

KIDCARE DAYCARE POLICIES & PROCEDURES



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Play Based learning

Enhancing Child Development Skills

- *Social
- *Motor
- *Intellectual
- *Language
- *Emotional

**KIDCARE DAYCARE
POLICIES & PROCEDURES**

TABLE OF CONTENTS

INTRODUCTION TO PROGRAM 4

PROGRAM STRUCTURE 5

HOURS OF OPERATION 5

WAIT LIST 6

ATTENDANCE 7

ARRIVAL..... 7

DEPARTURE 7

LATE PICK-UP POLICY/ FAILURE TO PICK-UP 8

FEES POLICY..... 9

WITHDRAWAL POLICY 10

COMMUNICATION POLICY 11

PROGRAM OF ACTIVITIES..... 12

BOTTLE FEEDING 12

DIAPERING AND TOILETING POLICY 13

NAPPING/ RESTING POLICY..... 14

CLOTHING AND POSSESSIONS POLICY 15

TRANSPORTATION POLICY 16

WALKS & FIELD TRIPS..... 17

PHOTOGRAPHS 18

HEALTH, SAFETY & NUTRITION 19

ALLERGIES 20

ILLNESS POLICY..... 21

NON-PRESCRIPTION & PRESCRIPTION MEDICATIONS POLICY..... 22

IMMUNIZATION 23

NO SMOKING 24

EMERGENCY TRANSPORTATION / MEDICAL ATTENTION POLICY 25

EMERGENCY PREPAREDNESS PLAN 26

POWER OUTAGE OR BOMB THREAT PROCEDURE 27

GUIDANCE AND TREATMENT OF CHILDREN 28

REPORTABLE INCIDENTS 29

INTOXICATION POLICY 30

**KIDCARE DAYCARE
POLICIES & PROCEDURES**

CHILD ABUSE: STAFF RESPONSIBILITIES..... 31

RELEASE OF CHILDREN POLICY..... 32

NON-CUSTODIAL PARENTS 32

MISSING CHILD POLICY 33

STAFFING..... 34

STAFFING RATIOS..... 35

SUBSTITUTES..... 37

KIDCARE DAYCARE POLICIES & PROCEDURES

INTRODUCTION TO PROGRAM

The daycare program and its staff would like to welcome you to Kidcare Daycare. Please take some time and read through this policy and procedures manual as we find it very beneficial to parents and child care providers. Kidcare Daycare will adhere to the Community Care Licensing Regulations (CCLR) for children from Birth to twelve years of age.

PHILOSOPHY OF KIDCARE DAYCARE

- Children:** Are entitled to a safe and nurturing environment with a schedule of routines that best meet the individual needs of each child in our care. Each child is treated with respect as a valuable individual.
- Parents:** Are entitled to individual respect, support and quality care for their children.
- Staff:** Are entitled to work in an environment which recognizes and respects their training, skills and commitment to child care.
- Centre:** Enhances the lives of the children and their parents by providing a caring and supportive environment.

GOALS OF KIDCARE DAYCARE

The aims and objectives of the daycare are:

- 1) Provide quality daycare for all children enrolled
- 2) Foster the total development of the child by providing an environment consisting of:
 - ❖ A warm, friendly atmosphere with trained child care providers
 - ❖ A safe and healthy facility
 - ❖ A child centered, non-role stereotyping setting
 - ❖ A variety of suitable equipment in good repair
 - ❖ A variety of activities that support the physical, social, emotional and intellectual needs of the children
- 3) To enable the parent to develop positive parenting skills
- 4) To be an emotional support system for parents when issues arise with their children
- 5) To assist parents in acquiring knowledge of normal child development and other child related information
- 6) Children will receive safe and consistent care during daycare hours
- 7) Children with developmental challenges will receive referrals to appropriate support and services
- 8) Parents will have increased knowledge of their child's development, individual needs and nutritional requirements
- 9) Parents will have improved parenting skills, including options for managing challenging behavior
- 10) Parents will have increased knowledge of health and child-care
- 11) Parents will have increased contact with other parents of young children

KIDCARE DAYCARE POLICIES & PROCEDURES

PROGRAM STRUCTURE

Policy:

Daycare personnel will adhere to Community Care Licensing Regulations Part 4 Division 1 Section 44

Procedure:

HOURS OF OPERATION

The daycare will operate 7 days a week 12 months per year. Hours of operation will be 5:00am to 12:00am based on enrollment.

Kidcare Daycare will be closed for all statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Programs being offered will include an infant toddler program, a 3-5 year old program, school age programs, and multi-age programs.

Consideration:

Our program facilitates opportunities for children to learn through play, creating a natural environment to support the individual strengths and needs of each child. Our programming supports development in the following areas:

- Speech and language
- Fine motor
- Gross motor
- Cognitive
- Social Emotional
- Self-help

Outdoor time will be provided daily, weather permitting. On "inside days" opportunities for gross motor development will be provided indoors. Please inquire with staff for a specific schedule for your child's group.

