# The Salvation Army London Village

# Program Policy And Procedure Manual

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***Section Program***

# Abuse

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The Salvation Army is committed to upholding the standards of Christ, of love, care, protection and respect for the whole person in all relationships. Recognizing that the Christian church is no stranger to abuse, and understanding the profound emotional and spiritual damage resulting from abuse, The Salvation Army Canada and Bermuda Territory will not tolerate or condone abuse within its operations.

Consent – many people, including Salvation Army Officers and leaders, mistakenly believe that sexual relationships between consenting adults do not constitute abuse. However, mutual consent presumes that the parties are on an equal footing with each other, so that one person is not pressured by any consideration of the position of the other person. Officers and all other lay leaders/workers are in a position of trust over those to whom we provide ministry of service. **WHERE UNEQUAL POWER EXISTS, CONSENT DOES NOT EXIST.**

It must be noted that The Salvation Army’s Personnel Policy on Respect in the Workplace is distinctly different from the Territorial Policy and Procedures on Abuse.

**Policy**

The Salvation Army Canada and Bermuda Territory will not tolerate or condone/abuse within its operation (adult by an adult or child by adult).

**Procedure**

* See - The Salvation Army Policy and Procedures on Abuse - following

***Section Program***

# Access To Emergency Care

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The Salvation Army Village Day Nursery is committed to the health and safety of our children.

Occasionally accidents or sudden medical occurrences may require treatment other than first aid.

**Policy**

Staff will be certified in Standard First Aid, CPR Level C.

Parents/guardians will sign a consent form for emergency transportation (i.e. ambulance or taxi) in the event there is a sudden medical occurrence (accident or condition).

Each child with a special medical condition will have a medical plan. (See Medical Practices).

Parents/guardians will be informed of all head injuries.

Staff will not transport children in their own vehicles.

In the absence of the parent, guardian or emergency contact, a staff member will accompany the child in the ambulance and will stay with the child until the parent arrives. Staff will take the child’s file with them.

**Procedure**

* Staff will assess any injury/medical emergency using first aid skills. If the injury is not life-threatening (airway, breathing, circulation, severe bleeding, shock) then the staff will treat the condition. If the child continues to exhibit discomfort then the staff will call the family.
* If the medical emergency requires treatment other than first aid and is life-threatening then the staff will call 9-1-1.
* The Program Director will be notified.
* One staff will remain with the child; one will stand at the front of the building to wait for EMS to arrive.
* Appropriate documentation will be completed. An Injury Report will be completed for either an Indoor or Outdoor Injury and an Incident Report will be completed for all other Sudden Medical Emergencies. If necessary, procedures would be followed as per our Serious Occurrence Policy.
* Parents/guardians will sign the Injury Report or Incident Report and receive a copy.

***Section Program***

# Admission

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

In order to ensure the health and safety of the children in our care a number of forms must be completed by families. Records of children ensure that the appropriate services can be contacted promptly and that basic information about each child in care is readily obtainable in an emergency. This also ensures parents understand all policies within our program.

**Policy**

All forms will be completed prior to the child starting day care.

Children’s records will be stored in a locked filing cabinet.

Children’s records will not be accessible to students or volunteers without permission.

Records of children discharged will be maintained for three years after the discharge date.

**Procedure**

* Upon acceptance of a position in the Day Nursery, parents are required to submit:
* Completed emergency information forms
* Completed consent forms
* Completed health/immunization forms
* Signed financial policy
* “All about me” information form
* Signed release of information forms (when applicable)
* Middlesex-London Health Unit Preschool Fluoride Varnish Program Consent
* Individualized plans as applicable
* Written recommendations from a child’s physician regarding the placement of a child for sleep (when not in accordance with safe sleep recommendations)
* Statement of Conscience or Religious Belief forms if child is exempt from immunization
* ***REMIND*** app information
* Preferably forms should be brought in prior to the child’s first day. If forms are brought in on the first day of care the staff receiving the forms must ensure they are complete. If forms are incomplete, the child will not be able to stay.
* Children on the sibling waiting list have priority over children on the non-sibling list.
* Confirmation from the City Child Care Subsidy Office, Ontario Works or County of Middlesex must be received prior to the child’s starting date.
* On the child’s first day parents are asked to bring an extra change of clothes, diaper, creams, wipes as applicable. Please ensure that all items are clearly labeled. Comfort toys such as blankets, stuffed animals are also welcomed for rest time or to make transitions easier.
* Parents may be requested to stay with their child until they are comfortable.

***Section Program***

# Animals

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Animals can spread infections. Amphibians, reptiles and rodents often carry *Salmonella* germs without showing any signs of illness. Amphibians, reptiles and rodents shed *Salmonella* germs in their droppings and these can contaminate their bodies and the environment around them, including where they are housed or handled. Children younger than 5 years of age, elderly individuals, pregnant women and people with weak immune systems are at higher risk of age, elderly individuals, pregnant women and people with weak immune systems are at higher risk of getting sick with *Salmonella*.

Good hygiene and handling procedures can prevent the spread of such infections. Good supervision and common sense will protect both animals and children.

**Policy**

Amphibians, reptiles, rodents, and wild animals are not permitted as pets. Any decisions regarding pets must be discussed with the Program Director.

**Procedure**

* All animals should be free of disease.
* Dogs and cats must be immunized.
* The animals environment should be kept clean. A staff member should be delegated the task. Equipment should not be cleaned in the food area.
* Animals should be examined when purchased and annually thereafter by a veterinarian. A stool analysis and immunization should be included in the examination.
* After handling pets, children should wash their hands thoroughly.
* No animals (except seeing eye dogs) are allowed where food is prepared.
* If an animal bites someone it must be reported to the Officer of Health.
* Cat and dog stool must be scooped up and removed from all outside areas on a daily basis. Someone must be delegated the task. Pregnant women should avoid handling feline fecal matter.
* Children should not put their hands into fish tanks.
* Children should be discouraged from kissing animals.
* All animals should be purchased from a reputable dealer.

***Section Program***

# Child Abuse

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The Child and Family Services Act promotes the best interests protection and well being of children. The purpose of our policy is to ensure a coordinated, sensitive child focused approach to the investigation and subsequent follow-up of allegations of child abuse of children in our care.

The Child and Family Services Act recognizes that each of us has a responsibility for the welfare of children.

The employees at The Salvation Army London Village are considered by definition to be “professional” for purposes of the duty to report. The professional’s duty to report overrides the provisions of any other provincial statute, especially those that would otherwise prohibit disclosure.

**Policy**

If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information upon which it is based to a Children’s Aid Society.

The duty to report is an ongoing obligation. If a person has made a previous report about a child, and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to a Children’s Aid Society.

The person who has the reasonable grounds to suspect that a child is or may be in need of protection must make the report directly to a Children’s Aid Society. The person must not rely on anyone else to report on his or her behalf.

**Procedure**

* Abuse is:
* The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person’s failure to adequately care for, provide for, supervise or protect the child, or pattern of neglect in caring for, providing for, supervising or protecting the child.
* There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person’s failure to adequately care for, provide for, supervise or protect the child, or pattern of neglect in caring for, providing for, supervising or protecting the child.
* The child has been sexually molested or sexually exploited, including by child pornography, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.
* There is a risk that the child is likely to be sexually molested or sexually exploited as described above.
* The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child’s parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.
* The child has suffered emotional harm, demonstrated by serious anxiety, depression, withdrawal, self-destructive or aggressive behaviour, or delayed development, and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child’s parent or the person having charge of the child.
* The child has suffered emotional harm and the child’s parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm.
* There is a risk that the child is likely to suffer emotional harm resulting from the actions, failure to act or pattern of neglect on the part of the child’s parent or the person having charge of the child.
* There is a risk that the child is likely to suffer emotional harm and that the child’s parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the harm.
* The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child’s development and the child’s parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.
* The child has been abandoned, the child’s parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child’s care and custody, or the child is in a residential placement and that parents refuses or is unable or unwilling to resume the child’s care and custody.
* The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person’s property, services or treatment are necessary to prevent a recurrence and the child’s parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.
* The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person’s property, with the encouragement of the person having charge of the child or because of that person’s failure or inability to supervise the child adequately.
* In addition to the duty to report, any person who reasonably believes that a representation or material is, or might be, child pornography shall promptly report the information.
* Professional persons and officials have the same duty as any member of the public to report a suspicion that a child is in need of protection. The Act recognizes, however, that persons working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions, and so makes it an offence to fail to report. Any professional or official who fails to report a suspicion that a child is or may be in need of protection, where the information on which that suspicion is based was obtained in the course of his or her professional or official duties, is liable on conviction to a fine of not more than $50,000 or to imprisonment for a term of not more than two years, or to both.
* Any staff member who suspects child abuse or neglect of a child in our care, should immediately discuss their concerns with the Team Leader, Assistant Program Director, and/or Program Director. This is not to gain consent but merely as a means of communication.
* A written report of specific details, time of incident and date should be immediately written down. Report any action taken or reasons no action taken. This report should be signed by the writer and given to the Program Director or designate. The report will contain:
* The name and address of the child
* The name and address of the individual suspected of abuse
* The nature of the suspected abuse
* Name and phone number and professional title and duties of person making report
* Any contacts made with relevant agencies or individuals (these people may be called upon at a later date)
* The date, time, name, and title of the person receiving the report should be noted for the written report and for follow-up with the agency.
* The person suspecting abuse will report to the Children’s Aid Society, after notifying the Program Director or designate.
* The Children’s Aid Society of London and Middlesex and The Salvation Army London Village Day Nursery are committed to providing service to children and their families. It is understood that both agencies are bound by the principles dictated to us by the Child and Family Services Act as to the protection of children. The following principles should apply to any such allegation:
* Every child has the right to protection from harm if harmed the right to support and treatment.
* Every opportunity must be provided to a child to ensure that they feel comfortable and have the right to disclose if something uncomfortable is happening. The child must know that he/she can communicate with staff members and do so without fear of repercussions.
* All staff employed by The Salvation Army London Village Day Nursery Program have an obligation and responsibility to protect children in the care of the program from harm and abuse.
* The physical harm, sexual abuse, neglect and/or emotional harm of any child is unacceptable and will be reported immediately upon suspicion or knowledge that such exists.
* Where a criminal offense such as sexual abuse or physical harm has occurred, that abuse must be investigated and prosecuted as such.
* The abuse of a child is never the child’s fault. A child must be protected from the alleged abuse and supported during the process of the investigation.
* The Salvation Army London Village Day Nursery Program is committed to training staff in issues related to child abuse. All staff must review procedures for identifying and reporting abuse at the onset of employment.
* Any individual who has reasonable grounds to suspect an abusive situation must follow these steps:
* Intervene to ensure the child’s health and safety wherever possible.
* Notify other staff in the vicinity of the situation.
* Assess necessity for immediate First Aid or health care.
* Immediately contact a Team Leader, Assistant Program Director, and Program Director, should the abuser be a Team Leader, Assistant Program Director, and/or Program Director contact any other management staff.
* Internal reporting is mandatory, complete a detailed incident report. Management will meet with the person reporting the incident as soon as possible. Appropriate external authorities (i.e. Police, Children’s Aid Society) will be contacted by staff. Parents/guardians will be notified by staff or Program Director as soon as practical or as directed by Children’s Aid Society.
* The Salvation Army London Village Day Nursery Program will investigate all situations.
* The Alleged Abuser:
* The alleged abuser will be removed from child contact immediately to ensure both child and staff protection.
* It is imperative to note that everyone is innocent until proven guilty.
* The staff will not attend work until the investigation by appropriate external and/or The Salvation Army London Village Day Nursery is satisfied that the matter is resolved.
* Should charges be laid against the staff person alleged to have committed the offense they will:
* Work in an administrative capacity with no children contact until resolution or
* Not work and receive pay until resolution or
* Not work without pay until resolution
* Individuals found guilty of abusing a child may be terminated from employment with The Salvation Army London Village Day Nursery.
* The Salvation Army London Village Day Nursery will not tolerate abuse of any kind. The Salvation Army London Village must ensure children’s safety and rights, as well as, respecting staff rights. It is the intention of The Salvation Army London Village to have incidents reported immediately with swift follow-up and action.
* The investigation:
* The Children’s Aid Society and the police are the “investigative experts” and have responsibility for the investigation. The staff of The Salvation Army London Village Day Nursery are not in the role of investigating and will not conduct interviews with any parties in the alleged incident.
* The staff of The Salvation Army London Village Day Nursery Program will be expected to assist the Children’s Aid Society and the police in understanding our children’s needs.
* The staff of The Salvation Army London Village Day Nursery will make themselves available for interviews by the Children’s Aid Society and the police if required.
* The Program Director of The Salvation Army London Village shall notify the Ministry that an abuse investigation is underway if the accused is an employee. (Serious Occurrence Reporting Procedures (2014)). The Program Director will also inform the Executive Director.

***Section Program***

# Child And Family Rights

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

To ensure that program participants and their families/guardians are aware of their rights while participating in the program.

**Policy**

*All staff* is *committed to maintaining the privacy, dignity and confidentiality of each family in our program.*

Children (or families) are entitled to the following rights:

* The right to a safe, caring environment.
* The right to appropriate food, shelter, and clothing.
* The right to protection from emotional or physical abuse.
* The right to be heard should you wish to voice a complaint or concern. The following people are, by right, available to you if you have a serious concern:

Village: Support Staff

Team Leaders

Assistant Program Director

Program Director

Chaplain

Executive Director

Community: Lawyer (of your choice)

Ontario Ombudsman

Members of the Ontario Government

*An attempt will be made to resolve your complaint through the preceding channels*

* The right to religious education and activities.

The Statement of Individual Rights will be posted in each program location.

**Procedure**

* Each family will be advised of their rights upon enrollment to our program.
* The Child and Family/Guardian Rights will be available in the Parent Handbook.
* Staff and volunteers will be familiar with the Rights of Children and Family/Guardians.
* Should a complaint arise, families can follow the complaint procedure as outlined.

***Section Program***

# Closure Due To Extenuating Circumstances

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

From time to time it may become necessary to close our program due to extenuating circumstances, such as disruption in essential services (electricity, water), or “snow days”.

**Policy**

To protect the safety of our employees and families, the day camp or day care centre will be closed/or close early.

**Procedure**

* The Program Director with the Executive Director will make this decision in the morning, when possible, and an announcement will be made on our local radio stations: AM980, BX93, and Virgin Radio.
* If we anticipate inclement weather, the Program Director will set up a telephone tree with the staff so each parent will be notified in the morning. We will also contact parents through the REMIND account that we have set up for the child care facility. Typically decisions are made by 6:30 a.m. Usually if the London Transit Commission has made the decision to close, the child care will be closed.
* While we try not to interrupt a parent’s day at work or school, it may be necessary to close the program during the day. Parents will be contacted by phone and asked to pick up their children as soon as possible. Parents should provide the child care with the names of two emergency contacts if they (the parent or guardian) cannot be reached. Staff should make every effort to ensure that the family’s information is current.
* If the City declares a “snow day” and all public venues are closed, the child care centre will be closed – and it is anticipated that our funding will be paid for that day. However if the child care closes but the City services are running then it is anticipated that we will not be paid for that day.
* Closures are considered to be “Serious Occurrences” and must be reported following the necessary Ministry guidelines.

