

# St. Bartholomew's Children's Centre, Regent Park Inc.



## Policy and Procedure Manual for Staff

## Table of Contents

<b><i>Outdoor Safety Policy</i></b> .....	<b>4</b>
<b><i>Anaphylactic Policy</i></b> .....	<b>6</b>
Definition of Anaphylaxis .....	6
Purpose of the Policy and Procedures.....	6
Strategy to Reduce Risk of Exposure .....	6
Communication Plan for the Dissemination of Information .....	7
Individual Plan and Emergency Procedures .....	7
Emergency Protocol .....	7
Training .....	8
<b><i>Sanitary Practices Policy</i></b> .....	<b>8</b>
Policy.....	8
Hand washing .....	8
Kitchen Maintenance and Food Handling.....	9
Prevention Techniques For Infection Control .....	9
<b><i>Serious Occurrence Policy</i></b> .....	<b>10</b>
SERIOUS OCCURRENCE DEFINITION .....	10
<b><i>What to do in the Event of a potential Serious Occurrence?</i></b> .....	<b>11</b>
Serious Occurrence Reporting Procedure .....	11
Reporting Procedure .....	12
Follow-up for all Serious Occurrences .....	13
Serious Occurrence Posting Requirements .....	13
SERIOUS OCCURRENCE NOTIFICATION FORM .....	14
<b><i>Drug &amp; Medication Administration Policy and Procedures</i></b> .....	<b>16</b>
Purpose .....	16
Policy.....	16
Parental Authorization to Administer Medication:.....	16
Drug and Medication Requirements .....	17
Drug and Medication Handling and Storage: .....	18
Drug and Medication Administration:.....	19
Record-Keeping: .....	19
<b><i>Supervision Policy for Volunteers and Students</i></b> .....	<b>20</b>
Roles and Responsibilities of The Supervising Staff: .....	21
Expectations of Volunteers and Students:.....	21
<b><i>Program Statement Implementation Policy</i></b> .....	<b>23</b>
Monitoring .....	23
Contravention.....	23
<b><i>Staff Training and Development Policy</i></b> .....	<b>25</b>
Orientation for New Employees .....	25
Ongoing Learning, Training and Development.....	25

<b><i>Police Reference Checks/ Vulnerable Sector Check Policy</i></b> .....	<b>26</b>
Statement of Policy.....	26
Vulnerable Sector Check .....	26
Procedure:.....	27
Offence Declarations and Attestations .....	27
Notes and Procedures .....	28
<b><i>Fire safety Rules for staff</i></b> .....	<b>30</b>
<b><i>Compliance with Policies, Government Regulations and Legislation</i></b> .....	<b>31</b>
Policies and Procedures.....	31
How is compliance monitored? .....	31
Retention of Records of Compliance and Contravention.....	33
<b><i>Waiting List policy</i></b> .....	<b>33</b>
<b><i>Parent Issues and Concerns Policy and Procedures</i></b> .....	<b>35</b>
Purpose .....	35
Policy.....	35
General .....	35
Confidentiality .....	35
Conduct.....	35
Concerns about the Suspected Abuse or Neglect of a child .....	35
PROCEDURES .....	36
Escalation of Issues or Concerns .....	38
<b><i>Emergency Management Policy and Procedures</i></b> .....	<b>39</b>
Purpose .....	39
Definitions .....	39
Policy.....	39
ADDITIONAL POLICY STATEMENTS.....	40
Phase 2: Next Steps During the Emergency .....	47
Phase 3: Recovery (After an Emergency Situation has Ended) .....	50

## **Outdoor Safety Policy**

- 1.** The **St. Bartholomew's Children's Centre** has available, in the Staff Schedule Section, the requirements for the supervision of children on the playground, These requirements promote a safe outdoor play environment as well as creative constructive play for children.
- 2.** Staff ratios are to be maintained or enhanced during outdoor activities.
- 3.** **The Playground Safety Log** will include:
  - The Injury Report Form for any injury to a child while on the playground; should the injury be of a ***Serious Occurrence*** nature, the Injury Report Form will be attached to the Serious Occurrence submission forms and the policies and procedures for Serious Occurrences will be followed.
  - Daily inspections of parks or playgrounds will take place each time they are visited. The inspection reports will be retained on file
- 4.** A staff person/position will be designated for the logging of the daily inspections. This person will be noted by initial or name on the respective inspection forms.
- 5.** The St. Bartholomew's Children's Centre will develop plans that provide for games and activities to enhance big body play, the daily program and provide creative stimulation.
- 6.** All staff will review the Outdoor Activity Safety Policy prior to commencing employment, and annually thereafter. The written record of review will be signed by staff and the person who made the review and maintained on file for at least two years.

7. Outdoor equipment is maintained in good condition and stored in a shed located on the property. The shed is secured and houses all the outdoor equipment. There are enough materials and equipment for all the children to participate.
8. In the winter months the outdoor play space is limited to snow play and group games are facilitate.
9. When transitioning from inside to outside the children are called up individually and sent outside to minimize waiting in the narrow hallway and stairwell.
10. In the event that we can't play outside due to inclement weather we will modify our indoor play space to accommodate big body play.

**Revised July 2021**

## **Anaphylactic Policy**

### **Definition of Anaphylaxis**

Anaphylaxis is a severe allergic reaction that can be fatal, resulting in circulatory collapse or shock. The allergy may be related to food, insect stings, medicine, latex, etc.

### **Purpose of the Policy and Procedures**

Child Care Centre is committed to taking a pro-active position regarding the prevention of anaphylaxis. The purpose of the policy is to provide a process for dealing with anaphylaxis in the centre.

### **Strategy to Reduce Risk of Exposure**

- Children with extreme allergies that the centre cannot accommodate will be asked to bring their own food from home.
- Foods with “May Contain” nut warnings will not be served
- All labels will be read by a staff member prior to serving
- Staff purchasing foods on behalf of the centre must read food ingredient labels every time they purchase a product
- Any persons supplying food to the childcare will be notified of all life-threatening allergies in the centre. List of allergies will be revised as necessary
- All children and staff will wash hands before and after handling food
- Children/staff/volunteers will be instructed to not share food
- All surfaces will be cleaned with a cleaning solution (water and germ destroyer approved by Public Health) prior to and after preparing and serving foods
- All cleaning supplies, medicines and any other products that may be of danger and/or commonly produce allergic reactions will be stored away
- Garbage bins will be removed from room and emptied after lunch
- Extra special supervision of anaphylactic children during eating (ie. sitting opposite /next to staff)
- On the bus during field trips children with anaphylaxis will sit within view of staff member
- Playground areas will be checked and monitored for insects such as wasps. Custodian will be notified immediately and children will be forbidden to play in this area
- On off site trips, parents will be notified and asked to send an extra Epi-Pen
- Staff will take cell phone on all excursions
- Parental Consent is required for any child carrying their own Epi-Pen

### **Communication Plan for the Dissemination of Information**

- Parents will be informed by newsletter/handout of all allergies in the centre
- List of allergies will be posted in each room operated by the childcare and kitchen area
- In the event that a Caterer is being used they will be provided with allergy list. A substitute can be provided.
- Parents with children with anaphylaxis will provide an individual plan for their child prior to enrolment

### **Individual Plan and Emergency Procedures**

Prior to enrolment, the parent/guardian will meet with the Executive Director and/or Program Supervisor to review the child's individual plan and emergency procedures to be followed in the event of a reaction. This plan will be developed in consultation with the child's doctors, and a signature on the Emergency Action Plan is required by the parent confirming this is required.