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

WAIT LIST

Policy:

A waitlist will be formed when full enrollment has been reached in the daycare.

Procedure:

1. The number of children in the daycare is governed by the Community Care Licensing Regulations.
2. Children of Young Parents returning to school to continue their education receive priority enrollment and if a space is not available the last child into the daycare will be given 2 weeks' notice of losing their space. (parents in this position will be notified at time of registration)
3. Children are accepted into the daycare on a first come basis.
4. The child's name is entered on the computer according to the date of the initial phone call.
5. When an opening for the daycare occurs the parents or guardians of the first child on the waiting list will be contacted by telephone.
6. Children will be removed from the waitlist upon the following reasons:
 - ❖ Parents or guardians request
 - ❖ Family has moved away or phone number is out of order (the client is then unreachable)
 - ❖ They are given a space within our Childcare Centre

Consideration:

Community Care Licensing Regulations

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Ministry for Children & Family Development Contract
Reviewed:

KIDCARE DAYCARE POLICIES & PROCEDURES

ATTENDANCE

Policy:

Regular attendance at the Daycare Centre is extremely important for your child to settle in well. Routine becomes part of your child's day. You are welcome to visit your child in the daycare at any time, providing your presence is not disruptive to the group as a whole.

Procedure:

Parents will:

- ❖ Notify the daycare staff within an hour of scheduled arrival time if child will be absent

ARRIVAL:

Upon arrival, parents must:

- ❖ Complete sign in sheet for their child/children before leaving the Centre
- ❖ Put all diaper bags and extra clothing in the child's cubby or bin
- ❖ Label soothers and ensure all bottles that need to be kept cold in the refrigerator are given to staff
- ❖ Connect with a staff member and relate how your child's night and morning went
- ❖ Take time to settle your child and say goodbye

DEPARTURE:

Upon departure, parents must:

- ❖ Sign their child out with time child is leaving and parent initials
- ❖ Make personal contact with a staff member, ensuring safe departure

Daycare staff will:

- ❖ Phone parents or guardians when a daycare child has missed three consecutive days of daycare.
- ❖ Establish with parents or guardians the reason for the absence.
- ❖ **If after two weeks** the daycare staff have been unable to reach the parents, the child will be **dismissed from the program.**

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations Part 3 Division 4
Reviewed:

KIDCARE DAYCARE POLICIES & PROCEDURES

LATE PICK-UP POLICY/ FAILURE TO PICK-UP

Policy:

It is your responsibility to pick up your child on time. Although allowances will be made for emergencies, a parent who picks up their child after the **scheduled pick-up time** will be charged a late fee of **\$10.00** for every **15 minutes** late. Transportation to and from the Kidcare Daycare is the responsibility of each parent. If you have transportation difficulties, please notify staff immediately.

Child/Children must be picked up within 30 minutes of their designated pick-up time. If a child is not picked up and the parent has not contacted the childcare center the staff will implement "failure to pick-up" policy.

Procedure:

1. Staff will confirm no contact has been made with childcare centre (check messages, check with appropriate office staff)
2. Staff will make all attempts to call contact numbers including emergency contact numbers.
3. If staff are not successful in contacting anyone authorized to pick up the child they will call the Ministry for Children and Family Development and the child will be released into care of the Ministry.
4. Kidcare Daycare staff will **not take** a child home.
5. When a child is picked up late, staff will inform billing of the incident so it can be put on their next month's billing.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

FEES POLICY

Policy:

Fees are to be paid on or before the first day of each month **or** if applying for Child Care Subsidy; it is the parent/guardian's responsibility to fulfill all the requirements of the Child Care Subsidy Branch to maintain the daycare subsidy. If not eligible for full subsidy, the parent/guardian is responsible for the fees. Fees are based on enrolment not attendance (**NO** fee decreases for sick/missed days or statutory holidays).

Procedure:

1. There will be a \$25 administration fee for registration and for every administrative change (ie. scheduling changes).
2. Monthly Fees **MUST BE PAID** on or before the first day of the month.
3. A \$25 late payment fee will be charged for all late payments and if the payment has not been received within 7 days, care will no longer be provided for your child.
4. When fees are payable to Women's Contact Society (Kidcare Daycare) payment will be accepted in Canadian legal tender, cheques drawn on Canadian Chartered Banks or Credit Unions written in Canadian funds. Cheques must be printed by the Bank including the name and address of the client. No third party cheques will be accepted. Payments via debit, VISA or Master card will be accepted when a computerized machine is available at the point of sale.
5. If a cheque is returned NSF the full amount of the cheque plus a \$20.00 administration fee is payable immediately via, cash, debit or credit card. Payment via personal cheque will not be accepted if client has had 3 or more cheques returned NSF. Cheque writing privileges will not be reinstated without the authorization of the Executive Director.
6. If parent/guardian is eligible for subsidy they must provide Kidcare Daycare with copies of application and supporting documents. Subsidy acceptance letter must be received by Kidcare Daycare prior to attendance
7. If the parent/guardian becomes ineligible for any subsidy, they will be responsible for paying the full monthly fee.
8. It is the parent/guardian's responsibility to keep all information (i.e.: relationship status, work/school status, family income, reason for care, address, phone number etc...) current with the Child Care Subsidy Branch and Kidcare Daycare.
9. Parents are responsible for the parent portion of fees that is not covered by subsidy and will be billed monthly for these fees.
10. Renewal of subsidy must be started at the beginning of the month that subsidy expires and copies of forms must be kept on file until acceptance letter is received.
11. If parents wish to start their child before subsidy acceptance a cheque for the month will be needed. The parent will be reimbursed their fees when subsidy is received.
12. Parents who qualify for full subsidy may be eligible for a reduced fee option if criteria for our government mandated spaces is met.

Consideration: None

Exceptions: None

Issued: April 24, 2017

Reviewed:

KIDCARE DAYCARE POLICIES & PROCEDURES

WITHDRAWAL POLICY

Policy:

Kidcare Daycare requires **2 weeks written notice for a child to be withdrawn** from the daycare. Please use form attached to the application package. Discharge procedure will be used for every child discharged.

Procedure:

Children will be discharged for the following reasons:

- ❖ Parents or guardians have removed child
- ❖ Child ages out of designated program

A Discharge Notification Form will be filled out on all children being discharged from the program.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

COMMUNICATION POLICY

Policy:

Kidcare Daycare supports an “Open Door” Communication Policy

Procedure:

1. Parents are welcome to drop in and observe the program at any time. If consultation with a child care provider is desired, please let us know ahead of time so that the child care provider can give you their undivided attention.
2. Telephone communications is encouraged.
3. Parents can expect ongoing communication with staff concerning
 1. Their child’s progress
 2. Program activities
 3. Centre Operation
4. Parents can expect information regarding community resources to be available to them at the Centre.
5. Parents can expect developmental screening reports to be completed by childcare staff
6. Parents are asked to make themselves familiar with the Parent Handbook which states the Centre Policies and Procedures which apply to:
 1. The care of the children
 2. The program
 3. The general operation of the Centre
7. Parents concerned with the care of their child, or any incidents at the center are urged to speak with a child care provider, and if not satisfied talk to the Childcare Manager, then the Executive Director.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

PROGRAM OF ACTIVITIES

Policy:

Our Centre has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety and nutrition. We will comply with Community Care Licensing Regulations Part 4 - Division 1 - Section 44.

Procedure:

Centre staff will provide:

- A clean, well-maintained and safe environment
- Nutritious food for snacks and lunch
- Opportunities for learning how to take care of their bodies and develop self-help skills
- Opportunities for both rest and exercise
- Opportunities for indoor and outdoor activities

BOTTLE FEEDING:

- All babies will be held during bottle feeding.
- Toddlers are required to lie down or sit when they have a bottle.
- Staff will discard any unused liquid in bottles or cups to prevent the spread of germs.
- Staff will allow children time to eat and drink at their own pace. Bottle feeding should be an enjoyable interaction between child and care provider.

Semi-Solid Foods:

Staff will respect the parent's decision as to when and what solid foods will be introduced, while working within the guidelines of the BC Ministry of Health "Baby's First Foods".

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

DIAPERING AND TOILETING POLICY

As the diapering of infants and the toileting of toddlers involves close adult-child contact, the care providers will be responsible for changing diapers and assisting with toileting. As this is an opportunity for one-to-one time with the child, the care providers will involve the child by explaining what is being done and encouraging the child to interact/help as much as possible.

Centre staff will:

- Follow Ministry of Health recommendations for diapering and toileting procedures posted in the washrooms.
- Record diaper changes and toileting activities on the diapering/toileting chart.
- Encourage independence for dressing and toileting. Assistance and support will be given to the children to encourage these new skills.
- Encourage the development of healthy personal habits by ensuring that children wash their hands after using the bathroom.
- Decide with the family when a child is physically and emotionally ready to start to learn to use the toilet.
- Be patient, supportive and understanding during this learning process.
- Be respectful of the child's needs.
- Sanitized the changing station after each use.

Toileting:

- Ensure clean private washroom facilities are available to children at all times
- Ensure discretion is used and child feels supported should a toileting accident occur

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations Part 4, Division 1 Section 46 1 & 2.
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

NAPPING / RESTING POLICY

Policy:

Infants and toddlers and children all come with their individual sleeping patterns. Kidcare Daycare will try to meet the patterns while getting them into the routine of the daycare.