***Section Program***

# Community Connections

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

To ensure the child care program is appropriately connected to various resources in the community.

**Policy**

The Child Care Centre team will develop and maintain positive connections to various resources including funding bodies, community agencies, other Salvation Army ministry units and those with a vested interest in supporting children and families.

Connections may be informal, formal or contractual.

**Procedure**

* The Director and or designate(s) will develop and maintain appropriate, professional relationships with various resources within and outside of the organization, including but not limited to:
* All Kids Belong
* The City of London, Children’s Services Department, Neighbourhood, Family and Children Services
* Ontario Works, Leap
* Family Centre Argyle
* Middlesex-London Public Health Unit
* Tyke Talk
* Thames Valley Children’s Centre
* Children’s Aid Society
* The Director or designate will participate on various committees as required to support the development of positive community connections.
* In situations whereby the relationship is contractual, the Director of the program will work with the Executive Director to determine suitability of the agreement and to obtain required signing authority signatures.
* Whenever possible, the Program Director will attempt to involve staff in committee work and community events.
* All staff will be mindful of The Salvation Army values and will reflect them when connecting with others.

***Section Program***

# Consent To Release Information

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The right of every child and family to privacy will be recognized and protected to the greatest extent possible.

**Policy**

No child will be refused service because a parent/guardian has refused prior consent to release information as a condition of enrolment. Parents/guardians must have signed a “Release of Information” before any personally identifiable information is released to third parties. Information collected will be the minimum needed to serve the purpose of the service provided.

**Procedure**

* Children’s records will be stored in a locked filing cabinet.
* Only the day nursery staff will have access to the children’s files.
* Files will only be removed out of the office area by the Program Director or designate.
* Parents may have access to their child’s files.
* The Release of Information must be dated “from to “. These should be reviewed annually.
* Access to a child’s records without parental consent may only be given to officials of the following jurisdictions:
* Coroner’s Office
* Courts in response to a warrant or court order
* Ombudsman
* Authorities vested in provincial or federal statutes
* Minister and officials to whom he/she has delegated the authority
* If an outside party is using a child for the purposes of research, written consent must be given.
* Parents/guardians must also consider giving consent for their child’s pictures to be published in any type of media event. As well, parents/guardians must consider whether their child’s picture should be displayed in the child care centre.
* Consent will be given on medical forms in order to store a child’s Health Card Number in our facility as well as to release Communicable Disease Information as well as Immunization to the Middlesex London Public Health Unit.

\*Designate will be defined as Assistant Program Director or Team Leader.

***Section Program***

# Contravention Of Prohibited Practices

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

To ensure that staff are using appropriate guidance techniques in our program (as per the Prohibited Practices Policy and the Program Statement).

**Policy**

Formally, staff observations will be completed quarterly by the Assistant Program Director.

Documentation will be completed for all observations, dated and signed by the Assistant Program Director and the employee.

Employee discipline practices will be followed as per the Progressive Discipline Policy (6.4.0) in our Operational Manual.

Individuals found guilty of abusing a child may be terminated from employment with The Salvation Army.

**Procedure**

* Supervision for contravention could include verbal reminders, brainstorming preferable guidance techniques, recommended training, and/or more frequent observations.
* Each and every case of contravention will be treated individually.
* Every staff will be accountable for ensuring that appropriate guidance techniques are followed. Being supportive of each other during stressful situations is everyone’s responsibility.

***Section Program***

# Criminal Record Checks, Vulnerable Sector Checks, And Offense Declarations

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

As professionals caring for children, it is necessary to meet and maintain Ministry of Education and The Salvation Army requirements regarding Criminal Reference Checks and Vulnerable Sector Checks. In the event of a declared offence, steps are taken to ensure confidentiality and the continued safety of all children, staff, students and volunteers.

***Definitions***

Criminal Reference Check: A type of police record check that may include criminal convictions and findings of guilt under the Youth Criminal Justice Act.

Offence Declaration: A written declaration signed by an individual that lists all of the individual’s convictions for offences under the Criminal Code (Canada), if any, during the period specified in the declaration.

Police Record Check: A search of records that are held in police databases pertaining to a specific individual. The two types of police record checks referenced in the CCEYA are criminal reference checks and vulnerable sector checks.

Vulnerable Sector Check: An enhanced type of police record check that may include criminal convictions, findings of guilt under the Youth Criminal Justice Act, outstanding charges, arrest warrants, certain judicial orders, absolute discharges, conditional discharges, other records as authorized by the Criminal Records Act, findings of not criminally responsible due to mental disorder, record suspensions (pardons) related to sexually-based offences, and non-conviction information related to the predation of a child or other vulnerable person (i.e., charges that were withdrawn, dismissed or stayed, or that resulted in acquittals). A vulnerable sector check is conducted in cases where an individual would be in an employment or volunteer position of trust or authority over children or other vulnerable persons.

Vulnerable Person: A person who, because of age, disability or other circumstances, whether temporary or permanent, is

a) In a position of dependence on others; or

b) Is otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust relative to them.

Vulnerable Sector Checks will come back with information that is “negative” - no criminal records, or “criminal record” – match to registered criminal record. If there is a criminal record there will be an additional sheet attached to the Vulnerable Sector Check listing the records.

**Policy**

Every employee, student, and volunteer over 18 years of age, must obtain a Vulnerable Sector Check before interacting with children.

The Governing Council of the Salvation Army must submit to the Ministry an official letter that identifies which individuals from the organization are responsible for the delivery and oversight of the child care program on behalf of the organization. A current Police Record Check is required for each individual named in the letter. If the persons named in the letter may be interacting with children then they must also provide a Vulnerable Sector Check. They must be kept on file.

Criminal Reference Checks and Vulnerable Sector Checks must be obtained from the employee’s local police force.

New hires are required to provide a Vulnerable Sector Check prior to employment commencing and this Vulnerable Sector Check must have been prepared no earlier than 6 months prior to the date it is obtained.

Vulnerable Sector Checks must be provided by any employee, student or volunteer every three years, thereafter.

In every calendar year, employees, students and volunteers will be required to complete an offence declaration, a written declaration signed by the individual that lists all of the individual’s convictions for offences under the Criminal Code of Canada if any occurred during the period specified in the declaration. This Offence Declaration must be completed no later than 15 days after the anniversary of their previous Offence Declaration.

It is the responsibility of the employee and students to pay for their initial Criminal Reference Check/Vulnerable Sector Check. The cost for volunteers will be covered by the agency. The cost of subsequent Criminal Reference Checks/Vulnerable Sector Checks will be incurred by the employer.

All information obtained through a Criminal Reference Check, or Vulnerable Sector Check is strictly confidential.

Any person who is employed by or contracted with outside organizations (i.e. Special Needs Consultants) has completed background screening prior to interacting with children in the program. While each outside organization may implement their Vulnerable Sector checks differently, our program requires a copy of their Vulnerable Sector Check, or an attestation from the person’s employer stating they have reviewed the Vulnerable Sector Check and a signed Offence Declaration from that person. If the services of the outside person continue longer than one year, the offence declaration must be signed annually, not longer than 15 days after the anniversary date of the most recent offence declaration or attestations. The Vulnerable Sector Check must occur on or before the fifth anniversary after the date of the most recent Vulnerable Sector Check.

**Procedure**

* All new direct care employees (as defined above) are required to have an up to date criminal reference check including a Vulnerable Sector Check. This Vulnerable Sector Check must be conducted by the employee’s local police force and be dated within 6 months of offer of employment.
* Successful candidates will go to their local police department where they will complete an application for a criminal reference check including a Vulnerable Sector Check.
* All costs related to obtaining a Vulnerable Sector Checks are the complete responsibility of the successful candidate.
* Upon receiving the Vulnerable Sector Check, the successful candidate will present the original to their supervisor for review. If the candidate requires the original, the supervisor will make a copy, write “true copy” on it along with their initials and place the copy in the successful candidate’s file.
* It is not the intention of The Salvation Army London Village to discriminate or necessarily preclude employment opportunities against those applicants with a criminal offence. The Executive Director and the Program Director will consider the nature and circumstances surrounding the charges and convictions. The Executive Director and the Program Director will consider the nature and circumstances surrounding the charges and convictions. Decisions would be based on whether the candidate could be considered a high-risk person to have in contact with the children, the nature and number of convictions, the length of time since the conviction, rehabilitative efforts made by the applicant, the relevance of the conviction to the job description of the applicant and references obtained from past employers. The final hiring decision is the complete responsibility of The Salvation Army.
* A candidate for a job, who has not yet provided a Vulnerable Sector Check due to the time it is taking to obtain, may be permitted to begin interacting with children if:
* The candidate provides evidence in the form of a receipt that they have applied for a Vulnerable Sector Check (which will be maintained on the employees HR file until the Vulnerable Sector Check is received) and
* The candidate will only have supervised access with the children.

During this time the candidate for job positions will be employed under a conditional job offer. If the Vulnerable Sector Check is returned with a criminal record, and The Salvation Army deems this individual not suitable for employment, the relationship with the candidate will be terminated.

* All information pertaining to a Vulnerable Sector Check or an Offence Declaration will be maintained in the employee’s confidential personnel file.
* If the employment relationship is permanently terminated for 6 or more months, The Salvation Army will require a new Vulnerable Sector Check before the employment relationship resumes.
* If the employment relationship is permanently terminated for less than 6 months and then resumes, and the employee would have been responsible for providing a Vulnerable Sector Check or Offence Declaration during the period of termination, The Salvation Army will obtain such documents before the relationship resumes.
* Annually employees, students and volunteers must sign an Offence Declaration. It must be dated within 15 days of the previous Offence Declaration.

***Additional information for Volunteers/Students***

* If the Vulnerable Sector Check was performed more than 6 months but less than 3 years ago, the volunteer or student will be required to provide the original or a copy of the document and in addition will be required to complete an Offence Declaration that addresses the period of time since the day of the Vulnerable Sector Check.
* If the Vulnerable Sector Check was performed three or more years ago, the volunteer or student must provide a new Vulnerable Sector Check or copy.
* All costs related to obtaining a criminal reference check are the complete responsibility of the student. Volunteers will be reimbursed by The Salvation Army for their Vulnerable Sector Check.
* Upon receiving the Vulnerable Sector Check, the volunteer or student will present it to their supervisor for review. The supervisor will make a copy, write “true copy” on it along with their initials and place the copy in the volunteer/ student’s file.

***Third Party Criminal Record Checks/Vulnerable Position Checks***

* Persons employed or contracted from outside organizations wishing to work directly with a child or children must provide either an attestation (letter from their employer), verifying that they have reviewed the person’s Vulnerable Sector Check, that it was performed within the last five years, and there were no convictions for offences under the *Criminal Code* (Canada) or their Vulnerable Sector Check, performed within the last five years.
* If the person provides their Vulnerable Sector Check, a copy may be made and will be signed and dated by the Program Director as “true copy”.
* An Offence Declaration will be signed by the individual dated from their last Vulnerable Sector Check. This will be signed annually (provided the service is still being provided to the child) and dated not later than 15 days of their previous Offence Declaration.
* All Vulnerable Sector Checks or copies, attestations and Offence Declarations will be kept in a confidential file.

***Section Program***

# Cultural Competency And Religious Practices

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Children and youth in child care come from various racial, ethnic, social, economic, linguistic and religious backgrounds and sexual orientations, and need understanding, inclusive and aware environments. The Salvation Army London Village advocates that children are not isolated from their cultural traditions. Culturally competent child care settings may reduce the likelihood of depression, suicide, substance abuse and academic under-achievement observed in children and youth who experience or have experienced violence, bullying, discrimination and cultural isolation.

This policy provides direction to support the right as noted in the Child and Family Services Act, 1990 for children and youth to receive the religious instruction and participate in religious activities of their choice. While the child care program is licensed under the Child Care and Early Years Act, 2014, we support this fundamental right of children and youth.

**Policy**

The Salvation Army London Village supports the provision of child care services in a consistent manner that is respectful of and compatible with the diverse needs of children and youth.

The Salvation Army London Village will align with the Canadian Charter of Rights and Freedoms and Ontario Human Rights Code.

The Salvation Army London Village Child Care Program will accommodate cultural and/or religious practices/requests as indicated by the parent/guardian.

If The Salvation Army London Village Child Care Program is unable to accommodate a practice/request, the parent/guardian will be informed prior to enrollment.

**Procedure**

* Prior to enrolling in the Child Care Program, parents will meet with the Program Director or designate.
* The parents will be informed of the religious background of The Salvation Army and the roles of the chaplains in our centre.
* If the parent/caregiver indicates there are cultural and/or religious practices/requests which differ from our normal practices (such as food), we will clarify and seek direction on the implementation of such practices/requests. The Salvation Army London Village will respect the practices of that culture. If we feel we will be unable to accommodate a practice/request we will inform the parent/guardian.
* The Program Director or designate will provide information and/or direction to the staff on meeting the cultural and/or religious needs of each program participant.
* Where a child or youth in the care of The Salvation Army London Village, speaks a language different from that of other people with whom he/she lives, steps will be taken with the person and their family to establish appropriate communication links. Families are asked to provide those links and direction for the staff to implement.

***Section Program***

# Death Of A Child

**Approved Date: February 10, 2003**

**Review Date: November 2016**

***Purpose***

To provide clear direction to staff in the event of the death of a program participant.

**Policy**

In the event of a program participant’s death, Village Administration will take the lead in dealing with the situation as this will be considered a Serious Occurrence.

**Procedure**

* Staff will notify Program Director (or designate) and Executive Director immediately.
* Nothing in the vicinity of the body will be moved or touched.
* Staff will provide a detailed incident report documenting the occurrence including date, time, location, circumstances prior to the death, staff on shift, how and where the body was found, any resuscitation actions used, supports called, etc.
* The Program Director (or designate), in cooperation with the Executive Director will notify the local coroner, parents/guardian and the Ministry of Education immediately.
* A Serious Occurrence report will be submitted to the Ministry of Education and The Salvation Army Territorial Headquarters giving FULL particulars and all circumstances pertaining to the death.
* The Salvation Army Employee Assistance Program will be notified to assist the staff with grief counseling.
* The Salvation Army London Village will make every effort to offer support and assist the family as well as other program participants with grief counseling (if requested).
* Any reporting to the media will be the responsibility of the Executive Director, in consultation with The Salvation Army Public Relations Department. Staff will refrain from giving a report to the media.

***Section Program***

# Developmental Screens

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

In April 2000, the government outlined early identification guidelines for *Healthy Babies, Healthy Children* through local health units.

The objectives of early identification include:

* Increased awareness of the importance of healthy child development
* Design a comprehensive system of monitoring healthy child development
* Support children potentially at risk with referrals to the appropriate intervention service

The Nipissing District Developmental Screen is the screen accepted by the London and Middlesex Public Health Unit.