The Plan will include but not limited to : . :

- Description of the child's allergy
- Avoidance strategies
- Signs and symptoms of an anaphylactic reaction and procedures to be followed in the event of the reaction
- Child care staff roles and responsibilities
- Parent/guardian consent for administering allergy medication, sharing information and posting Emergency Plan
- Emergency contact information
- Location of EpiPen and back-up EpiPen

Parents are required to advise the Executive Director and/or Program Supervisor if their child has developed any new allergies or if any change to the child's individual plan or treatment is required. The child's Individual Plans will be reviewed/revised yearly and as directed by the parent or physician.

Copies of Individual Plans are in each child's file, emergency bags, and are also posted in every room operated by the childcare, including childcare office.

### **Emergency Protocol**

- One person stays with the child at all times
- One person goes for help or calls for help
- Follow emergency procedures as outlined in child's individual plan (ie. Administer epinephrine at first sign of reaction)
- Call 911. Have the child transported to hospital even if symptoms have subsided. Symptoms may occur hours after exposure to allergen.

- Administered Epi-pen is to accompany child to hospital.
- Administered Epi-pen is to be given to hospital employee or child's parent for disposal.
- One calm staff must stay with the child until parent or guardian arrives. The child's back-up epi-pen auto injector should be taken

### **Training**

- Prior to employment all staff, students and volunteers will review the anaphylactic policy and will be trained by parent/guardian, or designated trainer (if this is stated in centre policy) in each child 's Individual Action Plan enrolled in the centre.
- Volunteers and Students are not permitted to administer medication unless under extreme circumstances (ie. staff member is unconscious).
- Training will include the symptoms to assist staff in recognizing the signs of a reaction and the procedures to be followed in the event of a child having an anaphylactic reaction,
- Staff will conduct a check to confirm child (ren) have their required medication with them before each transition (ie. moving from the class to the gym, leaving the school, etc.)
- The staff will be required to sign and date that they have received training
- A record of this training will keep a log on file for 3yrs of all training dates, trainers and staff signatures

**Revised October 2020**

## **Sanitary Practices Policy**

### **Policy**

No child shall be subject to unsanitary conditions while under the care of St. Bartholomew's Children's Centre. All things proved unsanitary will be sanitized properly or removed from the premises. All staff shall be aware of all proper cleaning and hand washing procedures so to ensure the prevention of infectious disease. All staff and children shall have all recent immunizations; all records should be available upon request.

Once every week the furnishings are cleaned and disinfected. Surfaces are disinfected daily and toys are washed and disinfected as they become soiled or once every three weeks. All disinfecting occurs with a bleach and water solution -1 part bleach to 100 parts water.

### **Hand washing**



- The staff and children at St. Bartholomew's Children's Centre are required to follow proper hand washing practices.
- Signs are posted by all hand washing sinks and soap, warm water and paper towel is always readily available and replaced immediately when needed.
- Staff and Children wash hands when toileting, before and after mealtimes, after outdoor activity, after touching pets and after whipping their noses. Staff must wash hands after any messes are cleaned.
- Proper sanitary practices are modeled by staff and mandatory for both staff and children. When on a trip if the facilities for hand washing are not available, hand sanitizer is always available.

### **Kitchen Maintenance and Food Handling**

- Dishes are washed using the three-sink dish washing method. First sink contains warm water and soap, second sink holds hot water and last sink contains bleach and water solution.
- All Perishable Food is stored in a Fridge and Freezer that is accessed and managed by the staff and volunteers at the Centre.
- All other items are kept in airtight containers in locked cupboards and bins in the kitchen.
- All staff working in the kitchen are required to have a valid food handler's certificate.

### **Prevention Techniques For Infection Control**

1. Always consider blood and bodily fluids from **all** people as infective
2. Take proper precautions to prevent exposure to blood and bodily fluids
3. Always wear gloves when dealing with open wounds, when cleaning, when in any direct contact with blood or bodily fluids
4. Clean horizontal surfaces such as, floors, tables, counters, etc. regularly, e.g.:
  - a. Public areas daily
  - b. Kitchen and bathrooms must be cleaned daily.
5. Clean all spills or messes such as vomit, feces, blood or urine, **immediately**:
  - a. Wear disposable, impermeable gloves
  - b. Remove organic matter with disposable toweling
  - c. Wash area with soap and water
  - d. Disinfect area with a sanitizer

### **Sensory Table**

1. Water table is refilled each day to ensure proper sanitation
2. When there is an outbreak of any illness (two or more children) the water table is closed.

3. Sand is changed every two weeks and the Centre uses only antibacterial sand.

#### Pest Control

1. The Centre uses the services of a licensed pest control company. They visit the Centre weekly to prevent any pest control issues.

**Revised August 2018**

\*\*\*\*\*POLICY FOR COVID-19 IS ATTACHED AS A SEPARATE DOCUMENT FOR STAFF TO READ AND SIGN OFF ON\*\*\*\*\*

### **Serious Occurrence Policy**

*All St. Bartholomew's Children's Centre staff are to be aware of what constitutes a "Serious Occurrence", and what is the reporting procedure. All staff shall follow procedure in the event of a serious occurrence.*

#### **SERIOUS OCCURRENCE DEFINITION**

Serious occurrences to be reported by the service provider to the ministry are defined as follows:

- a) The death of a child who received childcare at a home childcare premises.
- (b) Abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a home child care premises or childcare 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.

### **What to do in the Event of a potential Serious Occurrence?**

In the event of a serious occurrence at the Centre the following procedures shall be followed:

1. The staff on duty sees to the immediate needs of the child (e.g. calling an ambulance, first aid, etc.)
2. The staff or another witness shall report the occurrence to the supervisor or designate.
3. The Director or designate contacts the parents (parents may be called after other authorities; this is the decision of the Director or designate and depends on the type of occurrence).
- 4.
5. The Director or designate contacts the people involved to ensure all persons having knowledge of the occurrence shall remain at the site until excused.

#### **Serious Occurrence Reporting Procedure**

##### **IF THE OCCURRENCE INVOLVES THE ABUSE OF A CHILD:**

###### **Duty to Report**

Some serious occurrences, most notably an allegation of abuse or neglect, will give rise to a duty of report that a child may be in need of protection. If a staff member suspects that a child is, or may be, in need of protection, they must report this to the local children's aid society in accordance with section 72 of the *Child and Family Services Act*.

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.

A report to a children's aid society must be made for all situations where a child is, or may be, in need of protection, no matter where the alleged abuse or neglect took place.

However, Centres are only required to notify the program advisor of a serious occurrence if the alleged abuse or neglect occurred while the child was receiving care at the daycare.

It is also important to note that registered early childhood educators (RECEs) are expected to be accountable for their actions as early childhood educators and to abide by the College of Early Childhood Educators' Code of Ethics and Standards of Practice as well as all applicable legislation, regulations, by-laws and policies that are relevant to their professional practice.

The *Early Childhood Educators Act, 2007* and the Professional Misconduct Regulation state that it is an act of professional misconduct to “[contravene] a law, if the contravention has caused or may cause a child who is under the member’s professional supervision to be put at or remain at risk.”

