentration and perseverance.

SETTING RULES We will set rules in Country Kids Childcare for the children, which are basic and simple and give an explanation as to why we have these rules. For example no hitting-because it hurts and we wouldn't like someone to hit us etc...

APPLYING THE RULES We will apply these rules consistently and fairly. This will be done by:

- Informing the children of the rules.
- Informing the children why we have the rules.
- Informing the staff of the rules and how to apply them.
- Informing the parents of the rules.



Guidance and Discipline Policy

THE STAFF

We expect the staff to set a positive example to the children by:

- Regularly examining their own conduct.
- Listening carefully to children and value what they have to say.
- Give the children clear and consistent explanations of the limits required in the setting.
- Ensure that children do not receive attention for inappropriate behaviour.
- Allow children to express choices.
- Acknowledge children's feelings and encourage them to express them verbally or creatively.
- Adhering to the rules of the group.
- Respecting the children and adults in the group.
- Being mannerly.
- Remembering that children learn by example.

DON'TS

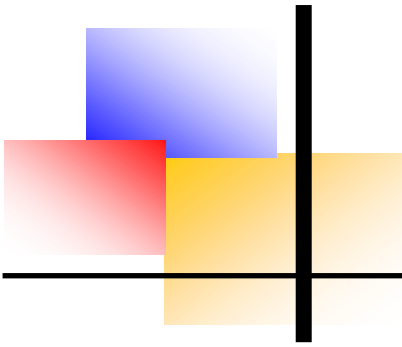
- Physical punishment, such as smacking or shaking will NEVER be used or threatened.
- Staff should avoid labeling children as 'naughty' or 'good'. Labels can have undesirable long-term effects.
- Unnecessary constraints or restrictions will not be imposed on children.

DO'S

- Staff are to stop aggressive or bullying behaviour immediately and make clear that this type of behaviour is unacceptable. This is to be done by explanation rather than personal blame.
- Any behaviour problems are dealt with in a developmentally appropriate way. Staff are to help the children understand and they are important/valued even when their behaviour/actions are not.
- When necessary, staff should outline the problems for children and encourage them to think out solutions.
- Staff should help children to take responsibility for the actions. For example, wiping up spills and helping repair equipment.
- Adult use observations as a way of finding out any possible reasons for unwanted behaviour.

IN THE CASE OF PERSISTENT INAPPROPRIATE BEHAVIOUR

- The child's parents/carers should be involved.
- The leader will discuss the situation with the parents/carers in an attempt to find the possible cause of the behaviour.
- The leader and the parents/carers will, together, develop strategies for dealing with the unwanted behaviour.
- Should it be necessary and with the consent of the parent/carer, advice and assistance will be sought from relevant external specialists to address the matter.
- In extreme cases, to protect other children and staff, Country Kids Childcare reserves the right to contact parent/guardian to pick up child.



Infectious Disease Policy

Added August 2021

PURPOSE

The purpose of this policy is to provide direction to management, employees, contractors and visitors in preparing for and responding to communicable diseases that may threaten the well being and safety of Rosedale Traditional Community School Society (RTCSS) Staff, Contractors and community. This by no means replacing Health and Illness Policy.

SCOPE

This policy applies to all RTCSS Staff, contractors and community

DEFINITIONS-For the purpose of this policy

communicable disease - means an infectious disease transmissible by an affected individual to others via direct or indirect means.

RTCSS Community includes

- all current employees
- contractors, organizations and individuals operating on site who voluntarily agree to submit to the processes under this policy
- children registered in Country Kids Childcare Centre
- students participating in programs by RTCSS
- visitors and guests

RESPONSIBILITIES

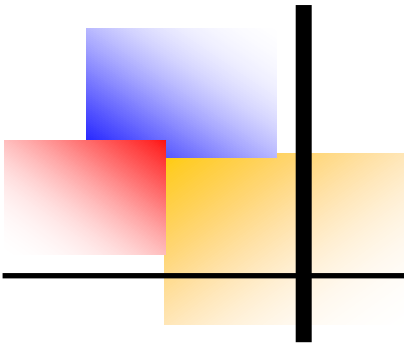
Every individual has a general duty to report illness in themselves or others. In addition to this, each level of the organization is accountable to ensuring the following responsibilities are met.

Management and Supervisors

- Monitor and enforce everyone's compliance to the expectations of this policy.
- Investigate all exposure incidents, including near misses.
- Ensure that workers have received adequate procedures and instruction on matters associated with infectious diseases.
- Responsible to develop an emergency response plan for infectious diseases

Employees

- Follow Worksafe procedures to prevent or minimize the potential for exposure to communicable diseases.
- Use all required personal protective equipment as instructed
- Follow appropriate procedures in all situations where the risk of exposure to blood and body fluids may be present.
- Participate in education and training sessions relating to the prevention of transmission of communicable diseases.
- Report actual and/or potential incidents of exposure immediately
- Follow specified exposure procedures in consultation with the appropriate physician.
- Follow proper response procedures.



Infectious Disease Policy

Added August 2021

Contractors and Visitors

- Follow Worksafe procedures to prevent or minimize the potential for exposure to communicable diseases.
- Report any incident, actual or potential, of infectious disease in the workplace.
- Participate in any investigation or corrective action taken by RTCSS

EXPOSURE CONTROL

Learn to recognize the symptoms and take proper precautions to protect the RTCSS community.

- Decreased appetite
- Weakness, chills
- Fluctuating temperature
- Respiratory signs (sneezing, coughing, difficulty breathing)

Controls will be selected in the following order of preference:

Engineering controls, e.g.,

-Spatial isolation, Physical isolation, limiting exposure

Administrative controls, e.g.,

-signage and barriers, communications, education

PPE (minimize the risk of exposure), e.g.,

-disposable coveralls, goggles, masks, gloves, sanitization stations