**Policy**

The Nipissing Developmental Screen will be completed on children at Birth to 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 2 years, 30 months, 3 years, 4 years, as applicable.

**Procedure**

* Parents will be informed in regards to the Nipissing Developmental Screen and consent (via the Parental Authorization Form) will be obtained upon enrollment.
* Staff will receive education in regards to the Nipissing Developmental Screen (background and use).
* The staff will complete the checklist on the children as required.
* Letters will be sent to families following completion of the checklist. They will indicate whether a meeting is required (if there are concerns), or not (no apparent concerns). However, all families are welcome to request a meeting.
* If a child receives one “NO” in the first five areas of the Nipissing Developmental Screen, the staff are encouraged to open up communication with the family in order to come up with strategies to reach those milestones. This may be achieved sharing the Tyke Talk Communication Checklist. The staff may also review the checklist again at another time. Families of children with all “YES” scores are not required to meet with staff.
* If the child scores two or more “NO” scores in any other area (5-18) the staff will provide feedback to the family. The family may sign a release with All Kids Belong (“AKB”) at this time to have the “AKB” consultant complete the most appropriate screening tool.
* Staff will photocopy the results of the Nipissing Developmental Screen. The photocopy goes into the child’s file. The original copy will go to the family with the appropriate correspondence. (See Appendix)

***Section Program***

# Evacuation From Property

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

In the event of a non-contained emergency, i.e. train derailment, specific procedures would need to be implemented to protect the safety of the staff and children.

***Policy***

The Salvation Army London Village Day Nursery will have designated place of shelter in the case of a neighbourhood or region wide evacuation.

All staff, students and volunteers will receive training on the Evacutation from Property policy by the Program Director or designate and each will sign off on the training prior to their first shift. Policies will be reviewed annually thereafter by staff, students and volunteers.

**Procedure**

* The Executive Director will notify the Program Director of an evacuation that requires the children and staff to leave the property.
* The Executive Director will contact the representative of the evacuation site. Once the representative is contacted, either at the site or at their home, they are notified of the situation and our approximate time of arrival. The representative will then prepare the site by unlocking doors.
* Children will be taken to The Salvation Army Westminster Park Corps, 1190 Southdale Road, East, London, phone (519) 668-0025 or The Salvation Army Hillcrest Corps, 310 Vesta Road, London, phone (519) 659-8568.
* Children will be transported by London Transit in the safest and most expedient manner. Parents would be informed of our evacuation procedure upon registration of their children in our program. Parents would be notified by telephone and through our local television and radio stations.
* Staff will ensure that sign in sheets, journals, emergency binders, and medication accompany them. Staff will count the children and the staff in their program and give those numbers to the Program Director. No child will be released to their parent until attendance is completed.
* One infant staff will be responsible to ensure that infant bottles are taken to the evacuation site.
* Once everyone has been evacuated safely to the evacuation site, the Program Director, with the assistance of administration staff, will notify parents of the evacuation by phone and where to pick their child up.
* It will be the Corps Officer’s responsibility to ensure this protocol is communicated to all employees and future Corps Officers.
* This protocol will be reviewed annually by The Salvation Army Village Health and Safety Committee and any changes communicated to the Executive Director and employees.

***Section Program***

# Family Service Plan

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

An appropriate individualized support plan (or Family Service Plan) is developed for each child with special needs and that ensures children are supported to participate fully in the child care program.

The individualized support plans (or Family Service Plan) includes information on each child’s required supports, including specific aids (e.g., mobility devices, hearing aids) and modifications to the environment (e.g., specific furniture, additional staff).

**Policy**

The plan will include:

1. a description of how staff will support the child to function and participate in a meaningful and purposeful manner
2. a description of any supports or aids, or adaptations or other modifications to the physical, social and learning environment that are necessary for the child to achieve success and
3. instructions relating to the child’s use of the supports or aids, or, if necessary, the child’s use of or interaction with the adapted or modified environment.

The plan must be developed in consultation with a parent of the child, the child (if appropriate for the child’s age) and any regulated health professional or other person who works with the child in a capacity that would allow the person to help inform the plan. The original copy of the plan will be kept in a Master Binder in the staff room, a copy of the plan will be kept in the child’s room in the emergency binder and a copy on the child’s file.

All staff, students and volunteers will receive training on the Family Service Plan policy by the Program Director or designate and each will sign off on the training prior to their first shift. Policies will be reviewed annually thereafter by staff, students and volunteers.

See Inclusion Policy

**Procedure**

* Staff will complete an Action Plan using the Family Service Plan which will indicate the date of the plan, classroom, location of the plan, Actions to Achieve Goals, Strategies Used, Equipment Needs, Comments, Review Date and the initials of the staff who developed the Action Plan.
* Only the child’s initials will be used in the Action Plan.
* The Plan will be reviewed as the child achieves success or if the relevancy of the goal changes.
* Staff will be actively involved in Family Service Plan Meetings. Providing information on a child’s strengths, child’s areas of growth, identifying barriers in the program and solutions.
* Communication with families is essential to the success of the Family Service Plan. Occasionally communication books will be kept with famiiles to ensure messages are relayed between child care and home.
* Some children may not have a formalized Family Service Plan but may require specialized equipment throughout the day. In this case the staff and family will develop a Medical Procedure/Equipment Plan to be posted in the program. The purpose of this plan is to ensure all staff will be knowledgeable in supporting the child.
* Plans will be posted in the child’s program. Recognizing that the location of each plan may vary in each room, staff will note where the plan is located on the Family Service Action Plan.

***Section Program***

# Fee Collection And Payment

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Clear policies and procedures in regards to fees and fee collection are necessary for accountability and to decrease the risk of liability.

**Policy**

Fees will be reviewed annually.

Any change to the fee schedule will be communicated to the City of London.

Parents will be charged at the beginning of the month for that month of billing. There should be no balance carried into the next month.

Fees are not reduced for sick time or statutory holidays.

Any family who uses our centre on a part-time basis (less than five full days per week) will be charged an additional charge.

Rates are charged by the birthday of the child. Toddler rates are effective at 19 months and preschool rates at 31 months.

Parents may only book camp in week blocks with the exception of PA Days.

Fees for half-day care will be determined by:

• A half-day with lunch is 70% of the full-fee rate

• A half-day without lunch is 50% of the full-fee rate

Any cheque returned for non-sufficient funds must be replaced by cash.

Temporary receipts will (and must be) issued for all payments.

Payments will be stored in a vault. Only the Program Director will have access to the combination to the vault.

Deposits will be done weekly (at a minimum).

Official receipts will be issued monthly and must be kept for income tax purposes.

Families whose account is in arrears (not at a zero balance by the end of the month) that you will receive a two week notice of termination of placement for your child.

Two weeks notice is required when withdrawing a child from the program. Two weeks of care will be charged to you if notice is not given.

Full fee families are entitled to ten vacation days annually at 50% of their rate (five days for every six months enrolled).

Parents who are subsidized are given 25 days\* annually of absence per child (sick and vacation time). Parents may be responsible for paying the child care centre the full fee if the 25 days is exceeded.

**Procedure**

* Payments are made by cheque, cash or money order.
* Official receipts cannot be reissued, however, letters for income tax purposes can be prepared. A service charge will be applied.
* Extensions of termination notice of non-payment will only be considered if the balance is paid in full or there is an agreed upon repayment plan with no further accumulated debt.
* Payments will be made to the Program Director, Assistant Program Director or Team Leaders.
* Families are to ensure that the child care centre and the City of London Child Care Fee Subsidy is made aware of any changes to their personal information including employment, education, phone numbers, immunization or health changes, emergency contacts, and address.
* Families will call their child’s room by 9:00 am to let them know the reason for any absence.
* Vacation (for full fee families) may be taken in single days, or in blocks of time, however, one month’s notice must be given or the vacation time will not be credited until the month following the vacation period. The vacation policy only applies to non-subsidized families.
* The City of London will not pay over 25 days\* annually absence unless there are special circumstances. Parents may be responsible for paying the child care centre the full fee if they exceed 25 days. School-age children who are subsidized are only entitled to 5 days absence.
* It is the family’s responsibility to call their child care subsidy Case Associate for every day their child is absent. Parents will continue to receive correspondence from City when their days of absence near 25 days.
* Families of school age children are reminded to only book the weeks that they need. For families with multiple children if they have one child that is not attending (sick or vacation), the City anticipates that the other children will be in.

# Section Program

# Field Trips

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Well planned, safe and organized field trips may enhance our children’s daily learning experiences.

**Policy**

Field trips will be approved by the Program Director two weeks prior to the event.

**Procedure**

* A field trip proposal form will be completed and submitted to the Program Director for approval at least ten days prior to the trip.
* Approval will be made based on
* The cost and budget limitations
* Safety and Risk - number of volunteers, staff and children, mode of transportation, where the children are going
* The purpose and appropriateness of the trip as it relates to the interests of our children emergency medications (if applicable) and child development
* The follow-up with the children after the trip to link the experience to learning
* Following the field trip the staff will complete the form adding comments on the experience and determining the value of the trip. These forms will be kept in a binder for future reference.
* Upon enrollment parents will be told that field trips are an occasional part of our curriculum. Parents will give consent for their child to participate in field trips. It is further explained to families that if they do not wish their child to attend they must make alternate arrangements for their child due to staffing needs on that day. Each field trip (with the exception of walks) will have a sign up sheet available for the parents consent.
* We will make every effort to not have families pay for field trips. However, in the instance that a fee must be charged, any child whose parents cannot pay will not be denied the opportunity to attend. We will subsidize the cost for that family.
* If the field trip is to the apple orchard or to a farm, children may only sample pasteurized drinks. (If you are not sure do not let children have it.) And be sure to wash any produce the children sample.
* Staff will take on a field trip:
* A cell phone
* A backpack with children’s emergency information, Kleenex, any personal care items, no-water hand washing solution (i.e. Purell), first aid supplies
* If the field trip involves a petting zoo ensure there is handwashing facilities with running water, soap, and paper towels (not pails of water). Children will wash hands after petting animals, prior to eating. Eating will be discouraged while petting animals. To prevent bacteria entering the day care, children’s shoes should be cleaned. If any child is sick with vomiting/diarrhea following the field trip, medical attention should be sought.
* If a field trip is planned for an area considered high risk for mosquito bites (damp) staff should remember to protect themselves, and the children.
* Transportation for field trips will be private or public buses, or walking.
* If food is being transported on field trips, appropriate food handling policies must be adhered to, to ensure safety, i.e. Cold foods must stay cold by using ice, ice packs, and coolers.
* If parents are being used as volunteers on our field trips, they must complete a Criminal Records Check for Volunteers. Fees for this will be covered by the program. All completed records will be kept in a binder in the child care facility. (See Volunteer Policy).

***Section Program***

# Fire Safety

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Good policies and practices are vital for fire prevention. Partnerships will be essential between the families, staff, and fire department to ensure expediency and efficiency in emergencies.

**Policy**

The Salvation Army London Village Day Nursery will have a Fire Safety Plan approved by the London Fire Chief.

Staff and volunteers will be aware of their responsibilities in the event of a fire. Fire procedures will be posted in each room.

A fire drill will be conducted at least once a month. Written records will be kept of all fire drills, tests of the fire alarm system and all tests of fire protection equipment, and any fire inspections. All documentation in regards to fire safety records will be kept for three years.

The Day Nursery will have a designated place of shelter in the event the Day Nursery must be evacuated due to an emergency.

The Fire Safety Plan will be available in a lock box for the London Fire Department in our Main Hallway.

**Procedure**

* Fire drills will be practiced monthly. Statistics including time, number of adults, number of children, and response time will be recorded in the log book.
* Upon orientation, staff and volunteers will be made familiar with the Fire Safety Plan and the fire drill procedures.
* The Salvation Army London Village is a designated smoke free facility.
* No flammable or combustible liquids will be stored in areas accessible to children.
* In the event of a fire, children may be evacuated to the gymnasium.
* If there is need of a full evacuation, children may be moved to The Salvation Army Westminster Park or The Salvation Army Hillcrest Corps.
* Once children have been evacuated they will remain away from the buildings until such time that attendance is taken and the building is deemed safest to re-enter.
* Staff will ensure that sign in sheets, emergency information and medication accompany them outside during a fire drill. Team Leaders will count children and adults. They will explain to children about the fire drill and praise them for exiting in a safe manner.
* The fire alarm is used to initiate all fire drills. A whistle will be used only if the alarm system is not functioning.
* All exits will be kept clear and unobstructed at all times.
* The fire alarm system and buildings will be inspected annually by a qualified inspector and a record is kept of said inspections.
* Fire extinguishers will be inspected monthly and a record kept of such inspections.

***Section Program***

# Incident Reports

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

From time to time there are situations that are of a more serious nature and require a written record.

**Policy**

Incident Reports will be written whenever an event is deemed critical.

**Procedure**

* It is impossible to list every category, which may require an incident report. The following are some examples:
* Injury or serious illness of child, parent, or staff.[[1]](#footnote-1)
* The use of any intrusive procedures.
* Property damage or presence of hazardous conditions.
* Any report or concern of child abuse.
* Remember that a serious incident may begin with a minor incident and end with a serious occurrence requiring a report to the Ministry.
* Every detail must, therefore, be recorded. Each time, place, exchange or information, name, phone call, attempted phone call and any other item must be in “ink”.
* Anything considered to be of a serious nature should be communicated to the Assistant Program Director and Program Director immediately.
* A copy of the incident report should be given to the Program Director for signage immediately.
* The staff involved in the incident should ensure the report is completed prior to the end of their shift.

***Section Program***

# Inclusion

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Early childhood education inclusion embodies the values, policies and practices that support the right of every infant and young child and his/ her family, regardless of ability to participate in a broad range of activities and contexts as full members of families, communities, and society. (DEY/NAEYC 2209: 2).

People should feel welcome in our centre regardless of ability, need, background, culture, religion, gender, status, sexuality or social or economic circumstances. Through inclusive practice, we aim to reflect our wider community and promote positive attitudes to both the similarities and differences in each other. In order to achieve this, we actively engage with children, parents and other organizations as appropriate.

Our overall philosophy encourages that “everyone gets what they need…**not**…everyone gets the same”.

Because The Salvation Army is a Christian organization, there must always be transparency in regards to our mission.

**Policy**

Admissions will be accepted on a first come first serve basis where possible.

There will be no “refusals of care” unless there is no space available in the facility, or there are inadequate resources to support the child and family.

Child care will not be terminated unless a child’s account is not current.

Parents and families are involved, consulted and informed partners in our facility. Therefore, parents will be given the right to exclude their child from any activities unless it is a requirement of the Child Care and Early Years Act, 2014.

Parents will be asked for consent to use the Nipissing Developmental Screening tool.

Every family will be informed about “All Kids Belong” and understand that they may arrange to meet with our Resource consultant at any time.