Procedure:

- Each day after lunch will be rest time. The length of naps depends on the individual child. Other naps are provided as needed.
- During the nap, infants will sleep on their backs until they can reposition themselves during sleep.
- The monitors in the nap rooms will be turned on when these areas are in use.
- Infants will be put to sleep in Sleeping Sleepers or sleep sacks for added warmth instead of blankets for infants to reduce the risk of SIDS, nothing will be added to sleep area that could potentially interfere with breathing.
- Blankets (for toddlers), Teddy Bears and other comfort items may be brought from home to be used at nap time to help a child adjust to the Centre.
- Children who have outgrown naps will have quiet time, read books, and do puzzles or other appropriate activities.
- Children staying late evenings at the childcare will also rest and or sleep based on the family/child needs as discussed by the family with the manager and or childcare provider
- Safe and age appropriate rest practices will be practiced throughout the facility

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations Part 4, Division 1 Section 42
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

CLOTHING AND POSSESSIONS POLICY

Policy:

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for the weather.

Procedure:

For infants, please provide:

- Two changes of clothes
- An adequate supply of diapers and wipes
- Warm outdoor clothes (mittens, hat, boots) in the Fall and Winter
- Sun hats, boots and raingear in the Spring and Summer

For toddlers, please provide:

- One change of clothes
- An adequate supply of diapers & wipes, pull-ups, or underpants
- Skid-proof, non-marking indoor shoes
- Warm outdoor clothing (mittens, hat, boots) in the Fall and Winter
- Sun hats, boots and raingear in the Spring and Summer

For Children 3+

- One change of clothes
- Skid-proof, non-marking indoor shoes
- Warm outdoor clothing (mittens, hat, boots) in the Fall and Winter
- Sun hats, boots and raingear in the Spring and Summer

If needed, the Centre has a supply of extra clothing. If your child wears an item home, please return it.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

TRANSPORTATION POLICY:

Policy:

The daycare staff will escort students signed up for transfer services, on foot to school and/or to the bus loop so they can be at school before the school start time. Staff will maintain appropriate ratios, and provide adequate supervision during student transport

Procedure:

1. Staff/child ratios will be maintained on all walks or field trips.
2. First-Aid Kit and emergency cards with updated information and photo of child will be brought on all transport trips.
3. At least one staff member present with the children must hold a current, valid first aid certificate.
4. Access to a working telephone will be available within 5 minutes walking distance at all times.
5. A signed consent form must be received from the parent/guardian of the child prior to student transport

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Reference: Community Childcare Licensing Regulations
Issued: April 2017
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

WALKS & FIELD TRIPS

Policy:

The daycare will take the children off premises for walks or field trips. Kidcare will inform parents ahead of time about field trips. Kidcare Daycare is located in an area adjoining multiple public spaces: including sports fields, nature trails, and an elementary school playground. These areas can be accessed directly from our own playground gates. The staff at Kidcare daycare may at times utilize these spaces. Staff will ensure appropriate ratios for supervision are maintained at all times. Any area used by our childcare will be assessed for any potential dangers or hazards, and staff will ensure the environment is safe for the children. Any off site playground equipment will be used with caution and age appropriateness will be maintained at all times.

Procedure:

6. Staff/child ratios will be maintained on all walks or field trips.
7. First-Aid Kit and emergency cards with updated information and photo of child will be brought on all field trips or walks.
8. At least one staff member present with the children must hold a current, valid first aid certificate.
9. Access to a working telephone must be available within 5 minutes walking distance of the field trip site.
10. An emergency plan must be developed prior to field trip. All staff and volunteers in attendance at the field trip must be familiar with the emergency plan. All emergency plans should contain the telephone numbers of parents, ambulance, hospital and doctor, as well as what actions are to be taken in the event of an emergency occurring.
11. A signed consent form must be received from the parent/guardian of the child prior to any field trips.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Reference: Community Childcare Licensing Regulations
Issued: April 2017
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

PHOTOGRAPHS

Policy:

Pictures taken in the daycare will be for the enjoyment of the program participants, and for program promotion as needed. A consent form must be signed by the parent prior to the child being photographed.

Procedure:

Each parent will be asked if photos can be taken for their child. A photo consent form will be given to each parent.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

HEALTH, SAFETY & NUTRITION

Policy:

Our Centre has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety and nutrition. Eating nutritious food is an important part of each child's day. Food provided by the Centre will be selected in accordance with Canada's Food Guide requirements. We will utilize produce from our onsite garden whenever possible.

