**The Salvation Army London Village**

**Quality Assurance Policies And Procedures**

[Environment - Indoor 2](#_Toc963100)

[Environment - Outdoor 4](#_Toc963101)

[Parents 5](#_Toc963102)

[Staff 7](#_Toc963103)

***Section Quality Assurance***

# Environment - Indoor

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The Salvation Army Village Day Nursery recognizes the importance of quality in early childhood education programs. Therefore, measurement tools of quality assurance will be used throughout the year that will not only provide us with indicators of quality but will also allow us opportunity for continued improvement.

**Policy**

The Salvation Army Village Day Nursery uses various forms of Quality Assurance. By legislation, we have annual Licensing by the Ministry of Education. Measures of quality used at The Salvation Army Village Day Nursery include, but are not limited to:

* Salvation Army Accreditation Process (every three years)
* Fire Alarm Testing
* Emergency Lighting
* London Fire Department Fire Inspection
* Playground Inspections (Daily, Monthly and Annually)
* Fire Extinguisher Inspections (Monthly and Annually)
* Health Inspections performed by the Middlesex London Health Unit (at a minimum of three times a year)

When a report has been made by the local medical officer of health or the local fire department, the report is kept on the premises. Copies of the reports are sent to the program advisor within 2 business days.

**Procedures**

* Recommendations or instructions from the local medical officer of health are carried out (e.g., hand washing, diapering procedures, etc.).
* Any recommendations from a local medical officer of health, the fire department, a program advisor and/or any inspector are recorded in the daily written record.
* Any recommendations from inspections are formed into action plans. Inspections from The Middlesex London Health Unit are posted.
* Where there are no reports made by the local medical officer of health or the local fire department, we confirm with our Program Advisor that no reports have been made by the local medical officer of health or the local fire department.

***Section Quality Assurance***

# Environment - Outdoor

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The Salvation Army Village Day Nursery recognizes the importance of quality in early childhood education programs. Therefore measurement tools of quality assurance will be used throughout the year that will not only provide us with indicators of quality but also will allow us opportunity for continued improvement.

Most significant injuries to young children occur on outdoor playgrounds. Having policies and practices in place relating to the playground inspection will assist in the prevention of these injuries.

**Policy**

See Playground Inspections

**Procedures**

See Playground Inspections

***Section Quality Assurance***

# Parents

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The Salvation Army Village Day Nursery recognizes the importance of quality in early childhood education programs. Therefore measurement tools of quality assurance will be used throughout the year that will not only provide us with indicators of quality but also will allow us opportunity for continued improvement.

**Policy**

Each June parents will complete a Program Evaluation Form (See Appendix).

A Withdrawal Form will be completed for any child leaving our centre. Parents wishing an “Exit Interview” with the Program Director will be established (See appendix)

**Procedures**

* The Program Director/ designate will be responsible for the distribution of the Parent Program Evaluation. There is a labelled box in the hallway that parents may place their completed surveys in.
* The Program Director/designate will ensure all families will have an opportunity to participate.
* The identity of the parent is optional, although the room of their child should be identified.
* These forms will be requested back within one week.
* The Program Director/designate will review each completed evaluation and complete a report.
* This report will be reviewed with the Program Staff.
* A “Program Action Plan” will be devised in cooperation with the staff. (See Appendix)
* The Program Director will present the report and The Program Action Plan to the Executive Director. The Executive Director will share any results with the Community Council.
* The “Program Action Plan” will be reviewed annually (at a minimum).

***Section Quality Assurance***

# Staff

**Approved Date: February 10, 2003**

**Review Date: November 2016**

**Purpose**

The Salvation Army Village Day Nursery recognizes the importance of quality in early childhood education programs. Therefore, measurement tools of quality assurance will be used throughout the year that will not only provide us with indicators of quality but will also allow us opportunity for continued improvement.

Annual staff evaluations, goal setting within those evaluations and ongoing staff training are also important components of quality assurance. (See Human Resource Policies)

**Policy**

Each June staff will complete an Annual Employee Survey (See Appendix).

An “Exit Interview” will occur for any staff leaving our employ. This can be submitted through the mail, electronically, or done with the Program Director or designate. (See appendix)

There will be a representative from the Child Care Program on the Village Quality Assurance Committee.

**Procedures**

* The Village Quality Assurance Committee representative will be responsible for distribution of the Annual Employee Survey. Surveys are returned to the Quality Assurance Representative only.
* The Program Director will ensure all staff will have an opportunity to participate.
* The identity of the staff is optional; however, it is important to know which program they work in.
* These forms will be requested back within one week.
* The Quality Assurance Committee will review each completed evaluation and complete a report.
* This report will be reviewed with the Program Staff.
* A “Program Action Plan” will be devised.
* The Program Director will present the program action plan to the Management Team.
* The “Program Action Plan” will be reviewed quarterly (at a minimum).