Consent forms will be used in order for staff to speak to outside agencies/ in regards to a child or family.

Confidentiality forms will be signed by all staff, students, and volunteers.

**Procedure**

* When children are admitted into our centre parents will meet with the Program Director or designate prior to the child’s start date. The purpose of the meeting is to share information about the child and family, to share information about our services, to review registration paperwork, and review policies and procedures of the program. The meeting time and date should be flexible for the needs of the family and of our centre. Having an understanding of any family needs prior to this meeting will insure accommodations have been made for first languages other than English.
* At The Salvation Army Village Day Nursery we actively promote inclusive practice in order to best meet the needs of the children, families and staff of our centre.
* Waiting lists will be maintained when children cannot be placed in our centre immediately. Waiting lists will identify any special needs for the family.
* Generally, children will be placed on a first come first served basis. The exception may be if there are siblings within a family.
* Accommodations that eliminate barriers and meet the individual needs of families will always be a priority. I.e. Accessibility to interpreters/translators at meetings, times/locations of meetings, providing alternate foods, medical practices
* Efforts will be made by all staff to ensure our curriculum, activities, books, materials and environment are used to reflect the diversity of all children, families and the wider community.
* Staff will adapt daily routines and activities to ensure the participation of all children.
* The Nipissing District Developmental Screening tool will be used within our centre. This tool assists staff in identifying early developmental concerns and assists with program planning. Parents will receive copies of all observations.
* Staff will regularly engage with families to facilitate information sharing and to ensure parents are involved in planning for their child’s learning and development. Information sharing between staff and parents ensure a partnership approach which happens in the form of daily communications as well as scheduled meetings as required.
* Alternate arrangements will be made for children not participating in any Christian activities with our chaplains.
* If a parent does not want their child to participate in a community outing, it will be explained that every attempt will be made to make alternate arrangements such as their child spending the day in a different program however there may be circumstances that will prohibit this (such as ratios or age of the child) so that the parent may need to find alternate care for that day.
* Staff will actively discourage the use of stereotyping of gender, culture, background or ability by facilitating non-stereotypical play, and through the use of non-stereotypical resources and images.
* Learning experiences will be planned that are meaningful for every child and recognize varying learning styles and abilities.
* As necessary, staff will attend training pertaining to inclusion such as behaviour management, equality and diversity, language development or special needs.
* Should a family wish to access our Resource Consultant from All Kids Belong they will need to complete a consent form with All Kids Belong. Staff will make the appropriate arrangements with the family and our consultant to meet.
* Staff should not request the Resource Consultant to complete any observations of children without written consent from the family.
* Therapists who come into our centre to work with the children are encouraged to complete their therapy in the classroom environment rather than withdrawing the child to work one-on-one.
* If our child care program has a Program Assistant staff, families, volunteers and students will understand that their role is to provide additional support in the facility and not a 1:1 worker for any child.
* During their orientation, staff, students and volunteers will be made aware of our Inclusion Policy, procedures and its importance.

***Section Program***

# Licensing

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Ontario’s Ministry of Education issues child care licenses under the Child Care and Early Years Act and is responsible for enforcement of that legislation. At least once a year, Ministry of Education program advisors conduct inspections of all licensed child care centres and home child care agencies to:

• determine if licensing requirements are being met;

• renew licenses;

• monitor licensees who are having difficulty meeting licensing requirements; and

• support applicants and licensees to achieve and maintain compliance and

improve program quality.

Ministry staff also investigate complaints received by the public about licensed child care.

Licensing is just one of the ways that quality assurance occurs in the centre.

***Policy***

The Salvation Army Village Day Nursery will apply and meet the requirements for license renewal.

The Salvation Army Village Day Nursery License will be posted in a conspicuous space in the day nursery.

The Salvation Army Village Day Nursery will ensure that the Ministry of Education’s Licensed Child Care Decal is posted in a conspicuous place.

The completed licensing checklist will be available for any parent upon request.

The Parent Handbook will inform families of the website to access licensing summaries and information ([www.ontario.ca/licensedchildcare](file:///\\SERVER\Daycare%20Program\Day%20Care%20and%20School%20Age%20Program\Policy%20Manual\Program%20Policies\01%20-%20Program\www.ontario.ca\licensedchildcare))

All copies of inspections will be kept for a minimum of three years.

Every employee will have a completed “*Notice with Respect to the Collection of Personal Information”* form on file.

***Procedure***

* The application form for license renewal will be completed electronically by the Program Director 30 days in advance of the license renewal date and sent back with the appropriate licensing fee. This can be viewed at <https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml>
* Dates and copies of any/all inspections will be available at the time of licensing.
* The Program Director, with the Assistant Program Director, will ensure that the requirements of The Child Care and Early Years Act are met in the centre.
* Action plans will be developed from licensing to ensure any non-compliancy items are completed.
* Should a provisional license be issued it is expected that the Program Director will make every attempt to meet the requirements in the designated time frame.
* The Ministry of Education Program Advisor has the legal power of entry at any time. The Ministry of Education Program Advisor has the authority to inspect all aspects of the program, including records. He or she is also at liberty to remove records or make copies of same.

***Section Program***

# Missing Child

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

To provide clear direction to staff in the event a child goes missing. To ensure emergency procedures and/or services are activated quickly to provide for the health and safety of children in our program.

Missing person – child who has wandered away from the group/program; gotten lost in a crowded environment and is not capable of any independence within the community; is unable to seek assistance or defend self against harm.

**Policy**

A search will be initiated immediately following the procedure as outlined.

**Procedure**

* Inform other staff members on duty.
* Check immediate vicinity (inside child care and outside yard).
* Notify Program Director, Assistant Program Director, or Team Leader as appropriate.
* Contact police (9-1-1) emphasizing the need for immediate assistance.
* Be prepared to provide the following information:
  1. name, age, sex, physical description, clothing, unusual marks,
  2. where last seen
  3. concerns or needs of the person (special medical considerations i.e. asthma/ allergies, diabetes tha may require medication)
* Note the name and badge number of the reporting officer.
* Notify parent/guardian of situation and action initiated (if it is a child that is a ward of the Children’s Aid Society staff must notify the Children’s Aid Society).
* If staff is unable to reach the parent/guardian they will attempt to reach the emergency contact.
* Remain in close contact with Program Director, Assistant Program Director, Team Leader or Executive Director. Program Director, Program Supervisor or On-Call Designate will notify Executive Director of the situation.
* Serious Occurrence Procedures will be followed as per policy.
* When the child is found contact all parties previously notified regarding the missing child alert.
* Complete required documentation.

***Section Program***

# Mission Statement

**Approved Date: February 10, 2003**

**Review Date: November 2016**

***Purpose***

The Mission Statement is our reason for being. It is the backbone of the organization giving us vision and direction.

***Policy***

All facets of our organization including policies, curriculum, fundraising, strategic planning and staff conduct should reflect the mission of The Salvation Army.

The Mission Committee will review the Salvation Army London Village Mission Statement annually.

***Identity Statement***

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

***Mission Statement***

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

***Core Values***

* Salvation
* Holiness
* Intimacy with God
* Compassion
* Respect
* Excellence
* Integrity
* Relevance
* Co-operation
* Celebration

***Core Values - description***

**SALVATION** *We proclaim the Gospel of Jesus Christ in all our ministries.*

God’s mission is a mission of love and restoration. Through the birth, life, death and resurrection of Jesus, God provided the way of salvation culminating in the gift of eternal life for all who respond in faith. We value this gift of grace, believing that it has the power to liberate, heal and transform individuals and communities. We seek to embody this same grace and mission in our thoughts, words and deeds.

**HOLINESS** *We are shaped by the Bible and the example of Jesus through the presence and power of the Holy Spirit.*

We acknowledge our total dependency on God. We pray, follow God’s Word and live by faith. Our mission demands that we respond to the lordship of Jesus Christ and remain radically obedient to the leading of the Holy Spirit. We are committed to a disciplined Christian lifestyle and service in Christ’s name.

**INTIMACY WITH GOD** *We commune with God through worship and prayer.*

Intimacy with God is both our privilege and responsibility. Disciplined and persistent prayer, worship, mediation, studying God’s word, solitude and self denial are essential to our faith, spiritual growth and mission.

**COMPASSION** *We embody God’s love, reaching out to others and caring for them.*

God reaches out to every person in love. Our mission is always in response to that love. We strive to meet the needs of vulnerable groups and those overlooked or ignored in our communities. When needed, we will stand for them and advocate on their behalf. We accept that showing compassion may threaten those who benefit from present arrangements of power. Our desire is for God to work through our ministries to renew broken families, empower the poor and transform neighbourhoods.

**RESPECT** *We promote the dignity of all persons.*

We believe that all people are created in God’s image. Although we are sinful creatures, we believe that Jesus was sent to restore the relationship between God and humanity. We treat people with dignity, recognizing that they are loved by God. We work to break down barriers that promote an us/them perception. We do not see only the needs and weakness of people, but also the gifts and strengths that God has given them. We work alongside people helping them to recognize their worth in Christ.

**EXCELLENCE**  *We are innovative and effective.*

We require our ministries to establish measurable goals and objectives and to evaluate results. We measure mission effectiveness and adjust or prune as necessary. We allocate our resources to maximize the benefits to individuals and communities. We equip and empower our men and women and deploy them according to their abilities, talents, training and expertise. We plan for future leadership. We pray that God will provide highly-motivated, committed, skilled and productive people to carry out our mission.

**INTEGRITY** *We are honest and trustworthy, accountable to God and each other.*

Everything we do is a reflection of God and the name of The Salvation Army; therefore, our actions will be transparent and hold up to scrutiny.

**RELEVANCE** *We seek to understand and meet the needs of people in our communities.*

We adapt our methods to meet changes in those needs. We are progressive and pursue innovation and effectiveness. Our ministries respond to the demographics of the people living in their communities. We undertake studies to determine how we can serve best.

**CO-OPERATION** *We encourage and foster teamwork and partnerships.*

Our ministries work cooperatively and collaboratively to fulfil our mission. We recognize that volunteers, employees, adherents, soldiers, senior recruits, and officers are our greatest assets in fulfilling our mission. We value partnerships with individuals and groups beyond the Army.

**CELEBRATION**  *We are thankful to God for blessing The Salvation Army.*

We believe God raised up the international Salvation Army and gave it a unique identity. We celebrate our rich heritage; our people; our unity and diversity; our observance of a sacramental lifestyle; our communities; and our joyous expressions of faith.

***Social Services Mission Statement***

Motivated by the love of God and the life and teaching of our Lord Jesus Christ we seek to provide people of all ages with compassionate, practical, holistic care at their point of critical need, respecting their dignity and worth, and with an understanding of their physical, psychological, material, social, and spiritual needs.

In partnership with other members of our social services team, and with other social services agencies, we seek to identify and promote the prevention, resolution, and alleviation of social problems by striving for justice and compassion in the treatment of people.

***London Village Mission Statement***

The Salvation Army London Village is a Christian community dedicated to providing support to families through:

* Child Care Programs for children from birth to 12 years
* Respite Programs for children and adults with intellectual disabilities
* Adult Day Programs for seniors with Alzheimer Disease or related dementias

Our Vision

The Salvation Army London Village is a valuable partner and recognized leader in providing excellence in care, while respecting individuals needs.

We Believe in…

* Celebrating and respecting diversity
* Fostering strong community partnerships
* Providing safe, nurturing environments
* Supporting choices and valuing beliefs
* Respecting individual faith
* Ongoing evaluation and improvements to the services we provide

***London Village Day Nursery Mission Statement***

Since our beginning in 1969, The Salvation Army Village Day Nursery remains committed to families by providing licensed Christian child care for infants, toddlers, preschoolers, and school-age children in east London.

With the guidance of professionally trained staff, we will fulfill our mission:

* By providing safe and healthy environments where children are cared for and challenged.
* By planning and implementing programs and environments. Through play, we will strive to stimulate curiosity, independence, self-esteem, and decision-making capabilities.
* By exposing children to social experiences and interaction with others. By fostering friendships and developing relationships, children will learn about turn-taking, respect for others and acquire effective communication skills.
* By working with families and community partners to identify the family and child’s individual needs (basic, cognitive, fine motor, gross motor, social/emotional, verbal, and spiritual) and assisting to achieve them.

**We Believe**

* In celebrating and respecting diversity
* In the value of inclusion
* In the importance of networking with community partners
* That staff remain knowledgeable in regards to community resources and will share that knowledge accordingly
* That families are the primary decision makers for their children
* In the importance of ongoing professional development and continuing education
* In continued quality assurance

***Section Program***

# Nutrition And Menu Planning

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Meals should be served at regular meal times and should provide nutrients necessary for growth and development. Meal times offer opportunities for children to learn good eating habits and develop a positive approach to a variety of foods.

Snacks should provide nutritional value as well as refreshment in a child’s busy day. These foods should be easy for the child to handle and not detrimental to dental health. Snacks should include choices from two of the four food groups.

Young children in day care for a full day are very active and therefore depend heavily on the food served to provide the necessary energy to sustain their activity. In the evenings, they are often too tired to eat a complete meal. Therefore, it is important that the children receive a sufficient portion of their daily intake at the centre. Educators' should be responsive to children’s cues of hunger and fullness and intake of milk/formula and food should never be forced.

Patterns of eating and food tolerance are highly individual in infants. New foods should be introduced judiciously because of the immaturity of the child’s digestive system. The amount and scheduling of nourishment must accommodate the needs of the individual child in order to respond to the child’s rapid development. Parents, usually with the advice of the child’s physician, should have an active role planning this nutritional intake during the hours he/she is in care. Gastro-intestinal upsets can lead to dehydration with severe consequences in infants.

Labeling food or drink supplied by a parent is intended to ensure that a child receives the correct nourishment for him/her.

**Policy**

Correct procedures of food storage, preparation, and service contribute to the retention of nutrients, safe food handling practices and prevention of food poisoning.

Drinking water must be available at all times.

All meals, snacks and beverages must meet the recommendations set out in the Health Canada documents “Eating Well with Canada’s Food Guide”, “Eating Well with Canada’s Food Guide – First Nations, Inuit and Métis” or “Nutrition for Healthy Term Infants”, as amended from time to time, as the case may be.

Menus will be posted (5 week plan) rotating for the current week and following week. Menus will be retained for at least 30 days. Any deviations in the menu will be recorded.

Parents will complete a sheet of which foods their child has tried. Foods and beverages should not be left in the child’s locker.

Parents should make the day care aware of any food allergies upon enrollment (Allergy Forms/Anaphylaxis Forms will be completed by the physician) upon enrollment. These will be reviewed annually by the parents.

Parents whose children have food exemptions due to cultural/religious beliefs must complete a form telling us what foods their children may not eat. This will be kept on the child’s file. These will be updated annually.

A list of Food allergies or exemptions will be posted in any area where food is served, in playrooms or in any other areas in which children may be present. Staff, volunteers and students must review these annually. The cook must have a list of all children and their exclusions to ensure food is prepared accordingly.