Procedure:

Centre staff will provide:

- Offer a clean, well-maintained, safe environment with nutritious food for snacks and lunch. Food surfaces will be sanitized before and after each use.
- Opportunities for learning how to take care of their bodies and develop self-help skills
- Opportunities for both rest and exercise with indoor and outdoor activities daily
- Welcome mothers to breast-feed their child and provide support for breast-feeding.
- Provide a comfortable and relaxed environment for the children & parents
- **Formula must be provided by the parent**
- Encourage children to eat a variety of foods but be sensitive to individual food preferences and cultural preferences. Menus will be posted for parents to observe food being offered.
- Post children's allergies in the kitchen. **(Parents must make staff aware of any food allergies)**
- Inform parents of any significant changes in the eating habits of their child.
- Model healthy attitudes towards food and meal times, staff will sit with the children during meals
- Model healthy attitudes towards washing hands before and after meals and brushing teeth after eating.
- Discourage candy, gum, pop or other "junk food".
- All babies will be held during bottle feeding.
- Toddlers are required to recline or sit when they have a bottle.
- Staff will discard any unused liquid in bottles or cups to prevent the spread of germs.
- Staff will allow children time to eat and drink at their own pace.
- Staff will respect the parent's decision as to when and what solid foods will be introduced, while working within the guidelines of the BC Ministry of Health "Baby's First Foods".
- Water will be available throughout the day, and offered at snack times, milk will be served with lunch and dinner

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations Part 4 Division 1 Section 46 & 48
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

ALLERGIES

Policy:

Parents/guardians need to inform the daycare staff in writing if their child has any allergies. In accordance to Community Care Licensing Regulations Part 4 Division 4 Section 57 – 2 - (e).

Procedure:

1. Required forms will be provided by staff as soon as an allergy is reported.
2. Allergies will be posted in the kitchen for all staff to see.
3. Our cook will notify staff if a specific allergy friendly snack or meal is to be served and it will be clearly identified with the child's name and precautions for no cross contamination will be taken within the classroom
4. A **Care Plan** card will be written up on the steps to take if the child has an allergy attack.
5. Extra training will be provided by Interior Health or parent if deemed necessary.
6. Parents will be informed immediately of any allergy attack and the steps taken.

Consideration:

None

Exceptions:

None

Policy Group:	Service Provision
Issued:	April 2017
Reference:	Community Care Licensing Regulations
Reviewed:	

[\[BACK TO TOP\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

ILLNESS POLICY

Policy:

We value our clients' health as well as the health of the staff, without healthy staff we are unable to provide effective care. In accordance to Community Care Licensing Regulations Part 4 – Division 3 – Section 53-55.

Procedure:

You will need to keep your child at home, or make alternate arrangements for the following conditions:

- Fever over 38.3° C (101°F).
- Infected eyes or skin.
- Any type of contagious or communicable disease such as flu, measles, mumps, rubella, or chicken pox.
- **Immediately report to staff any contagious or communicable disease.**
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps.
- An acute cold with fever, runny nose and eyes, a “croupy” cough or congested to the point that he/she has heavy breathing.
- If a child or staff member is determined to have head lice they will be unable to return to the center until “NIT” free and must be inspected upon return to verify they are indeed “NIT” free. Staff will provide parents with information for lice removal, and discuss precautionary measures utilized by the Centre.

If a child becomes sick at daycare, the parent or if parent is unable to be reached the person authorized to pick up in the case of an emergency will be called and asked to pick up the child. The staff will isolate the child from the other children and make him/her as comfortable as possible, but will not administer medication.

Please keep the child at home until he/she is well enough to attend.

Any medicine required to treat above symptoms will mean the child is too ill to attend daycare. Example of medicine: Gravol, Tempera, Tylenol (exceptions may be granted if staff and parent are in agreement that teething is the condition).

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

NON-PRESCRIPTION & PRESCRIPTION MEDICATIONS POLICY

Policy:

Administration of medications in daycares is regulated by the Child Care Regulations Part 4 – Division 3-Section 53-55. This policy protects children, parents and staff. Early Childhood Educators are not formally qualified to make “judgment calls” as to when medications are appropriate. Only medication prescribed by a doctor will be administered.

Procedure:

- All medications are kept in a locked container in the kitchen out of children’s reach.
- Parents must inform staff of any side effects or reaction that medication may cause in a child. (ie: hives, drowsiness, diarrhea)
- **Authorization for the Administration of Prescription Medication** form must be completed by parent.
- Doctor authorization must be provided before staff can administer non-prescription and over the counter medications such as Tylenol, Gravol, teething gel etc... **“Authorization for the Administration of Non-Prescription Medication” form must be completed by parent and physician.**
- A “medical consent” form will be filled out by a parent for each prescription required
- Medication must be brought to the Centre in its original container with instructions from your doctor on how to administer it.
- Label must clearly show the following information:
 - ✓ Child’s name
 - ✓ Name of medication
 - ✓ Dosage
 - ✓ Route (oral, nasal, rectal, eye, ear, or injection)
 - ✓ Physician’s name
 - ✓ Care of medication (shake well, refrigerate)
 - ✓ Date to end administration of medication
- Any baby bottles containing medicine will not be given to the child at the daycare.
- If the child comes in with a baby bottle containing medicine, it will be locked up and returned to the parent at the end of the day.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

IMMUNIZATION

Policy:

Kidcare Daycare is required to note the status of each child's immunization status in case an outbreak should occur.