RECEs should familiarize themselves with reporting requirements under the *Child and Family Services Act*, and abide by them as the failure to do so is contrary to the law and may constitute professional misconduct.

For more information on the Child and Family Services Act and the duty to report, see *Reporting Child Abuse and Neglect: It’s Your Duty*

For more information about the responsibilities of an RECE, please visit the College of Early Childhood Educators website.

### **Employer’s Mandatory Reporting Obligations**

In 2015 changes to the Early Childhood Educators Act, 2007 (ECEA) came into effect. Included in these changes are new requirements for employers to submit mandatory reports to the College of Early Childhood Educators. In addition, the legislative changes specify required time lines for reporting and set out information the College must provide to employers in response to any reports that are received. For more information, please visit the Ontario e-laws website to view the ECEA and visit the College of Early Childhood Educators website.

### **Reporting Procedure**

BEFORE REPORTING ENSURE THE CHILD RECEIVES IMMEDIATE EMERGENCY SUPPORTS IF REQUIRED AND CONTACT APPROPRIATE AGENCIES – FIRE, AMBULANCE, POLICE ETC.

1. Within 24 of becoming aware of a serious occurrence or when the Centre supervisor deems the occurrence to be serious, the operator must first submit the serious occurrence report online using the Childcare Licensing System (CCLS).
2. A report will be provided to the Centre’s program adviser of any serious occurrence.
3. A summary of the report and of any action taken as a result is posted for at least 10 business days in a conspicuous place at the Children’s Centre.
4. Alert the President of the Board of Directors.

**The Following is a list of the serious occurrence categories listed in CCLS are:**

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 Closure

#### **Follow-up for all Serious Occurrences**

1. The PA follows up with the operator as required. During follow-up the PA reminds the operator/Centre to add updates in CCLS within 7 working days of the initial report and to update the posted notification as required.

The operator will conduct an annual analysis of all serious occurrences that occurred in the previous year. The annual analysis is to be used as a method of identifying issues, trends and actions taken. The analysis and record of actions taken in response to the analysis must be kept on file at St. Bartholomew's Children's Centre. In addition to ongoing reviews and follow-up to serious occurrences, licensing ministry staff will review the serious occurrence annual analysis during licence renewal inspections.

According to FIPPA, only the first name and first initial of the last name of all people involved are required on the repo

#### **Serious Occurrence Posting Requirements**

*Effective November 1, 2011 St. Bartholomew's will post a high-level Serious Occurrence Notification Forms for all incidents where a Serious Occurrence has taken place.*

### *Posting Process and Key Timelines*

- Following the submission of the Serious Occurrence Initial Notification Report (INR) to the ministry and **within 24 hours of becoming aware of an occurrence or when St. Bartholomew's Children's Centre deems the occurrence to be serious.**
  
- **THE CENTRE IS REQUIRED TO COMPLETE AND POST A SUMMARY OF EACH SERIOUS OCCURRENCE IN A PLACE THAT IS VISIBLE AND ACCESSIBLE TO PARENTS WITHIN 24 HOURS OF BECOMING AWARE OF THE OCCURRENCE FOR A MINIMUM OF 10 BUSINESS DAYS, INCLUDING ANY ALLEGATION OF ABUSE OR NEGLECT.**

### **SERIOUS OCCURRENCE NOTIFICATION FORM**

1. The Serious Occurrence Notification Reports will be posted on the SBCC INFO board where all licensing documents are posted.
  
  2. The Serious Occurrence Form is updated as The Centre takes additional actions or investigations are completed.
  
  3. The Serious Occurrence Notification Form is posted for a minimum of **10 business days**. If the form is updated with additional information such as additional actions taken by the Centre, the form remains posted for 10 days from the date of the update.
  
  4. The Children's Centre will retain the Serious Occurrence Notification Form for a minimum of THREE years from the date of the occurrence and the forms will be made available for current and prospective parents, licensing and municipal children's services staff upon request.
- 
- In order to protect the privacy of our staff and children when filling out the Serious Occurrence Notification Form no names, initials, and age or birth date of child are to be used.

#### **PROTECTION OF PERSONAL INFORMATION AND PRIVACY**

St. Bartholomew's Children's Centre ensures that the information posted in the Serious Occurrence Notification Form protects personal information and privacy.

**Revised November 2017**

# Drug & Medication Administration Policy and Procedures

## Purpose

The purpose of this policy and the procedures outlined within is to provide clear direction for staff, students and volunteers to follow for administering drugs or medication to children at the child care centre and for appropriate record-keeping.

Where the term drugs and/or medications is used in this policy, the term refers to any product with a drug identification number (DIN), with the exception of sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream that is not used for acute, symptomatic treatment. For the purpose of this policy, drugs and medications fall into the following two categories, unless otherwise specified:

- Prescription, intended for acute, symptomatic treatment; and
- Over-the-counter, intended for acute, symptomatic treatment.

The policy and procedures support children's health, safety and well-being by setting out measures to:

- ensure children receive only those drugs or medications deemed necessary and appropriate by their parents;
- reduce the potential for errors;
- ensure medications do not spoil due to improper storage;
- prevent accidental ingestion;
- administer emergency allergy and asthma drugs or medications quickly when needed; and
- safely administer drugs and medications according to established routines.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for the administration of drugs and medication in a child care centre.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document

## **Policy**

### **Parental Authorization to Administer Medication:**

- Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.
- Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration (the form in Appendix A may be used). The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.
- The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered.



- Where a drug or medication is to be administered to a child on an “as needed” basis (i.e. there is no specific schedule or time of the day for administration), the drug or medication must be accompanied with a doctor’s note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Medication Administration Form must clearly indicate the situations under which the medication is to be given as outlined in the doctor’s note, including observable symptoms. Examples may include:
  - When the child has a fever of 39.5 degrees Celsius’;
  - When the child has a persistent cough and/or difficulty breathing’; and
  - When red hives appear on the skin’, etc.
- Prescription/over-the-counter skin products (with a DIN) that need to be administered for acute or symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre’s Authorization for Medication Administration.
- Authorization for Medical Administration Forms will be reviewed with parents quarterly to ensure the dosage continues to be accurate (e.g. based on the child’s age or weight).
- As long as sunscreen, lotion, lip balm, bug spray and hand sanitizer are non-prescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products:
  - must have a blanket authorization from a parent on the enrolment form;
  - can be administered without an Authorization for Medication Administration form; and
  - do not require record-keeping

### **Drug and Medication Requirements**

All drugs and medications to be administered to children must meet the following requirements:

- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.
- All drug or medication containers must be clearly labelled with:
  - The child’s full name;
  - The name of the drug or medication;
  - The dosage of the drug or medication;
  - Instructions for storage;
  - Instructions for administration;
  - The date of purchase of the medication for prescription medications; and
  - The expiry date of the medication, if applicable.
- The information provided on the written parental authorization form must match with all the requirements listed above.
- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, St. Bartholomew’s Children’s

Centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.

- Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as it is accompanied by a doctor's note and is clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.
- Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time, except where written parental authorization to administer has been obtained (e.g. hand sanitizer).