Parents of infants must supply their formula, bottles with breast milk, homo milk or formula (labeled) and infant cereals. Homogenized milk for any child will also be supplied by the parent. In some circumstances some parents may wish to supply their own food. All of these must be labeled with their child’s name. Any infant under one year is fed in accordance with written instructions from the parent/guardian of the child.

If parents wish to bring in treats for special occasions, they may only be commercially prepared, unopened packages with an accompanying ingredient list.

**\*At the Village Day Nursery, we will not introduce any child to new foods. The parent’s directions will be followed.**

**Procedure**

* Any bottles and/or food brought in by parents must be labeled.
* If storing and serving breast milk:
* Keep breast milk in the refrigerator no longer than three days
* Store breast milk towards the back of the refrigerator to avoid temperature fluctuations
* Use the oldest milk first
* Frozen breast milk can be stored in a refrigerator freezer up to three months
* Thaw frozen breast milk in the refrigerator or if it’s needed right away, thaw it in a pan of warm water not on the counter at room temperature.
* Use thawed breast milk within 24 hours
* Shake the breast milk to mix it well
* Do not microwave breast milk
* Do not refreeze thawed breast milk
* Throw out any breast milk baby does not finish
* Advise your parents to call the health unit for more information
* If storing, preparing and serving commercial infant formula:
* If you’re preparing formula on-site, follow label directions exactly
* Use prepared bottles of formula within 24 hours
* Throw out any formula left over after a bottle feeding
* If storing and serving baby food:
* Store home-prepared baby food in the refrigerator for up to three (3) days
* Store home-prepared baby food in the freezer for up to two (2) months
* Use fresh or frozen meat, fish, poultry, legumes, vegetables and fruit
* Serve baby food from a feeding dish not from the jar
* Discard leftovers baby doesn’t finish
* Use extreme caution with microwave reheating. Ensure that containers are microwave-safe. Use low temperatures and heating times. Always test the temperature of the food before serving.
* All food stored in the refrigerator or freezer, not in its original container must be labeled with its contents and the date.
* Watch the types of foods are appropriate for the age groups to avoid choking hazards. Children must be supervised at all times.
* Staff should join the children at meal times by sitting with them, encouraging conversations. Meal time should be relaxed, not rushed.
* Menus will be reviewed annually by a licensed nutritionist or designate.

***Nutritious Menu Planning***

**Schedule 1**

|  |  |  |
| --- | --- | --- |
| **Food Group** | **Range of serving size Children under 6 years of age but more than 1 year of age** | **Range of service size Children 6 years of age and over** |
| 1. Milk Products 2. Meat & Alternatives 3. Grain Products 4. Vegetables & Fruit | 125-175 mL  30-60 g  ½-1 slice or 50-125 mL  ¼-1 whole fruit or 80-125 mL | 175-250 mL  60-90 g  1 slice or 125-175 mL  1 whole fruit or 125 mL |

**Schedule 2**

|  |  |
| --- | --- |
| **Food Group** | **Amounts provided each child in attendance for 6 hours or more** |
| 1. Milk Products 2. Meat & Alternatives 3. Grain Products 4. Vegetables & Fruit | 250-375 mL  60-90 g  1 ½-2 ½ slices or 75-450 mL  2-2 ½ whole fruits or 250-300 mL |

***Metric Conversion***

**Volume Weight**

50 mL = ¼ c 30 g = 1 oz

125 mL = ½ c 90 g = 3 oz

175 mL = ¾ c

250 mL = 1 c

375 mL = 1 ½ c

450 mL = 1 ¾ c

***Section Program***

# Observation Sheets

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Grounded in a view of the child as competent and capable and organized around the foundations of belonging, well-being, engagement, and expression. Educators and administrators remain focused on children first and foremost throughout all elements of the program. This belief is intended to be used by educators in planning and creating environments, experiences and contexts for children’s learning and development across all domains. They are also intended to guide the process of observing, documenting, studying and discussing children’s experiences with families.

**Taken from the document, *How Does Learning Happen? Ontario’s Pedagogy for the Early Years, Page 12***

Research has proven that developmentally, birth to 7 years are the most important in a child’s life. Our staff recognize their role as Early Childhood Educators in fostering this development and nurturing the children in our care as critical.

**Policy**

Each room will provide a constant material list. This list is materials that will always remain in the room. I.e. blocks, books, dramatic centre

A weekly observation sheet will be completed outlining all activities and the developmental focus of each activity. The children’s interests will always be considered when creating these plans. Along with the program plan, photographs including written documentation will be displayed.

The observation sheet should be completed weekly noting interests, invitations to play, expanding on the children’s interests by adding additional materials. (For example)

The observation sheet should be posted for families to see.

All curriculum will be in keeping with the mission and program statement of our centre.

**Procedure**

* Daily observation sheet should include:
* Some activities which are offered for several days to allow all children the opportunity to participate and to complete personal projects;
* The leaning objectives of each planned activity;
* Consideration for the ages of the groups and needs of individual children;
* Written stories of children’s reactions and suggestions of how the staff will add to the experience.
* Staff will add materials to the constant material list depending on the interests of the children. For instance if the children are interested in transportation staff might add various cars, trucks, buses to the block centre.
* The Assistant Program Director should ensure that plans are completed weekly for each programme.
* Any child with a Family Service Plan on file which indicates specific programming and goals for that child. These plans should be considered when creating invitations to play.
* Consideration should be given to results from each child’s Nipissing Developmental Screen, Family Service Plans and the Harms and Clifford Environmental Rating Scales. Strategies/equipment needed to support identified needs for our children and the environment should be added to the program plans.

***Section Program***

# Parent Handbook

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The parent handbook supports transparency and communication with parents and families. It clarifies information about the services that are offered and ensures that parents and licensees share similar expectations about the program.

Information should be detailed so that parents who are considering whether to enroll their child(ren) at a specific centre can make informed choices among programs offered within the community.

**Policy**

A Parent Handbook will be provided to any parent/guardian considering placing their child in our program, or to a child who is receiving care at our centre.

The Parent Handbook will be available in either electronic or hard copy.

This parent handbook includes information about, but is not limited to:

* the services offered and the age category served;
* the times when the services are offered and the holidays observed;
* the fee for services and the admission and discharge policy;
* activities off the premises;
* the program statement
* our prohibited practices policy

The Parent Handbook will be reviewed annually.

***Section Program***

# Parent Issues And Concerns

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Transparent policies and procedures in regards to handling issues or concerns is critical in building trusting relationships with families.

**General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

Families’ comfort level communicating concerns with staff may vary. Parents’ may feel that their child will be treated differently after the concern is voiced, or they fear that an employee may “get in trouble”. It is important for staff to reassure families that their feedback is important to us and to assist them in directing their concerns to the appropriate person.

All issues and concerns raised by parents/guardians are taken seriously and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Staff may also refer to ***Operational Manual -8.7 Public Complaint Policy***, the ***Child Care***

***Policy Manual – Child and Parent/Guardian Rights*** and the ***Child Abuse Policy.***

**Policy**

Attempts to resolve parent issues and concerns shall begin with informal, direct discussions among the affected parties, following the established procedures and organizational structure. Only when informal meetings fail to resolve the issue shall more formal procedures be utilized.

Issues/concerns may be brought forward verbally (in person or by phone) or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved. Staff will act professional and courteous. It is illegal to reprise or take revenge on a person who has filed, is named or participates in any way in a complaint.

The Executive Director must be made aware of any complaint that could gain negative attention of social media. Staff are reminded that only The Salvation Army should speak to the media. ***See Operational Manual- 5.23.0 Social Media Communications***

At any time, that the complainant is dissatisfied with the conclusions, recommendations or final report/action plan, the complainant is encouraged to contact our Program Advisor, Child Care Quality Assurance and Licensing Branch, Early Years and Child Care Division, Ministry of Education.

The Parent Issues and Concerns Policy will be made available to families at the time of admission and will be available in the Parent Handbook.

**Communication**

Concerns Related to a Program Room

These concerns may be addressed directly with the program staff of that program. If the program staff feel that the concern may escalate or may not be resolved then they should involve the Program Director or Assistant Program Director.

Concerns Related to Staff Conduct

If the concern is in regards to staff conduct the family should be directed to the Program Director or Assistant Program Director.

Concerns Related to a Supervisor

If the concern is in regards to a supervisor the family should be directed to the Program Director.

Concerns Related to the Program Director

If the concern is in regards to the Program Director the Executive Director should be notified.

**Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

**Conduct**

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Program Director or designate.

**Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children’s Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the Child and Family Services Act.

For more information, visit: <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

**Procedure**

* When an issue or concern is received by the Program Director or designate, it will be documented, using the Parent Concern and Issue form.
* Document the concern, issue or complaint including the contact date, and as appropriate, the time, place and names of any people involved. The name and telephone number of the complainant should be recorded.
* **FIRST LEVEL**: Program specific issues/concerns shall be addressed initially to the Program Director or designate, who will contact the family within two business days to obtain all relevant information regarding the concern, issue or complaint. Based on the information provided and the nature of the concern, issue or complaint, a follow-up meeting or contact date might be established. The Program Director or designate, will attempt to provide a reasonable explanation or take appropriate action within their authority.
  + As appropriate, the Program Director shall report the matter and the resolution to the Executive Director.
  + The Program Director or designate, will document the follow-up on the Parent Issues and Concerns Form.
  + A copy of the Parent Issues and Concerns Form will be kept in a binder and reviewed annually by the Quality Assurance Committee to assess trends and/or patterns. The Quality Assurance Committee will report to the Management Team who will develop a plan of action as required. A summary will be shared with the Community Council.
* **SECOND LEVEL:** If the issue cannot be resolved satisfactorily at the first level, it shall be directed to the Executive Director. The Executive Director will respond within two business days. The Executive Director will ensure that the proper steps have been followed and the complaint has been discussed with the appropriate person.
* **THIRD LEVEL:** If a satisfactory solution is not achieved by discussion with the Executive director a conference shall be scheduled at Divisional Headquarters with the Area Commander within seven business days. Prior to this conference the Executive Director shall provide the Parent Issues and Concerns Form and any other relevant documentation which will include the specific nature of the complaint, brief statement of relevant facts, how the complaint has been handled to date, if and how the complainant has been affected adversely, the action requested, and the reasons why such action should be taken or not taken.
* **FOURTH LEVEL:** Should the matter not be resolved by the Area Commander or is beyond his/her authority and requires Board action, the Area Commander shall provide the Divisional Commander with a complete report within seven business days.
* **FINAL LEVEL:** After reviewing all information relative to the complaint, the Divisional Commander shall provide the complainant with its written decision and may grant a hearing before the Divisional Executive Board. The complainant shall be advised of the Divisional Commander’s decision, in writing, no more than ten days following the hearing.
* The issue or concern will be reported as a serious occurrence to the Ministry of Education if it is considered to be of a serious nature involving allegations of:
* Abuse or mistreatment of a child
* Injury or death of a child
* Illegal activity
* Operational, professional or financial misconduct
* Safety standards
* Any incident that may likely attract media attention
* As appropriate, the London Police or the Children’s Aid Society will be contacted i.e. in the case of alleged abuse or illegal activity.
* Staff will cooperate with the Police/Children’s Aid Society in any investigations to be conducted. Within five business days of receiving the conclusions and recommendations of any investigation this information will be communicated to the appropriate individuals in accordance with all relevant legislation, laws, regulations, policies, practices and procedures.
* Following the investigation by the Police/Children’s Aid Society the Salvation Army may initiate an internal review as well. If a review team is created, such a review team can include employees, community members, and/or parents/guardians. Upon completion of an internal review the results/recommendations will be communicated to the appropriate individuals in accordance with all relevant legislation, laws, regulations, policies, practices and procedures within five business days once the results/recommendations have been received.
* The Executive Director will ensure that those involved in reviewing and resolving issues or concerns are not put in a position where they are in a conflict of interest. Staff are required to declare any actual or potential conflicts; if a staff member declares that involvement in the process is a conflict of interest for them they will be removed from the process.
* If the concern, issue or complaint is about a staff, the Program Director in consultation with the Executive Director determines the immediate course of action regarding a possible suspension or a reassignment of duties and in the event of a serious occurrence, follows the serious occurrence reporting requirements.
* The Salvation Army will provide the complainant with the appropriate names and contact telephone numbers of relevant government offices or officials as requested.
* The Salvation Army will document all contact information and actions taken in relation to the concern, issue or complaint. All documentation related to the concern, issue or complaint is the property of The Salvation Army.
* A template of procedures will be made available in each program room for staff as a resource.

***Section Program***

# Program Statement

**Approved Date: February 10, 2003**

**Review Date: November 2016**

***Purpose***

Parents require information about the child care program which enables them to make informed decisions when choosing care for their children.

**Policy**

The Salvation Army London Village Day Nursery will have a program statement and a parent handbook available for anyone interested in our facility. This information will be in a printed format. The Program Director will meet to discuss the program and to ensure any questions are answered.

**Procedure**

* When a family or agency calls The Salvation Army London Village Day Nursery, the Program Director, or designate, will make an appointment for them to view our childcare facility.
* Generally, appointments will be made at times less disruptive for the staff and children.
* Staff are encouraged to participate in the interview by explaining their program.
* The Program Director, or designate, will review all forms with the families.
* The Program Director, or designate, will review the Program Statement and all polices.
* If there are no spaces available the Program Director, or designate, will add the families name to a waiting list.
* Waiting lists will be kept for infants, toddlers, preschoolers, and school-age children. The waiting list will reflect the number of children needing care, whether the family required subsidy, how they heard about us, name, date of birth, phone number, and family name. Siblings of children already in our program will have priority over other families on our waiting list.
* From time to time the Program Director or staff designate will update the waiting list.
* Families will be directed to OneLIst, through a link at [www.familyinfo.ca](file:///\\SERVER\Daycare%20Program\Day%20Care%20and%20School%20Age%20Program\Policy%20Manual\Program%20Policies\01%20-%20Program\www.familyinfo.ca). (This link is also available in our Parent Handbook). The OneList is an online form created by London and Middlesex Child Care, which allows parents to submit their application on the waiting lists of several licensed child care facilities at once.
* Except for lack of space or inadequate supports (ie. Special needs), no child will be denied care in our facility.
* The program statement will include:
* A statement of philosophy/mission
* Parent involvement
* Staff information
* Registration, admission, and discharge information
* Arrival, departure and attendance information
* Financial information
* Health regulations
* Nutrition
* Behaviour management
* Clothing and possessions information
* Holidays/sick leave information
* Licensed capacity
* Hours of operation
* Ministry of Education Compliance Website
* Serious Occurrence Information (and Posting)
* The program statement will be updated annually.

\* Designate will be defined as Assistant Program Director or Team Leader

***Section Program***

# Program Statement Requirement

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

In June 2015, the Minister of Education’s Policy Statement named the “How does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)” as the document to be used to guide programming and Pedagogy in licensed child care programs.

This policy statement, is intended to strengthen the quality of programs and ensure high quality experiences that lead to positive outcomes in relation to children’s learning, development, health and well-being.