Procedure:

1. Upon enrollment the daycare staff will ask for the current immunization status for every child
2. If a parent has decided not to have their child inoculated, the following procedures then apply:
 - The parent will provide a signed and dated letter stating that they have chosen not to immunize their child and that they understand the importance of immunizations, side-effects and dangers of not being immunized.
 - If an outbreak occurs, the parent will be asked to remove the non-immunized child from the Centre until it has been determined that the child's health is no longer at risk.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations Part 4 Division 4 Section 2 (a)
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

NO SMOKING

Policy:

Smoking and the use of smokeless tobacco is prohibited in all schools, school district buildings, on school property, buses, and district vehicles. Kidcare Daycare and its fenced grounds are situated on school district property and fall under the school district policy.

Procedure:

Anyone wishing to smoke must do so outside of School District # 27 school grounds.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulation Part 2 Section 17 & School District #27
Reviewed:

KIDCARE DAYCARE POLICIES & PROCEDURES

EMERGENCY TRANSPORTATION / MEDICAL ATTENTION POLICY

Policy:

For children who require immediate medical attention, staff will call emergency services to respond.

Procedure:

1. Staff at Kidcare Daycare will phone for emergency transportation and/or medical attention when they deem it necessary for a child or children in their care.
2. The staff at Kidcare Daycare will notify parents or emergency contacts of situation
3. Kidcare staff will complete appropriate incident reports

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reviewed:

[\[BACK TO TOP\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

EMERGENCY PREPAREDNESS PLAN

Policy:

In case of emergency, each program room at Kidcare Daycare has an Emergency Preparedness kit. These kits contains enough emergency supplies to take care of all the children in the daycare and the staff for at least 72 hours as per Community Care Licensing Regulations Part 3 - Division 1 - Section 22.

EMERGENCY EVACUATION PROCEDURE:

1. In the event of an emergency that requires us to evacuate the Neighborhood, we will take our emergency kits and all the children to our emergency meeting place the **Child Development Centre located at 690 2nd Ave N. Williams Lake, B.C.**
2. We will walk with children to the Child Development Centre, younger children will be transported via strollers and wagons. In extreme weather Women's Contact Society Staff will be called to assist in transport Via staff vehicles with qualified staff all whom have clear criminal record checks. Staff will travel down Western Ave, turning right onto Smith ST, proceeding until making a right turn onto Boundary St, then left onto Dodwell, and left onto 2nd Ave arriving at the Child Development Centre.
3. Children will continue to be supervised with staffing ratios that meet or exceed licensing requirements. All staff are trained and adequately prepared to support and care for children during emergency situations
4. Each classroom will bring emergency contact cards for their students, located in our emergency packs and parents will be contacted for pickup as soon as possible. We would also leave notes on the doors of Kidcare Daycare as to our location.
5. You, as the parent, will be asked upon enrollment in the daycare to prepare an **EMERGENCY COMFORT PACK** for your child consisting of: a family photo, small stuffy, extra set of clothing & baby formula or food, if needed.
6. Our emergency plan will be tested at least once a year.

Neighborhood Evacuation Route



[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

EMERGENCY PREPAREDNESS PLAN CONT...

POWER OUTAGE OR BOMB THREAT PROCEDURE:

1. If there is a bomb threat the daycare staff and children will immediately evacuate the building.
2. Staff will take the children walking on foot to **Thompson Rivers University, 1250 Western Avenue Williams Lake, phone 250-392-8000**
3. We will walk with children to the Thompson Rivers University, younger children will be transported via strollers and wagons. In extreme weather Women's Contact Society Staff will be called to assist in transport via staff vehicles with qualified staff all whom have clear criminal record checks.
4. Each classroom will bring emergency contact cards for their students, with the child's name, medical number, emergency numbers and contact people. This will be taken and parents will be contacted for pickup as soon as possible. We would also leave notes on the doors of Kidcare Daycare as to our location.
5. You, as the parent, will be asked upon enrollment in the daycare to prepare an **EMERGENCY COMFORT PACK** for your child consisting of: a family photo, small stuffy, extra set of clothing & baby formula or food, if needed.
6. If, **within one hour**, the fire department determines that the daycare is safe to enter, we will return to daycare.
7. If, **after one hour**, it is still unsafe to return to the daycare, parents will be called to pick up their child.
8. If a power outage occurs and power is not returned within an hour parents will be notified to come and pick-up their child.
9. Staff may call parents at any time to pick up their child if their ability to maintain the child's safety is in question.
10. Our emergency plan will be tested at least once a year

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

GUIDANCE AND TREATMENT OF CHILDREN

Policy:

Daycare personnel will adhere to Community Care Licensing Regulations Part 4-Div 2- Section 51&52

Procedure:

Activities within the program will be monitored and adjusted accordingly, in consultation with parents, daycare staff and other involved professionals to promote ongoing development.