#### **Drug and Medication Handling and Storage:**

- All drugs or medications will be kept inaccessible to children at all times in a locked container or area (e.g. in a refrigerator, cabinet, cupboard or drawer). There are exceptions for emergency medications as outlined below:
  - Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities.
  - Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children (e.g., in cubbies or backpacks that are unattended).
- In case of an emergency, all staff, students and volunteers will be made aware of the location of children's emergency medications at all times.
- Emergency medications will be brought on all field trips, evacuations and off-site activities.
- Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with Toronto public health recommendations.
- All drugs and medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container.
- Where drugs or medications are past their expiry date, they will be returned to the parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Any drugs or medications remaining after the treatment period will be returned to a parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.
- Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will ensure that the efforts made to return the drug or medication have been documented in the appropriate staff communication book (e.g. daily written record), and the drug or medication may be returned to a pharmacist for proper disposal.

### **Drug and Medication Administration:**

- Drugs or medications will be administered according to the instructions on the label and only with written parental authorization.
- Designated person(s) in charge of medications will deal with all drugs and medications to reduce the potential for errors, whether on or off the premises. Where the person(s) is absent, they will delegate this responsibility to another individual. The name of the individual who has been delegated and the duration of the delegation will be documented in the appropriate staff communication book (e.g. daily written record).
- A drug or medication will only be administered from its original container as supplied by a pharmacist or its original package, and where the container is clearly labelled as outlined under the Drug and Medication Requirements section of this policy.
- A drug or medication will only be administered using the appropriate dispenser (e.g. syringe, measuring spoon/cup, etc.).
- To support the prompt administration of emergency medication:
  - Emergency medications may be administered to a child by any person trained on the child's individualized plan at the Children's Centre; and
  - Children will be allowed to carry their own asthma or emergency medication in accordance with this policy, the drug and medication administration procedures, and the child's individualized plan, where applicable.
- Drugs or medications that are expired (including epinephrine) will not be administered at any time.

### **Record-Keeping:**

- Records of medication administration will be completed using the Records of Medication Administration (the form in Appendix B may be used) every time drugs or medications are administered. Completed records will be kept in the child's file.
- Where a child's medication administration form includes a schedule setting out specific times to administer the medication and the child is absent on a day medication would have been administered, the child's absence will be documented on the medication administration record to account for all days during the treatment period (excluding weekends, holidays and planned closures).
- If a dose is missed or given late, reasons will be documented on the record of medication administration and a parent will be notified as soon as possible as it may impact the treatment schedule or the child's health.
- Where a drug or medication is administered 'as needed' to treat specific symptoms outlined in a child's medication administration form or individualized plan and emergency procedures for an anaphylactic allergy (e.g. asthma, fever, allergic reaction), the administration and the reason for administering will be documented in the appropriate staff communication book (e.g. daily written record) and in the child's symptoms of illness record. A parent of the child will be notified.

**Policy Revised June 2018**

## **Supervision Policy for Volunteers and Students**

St. Bartholomew's Children's Centre has a long history of employing past students and volunteers for supply work and summer staff. We value the work of our volunteers and students and are here to provide an educating and stimulating experience for those who choose to join our team. The following policy is designed to outline the supervision practices of the employees of SBCC in respect to the volunteers and students who work at the Centre.

Students doing their school placements and volunteers at the Centre are not permitted direct unsupervised access with the children at any time.

***Only persons who are employed by the Centre can be left alone with a child given that the appropriate ratios are being met.***

**Before beginning work with the children all students and volunteers must:**

- Review and sign off on all the Centre's policies. Specifically, the behaviour management policy.
- When a child with anaphylaxis is enrolled at the Centre their individual emergency procedure must be reviewed by all volunteers/students by a senior staff member.
- Criminal reference checks are required for all volunteers and students (students are often screened by colleges and universities before they are allowed to be placed in a childcare Centre) before they begin placement at St. Bartholomew's.

***N.B*** Students under the age of 18 who are volunteering at the Centre are not required to receive a criminal reference check, however they are required to sign an Offence Declaration.

- The supervising staff at St. Bartholomew's Children's Centre must be a senior staff member who is a registered Early Childhood Educator, with 3 or more years of experience working at the Centre

### Roles and Responsibilities of The Supervising Staff:

The supervising staff is required to provide the volunteers and students with all of the paperwork required to begin work with the children. If it is needed, translation of the materials will be provided and any other adaptive measures will be taken.

The appropriate criminal reference check forms will be provided to the volunteer and any fees will be covered by the Centre.

- The supervising staff will positively guide and help the student/volunteer interact with the children.
- The supervising staff will introduce the students and volunteers to the other staff members.
- Once per week a staff meeting is held specifically for the students and volunteers at the Centre to go over any questions or observations that may have come up during the week.
- Verbal or written feedback is provided weekly to the volunteers and students.
- Supervising staff is responsible for providing information to the students and volunteers about workplace safety.

### Expectations of Volunteers and Students:

- **Reliability** All students and volunteers are required to set specific days and times that they will be coming in to work with the children. 24 hours notice is asked of all students and volunteers if they are unable to meet their commitment for the day.
- **Punctuality** All volunteers and students are expected to arrive for their shift on time and prepared to work.
- Volunteers and students are reminded that they **are part of a team** and in order for that team to grow a cohesive link must be made.

- Volunteers and staff are required to follow the **behaviour management guidelines** in the Centre's policy.
- Volunteers and students are required to **follow the procedures** for all of the Centre's policies.
- Volunteers and students are asked to take their directive from the supervising staff and communicate with them if there are any questions or concerns.
- A Police Reference Check must be completed before beginning work at the Centre.

*All students and volunteers will be required to provide a signed copy of this policy to the supervising staff. They will also be provided with their own copy.*

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Policy Revised October 2011**

## **Program Statement Implementation Policy**

ST. Bartholomew's Children's Centre has developed a program statement which requires that any person involved in caring for children in our Centre is aware of and follows the expectations and approaches described in that statement. These expectations are guided by Ontario's Pedagogy [How Does Learning Happen.](#)

All staff, students and volunteers will review and sign the Children's Centre's Program Statement prior to beginning employment, annually thereafter, when any revisions occur and a record of this review will be dated and signed by the persons who participated and conducted the review. This will be maintained on file for 3yrs.

### **Monitoring**

Monitoring of each staff member will be conducted on a on-going basis by the Program Coordinator and or Executive Director to ensure that the approaches outlined in the statement are being implemented and recorded on the policy monitoring checklist.

### **Contravention**

Our program statement is meant to outline our positive approaches, which support the delivery of our program and the following prohibited practices that may not be used:

- Corporal Punishment of Child
- Physical restraint of child, such as confining the child to a high chair, car seat, 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 him or herself or someone else and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the child care centre for the purpose of confining a 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 emergency management policies and procedures
- 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.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use clothing or bedding or, inflicting any bodily harm on children including making children eat or drink against their will

Any staff student or volunteer observed to be in contravention of the approaches will be subject to disciplinary action.

The supervisory staff in charge of monitoring compliance with the program statement will determine the course of action that is needed. For instance, if the observed staff is found not communicating enough with the parents they will be given a verbal warning. In the event that staff is seen engaging in prohibited practice disciplinary action will be taken.