The program statement will describe goals that guide the program and approaches that will be implemented into the program.

The program statement will identify how the program will promote the health safety and nutrition of the program; support positive interactions among children, parents, and staff; encourage positive interactions that support self-regulation; foster play experiences and inquiry; provide child initiated and adult-supported experiences; plan for and create positive learning environments; incorporate indoor and outdoor play, rest time, and respect individual needs; foster communication with families; involve community partners and support educators in continuous professional learning.

**Policy**

The child care program will have a program statement that is consistent with the Minister’s policy statement on programming and pedagogy. The statement will reflect that children are competent, capable, curious and rich in potential.

The Program Statement will be reviewed quarterly (at staff meetings) and updated as necessary. The Program Statement at a minimum will be reviewed annually.

The Program Statement will be posted on our Parent Bulletin Board to ensure availability to all families.

The Program Statement will be included in our Parent Handbook (as an addendum).

Staff, students and volunteers must review the program statement prior to interacting with the children and reviewed annually or when it is modified.

**Procedure**

* Staff should document areas in the statement that may be more difficult to observe.
* Observations completed by the Assistant Program Director will ensure compliance of the Program Statement.
* During performance reviews staff will need to reference the Program Statement in determining their goals and their staff development needs.
* Students completing educational placements may be challenged to describe how they are supporting the Program Statement.

***Section Program***

# Prohibited Practices

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

Research from diverse fields of study shows that children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also has significant long term impacts on physical and mental health, and success in school and beyond.

This provision forbids physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. It sets out clear direction regarding prohibitive practices to support the overall well-being of children. These practices are never permitted in a child care centre.

**Policy**

The following practices will not be permitted:

(a) corporal punishment of the child;

(b) physical restraint of the child, such as confining the child to a high chair, carseat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a

last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency

management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) sending a child to a cot or mat for punishment;

(f) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(g) inflicting any bodily harm on children including making children eat or drink against their will.

This policy will be reviewed annually by all employees, students, and volunteers.

***Procedure***

* Children should not be left alone at any time and a child’s dignity and self-esteem must always be our first priority.
* Positive relationships must be maintained throughout any guidance techniques.
* Within orientation, staff, students, and volunteers will be made familiar with this policy. A form will be signed which ensures they have read and understand the policy. Annually, or whenever changes have been made, a consequent form will be signed and kept on their personnel file ensuring the policy has been reviewed.
* Staff evaluations will review each staff’s performance in regards to approaches and relationships with children. Performance goals will be set and reviewed.
* Quarterly observations of the various rooms will be made by the Assistant Program Director and/or Program Director. These visits will be documented and staff interactions and observations will be recorded. Observations will be discussed with the individual. Any noted strengths/needs will be addressed during performance appraisals.
* Any allegation made against a staff, volunteer, or student will be reported to the Children’s Aid Society and to The Ministry of Education by the Assistant Program Director or the Program Director. All situations will be investigated. All incidences will be documented, including complaint, details, and outcome. Supervision reports will be maintained. Incident Reports will also be completed. Serious Occurrence Forms will be completed with the Ministry of Education. (See Child Abuse Reporting Procedures)
* Everyone who is working within the Day Nursery environment must recognize the importance of a team approach. Everyone has a responsibility to recognize stressful situations and to ensure that proper supports for staff are in place. Some of these may include relief off the floor or change of environment (different job). Regular communication between the Assistant Program Director and Program Director is imperative. The Program Director needs to be informed at all times of child(ren) and staff needs.
* From time to time it may become necessary to utilize outside supports. We believe that the environment plays an important role in the behaviour of young children. Outside agencies may be more objective at making suggestions to the program (or environment).
* The Program Consultant from All Kids Belong will be contacted to assist with ongoing challenges. It may be necessary from time to time for her to complete assessments on specific children. These will be completed with permission from the families. From the results and in collaboration with the staff, families, and All Kids Belong, programs will be designed specific to the needs of that child. Other agencies may need to be consulted during this process.
* Staff are encouraged to remain current in philosophies and trends in Early Childhood Education by involving themselves in Professional Development opportunities. It is the responsibility of the Program Director and Assistant Program Director to ensure staff are aware of workshops and seminars occurring in the community. As well, in-house training may take place at monthly staff meetings. By reviewing staff performance goals, specific professional development topics may be suggested.

*“How Does Learning Happen?”* , Early Years Portal, and Think, Feel, Act: Lessons from Research About Young Children are resources that provide information on ways adults can engage in positive, responsive interactions and why this is critical for children’s overall learning, development, health and well-being.

***Section Program***

# Record Keeping - Attendance

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

This section ensures that all children in care can be accounted for at any given moment, particularly in the event that the child care centre must be evacuated. The day nursery is accountable to the City of London, County of Middlesex, and Ontario Works for accurate attendance records for billing purposes.

**Policy**

A daily record indicating actual time of arrivals (e.g., 8:20am), departures (e.g., 5:15pm) and absences helps to establish a rapid and accurate account of all children in the event of an emergency. Attendance records are necessary during evacuation; therefore, it is important that program staff ensure that the attendance record is easily accessible at all times.

**Procedure**

* The staff are responsible to sign children in and out (arrival and departure times) daily. Staff are to notate who is dropping off/picking up children.
* The Team Leader is responsible for the data entry of the daily attendance records. In the absence of the Team Leader the Program Director of staff designate will complete this responsibility.

Children will be marked as follows:

P – Present

A – Absent (unexplained or other than “ill”)

H – Stat holiday

S – Sickness

T – Half day no lunch

L – Half day with lunch

* Totals will be kept in the daily written record (Classroom) of the total number of children in and absent (and reason).
* Parents are encouraged to call the day care by 9:00 a.m. if their child will be absent. Staff should inquire as to the reason for the absence. A notation will be made on the Individual Illness Tracking Form and why the child is ill.
* Staff should call the family if a child has an unexplained absence for more than one day. Parents who are subsidized through the City of London need to be aware that unexplained absences may jeopardize their childcare subsidy.
* At the end of the month the Program Director or designate will submit to the City of London and County of Middlesex all attendance billing forms required for reimbursement.
* Parents will be informed of the signing in and out procedure upon registration.
* Attendance records will be taken out of the building during fire drills and/or evacuations.
* Copies of the attendance records will be maintained for at least three years.
* Children should not be left to come into the program without an adult. The person responsible should bring the child to their room ensuring the staff is aware of their presence.
* Children who are “visiting” or transitioning from one program to another are signed out of their primary room and into the secondary room.

***Section Program***

# Record Keeping – Daily Written Record (Classroom)

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Daily record keeping ensures that significant events that affect the health, safety, or well-being of the staff or any child is documented.

**Policy**

Each group of children will have a Classroom daily log book . An entry will be made daily.

Classroom daily log books will be kept for two years.

**Procedure**

* Entries in the classroom daily log book must include:
* Observations/concerns regarding children
* Deviations to program AM and PM
* Weather conditions as required
* Notations of illness, medications
* Number of children in classroom, AM and PM
* Absences of children
* Staff changes
* Children’s appointments
* Names of volunteers, visitors
* Injury Reports
* Early Dismissals
* All entries will be made in ink.
* The Classroom daily log books should be kept in a safe location in the room and available to anyone who wishes to make an entry.
* Staff should rotate the responsibility of documenting in the Classroom daily log book. The staff completing the daily entry should sign their initials at the end.
* The Assistant Program Director and/or Program Director will check the Classroom daily log book quarterly to ensure their completion. The Assistant Program Director will date and initial the last entry reviewed.
* Staff will respect the confidentiality of our children and families by using only the initials or first names and initial of last name of children.
* Never make assumptions or inferences in regards to families or children. Staff should be objective in their comments.
* Classroom daily log book can be used as legal records should an issue arise.

***Section Program***

# Record Keeping – Daily Written Record (Office)

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Daily record keeping ensures that significant events that affect the health, safety, or well-being of the staff or any child is documented.

**Policy**

The Assistant Program Director/ or Team Leaders will make entries into a Daily Written Record. This book will be bound and will be kept for a minimum of two years.

**Procedure**

* Entries in the Daily Written Record must include:
* Visits of inspections and any recommendations of such inspections
* Fire Drills
* Staff absenteeism
* Serious Occurrences
* Name of volunteers and/or visitors
* Reports of communicable diseases
* Early Dismissals
* Any Injury Reports
* All entries will be made in ink.
* In the absence of the Assistant Program Director or Team Leaders a staff designate will make the daily entry in the Daily Written Record.
* The Daily Written Record should be kept in the office, available for anyone who may need to make additional entries.

***Section Program***

# Reducing Ratios

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Children arrive and depart at different times and attendance varies greatly during these times. The provision of reduced ratios allows flexibility in staffing requirements during arrival and departure.

As children are not active during rest period, a reduced staff-child ratio can also be scheduled for staff to have a meal break while children are adequately supervised.

In the case of children under 18 months, physical safety considerations in the event of an emergency prohibit any reduction in ratios (e.g., emergency evacuation, lockdown, etc.)

**Policy**

Reduced ratios may not be less than two thirds of the required ratios.

Reduced ratios are prohibited for infants.

Reduced ratios are prohibited during outdoor play.

There must always be at least two staff members on duty in the Centre at all times.

Reduced ratios may only be considered only for arrival (the first 90 minutes of the morning) and departure (the last 60 minutes). In our centre, reduced ratios may occur from 7:15 am until 8:45 am and from 4:30 pm until 5:30 pm.

***Procedure***

|  |  |  |
| --- | --- | --- |
| Name of Age Category | Number of Children in Room | Number of Staff Required |
| Toddler | 1-8 | 1 |
| 9-15 | 2 |
| Preschool | 1-12 | 1 |
| 13-24 | 2 |
| Kindergarten | 1-20 | 1 |
| 21-26 | 2 |
| Primary/Junior School Age | 1-23 | 1 |
| 24-30 | 2 |

***Section Program***

# Rest Time

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play.

Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period. Children’s needs may also change from day to day or week to week.

The need for rest and sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children. This provision allows for a period during which quiet activities are encouraged and children can nap if required.

Children 0-18 months of age will likely have irregular sleep schedules. Staff will recognize this and allow the children to rest as needed. The staff will follow the individual schedule of each child in the room and not implement a standardized sleep schedule.

Rest in the child care program should not be of such duration that normal sleep patterns at home are disrupted.

**Policy**

Each child in a licensed toddler or preschool group who receives child care for six hours or more in a day will have a rest period not exceeding two hours in length. and

Children in toddler, preschool or kindergarten groups are permitted to sleep, rest or engage in quiet activities based on the child’s needs.

Children who are younger than 12 months will be placed on their backs, consistent with the recommendations set out in Health Canada’s Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada. Once children are able to roll from their backs to their stomachs or sides, it is not necessary to reposition them onto their backs. This requirement will only be waived with a medical/physician recommendation in writing.

Parents will be informed of the Rest Time Policy upon enrolling their child and will be consulted in regards to their sleep preferences upon enrollment and any other appropriate time such as transitions from one room to another or upon request by the parent. This will be communicated using the “All About Me” form upon enrollment and thereafter with the Transition Forms.

Infant staff will not rely on monitors to ensure the safety of children during rest time.

Infants will not be swaddled.

All staff, students and volunteers will receive training on the Rest Time policy by the Program Director or designate and each will sign off on the training prior to their first shift. Policies will be reviewed annually thereafter by staff, students and volunteers.

Quarterly observations will ensure compliance of the Rest Time policy.

Cribs will comply with the standards under the *Hazardous Products Act* (Canada).

Staff must always inform the Assistant Program Director or Director if they are leaving the property during rest time.

Staff will perform visual check of each of the children during rest time. Sleep Checks will occur every 15 minutes in an Infant Room and every 30 minutes in the Toddler/Preschool Room. Observations will be documented on the appropriate Sleep Check Form. Staff are to inform parents of any changes in sleep behaviours or sleeping patterns.

**Procedure**

* Each child will be provided with their own cot or crib as appropriate.
* Each cot or crib will be labeled with the child’s name.
* Sheets and blanket will be supplied by the child care program.
* Cribs will be free of loose bedding, bumper pads and pillows. Blankets should be lightweight.
* Staff will check that infants are in sleepwear that is comfortable and does not cause them to overheat.
* Parents/guardians are encouraged to send soft toys or comfort items for sleep (toddlers and preschoolers).
* A floor plan which identifies where cots are and who sleeps in each will be available in each room.
* Regardless of the age of the children, there should be adequate lighting in sleeping areas to be able to check children during sleep.
* Staff will complete Rest Time Checks by being physically present beside the child wihile the child is sleeping and looking for indicators of distress, respiratory distress/arrest, overheating or unusual behaviours.
* Electronic monitors will be turned on at the beginning of day in the infant rooms. Staff will complete a visual/auditory check of the monitors to ensure that the lights and sound are working. Any concerns in regards to the monitor will be reported to the Program Director or Assistant Program Director.

***Section Program***

# Review Of Policies And Procedure And Process For Monitoring Compliance And Contraventions

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The following required policies, procedures and processes will be reviewed by the assigned program advisor during licensing:

* Playground Safety Policy
* Anaphylactic Policy
* Sanitary Practices Policy
* Sleep Supervision Policy
* Serious Occurrence Policy
* Medication Policy
* Supervision of Volunteers and Students Policy
* Program Statement Implementation Policy
* Staff Training and Development Policy
* Criminal Reference Check/Vulnerable Sector Check Policy
* Fire Safety/Evacuation Procedures
* Process for Monitoring Compliance and Contraventions
* Individualized plans (Family Service Plan)

**Policy**

The Program Director will ensure the development of all required licensing policies.

Policies will be reviewed annually by the Program Director to ensure accuracy and modified as required by The Ministry of Education.

All staff, students and volunteers will receive training on the policies by the Program Director or designate and each will sign off on the training. Policies will be reviewed annually by staff, students and volunteers.

Any changes to a policy will require training and sign-off.

**Procedure**

* Upon hire, and annually thereafter, staff will receive training on each policy by the Program Director or designate. Employees will sign off on the training, acknowledging that they have read and understand the policies and procedures. The Program Director or designate will sign off acknowledging the training.
* Prior to their first shift, and annually thereafter, volunteers and students will receive training on each policy by the Program Director or designate. Volunteers and students will sign off on the training, acknowledging that they have read and understand the policies and procedures. The Program Director or designate will sign off acknowledging the training.
* Any changes or modification to the policies must be acknowledged and signed off by the employee, volunteer or student, that they have read and understand the changes to the policies and procedures. The Program Director, or designate, will sign off, acknowledging the training.
* Compliance will be monitored by regular observations, quarterly reviews and annual performance appraisals. Any observations will be documented and then discussed with the employee, volunteer and student.
* In the instance of continued non- compliance, The Salvation Army supports progressive discipline (Operational Manual Chapter Six: Policy 6.4.0). This policy will be followed in consultation with The Salvation Army’s Human Resources.