Positive guidance techniques will be used to encourage appropriate behaviour.

Guidance strategies include:

- a. Establishing clear, consistent, and simple limits
- b. Stating limits in a positive way
- c. Focusing on the behaviour, rather than on the child
- d. Stating what is expected, rather than pose questions
- e. Providing real choices
- f. Allowing time for children to respond to expectations
- g. Reinforce appropriate behaviour, with both words and gestures
- h. Encourage children to use the teachers as a resource when they cannot resolve issues on their own.

Inevitably there will be occurrences of inappropriate behaviour. It is at these times that there may be a need for intervention by the care giver. The following intervention strategies, or combination of the strategies, will be used to help ensure that guidance is supportive, rather than punitive.

- a. Gain attention in a respectful way
- b. Remind children of more appropriate behaviour
- c. Acknowledge feelings before setting limits
- d. Redirect or divert when appropriate
- e. Model problem-solving skills
- f. Offer appropriate choices
- g. Use natural and logical consequences
- h. Relocation to a "time in" activity (removal of child from an area of conflict by walking away with a care provider to an alternative space within the group, until the child is able to compose themselves and rejoin the original activity in a safe manner or choose a new activity)
- i. Provide opportunities for children to make amends. Rather than demand a superficial apology, encourage genuine opportunities for children to restore relationships after an incident of hurt or harm.

Any serious concerns will be discussed with the family so that we might work together to encourage appropriate behaviour.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

REPORTABLE INCIDENTS

Policy:

Daycare personnel will adhere to Community Care Licensing Regulations Section 29, 30, 31(a) and 31(b). The *Residential Care Regulation* lists reportable incidents and their definitions in Schedule D; the *Child Care Licensing Regulation* includes this information in Schedule H. Note that an incident must be reported in residential care when a reportable incident has occurred, when abuse or neglect may have occurred, or when a person in care has witnessed a reportable incident. Child care licensees must report when a child is involved or may have been involved in a reportable incident while in care; Reportable incidents listing can be found in Schedule H of the Community Care and Assisted Living Act, Child Care Licensing Regulation

Reportable incidents

aggressive or unusual behavior, attempted suicide, choking, death, disease outbreak or occurrence, emergency restraint, emotional abuse, fall, financial abuse, food poisoning, medication error, missing or wandering person, motor vehicle injury, neglect, other injury, physical abuse, poisoning, service delivery problem, sexual abuse, unexpected illness

Procedure:

The *Child Care Licensing Regulation* Section 55 requires a licensee to notify a child's parent or Emergency contact and the medical health officer when a child is or may have been involved in a reportable incident.

How can incidents be reported?

Complete the incident report form. The completed form can be faxed, e-mailed or hand delivered to your local community care licensing office. If faxed, it is not necessary to send the original form. Retain a copy of the incident report for your records.

Consideration:

Child care licensees have 24 hours to notify the medical health officer

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations Schedule H
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

INTOXICATION POLICY

Policy:

If a parent/guardian or emergency contact who appears to be intoxicated arrives at the Centre to pick up a child:

Procedure:

Daycare staff will:

- Offer to call a relative or friend to pick up the parent and child.
- Offer to call a cab.
- Inform the parent that if he/she chooses to drive with or without the child, the educator will inform the police immediately.
- Call The Ministry for Children & Family Development if they believe the child is in need of protection.
- Refuse release to any person appearing to be intoxicated that is not the parent and call parents for alternate pick-up to be arranged

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference:
Reviewed:

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

CHILD ABUSE: STAFF RESPONSIBILITIES

Policy:

- We are obligated by law to report suspected or disclosed abuse. Child Care Licensing Regulations - Schedule H
- We are legally obligated to report suspicions and/or disclosures, staff **DO NOT** determine if abuse has occurred.
- Failure to report abuse can result in prosecution under the Family and Child Service Act.
- Staff is **NOT** permitted to contact the parent, unless specifically directed to do so by Ministry of Children and Family Development and the RCMP.
- Reporting procedures are designed to protect the child. Our concern is the safety and well-being of the child.

Procedure:

1. Inform Team Leader and/or Supervisor of your call and the reasons.
2. Call the police or Ministry for Children and Family Development to report any child that looks like they have been abused, mentally, physically or emotionally.
3. Document the reasons why you felt you had to make the call.
4. **Do Not** contact the parents of the child you have concerns about.

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reference: Community Care Licensing Regulations (CCLR)
Reviewed:

[\[BACK TO TOP\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

RELEASE OF CHILDREN POLICY

Policy:

A child will be released only to the parent or his/her legal guardian unless otherwise indicated on the registration form.