***Disciplinary action with respect to prohibited practices IS AS FOLLOWS:***

1. **First instance:** A verbal warning and written documentation.
2. **Second instance:** A verbal warning, written documentation, and a report to the President of the Board Of Directors.
3. **Third instance:** Dismissal (without severance pay)

**Policy Revised November 2017**



## **Staff Training and Development Policy**

### **Orientation for New Employees**

- When starting employment, all childcare staff at St. Bartholomew's Children's Centre must have Standard First Aid CPR C + AED. The Centre will ensure the new staff will be given the opportunity to take the required time to obtain the certificate.
- During orientation, which lasts 2 weeks all new employees will be shadowed by the Centre's Program Coordinator.
  - New staff is required to read the Centre's policy package and sign off on them.
  - New staff are required to read and understand thoroughly the Centre's Program Statement.
  - Compliance will be reviewed with new staff.
  - Kitchen staff are required to obtain a food handlers certificate before commencing employment. If said staff member does not already have the certificate the Centre will provide the time to obtain the certificate prior to employment.

### **Ongoing Learning, Training and Development**

- All certificates of training that are required by our governing bodies must be maintained and updated according to the regulations.
- All ECE's must maintain their membership with the Ontario College of ECE's. This includes all the requirements pertaining to their professional learning series.

**Policy Revised July 16, 2021**

## **Police Reference Checks/ Vulnerable Sector Check Policy**

### **Statement of Policy**

The criminal reference check is part of the overall recruitment policy of St. Bartholomew's Children's Centre. Successful candidates who receive a conditional offer of employment will be advised that a criminal check is required. This policy applies for the following positions in the Centre.

E.C.E. Teacher

Teaching Assistants Supervisor

Assistant Supervisor

Program Staff

Cook

Students

All volunteers (occasional, part-time and full-time) who work directly with the children.

Board of Directors

Criminal reference checking is a precautionary measure designed to ascertain whether certain groups of employees have a record of criminal convictions which would make them unsuitable for positions of trust. Such checks assist the Ministry in attempting to ensure the safety and well-being of those for whom it has the responsibility to provide or ensure proper care.

### **Vulnerable Sector Check**

*The Ministry guidelines state that all Ministries funded or licensed agencies providing direct services to children and or vulnerable persons are required to have Vulnerable Sector Check (VSC) policies and procedures included in their hiring practices.*

Vulnerable Sector Checking is a precautionary measure designed to ascertain whether potential and current employees have a record of criminal convictions, which would make them unsuitable for positions of trust. It is in keeping with these guidelines that St. Bartholomew's Children's Centre incorporates Vulnerable Sector Checks into its recruitment practices and annual reviews. It is our commitment to ensure the safety of all children under the care of St. Bartholomew's Children's Centre.

All prospective employees of St. Bartholomew's Children's Centre having direct, unsupervised contact with children will be required to provide a Vulnerable Sector Check. Criminal information obtained will be kept confidential. All students and volunteers working at the Centre are also be required to have a Vulnerable Sector Check. The Administrative fee for the Vulnerable Sector Criminal Check will be payable to your local Police department by the candidate or employee. A new Vulnerable

Sector Check must be provided every 5 years. Offence declarations must be provided annually in the years that a Vulnerable Sector Check is not provided.

**Procedure:**

1. All candidates for job positions will be told that a VSC is required prior to commencement of working at St Bartholomew's.
2. If a candidate has been successful a Conditional Proposal of Employment will be completed. The offer of employment is contingent on the return of a favourable Reference Check.
3. The candidate will forward the signed form and fee to the local Police department. The Police Department will forward the results directly to the candidate.
4. A positive response indicates that a criminal record does exist. When this occurs it will be at the discretion of the Director on how to proceed. It will not necessarily preclude employment; however, serious consideration as to the suitability of the candidate to work at SBCC will need to be determined.
5. If the candidate is deemed inappropriate the Director will notify the individual of the decision. A notation is made to the candidate's Resume File. The form will not be retained by the Children's Centre. The notation may simply read "Positive Response on VSC."
6. Despite having a criminal record, the candidate may still be considered, depending upon extenuation factors such as the type of conviction, length of time since the conviction, frequency, etc. The Director will consult with the candidate and / or the Board of Directors as needed to make the decision. If the candidate is hired, a notation will be placed in their personal file indicating a positive response and the stipulations concerning the decision to hire.
7. A negative response indicates there is no criminal record and the Director can proceed with the hiring the candidate. All original VSCs will be kept on file in the Executive Directors office. All originals and copies will be stored in locked cabinets.
8. The Director may make a conditional job offer to the candidate pending the result of the VSC. The Director will provide a Conditional Proposal of Employment Form to be signed by the candidate to ensure that the candidate understands that they will not be left unsupervised with the children until the results of the check is shared with the Director. (This may be necessary if a considerable amount of time is required before receiving the results of the check and the immediate need for staff at the Centre.)

**Offence Declarations and Attestations**

All employees will be required to complete an annual Offence Declaration and will provide a new VSC every 5 years.

Any employee who has a valid Reference Check through a third party agency can sign an attestation which.

All employees, Volunteers and Board Members, sign offence declarations annually in September.

### **Notes and Procedures**

Volunteers under the age of 18 years are required to provide two (2) positive letters of references from non-related persons over the age of 25 years, in addition to a criminal reference check.

If the check is clear, it is then filed in a secure manner by the Executive Director

- (e) Employment may start while the criminal reference check is in process. We should be able to receive the police information within a reasonable time to determine the suitability of the employee. During the waiting period the employee should not be left alone with the children.
- (f) In the event the check indicates serious charges or anything of suspicious nature which lead to doubts and concerns, the offer for employment will be withdrawn by the Executive Director. The Personnel/Hiring Committee will meet with the Executive Director to make a final decision.
- (g) The Executive Director and the Personnel Committee will review the report taking into consideration the following:
  - The nature of the offense(s).
  - Sentencing received.
  - The length of time since the offense(s) were committed.
  - The candidate's employment record, qualifications and references.

The specific duties and responsibilities associated with the position applied for and the relevance of the particular conviction to the position.

considered to the position. The committee will document its decision and reasons for its decision. All information obtained through a Criminal Reference Check is confidential. The Executive Director will not in the employee's file the date of the check. Any other documentation, including records of the Committee's discussions, will be kept in a secure file. If the candidate is not suitable to employment, all information pertaining to the Criminal Reference Check will be kept on file for a reasonable length of time before being destroyed.

### ***"RELATIONSHIP TO THE CANADA CHARTER OF RIGHTS AND FREEDOMS"***

*Criminal Reference Checks might have implications under the Charter of Rights and Freedoms. It is just possible that they might be considered as infringement both of the right to be presumed innocent until proven guilty, and the right not to be discriminated against. However, it is important to note that the Charter does permit reasonable limits on these rights. For example, it would be reasonable to deny a person with an*

*outstanding charge of sexual assault a position of caring for young children until the matter was resolved. However, it should also be noted that there is always the presumed expectation that where rights are limited they will be limited to the least extent possible. This means that not only will criminal reference checking be done only for those positions requiring such safeguards, but also that any unpardoned criminal code convictions will receive thorough consideration as to their relevance to the specific job question.*

*If they are not relevant, they will be, quite rightly, discounted.*

#### ***“RELATIONSHIP TO THE HUMAN RIGHTS CODE”***

It is important to clarify that when the Ontario Human Rights Code states in Section 4 that: *\*(1) “Every personal has a right to equal treatment with respect to employment without discrimination because of .....record of offense”* that does not include offenses committed under the Criminal Code of Canada which have not been pardoned. The definition of “record of offense” under Section 9 (h) of the Human Rights’ Code is a narrow one. It means:

*\*(2) “An offense in respect of any provincial enactment”.*

*A criminal offence, or an offense under the Criminal Code of Canada for which a pardon has not been granted is thus excluded from this definition of “record of offenses”.* This means that there is not prohibition in the Ontario Human Rights Code which would limit a prospective employer’s right to make inquiries through a criminal reference check, as to whether an applicant has ever been convicted, or has been charged, and the case has not yet been heard, of a criminal offense for which a pardon has not been granted.