***Section Program***

# Roles And Responsibilities Of Staff

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Position descriptions assist staff in understanding their roles, responsibilities, authority and channels of communication in the child care program.

**Policy**

Each employee will have a Position Description which is reviewed and signed on hire to be placed on their Personnel File. Position Descriptions will be reviewed annually upon performance reviews.

**Procedure**

The following chart indicates key roles, responsibilities and authorities of Day Care Program positions.

|  |  |  |
| --- | --- | --- |
| **Positon** | **Roles and Responsibilities** | **Authority** |
| Program Director  *Reports to the Executive Director* | Responsible for developing and overseeing all aspects of the program, including policy development and licensing requirements  Assists with development of the annual budget  Manages program revenues and expenditures  Responsible for managing all Human Resource needs for the program  Manages inventories for the program  Responsible for safety withn the program  Represents the program in the community and to agencies critical to the function of the program  Communications with participant families and the public | Terminating child’s placement as per financial policies, or safety of employees and other children  To close program under extenuating circumstances  Signing authority for some expenditures  Supervision of volunteers |
| Assistant Program Director  *Reports to the Program Director* | All responsibilities of an Early Childhood Educator plus:  Supervision, coaching and mentoring of staff  Completing payroll summaries  In the absence of the Program Director fulfills his/her duties | Staff discipline  Authority of the Program Director in his/her absence  Approval of time sheets  Signing authority for No Frills house charges |
| Team Leaders  *Reports to the Program Director* | All responsibilities of an Early Childhood Educator plus:  Staff scheduling  Acting as the Health and Safety Rep for the program  Managing the child waiting list | Signing authority for No Frills house charges |
| Early Childhood Educators  *Reports to the Assistant Program Director* | Planning and implementing curriculum for children  Completing developmental checklists and daily journals  Responsible for the health and safety of the children  Communicates child status with families  Attends family meetings and communicates with all therapists as required  Mentoring and supervision of students  Housekeeping duties within the classroom | Completing evaluations of students  Addressing behaviours of children |
| Cook  *Reports to the Program Director* | Preparation of meals/snacks  Maintaining all food and sanitation practices  Completing documentation on menu changes  Inspects kitchen equipment and reports issues to maintenance  Provides instruction and training to kitchen volunteers | Menu planning  Orders and manages food inventories |
| Kitchen Assistant  *Reports to the Program Director* | Assists with food preparation and delivery of food to classrooms  Cleans kitchen  Documents fridge, freezer and sterilizer temperatures |  |

***Section Program***

# Safety And Security

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The safety of our children is a priority in our centre.

**Policy**

Children will be supervised by an adult at all times.

Children will be signed in and out of the program by a staff.

Staff will be aware of the total number of children in their program daily.

Notations of absence will be made on the sign in sheets and in the daily written record (Classroom).

Staff will make a notation on the sign in sheets of who dropped off the child and picked up the child. (I.e. mom, dad, aunt, friend)

Once a child is signed out of the program, the child is the responsibility of the parent/guardian and should not be left unattended.

Children should not be given the code on our front door and should not be allowed to press in the code.

Ratios in the infant rooms and in our playground are never reduced.

Should a child be considered missing, staff will follow protocols of our Missing Child policy.

Any incident that could be considered a security risk to the staff or children in the Child Care Centre will have accompanying documentation. (ie Incident Reports)

There will be two staff present in the building at any time.

To ensure staff safety, any family meetings will be planned with other employees available.

**Procedure**

* Staff is responsible to sign children in and out of the program as they arrive and depart each day.
* Counting children periodically and especially at transition times (i.e. such as going from the yard to inside) or on field trips is a good way to ensure all children are accounted for.
* When planning community outings staff need to be particularly aware of the risks and plan for the appropriate amount of adult supervision.
* Staff ratios to children will be higher for water activities and field trips.
* Parents/guardian must keep all personal information and emergency contact information current.
* Children will not be released to anyone other than their custodial parent or guardian unless staff has been notified otherwise by the parent.
* Staff will confirm a person’s identity through picture identification before the child is released.
* Information from this policy will be provided in the Parent Handbook and reviewed with families upon intake.

***Section Program***

# Serious Occurrence Report

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The Salvation Army London Village Day Nursery delivers services that are licensed by the Ministry of Education. Therefore, we are responsible for delivering services, which promote the health, safety, and well-being of the children and families being served. This responsibility in turn requires us or The Salvation Army London Village to be accountable to/within the Ministry, demonstrating that our service delivery is consistent with relevant legislation, regulations and/or Ministry policy.

Serious Occurrence reporting is one of the many tools that provides licensed child care programs with an effective means of monitoring the appropriateness and quality of service delivery. Monitoring includes an ongoing review of practices, procedures and training needs.

Parents also benefit from information about the incidents that occur in licensed child care programs, the immediate actions taken to respond to incidents and any longer term actions we have taken to minimize the recurrence of the incident.

**Policy**

As per the Child Care and Early Years Act Ontario Regulation 137/15 “serious occurrence” means,

(a) the death of a child who received child care at a home child care premises

or child care centre, whether it occurs on or off the premises,

(b) abuse, neglect or an allegation of abuse or neglect of a child while

receiving child care at a home child care premises or child care centre,

(c) a life-threatening injury to or a life-threatening illness of a child who

receives child care at a home child care premises or child care centre,

(d) an incident where a child who is receiving child care at a home child care

premises or child care centre goes missing or is temporarily unsupervised,

or

(e) an unplanned disruption of the normal operations of a home child care

premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre

Serious Occurrence reporting will be done through the Ministry of Education, London Region electronically through the Child Care Licensing System (CCLS). All Serious Occurrences will be reported to the Ministry within **24 hours\*** by completing and submitting the *Serious Occurrence Report* through the Child Care Licensing System. If the Program Director or designate cannot access the Child Care Licensing System the Program Advisor must still be notified by telephone or email within 24 hours of becoming aware of the occurrence.

**\*24 hours includes weekends and holidays**

Following the submission of the *Serious Occurrence Report*  to the ministry and within 24 hours of becoming aware of an occurrence or when the Program Director or designate deems the occurrence to be serious, a *Serious Occurrence Notification Form* will be completed to communicate information to parents about the serious occurrence.

The *Serious Occurrence Notification Form* will be posted on our Parent Information bulletin board. This will remain on the bulletin board for 10 business days.

If the *Serious Occurrence Notification Form* is updated with additional actions or at the end of an investigation, it will remain up for 10 business days after the change.

The parent handbook/program statement will include information on the Serious Occurrence Notification Form posting.

An *Annual Summary and Analysis Report* will be completed by the Program Director.

The Serious Occurrence Notification Forms will be kept for at least three years from the date of the occurrence and will be made available to current and prospective parents, licensing and municipal children’s services staff upon request.

All staff, students and volunteers will receive training on the Serious Occurrence policy by the Program Director or designate and each will sign off on the training prior to their first shift. Policies will be reviewed annually thereafter by staff, students and volunteers.

**Procedure**

* Actions to be taken if a Serious Occurrence has occurred or is suspected include the following:
* The child shall be provided with immediate medical attention when warranted.
* Appropriate steps shall be taken to address any continuing risks to the child’s health or safety. (Note: the need for the same or similar steps to address the health and safety of other children and/or others present should also be considered.)
* Ensure that the local coroner is notified immediately in **all** cases involving death, regardless of location (e.g. hospital) or circumstances.
* If there is a reason to suspect that a child has been abused (and/or in need of protection):
* Contact the Children’s Aid Society and/or police, as per the duty to report requirements under the CFSA (the person who has reasonable grounds to suspect that a child is or may be in need of protection is legally obligated to report it to the CAS)
* The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Program Director, Assistant Program Director or Team Leaders explaining who was affected, what, when and where it happened. All persons having knowledge of the occurrence should be asked to remain on the premises until the Program Director has interviewed them, or indicated that there is no need for their involvement at that point.
* The Program Director or designate will determine whether an incident is a serious occurrence if the occurrence falls within the categories of Serious Occurrences.
* The following are the categories of Serious Occurrences defined by the Ministry and require a full report to be written and submitted:

1. Death of a Child

2. Allegation of Abuse and/or Neglect

3. Life-threatening Injury or Illness

a. Injury

b. Illness

4. Missing or Unsupervised Child(ren)

a. Child was found

b. Child is still missing

5. Unplanned Disruption of Normal Operations

a. Fire

b. Flood

c. Gas Leak

d. Detection of Carbon Monoxide

e. Outbreak

f. Lockdown

g. Other Emergency Relocation or Temporary

* ***Reporting Process – Within 24 Hours:***

When a Serious Occurrence is deemed to have taken place, the Program Director or designate shall ensure that:

* Within 24 hours (including weekends and holidays), the Ministry regional office, as applicable, is informed by completing and submitting the *Serious Occurrence Report*.
* There should be no identifying information in the report
* Agency incident reports should not be included.
* Inform the parent/guardian/advocate unless immediate notification is contra-indicated (e.g. the person to be notified is alleged to have abused the child).
* The Executive Director of The Salvation Army London Village will be notified.
* The staff involved shall write an incident report before they go off duty. It will contain:
* Description of the occurrence
* Individual’s allegation (if applicable)
* Date, time, place where incident occurred
* Reporting time
* Reasons for the occurrence (if known)
* People involved
* Action taken
* Current status
* Parties notified (Police, CAS, Coroner, Parent, etc.)
* Further action recommended

***Competing the Serious Occurrence Notification Form – Within 24 hours***

**Category Instructions:**

|  |  |
| --- | --- |
| **Program Name:** | Provide the name of the child care centre |
| **Date:** | Provide the date that the Serious Occurrence Notification Form is posted on site. |
| **Date of Occurrence:** | Provide the date that the serious occurrence happened. |
| **Type:** | Provide the type of serious occurrence, according to the definitions set out in the Serious Occurrence Reporting Procedures (Ontario Reg. 137/15)   * Death of a child * Allegation of Abuse/Neglect * Life-threatening Injury or Illness * Missing or Unsupervised child(ren) * Unplanned Disruption of Normal Operations |
| **Description** | * Provide a one sentence description of the occurrence.   Alleged abuse mistreatment:  *A staff member was alleged to have abused a child while participating in the child care program.*  Missing child:  *A child was left on the playground unsupervised at the end of outdoor play.*  *A child left the centre and was found later at home.*  Disaster on premises:  *Smoke was observed coming from the furnace room.*  **Note: physical restraint is not permitted in child care and is not a reportable child care serious occurrence category.** |
| **Action Taken by Operator/Outcome: (add update if applicable)** | Provide a description of the action taken by the operator. This section will include the operator’s longer term plans and additional outcomes to minimize recurrence of the occurrence, e.g. behavior management training.  Example:   * *The child was transported to hospital by ambulance, treated and released that day.*   If an update is made to add additional actions taken/outcomes, the operator will indicate the date of the update. |
| **Signature:** | The Program Director or designate signs the posted Serious Occurrence Notification Form. |

**\* If there has been media attention attached to the Serious Occurrence, please select the appropriate option. If yes is checked, please follow the prompts and drop down menus.**

* To ensure the protection of personal information and privacy no child or staff names, initials, age, birth dates or age group identifiers are to be used when completing the Serious Occurrence Notification Form.
* For allegations, the form should provide clear, concise information. The Description section will include information about whether The Children’s Aid Society is conducting an investigation into the report, and identify if the Ministry is conducting an investigation. The form will be updated at the conclusion of the investigation where: The Children’s Aid verified the allegation, has not verified the allegation, the program director has taken action on any other directions given by The Children’s Aid Society and /or the Program Director has addressed any associated licensing non-compliances identified by the ministry.
* New updates to the report or additional information can be added to the report at any time. Additionally the Program Advisor may request additional information. The Ministry of Education will notify the centre by email when the Serious Occurrence is “closed”.
* ***Annual Summary and Analysis Reports***

An annual summary and analysis report of all serious occurrences is to be completed annually and kept on file. It will be completed using the Ministry’s Annual Summary and Analysis Report Form.

The report summarizes the serious occurrence reporting over the year and their identified issues, trends and action taken.

In the event of any follow-up action being requested after review of the annual report by the Ministry, the service provider must submit an outcome report upon completion of the identified action.

***Section Program***

# Staff Emergency Contact

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

To identify the route of consultation and advice for staff in an emergency situation.

**Policy**

In the case of an emergency, the Program Director or designated management person should be contacted immediately in order to provide any needed assistance, direction, or advice.

**Procedure**

* Should an emergency situation occur, the Program Director should be contacted immediately. If the Program Director is absent, the following steps should be taken:
* Contact the Executive Director
* If the Executive Director cannot be reached at the office, attempts to contact the Program Director or Executive Director may be made on their home telephone (The Team Leaders or Assistant Program Director have these numbers).
* The Team Leaders should alternate early and late shifts at the day care and should not schedule vacation at the same time. In the event that both the Team Leaders will be away, plans should be put in place to ensure that the Program Director or Assistant Program Director will be available to assist in emergencies.

***Section Program***

# Student Placements

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

We believe that a student completing co-operative placements in their related fields is valuable for them to gain experience, to observe child development and to receive mentoring from experienced Early Childhood Educators. Policies and procedures in regards to the supervision of placement students in our program will assist in ensuring the safety and well-being of the children in our care.

Students in Recognized Apprenticeship Programs are considered to be employees of our centre.

**Policy**

Students must present their criminal reference check and vulnerable sector check in order to begin their placement. The child care program will retain a copy for our records. Additionally the student will need to sign a declaration form indicating there has been no criminal convictions since the date of their criminal reference check/vulnerable sector check.

Placement students may not be counted in the staffing ratios in the child care centre.

Direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of the child care centre.

No child will be supervised by a person less than 18 years of age.

All staff, students and volunteers will receive training on the Student Placement policy by the Program Director or designate and each will sign off on the training prior to their first shift. Policies will be reviewed annually thereafter by staff, students and volunteers.

