

Welcome to Barney Multi-age Childcare

(Childcare Policy and Parent Handbook – Revised 2015)

Section 1

1-1: Philosophy

At Barney Multi-age Child Care, we strongly believe that academic methods of childcare, mental and physical development, motor skills development and safety guidelines need to be in place in order to have healthy and happy children whose talents are recognized and their future and healthy lifestyle are sculpted; therefore, any employee who works more than 15 hours per week must have academic training, ECE or ECE Assistant certification.

Aside from academic training, our daily schedule and health and safety procedures are customized to fit the needs of every group age, without interfering with the other age groups. Such delicate modifications and customization is possible thanks to over 10 years of active maternity and childcare operations, and constantly updating our knowledgebase through multiple resources including updating ECE academic trainings, taking additional classes with YMCA, attending group discussions with other care providers and being in constant relationship with Fraser Health officials and CCFL employees.

A lot of our “programming” occurs in the moment, taking advantage of simple every day learning opportunities. Often we will focus on a specific theme for a day. I strive to keep my focus on the children’s interests and take my cues from them. The children and their families are my priority and so this is simply one of the ways I try to show and give them the respect they deserve. I provide a strictly anti-bias environment. My centre is open to any child and family regardless of their abilities, culture, race, family structure. I do my best to represent all types of people within our centre but would also appreciate any input from you.

If you have information on cultural holidays, customs, nutritional guidelines or any other cultural/belief specific matter that is unfamiliar to us - please share! If you can provide information and insight into your family structure that we could use - please share! If you can better help us understand certain abilities or disabilities that are perhaps a part of your life or someone else’s you know - please share! We would love to learn more!

1-2: Discipline Policy

Here at Barney Multi-age Child Care, discipline and guidance centers around respect and responsibility. Each child is expected to be a respectful, responsible member of our group. This ranges from children cleaning up after themselves, to using manners and politeness when speaking with myself and each other.

All “rules” centre around these respect/responsibility/safety guidelines. The only rules are those that are required to maintain a safe and respectful environment for all the children in our centre. UNDER NO

CIRCUMSTANCES will any forms of physical punishment or any form of bullying or abuse will EVER be used!

Instead, to help in preventing problems, clear, consistent and simple limits will be established. These limits will be stated **in a positive manner** (ex. “please walk inside” rather than “don’t run”) and all limits will be explained in a manner that the children can understand (ex. “we need to walk inside so you or someone else doesn’t get hurt in case of a ‘crash’ or fall”). In every instance ample time will be allowed to give children time to respond to the limit set, and the focus will be on the behaviour not the children (ex. “running is not a safe way to move inside” rather than “you’re a bad boy - stop running!”). And of course, when the children are doing well I reinforce these appropriate behaviours both verbally and through gestures (ex. “it’s great to see you walking inside, being so safe!” or giving a ‘thumbs up’). When intervening in a situation I will ensure to be down at the child’s level and have their attention. If the situation involves two children having a problem I can act as a mediator when necessary, modeling problem-solving skills. We need to encourage the children to express their feelings and ideas for solving the problem, and have them work together to come up with solutions. I try to ask open-ended questions to encourage the children to problem solve together (ex. “Gentle hands please.”) Some children need more assistance than this though. In these other instances, appropriate choices will be offered to the child (ex. “You can wait in line for a turn on the slide or go ride a bike until the slide is free”) and logical, natural consequences of an action will be explained, and then followed through on, if a behaviour continues (ex. “if you continue to push the other children waiting for a turn with the slide you will need to go play somewhere else. The children don’t like to be pushed and I will not allow you to do that to them.”). In every instance the children’s’ feelings will be acknowledged first (ex. “I know it’s hard to wait for your turn, it’s not easy to be patient. But pushing is not OK”) to help the child feel understood and supported. In some instances children, especially younger ones can be redirected to another toy or activity to resolve problems. This will be used as a method mainly with the infant/toddler aged children. As the children grow older it is necessary to ‘step-by-step’ work through resolving the problem to develop appropriate social skills for the future.

Only in extreme cases will time-out be used as a discipline method. Persistent refusal to follow the defined limits at times requires the child to be removed from the group. It is explained to the child as “when you cannot be safe with yourself and your friends/when you cannot play nicely, you cannot be a part of the group”. The child will be removed from the group and asked to go sit in a corner. They will be asked to sit for a few short minutes to calm down, think about what behaviours are OK, and to let us know when they are ready to re-join the group. Before re-joining the group we will briefly discuss what appropriate behaviours will need to be used to be a part of the group again. A child will only ever be physically restrained if they are posing a threat to themselves or others. Only sufficient strength would be used and the child will be released as soon as he or she has gained self-control again. Parents will always be notified if any of the above happens.

If a child proves to be a threat to the health and safety of the other children, parents will be notified. If a solution cannot be found, we may give parents proper notice to seek professional help or to remove the child from the daycare. Also, if you are concerned about a certain behaviour or a conversation that might have negatively affected your child, we encourage you to notify us promptly so we can investigate the situation and ensure you and your child’s satisfaction.

☐ I have fully read and understood the contents of this page.

1-3: Daily Routine – Attached (Subject to change.)