*\*Coalition for Better Child Care and the Ministry of Community and Social Services.*

**Policy Revised February 2021**

## **Fire safety Rules for staff**

**Each staff member should be assigned a specific area of the Children's Centre for which they are responsible.**

**Cardinal Rule: NEVER LEAVE A CHILD UNATTENDED!**

**If you discover a fire while you are alone:**

1. Clear the danger area of all persons, children, parents, visitors, staff.
2. Remove yourself from the danger area.

**When a fire alarm sounds at any time:**

1. Those working with the children should prepare them for evacuation.
2. Close any doors after you exited the area.

**Help prevent fire.**

1. Report full waste bins, flammable materials, frayed wire, defective electrical equipment to a Supervisor, caretaker or both. Be extra attentive of areas in which smoking is permitted.

**Become familiar with the location of all fire alarms and exits in the building.**

In the event of an emergency, please evacuate to Regent Park South Community Centre, located at 402 Shuter St, Toronto, ON M5A 1X6

**Revised June 2018**

## **Compliance with Policies, Government Regulations and Legislation**

Employees, students, and volunteers are expected to comply with all policies St. Bartholomew's Children's Centre. Employees, students and volunteers are also expected to comply with statutes and regulatory requirements affecting the agency.

### **Policies and Procedures**

Under the legislation of the Childcare and Early Years Act the following policies must be read and a declaration signed by all staff:

- • Anaphylactic Policy
- • Sanitary Practices 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
- Policies and Procedures for Monitoring Compliance and Contraventions
- Waiting List Policy
- Parent Issues and Concerns Policies and Procedures
- Emergency Management Policies and Procedures

All procedures in this policy also apply to children's individualised plans. Individualised plans is a written plan that indicates how the Children's Centre will support a child with an anaphylactic allergy or a child with special needs that is developed by staff, parents and resource consultants.

### **How is compliance monitored?**

All staff, student and volunteers will sign a declaration that they have read, understand and will comply with the procedures, upon start date and annually thereafter.

All staff, student and volunteers will sign a declaration that they have read, understand, and will comply with any individualised plans on their start date and annually thereafter.

Ongoing observations by the supervisor and senior staff will follow a pre-set template

designed to observe, monitor and keep track of any contraventions to the policies mentioned above.

All policies are monitored in the same way with the specifically designed template.

(A copy of the template is included in the last page of this policy.)

### **Changes to Policies, Plans and Procedures:**

Any changes made to the Centres Policies and Procedures and Individualised Plans will be shared with all staff and volunteers and sign a declaration that they have read, understand and will comply with the new procedures.

Contravention of St. Bartholomew's Children's Centre's Policies and Procedures:  
Staff and volunteers are expected to comply with St. Bartholomew's Children's Centre stated policies and procedures and the requirements of the Child Care and Early Years Act.  
Failure to comply could result in the following:

#### **For employees:**

##### **Minor Contravention of the Policies and Procedures**

1. A verbal warning.
2. A written warning.
3. Dismissal.

##### **Major Contravention of the Policies and Procedures (e.g. spanking, hitting etc.)**

1. Immediate Dismissal.

#### **For others, including parents:**

1. A verbal warning.
2. Other action as deemed appropriate by SBCC, including, but not limited to, the person not being permitted on the premises.

Disciplinary measures for employees normally follow a three-step process. An exception is made for certain kinds of conduct whose seriousness justifies omitting one or more of the steps. When determining which disciplinary measure(s) will be taken, the Management, will take the following criteria into account:

1. The seriousness of the offence.
2. The actual or potential risk or harm to the child.
3. The past and recent performance of the employee.



4. The frequency of occurrence.
5. Pervious disciplinary action taken.

When action is necessary, it will be taken immediately by the Management in the case employees, parents, and others.

**Retention of Records of Compliance and Contravention**

Records of compliance or contraventions are observed to be stored in a secure location for at least three years from the date of creation:

**Policy Revised November 2016**

## **Waiting List policy**

At St. Bartholomew's Children's Centre we maintain a waiting list.

There is no fee for placing children on the waiting list.

Children will be accepted into the program on a first come first served basis when spots become available. Priority is established by the date of the application, however siblings of children currently enrolled in our program and then children of staff members will be given priority status.

When a space becomes available, the family at the top of the waitlist will be contacted and invited to accept a childcare spot. If the family accepts the offer we move to the next step. If the family, for any reason, declines the spot then we will offer the spot to the next family on the list. Any family that declines a spot will remain on the list in the same sequence unless they request to be removed from the waiting list. At times, we may call a number of families in one day to offer one spot. In this case, the spot will go to whoever accepts the offer first.

Parents are welcome to call the Centre for an update of their child's status on the waiting list at any time. Parents are also welcome to come into the Centre directly to check the status of their position. Please be advised that we keep the information on our waitlist secure. We will cover the names and information of the other families on the waitlist, showing the parent their information only.

**Policy Revised November 2017**

# Parent Issues and Concerns Policy and Procedures

## **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the Children's Centre and staff to use when parents/guardians bring forward issues/concerns.

## **Policy**

### **General**

Parents/guardians are encouraged to take an active role in the Children's 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.

All issues and concerns raised by parents/guardians are taken seriously by St. Bartholomew's Children's Centre and are addressed to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally 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 2 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.

### **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 Executive Director or the President of the Board of Directors.

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

Everyone, including members of the public and professionals who work closely with children, are 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/childrensaidthereportingabuse/index.aspx>

## **PROCEDURES**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<p><b>Program Room-Related</b> Eg: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p><b>RAISE THE ISSUE OR CONCERN TO:</b></p> <ul style="list-style-type: none"> <li>- The program staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- The Executive Director.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- Arrange for a meeting with the parent/guardian within 3 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> </ul>
<p><b>General, Centre- or Operations-Related</b> Eg: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p><b>RAISE THE ISSUE OR CONCERN TO:</b></p> <ul style="list-style-type: none"> <li>- The supervisor or President</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff, Supervisor-, and/or Centre Related</b></p>	<p><b>RAISE THE ISSUE OR CONCERN TO:</b></p> <ul style="list-style-type: none"> <li>- The individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- The Supervisor, President,</li> </ul> <p>All issues or concerns about the conduct of staff, volunteers, etc. that put a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Student- / Volunteer-Related</b></p>	<p><b>RAISE THE ISSUE OR CONCERN TO:</b></p> <ul style="list-style-type: none"> <li>- The staff responsible for supervising the volunteer or student.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- The Supervisor and/or President.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

## **Escalation of Issues or Concerns**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

### **St. Bartholomew's Children's Centre Contacts:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Fr. Walter Hannam, President – (647) 208-1645

Marlone Dawkins, Executive Director – (416) 722-5951

\* Board of Directors contact information can be found posted in the library at the Children's Centre.

