Name of Child Care Centre: **The Governing Council of The Salvation Army in Canada**

Date Policy and Procedures Updated: **December 16, 2018**

## Purpose

This policy sets out the process that will be followed to monitor the implementation of our policies, procedures and individualized plans on an ongoing basis.

The policy sets out how compliance and contraventions (non-compliance) with the policies, procedures and individualized plans listed below will be monitored, recorded and addressed.

This document is intended to fulfill the obligations set out under Ontario Regulation 137/15 for written policies and procedures for monitoring, recording and addressing compliance and non-compliance with policies, procedures and individualized plans for child care centres.

Policies and procedures required under the *Child Care and Early Years Act, 2014*:

* Playground Safety
* Anaphylactic policy
* Sanitary Practices
* Sleep Supervision
* Serious Occurrence
* Drug and Medication Administration
* Supervision of Volunteers and Students
* Program Statement Implementation
* Staff Training and Development
* Police Record Check
* Fire Safety and Evacuation
* Waiting List
* Parent Issues and Concerns
* Emergency Management

Individualized plans required under the *Child Care and Early Years Act, 2014*:

* Anaphylaxis
* Special Needs
* Medical Needs

Other policies and procedures developed by the child care centre:

* Inclusion Policy
* Child Abuse Policy
* Safe Drinking Policy
* Transportation Policy (IA)
* The Salvation Army Policies and Procedures
* Region of Peel Policies (Flood; Outbreak; Power Outage; Sewage Back up; Smog, Heat and UV; Water Interruption (IA)

## Policy and Procedures for Monitoring Compliance and Contraventions

**Monitoring and Observations**

* The Salvation Army Child Care Centres will monitor each staff, student and volunteer to assess whether policies, procedures and individualized plans are being implemented, as follows:
* The Director of Child Care Services will observe and monitor the supervisor of the child care centre;
* The Supervisor or designate will observe and monitor the qualified staff in each program room (i.e. RECE or otherwise approved staff);
* The supervisor or designate will observe and monitor other program staff (i.e. assistants);
* Classroom educators will observe and monitor placement students; and
* Classroom educators will observe and monitor volunteers.
* Monitoring and observations will be conducted on an ongoing basis through various means including, but not limited to:
* participating regularly and informally in the program;
* collecting feedback provided from parents and families; and
* reviewing written documentation (e.g. medication administration forms, daily written record, attendance records, etc.).
* Monitoring will be conducted at different times of the day (e.g. morning, afternoon, periods of arrival/departure, rest periods, meal times, outdoor play periods, transitions, etc.) to observe that policies, procedures and individualized plans are being implemented as required for different parts of the program and daily routines.

**Documentation and Records**

* Monitoring and observations of the staff will be recorded.
* Documentation of observations will be completed at the time the observations are made or at least two times a year, and will include concrete examples of observed compliance and non-compliance.
* All records will be stored in the office for at least three years from the date they are created.

**Follow-up**

* Any areas of concern with an individual’s ability to comply with policies, procedures and individualized plans will be brought forward to the supervisor or designate.
* The Supervisor or designate will discuss their observations with the individuals observed and will seek to or provide them with appropriate supports to achieve and maintain compliance (e.g. additional training).

**Dealing with Contraventions of Policies, Procedures or Individualized Plans**

* The Governing Council of The Salvation Army in Canada will make every effort to clarify expectations and encourages staff, students and volunteers to raise their questions and concerns about implementing policies, procedures and individual plans on an ongoing basis to support clarity, learning, development and ongoing compliance.
* Progressive discipline may be used to address observed non-compliances with policies, procedures and individualized plans, taking into consideration the nature and severity of the incident, and the individual’s history of previous non-compliances.
* Where a staff, student or volunteer is observed to be non-compliant, the licensee, supervisor or designate will take one or more of the following actions:
* Inform the individual that a non-compliance was observed, including the review of any pertinent records or documentation that provide evidence of the non-compliance;
* Re-review the relevant policies, procedures, and/or individualized plans with the individual;
* Issue a verbal warning;
* Issue a written warning;
* Temporarily suspend the individual from their position at the child care centre;
* Terminate the individual from their position;
* Inform any relevant parties (e.g. The Salvation Army Employee Relations Department, College of Early Childhood Educators, College of Teachers, College of Social Work and Social Services, the contact person for the program from which a student has been placed, CAS, police, etc.); and/or
* Report violations with the College of Early Childhood Educators’ Code of Ethics to the College.
* Where an observed non-compliance meets the criteria for a reportable serious occurrence (e.g. an allegation of abuse or neglect), the serious occurrence policy and procedures will be followed.
* Where appropriate, the supervisor or designate will follow up with the family of a child in accordance with our policies and procedures on parent issues and concerns.

**Additional Procedures**

* Staff, volunteers and students are required to know and follow this policy and the procedures. Staff, volunteers and students will review this policy and the procedures prior to commencing their first day of work, when changes are made and annually.

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