Procedure:

1. The staff must be notified in writing of any alternate arrangements.
2. Picture identification will be required if that person is not known to the daycare staff.
3. Children will not be released to anyone under the age of 12.

NON-CUSTODIAL PARENTS

- Parents must provide a copy of any custody order and photo of non-custodial parent.
- If the non-custodial parent insists that the child be released to them, the caregiver will:
 - a) Calmly state the daycare's release of children policy
 - b) Ensure all children and staff are safe
 - c) Contact custodial parent
 - d) Call RCMP if parent tries to leave with the child

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reviewed:

KIDCARE DAYCARE POLICIES & PROCEDURES

MISSING CHILD POLICY

Policy:

In the event of a missing child from the daycare, the daycare staff will remain calm and follow the procedures below.

Procedure:

If a child goes missing:

- Centre staff will stay calm and call the RCMP and give them a complete description of the child.
- The remaining children will stay together with daycare staff
- Centre staff will notify the parent/guardian and inform them of the steps that are being taken to locate their child.
- Any extra staff outside child ratio will search area for missing child

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
Issued: April 2017
Reviewed:

KIDCARE DAYCARE POLICIES & PROCEDURES

STAFFING

Policy:

Daycare personnel will adhere to Community Care Licensing Regulations Part 3 - Division 2 & 4 - Section 34 & 37.

Procedure:

STAFF

Our child-care staff are trained and certified in a variety of specialized fields which include the following; Infant and Toddler Educators, Early Childhood Educators, Early Childhood Educators Assistants and Responsible adults. Each class fully meets or exceeds the educator requirements as defined by Community Care Licensing Regulations. Each staff member, maintain clear criminal record, a valid First Aid and whenever possible Food Safe Certificates. Many of the staff have worked in the child care field for many years. Our team of educators, continuously upgrade their education through workshops, conferences, independent study, and researching topics of interest.

STUDENTS

From time to time, the daycare will accept students seeking work experience and Early Childhood Education practicum students. We will introduce them to you and your child as they arrive at the daycare. They will have cleared criminal record checks prior to attending.

VOLUNTEERS

An interview is carried out by the Supervisor. This includes a criminal record search of all possible volunteers. To ensure that security is maintained, the number of volunteers and students will be limited.

Consideration:

Child Care Licensees need to update their licenses every 5 years and renew their First Aid Certification every 3 years.

Exceptions:

None

Policy Group:	Service Provision
Issued:	April 2017
Reference:	Community Care Licensing Regulations
Reviewed:	

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

STAFFING RATIOS

Policy:

The daycare personnel will adhere to the Community Care Licensing Regulations Part 3 - Division 4 - Section 37 & Schedule E

Procedure:

Care program	Maximum group size	Children per group	Ratio of employees to children in each group
Group Child Care (Under 36 Months)	12, with a separate area designated for each group	≤ 4	One infant and toddler educator
		5 – 8	One infant and toddler educator and one other educator
		9 – 12	One infant and toddler educator, one other educator and one assistant
Group Child Care (30 months to school age)	25, with not more than 2 children younger than 36 months in a single group	≤ 8	One educator
		9-16	One educator and one assistant
		17-25	One educator and two assistants
Group Child Care (school age) if any preschool child or grade 1 is present	24	≤ 12	One responsible adult
		13-24	2 responsible adults
Group Child Care (school age) if no preschool child or grade 1 is present	30	≤ 15	One responsible adult
		16-30	2 responsible adults
Multi-Age Child Care, if any child younger than 12 months old is present	8, having no more than 3 children younger than 36 months and, of those 3, no more than one child younger than 12 months old	8	One educator

[\[Back to Top\]](#)

KIDCARE DAYCARE POLICIES & PROCEDURES

Replacing Staff:

Column 1 Employee	Column 2 Period of absence	Column 3 Replacement
educator	< 30 days	educator or assistant
	≥ 30 days	educator holding at least the same certificate
assistant	< 30 days	educator, assistant or responsible adult
	≥ 30 days	educator or assistant
responsible adult	any period	educator, assistant or responsible adult
manager	< 30 days	a person qualified to be a manager under this regulation
	≥ 30 days	a person qualified to be a manager under this regulation, with notice of the appointment given to the medical health officer

Consideration:

None

Exceptions:

None

Policy Group: Service Provision
 Issued: April 2017
 Reference: Community Care Licensing Regulations
 Reviewed:

KIDCARE DAYCARE POLICIES & PROCEDURES

SUBSTITUTES

Policy:

Daycare personnel will adhere to CCLR Division 4 – Section 37

Procedure:

Qualified substitute child care staff will be called in when regular staff are away in order to maintain the staff/child ratio required by provincial licensing.

Consideration:

Child Care Licensees need to update their licenses every 5 years

Exceptions:

None

Policy Group:	Service Provision
Issued:	April 2017
Reference:	Community Care Licensing Regulations
Reviewed:	

[\[Back to Top\]](#)