**Policy Revised November 2017**

# Emergency Management Policy and Procedures

*Policy and Procedures Established on November 3, 2017*

## **Purpose**

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

## **Definitions**

*All-Clear:* A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

*Authority:* A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

*Emergency:* An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

*Emergency Services Personnel:* persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

*Evacuation Site:* the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Meeting Place:* the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

*Staff:* Individual employed by the licensee (e.g. program staff, supervisor).

*Unsafe to Return:* A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

## **Policy**

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the Children's Centre, the **meeting place** to gather immediately will be located at: **402 Shuter Street – Regent Park Community Centre South**

If it is deemed 'unsafe to return' to the Children's Centre, the **evacuation site** to proceed to is located at: **402 Shuter Street – Regent Park Community Centre South**

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, St. Bartholomew's Children's Centre will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

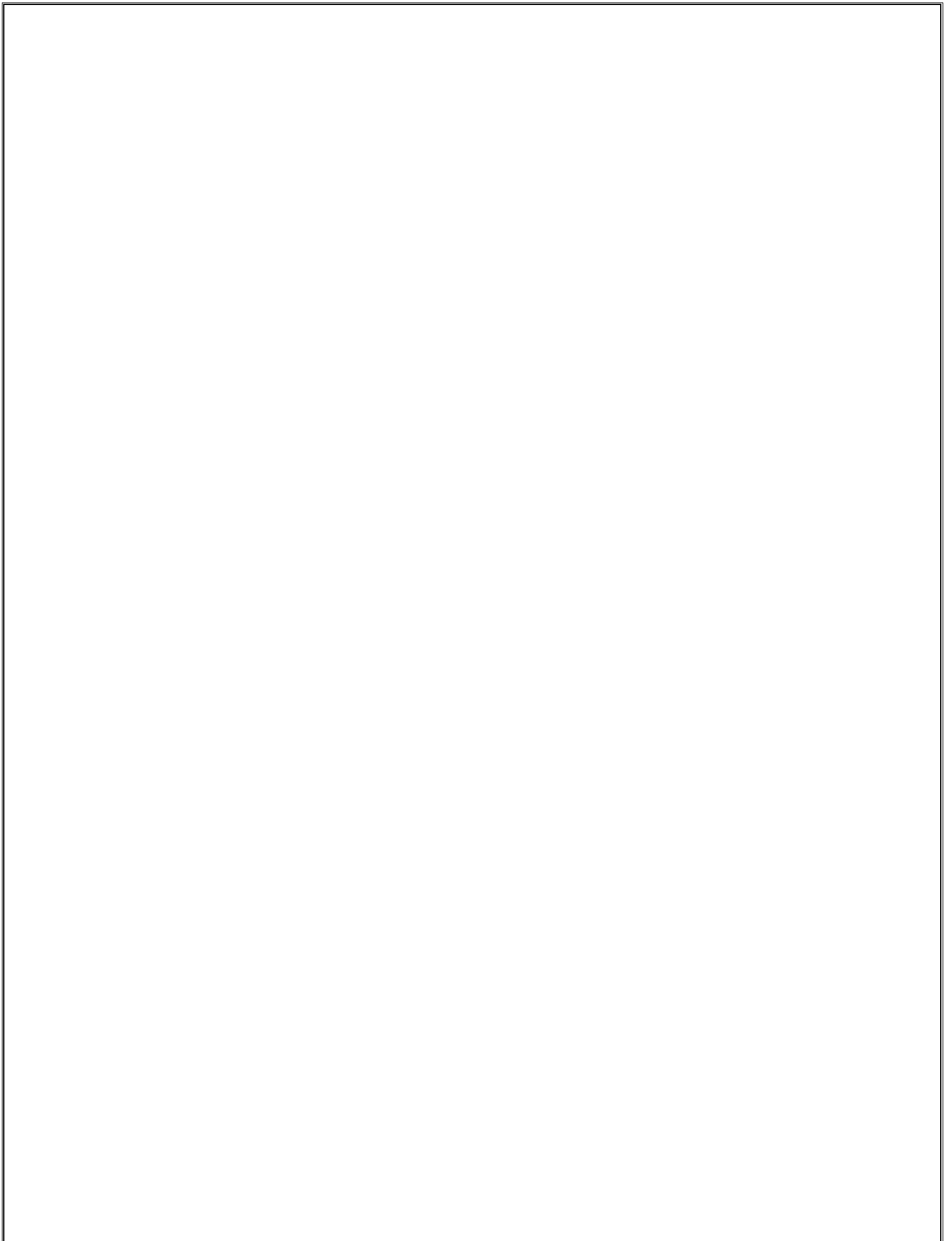
All emergency situations will be documented in detail by St. Bartholomew's Children's Centre in the daily written record.

#### ADDITIONAL POLICY STATEMENTS

All staff must be trained to meet the procedures set out in this policy.

- Drills will be held close to the start date of any new staff and monthly thereafter.
- An emergency evacuation bag is prepared and stored close the emergency exit in the library. The emergency bag will be checked monthly as part of the drill to ensure items are still secure.





Emergency Situation	Roles and Responsibilities
<p><b>Lockdown</b>  <i>When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</i></p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.</li> <li>2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.</li> <li>3) Staff inside the child care centre must: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children and move them away from doors and windows;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• take shelter in closets and/or under furniture with the children, if appropriate;</li> <li>• keep children calm;</li> <li>• ensure children remain in the sheltered space;</li> <li>• turn off/mute all cellular phones; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> <li>• close all window coverings and doors;</li> <li>• barricade the room door;</li> <li>• gather emergency medication; and</li> <li>• join the rest of the group for shelter.</li> </ul> </li> <li>5) immediately: <ul style="list-style-type: none"> <li>• close and lock all child care centre entrance/exit doors, if possible; and</li> <li>• take shelter.</li> </ul> </li> </ol> <p><b>Note: only emergency service personnel are allowed to enter or exit the Centre during a lockdown.</b></p>

<p><b>Hold &amp; Secure</b></p> <p><i>When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</i></p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.</li> <li>2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.</li> <li>3) Staff in the program room must immediately: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• close all window coverings and windows in the program room;</li> <li>• continue normal operations of the program; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) The Centre’s Supervision must immediately: <ul style="list-style-type: none"> <li>• close and lock all entrances/exits of the child care centre;</li> <li>• close all blinds and windows outside of the program rooms; and</li> <li>• place a note on the external doors with instructions that no one may enter or exit the child care centre.</li> </ul> </li> </ol> <p><b>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</b></p>
<p><b>Bomb Threat</b></p> <p>A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the threat must: <ul style="list-style-type: none"> <li>• Remain calm;</li> <li>• Call 911 if emergency services is not yet aware of the situation;</li> <li>• Follow the directions of emergency services personnel; and</li> <li>• Take children’s attendance to confirm all children are accounted for.</li> </ul> </li> <li>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</li> <li>B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</li> </ol>

**Disaster Requiring Evacuation**

A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.

1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.

2) Staff must immediately:

- remain calm;
- gather all children, the attendance record, children's emergency contact information any emergency medication;
- exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions;
- escort children to the meeting place; and
- take children's attendance to confirm all children are accounted for;
- keep children calm; and
- wait for further instructions.