**Procedure**

* Every student placed at The Salvation Army Village Day Nursery will be involved in an Orientation Process with the Program Director which will include:
  + Review of policies and procedures in our centre

Including:

Accessibility

Anaphylactic Policy

Cell Phone Usage

Code of Ethics

Confidentiality

Computer Usage

Criminal Reference Check/Vulnerable Sector Check Policy

Dress Codes

Fire Safety/Evacuation Procedures

Health and Safety Policies

Inclusion

Individual child’s allergies/food exclusions in centre

Medication Policy

Playground Safety Policy

Program Statement Implementation Policy

Prohibited Practices

Process for Monitoring Compliance and Contraventions

Respect in the Workplace

Sanitary Practices Policy

Serious Occurrence Policy

Sleep Supervision Policy (Rest Policy)

Smoking

Supervision of Volunteers and Students Policy

Staff Training and Development Policy

Violence in the Workplace

* Training WHMIS (on line)

Child Abuse Training (on line)

Fire Safety Basics Training (on line)

Use of an Epi-Pen (demonstration)

Accessibility Training (on line)

Individual child’s allergies/food exclusions in centre

Individual Family Service Plans

* + Tour of Facility Fire Safety Plans

Fire Extinguishers

Fire Pull Stations

Electrical Panels

First Aid Kits

Health and Safety Bulletin Board

Janitorial room

Eye wash station

* + Other: Use of cleaning products, review of cleaning routines

Review of the flowchart of the program outlining the communication process and expectations

Time of lunch, breaks

Review of the centres expectations in regards to absenteeism

Review of all forms and written documentation

Review of schedules, routines

Copy of staff phone number list

* Each student will have a file with the student’s name. Each file will contain forms acknowledging the reading of policies, orientation checklist, certificates of online training, personal contact information, copy of the student’s Vulnerable Position Screening and/or attestation, medical assessments, supervisions, and any contracts signed by the Educational Institution and the centre.
* Each student will be assigned a schedule and a mentor in our program. Ideally the student will have the same schedule and shift as the mentor.
* Each student will have a meeting with their mentor weekly. These meetings should include feedback on progress. Review of any program planning. Completion of necessary educational forms.
* Staff mentors will be expected to complete all necessary documentation including supervisions for the student. Any concerns related to student performance should be reported to the Program Director immediately. At the end of the student placement, the staff mentor will keep a copy of any student vocational outcome.
* Students will be expected to complete a “Volunteer Hours Form”. This form is used for statistical purposes of The Salvation Army.
* When visits are made by the Educational Institution’s placement faculty it is expected that these are scheduled to ensure that the student, the mentor and the placement faculty can all be present and at a time that is most convenient for our staff. At no time should placement faculty meet with the placement student without the mentor present. Communication should be transparent.
* Prior to completion of the placement, students will complete an Exit Interview. These will be kept on file for future Quality Assurance in our centre.
* If a student is using a child for the purposes of research, written consent must be given.

***Section Program***

# Swimming

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The children and adults we support at The Salvation Army London Village enjoy the use of our regulated pool over the summer months. Water activities increase the liability of safety. It is important that staff are aware of and adhere to all safety and emergency procedures in regards to water activities.

The Ministry of Education acknowledges that physical exercise, play-based learning, and sensory exploration are important to children’s healthy development. The ministry encourages the use of on premise splash pads, sprinklers, hoses or water tables, under close supervision of adults at all time, as safer alternatives during cooling play/sensory activities.

**Policy**

Bathers are never left unattended during swimming activities.

Children are never left unattended during water activities such as water tables or wading pools.

A Certified National Lifeguard Service guard must be on duty when the pool is opened. All staff supervising our participants in water activities will have current First Aid and CPR (Level C).

Staff ratios must be such that there is good supervision of ALL water activities.

Staff must be in their swimsuits or ready to be in the water if necessary.

Staff must be attentive and responsive to their bathers when surrounding the pool. Swim time is not social time for the staff.

All pool rules must be adhered to i.e. no horseplay, no running, number of bathers.

Consent must be granted for any child using our pool.

Consent must be granted for children attending field trips.

Field trips to beaches are not permitted.

Inspections of the pool will be conducted twice in the summer by the Middlesex-London Health Unit. The pool will meet all areas of compliance. Any issues of compliancy will be completed by the Property Manager.

Swimming and water safety policies and procedures will be reviewed with any staff who will be using our pool annually, or who is an employee of The Salvation Army London Village over the summer months. Staff will sign a form of understanding of this policy.

Prior to any field trip to a community pool parent’s will be asked to supply information in regards to their child’s swimming abilities. As with any field trip it is the right of the parent to deny their child’s participation. However, we may not be able to provide alternate arrangements for their child.

**Procedure**

* Consent must be granted upon admission to the program by the parent/guardian or by the participant if over 18 years of age.
* All swimmers will be evacuated from the pool for:
* Severe weather conditions
* Pollutants in the pool such as vomit, feces
* Chemical deficiencies
* The lifeguard may send any swimmer who is not following the pool rules out of the pool area.
* Staff accompanying participants to the pool will either be in the water or sitting at the edge. They must be in a position, in terms of clothing, visual contact, etc. to immediately respond to situations requiring them to enter into the water if anyone gets into trouble. Swim time is NOT a social time for staff.
* Any safety concerns in regards to the pool must be reported to the Program Director immediately. Appropriate documentation will be completed in regards to any pool incidents i.e. incident report, injury report, serious occurrence.
* Pool safety will be part of the orientation of summer staff. As well, all Village employees using our pool with our participants will review all pool policies prior to the summer.
* The preferred floatation device is a lifejacket. If life jackets are used they must be appropriate to the size and weight of the individual and must be adjusted in such a way that they fit properly. They are not to be considered as a substitute for the supervision requirements. Water wings are permitted.
* All of these procedures must be followed whether in a community pool or at the Village pool.

***Section Program***

# Transition

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Due to the ages of the children we support in our childcare program (three months through to six years of age), it could be possible for a child to be in our care for five years. Because of this, it is necessary that staff are aware of policies and procedures for children as they move from our Infant, Toddler and Preschool programs.

There are two times that transition occurs. One is when transitions are forced due to the enrollment of new children to our program to maintain capacity. Whenever possible, proper time should be given to the transition process. We know that planned and well-implemented transitions are especially important for young children and their families in order to build trusting relationships. It is necessary that clear communication occur between the staff, the family and staff and the staff and the child.

The other time that transition occurs is when a child is chronologically or developmentally ready for the next program. Generally, children will be moved chronologically as we believe at The Salvation Army Village Day Nursery that children should be kept with their appropriate peer group.

**Policy**

No more than a twenty percent mixed age grouping is allowed in any program.

Whenever possible at least one-week time should be given for any new enrollment or room change.

Rate changes occur at 19 months, and 31 months, not necessarily when a child moves to a different program.

**Procedure**

* When the Program Director is notified of a withdrawal, families on the waiting list will be contacted.
* A meeting will be arranged at the childcare program for any potential new family. At this meeting the appropriate staff will take the time to show the family their room, their schedule, and explain the specifics of their program. The family will then meet with the Program Director or designate to review policies and procedures of the childcare program. Whenever possible, the child should attend this visit to meet the staff and play in the childcare program.
* If the parent chooses to place their child in our care, and if time permits, we encourage the family to visit our program over a one-week period, increasing the time up to the day when the child starts. This allows an opportunity for the parent and child to become more familiar with our program and staff. As well the parent can ensure that all of their questions are answered. The parent will not be charged for any care during this period of time.
* When a child is chronologically ready for the next program and a space is available, the staff and the parents will be notified in advance of this transition, preferably the week before the transition is to occur. The staff of the program the child is leaving will complete a “Transition Form” (see Appendix) in advance and give it to the staff in the child’s new program.
* The “Transition Form” is a communication tool used to ensure that the child’s new staff is familiar with the child’s medical information, routines, likes and dislikes. It is hoped that staff will use this information to build a trusting environment for the child and to provide added security for any child who needs it.
* Prior to the transition, families are encouraged to arrange a tour of the new program with the staff. This allows an opportunity to meet the staff and ensure any questions or concerns are dealt with.
* During the one-week transition period, the child will visit the new program. This will be done in short intervals building to a full day at the end of one week. (i.e. At the beginning of the week, the child will spend ½ a day or less returning to their room for lunch and sleep. By mid-week, the child will join their new group for lunch, returning for nap. By the end of the week the child will spend the whole day with his new group.) Depending on how the child adjusts, and time permitting, the transition period may be lengthened or shortened.
* During the week of visits, it is important that the child’s belongings are sent with the child. This includes extra clothes, diapers, creams etc. This is why it is so important that staff have reviewed and understand the “Transition Forms”.
* When there is space available and the childcare program is ready to move a child to the next program, the staff will be notified and given some input as to whether the oldest child will be the one to move or whether another child, more developmentally ready, will be moved. Generally children are moved due to their age. When a decision is made to move another child (other than the one who is the oldest), the family, childcare staff and All Kids Belong resource consultant (when applicable) will meet and form a plan of action.
* If a child is involved with an outside agency, as the child transitions from one group to the next, both the educator from the current room and the upcoming room will attend the community plan to allow for continuity, consistency and knowledge.

\*Designate will be defined as Assistant Program Director or Team Leader

***Section Program***

# Volunteer Placement

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The Salvation Army London Village Day Nursery values the support of volunteers in our childcare program.

Some of the volunteers in our program are long-term with regularly scheduled hours on an ongoing basis. Some of the volunteers in our program are short-term such as a parent accompanying us on a field trip. Because of this, the type of orientation will be set dependent on the type of work assignments and the length of the volunteer placement. For example, someone working in our kitchen would need an orientation that focuses on cleaning practices, and health and safety while someone assisting in a specific program might require a full orientation.

Both types of volunteers however, would require review of the mission statement, confidentiality, length of lunch and breaks, cell phone usage, appropriate dress code, lines of communication, who to call in regard to absence, to name a few.

**Policy**

Volunteers must present their criminal reference check and vulnerable sector check for volunteers in order to begin their placement. The child care program will retain a copy for our records. Additionally the volunteer will need to sign a declaration form indicating there have been no criminal convictions since the date of their criminal reference check/vulnerable sector check. Volunteers must adhere to all policies and procedures in the childcare program.

Volunteers may not be counted in the staffing ratios in the child care centre.

Direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of the child care centre.

No child will be supervised by a person less than 18 years of age.

All staff, students and volunteers will receive training on the Volunteer Placement policy by the Program Director or designate and each will sign off on the training prior to their first shift. Policies will be reviewed annually thereafter by staff, students and volunteers.

**Procedure**

* Volunteers placed at The Salvation Army Village Day Nursery will be involved in an Orientation Process which *may*(\*depending on type of work and length of stay) include:
  + Review of policies and procedures in our centre

Including:

Accessibility

Anaphylactic Policy

Cell Phone Usage

Code of Ethics

Confidentiality

Computer Usage

Criminal Reference Check/Vulnerable Sector Check Policy

Dress Codes

Fire Safety/Evacuation Procedures

Health and Safety Policies

Inclusion

Individual child’s allergies/food exclusions in centre

Mission Statement

Medication Policy

Playground Safety Policy

Program Statement Implementation Policy

Prohibited Practices

Process for Monitoring Compliance and Contraventions

Respect in the Workplace

Sanitary Practices Policy

Serious Occurrence Policy

Sleep Supervision Policy (Rest Policy)

Smoking

Supervision of Volunteers and Students Policy

Staff Training and Development Policy

Violence in the Workplace

* + Training WHMIS (on line)

Child Abuse Training (on line)

Fire Extinguisher Training (on line)

Use of an Epi-Pen (demonstration)

Accessibility Training (on line)

Individual child’s allergies/food exclusions in centre

Individual Family Service Plans

* + Tour of Facility Fire Safety Plans

Fire Extinguishers

Fire Pull Stations

Electrical Panels

First Aid Kits

Health and Safety Bulletin Board

Individual child’s allergies/food exclusions in centre

Janitorial room

Eye wash station

* + Other: Use of cleaning products, review of cleaning routines

Review of the flowchart of the program outlining the communication process and expectations

Time of lunch, breaks

Review of the centres expectations in regards to absenteeism

Review of all forms and written documentation

Review of schedules, routines

Copy of staff phone number list

* Volunteers of The Salvation Army London Village will be required to obtain and submit a Vulnerable Police Sector Check for volunteers. Any costs involved in obtaining the certificate will be reimbursed. A copy of the certificate should be forwarded to the Program Director. To ensure confidentiality, the certificate will then be placed in the individual’s file.
* Volunteers are required to document all hours in the Volunteer Log Book.
* Generally volunteers will be used to complete housekeeping in our centre or tasks that will assist the staff such as vacuuming, putting out cots for naptime, doing dishes, setting up our community room for any meetings. Volunteer involvement with the children applies only in the areas to which they are assigned.
* If the volunteer services are not complimenting the overall program, or there is non-compliance with any of our policies and procedures the volunteer will be asked to withdraw their services.
* Supervision of the volunteers will be the responsibility of the Team Leaders, Assistant Program Director or Program Director.

***Section Program***

# Wait List

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The purpose of this policy is intended to ensure a transparent practice for maintaining a Wait List for potential families. The Wait List must also ensure confidentiality when telling a family where they are on the Wait List.

**Policy**

There will be a designated staff to maintain the wait list.

No family will be charged a fee for placing their child on a Wait List.

If there is space available, priorities may be considered for:

* Employees’ children
* Children who are referred by Children’s Aid Society and the family may be at risk
* Families coming off of the City of London wait list for subsidy and are requiring immediate placement
* Families who have a child already enrolled in our program (for a sibling)
* Families who have previously used The Salvation Army Child Care program. This might be for a child returning or for new siblings coming into the program.

A family who comes into our program and wishes space immediately, may be given the space if:

* There is a space available in the requested age group.
* There are no children on the One list or our internal wait list for care at that time.

The wait list policy will be available to families in the Parent Handbook.

The Wait List Policy will be reviewed by all employees, volunteers and students.

**Procedure**

* All families are encouraged to register their child on the municipal “One list”. ([www.familyinfo.ca/waitlist](http://www.familyinfo.ca/waitlist))
* Any family calling our centre to inquire about child care will be directed to extension 104 in the office. Staff members should not take messages for child care inquiries themselves. The staff designate should not be interrupted during their work day.
* Any management person removing messages from the voice mail will be responsible for documenting messages relating to child care needs in a book by the phone. The information should include the date, the time, the contact information of the family and any other relevant information. The staff designate will be responsible for transferring the message to the Internal Wait List Binder.
* The staff designate will return phone calls within two business days.
* The staff designate will determine the availability using the internal Wait List, the One list and the priority criteria.
* The staff designate will arrange for parent tours or intake meetings and communicate these meetings to the appropriate staff. If a parent does not require the space immediately, the family will be encouraged to visit our program. Intake papers will not be completed until closer to the child’s start date.
* In the absence of the staff delegate another management staff will be designated to handle the procedures for child care inquiries.
* The Wait List Policy will be available in the Parent Handbook. A photocopy of the policy will also be available for any family requesting it.
* Parents will not have access to the Wait List due to confidential information that may be listed. Instead parents will be told numerically where they fall on the list if they inquire.

***Section Program***

# Withdrawal

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

Withdrawal notice gives the Program Director adequate time to consult the waiting list and fill the vacated space.

**Policy**

Two weeks’ notice is required in writing before a child is withdrawn from The Salvation Army London Village Day Nursery.

Every parent will have an opportunity to meet with the Program Director before they leave.

**Procedure**

* A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. In such a case, your child will be placed on a waiting list.
* Parents are requested to fill out a withdrawal form.
* The Program Director will perform an Exit Interview for any family that requests one.
* The Program Director with the family will ensure all accounts are paid, and all belongings are sent home.
* Parents who do not give two weeks’ notice may be charged for the two weeks in lieu of such written notice.

1. Staff injury or illness requires a Workplace Safety and Insurance Board Report be filled out and submitted to the Business Office the next business day. [↑](#footnote-ref-1)