3) If possible, staff should also:

- take a first aid kit; and
- gather all non-emergency medications.

4) Designated staff will:

- help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and
- in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
- If individuals cannot be safely assisted to exit the building, the designated staff will assist them to and ensure their required medication is accessible, if applicable; and
- wait for further instructions.

5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.

<p><b>Disaster – External Environmental Threat</b></p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p><b>If remaining on site:</b></p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• close all program room windows and all doors that lead outside (where applicable);</li> <li>• seal off external air entryways located in the program rooms (where applicable);</li> <li>• continue with normal operations of the program; and</li> <li>• wait for further instructions.</li> </ul> <p>3) Supervisor of Designate must:</p> <ul style="list-style-type: none"> <li>• seal off external air entryways not located in program rooms (where applicable);</li> <li>• place a note on all external doors with instructions that no one may enter or exit the Children’s Centre until further notice; and</li> <li>• turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).</li> </ul> <p><b>If emergency services personnel otherwise direct the Children’s Centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</b></p>
<p><b>Natural Disaster: Tornado / Tornado Warning</b></p>	<p>1) <i>The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</i></p> <p>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>3) <i>Staff must immediately:</i></p> <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• <i>gather all children;</i></li> <li>• <i>go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</i></li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• <i>remain and keep children away from windows, doors and exterior walls;</i></li> <li>• keep children calm;</li> <li>• conduct ongoing visual checks of the children; and</li> <li>• wait for further instructions.</li> </ul>

**Natural Disaster:  
Major Earthquake**

- 1) Staff in the program room must immediately:
  - remain calm;
  - instruct children to find shelter under a sturdy desk or table and away from unstable structures;
  - ensure that everyone is away from windows and outer walls;
  - help children who require assistance to find shelter;
  - for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck;
  - find safe shelter for themselves;
  - visually assess the safety of all children.; and
  - wait for the shaking to stop.
- 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.
- 3) Once the shaking stops, staff must:
  - gather the children, their emergency cards and emergency medication; and
  - exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.
- 4) If possible, prior to exiting the building, staff should also:
  - take a first aid kit; and
  - gather all non-emergency medications.
- 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.
- 6) Designated staff will:
  - help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and
  - in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.
  - If individuals cannot be safely assisted to exit the building, the designated staff will assist them to and ensure their required medication is accessible, if applicable; and
  - wait for further instructions.
- 7) The site designate must conduct a walkthrough of the Centre to ensure all individuals have evacuated, where possible.

## **Phase 2: Next Steps During the Emergency**

- 1) Where emergency services personnel are not already aware of the situation, The Centre’s supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the Children’s Centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

### **List of Emergency Contact Persons:**

Local Police Department: **416-808-2222**

Ambulance: **911**

Local Fire Services: **911**

Site Supervisor: **Marlone Dawkins - 416-722-5951**

Children’s Centre Contact(s): **Ruth Perkins – 416-799-6098**

**Judith Mark - 416-864-1266,**

**Sophia Smith – 416-660-6142**

Child Care Centre Site Designate: **Amy Underwood – 647-282-7534**

- 4) Where any staff, students and/or volunteers are not on site, the supervisor must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the Children’s Centre.
- 5) Centre’s Supervisor must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
  - help keep children calm;
  - take attendance to ensure that all children are accounted for;
  - conduct ongoing visual checks and head counts of children;
  - maintain constant supervision of the children; and
  - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

### **8a) Procedures to Follow When “All-Clear” Notification is Given**

<b>8a) Procedures to Follow When “All-Clear” Notification is Given</b>	
<b>Procedures</b>	1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the Children’s Centre.

	<p>2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the Children’s Centre.</p> <p>3) Staff must:</p> <ul style="list-style-type: none"><li>• take attendance to ensure all children are accounted for;</li><li>• escort children back to their program room(s), where applicable;</li><li>• take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and</li><li>• re-open closed/sealed blinds, windows and doors.</li></ul> <p>4) The Centre supervisor will determine if operations will resume and communicate this decision to staff.</p>
<b>Communication with parents/ guardians</b>	<p>1) As soon as possible, The Centre supervisor or designate must notify parents/guardians of the emergency situation and that the all-clear has been given.</p> <p>2) Where disasters have occurred that did not require evacuation of the Centre, the supervisor must provide a notice of the incident to parents/guardians by telephone or in person.</p> <p>3) If normal operations do not resume the same day that an emergency situation has taken place, the supervisor of designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</p>



### 8b) Procedures to Follow When “Unsafe to Return” Notification is Given

<b>Procedures</b>	<ol style="list-style-type: none"><li>1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel.</li><li>2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site.</li><li>3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.</li><li>4) Supervisor or designate will post a note for parents/guardians on the Centre’s main entrance with information on the evacuation site, where it is possible and safe to do so.</li><li>5) Upon arrival at the evacuation site, staff must:<ul style="list-style-type: none"><li>• remain calm;</li><li>• take attendance to ensure all children are accounted for;</li><li>• help keep children calm;</li><li>• engage children in activities, where possible;</li><li>• conduct ongoing visual checks and head counts of children;</li><li>• maintain constant supervision of the children;</li><li>• keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and</li><li>• remain at the evacuation site until all children have been picked up.</li></ul></li></ol>
<b>Communication with parents/ guardians</b>	<ol style="list-style-type: none"><li>1) Upon arrival at the emergency evacuation site, 4) Supervisor or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.</li><li>2) Where possible, 4) Supervisor or designate will update the Children’s Centre’s voicemail box as soon as possible to inform parents/guardians that the Centre has been evacuated, and include the details of the evacuation site location and contact information in the message.</li></ol>

### Additional Procedures for Next Steps During an Emergency

Incident/injury reports will be completed for any children who incurred injuries from the emergency. Reports will be shared with parents and a copy will be kept in their file. Staff will provide the children with water and snack if needed. The entire incident will be recorded in the communication book.

**Phase 3: Recovery (After an Emergency Situation has Ended)**

<p><b>Procedures for Resuming Normal Operations</b></p>	<p>Once the emergency situation has ended the Centre’s supervisor will follow these steps where applicable:</p> <ol style="list-style-type: none"><li>1) The Centre’s Program Advisor is notified of the emergency situation. In the event that the emergency situation is considered a serious occurrence all necessary steps outlined in the Serious Occurrence reporting procedures are followed.</li><li>2) In the event that the media and/or community agencies begin enquiring about the emergency situation the Centre’s supervisor will notify them that the situation is ended and the Centre will resume regular programming.</li><li>3) The Insurance Company is contacted and the claims process is initiated.</li></ol>
<p><b>Procedures for Providing Support to Children and Staff who Experience Distress</b></p>	<p>For children who have experienced distressed the parents will be notified and directed to visit a doctor where any medical conditions can be identified and cared for immediately.</p> <p>Staff members who have experienced distress will be directed to visit a doctor where any medical conditions can be identified and cared for immediately.</p> <p>Notes from the doctor will be kept on file.</p>
<p><b>Procedures for Debriefing Staff, Children and Parents/ Guardians</b></p>	<p>The Centre’s Supervisor must debrief staff, children and parents/guardians no longer than 48 hours after the emergency situations has been resolved.</p>

**Notes:**

---

---

---

---

---

---

---