Section 2:

2-1: Days and Hours of operations

The center is open Monday through Friday, from 6:00 am to 5:30 p.m.; however, for those who start before 8:00 a.m. it is absolutely essential to be on-time. Late fees may apply to those who are chronically late, and/or on Fridays.

Please knock at the door at the exact time you are scheduled. This is to ensure:

1. Each parent will have a private moment with the caregiver.
2. Small children can properly be secured and their diapers are changed, etc. before the next parent arrives.
3. Caregiver would not have to wake up sooner than she/he should.

We are closed for holidays and dates mentioned in section 2-2:

2-2: Paid* Holidays

- New Year's Day, Victoria Day, Thanksgiving Day, Boxing Day, Family Day, Good Friday, Easter Monday, Canada Day, Remembrance Day, Persian New Year [Usually March 21st, Sept 30, Labour Day, Christmas Day. We are closed the last full week of every December.
- Annual Holidays: 20 working days [4 weeks] annually. Usually 2 weeks in Summer, 1 in Fall and 1 in Dec. [the exact days will be announced at least 3 months in advance.]

* If you do not wish to pay for holidays, your payments may be adjusted.

Section 3

3-1: Field Trip Policies and Procedures

Upon signing a registration form, parents' consent to their children's participation in general daily outings (walks, trips to local parks). We either walk or take a fully equipped and insured car.

If the outing requires vehicle transportation the most updated regulations and bylaws will be applied to ensure safety and security of the children in care.

For outdoor activities, first, children will be divided into groups (Based on the activity, age and/or gender) there will be sufficient number of employees to give constant supervision to children.

If the number of children under care is – at any time – more than five (5), I will utilize an extra supervision.

☐ I have fully read and understood the contents of this page.

I will also make sure that staff, fully understand the requirements and safety concerns of an outdoor activity and is capable of performing the constant supervision.

Please provide us with the following items: (If required by the manager)

-Toothbrush/ pacifiers -sleep toy/cuddly, Slippers/indoor shoes diapers and wipes -Diaper rash ointment - Spare Clothing -underwear Summer Items - sunscreen -Socks -sunhat -Pants/shorts -Shirts Winter Items - muddy buddies/puddle pants -appropriate (waterproof) jacket **Family photo(s) -gloves/mitts for earthquake kit** -toque -boots

Please ensure that children come dressed in “play” clothes. Although we are careful doing art and playing outside, there are instances where clothes could become stained. I appreciate your understanding and so do the children.

Extra supplies can be left at child care and replenished when necessary or can be brought on a daily basis.

Children are welcome to bring toys from home to the centre but I ask that it be limited to one toy a day. Children will be asked to share these toys from home with the other children. If a child does not wish to share his/her toy I will put it away for them until they feel like sharing. The only toys I ask that the children do not bring to the centre are guns and weapons. Thank you for your understanding.

3-2: Playground Safety

Please do not send scarves, jackets with drawstring hoods or mittens on strings. These can all be very dangerous on climbing/playground equipment. Children can get stuck and/or choke if caught with these.

I have a “If you can’t reach it you’re not big enough yet” policy. I will not lift children up to/onto equipment (ie. high climbers, monkey bars etc) that they cannot climb up to yet themselves. Equipment that is out of their reach and ability is not safe for them to be using. As they become older I will be there to lend a helping hand as they try new things with their developing skills. I ask that parents respect this policy at all times when with the children in our play yard and/or at the parks with us.

3-3: Snack and Meal Times

I will provide the children with a morning nutritious snack, and complete lunch. For afternoon snack the children will eat any items in their lunch bags from home, if any, and I will supplement a snack if needed. Water, juice or milk drinks will also be provided at these snack times.

Parents are allowed to bring meals for their own children only, with permission from the daycare, mostly to avoid allergies. Otherwise, lunch food & drink will be provided by me, unless there are special nutritional needs to be considered. In such case, details will be discussed with parents. If the child arrives with no drink for lunch time I will provide them with water. At lunch time the children are required to eat the healthier portions of their lunch first. This is to promote healthy and appropriate eating habits. Please do not send food that your child does not like or that your child has not “tried” before.

Throughout the day water drinks are available for the children as needed. At all times during drinking and eating, children are required to be seated (at table or on couch) and not engaged in any play activity. This is to ensure safety (choking etc...) and to promote appropriate eating/drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Pacifiers are encouraged for use at nap time only and if your child requires a bottle at nap it will be given to them before they get in bed. Under no circumstances will children be allowed to go to sleep while having some food. This is also to ensure safety (choking etc.) and to prevent dental problems.

3-4: Hygiene and Health Promotion

Liquid hand soap and disposable tissues will be used for hand washing. Children and staff will wash their hands before and after food preparation/eating, before and after diapering, and after toileting, nose wiping/sneezing and outside play. Both hand washing and teeth brushing will be supervised. Toileting will be supervised from outside of the bathroom to give the child privacy and other children will be asked to wait outside of the bathroom. Children will be asked to flush the toilet after each use and then of course to wash their hands.

Children will be encouraged to cough/sneeze into the “inside corner of their elbow” instead of their hands to prevent spread of illnesses by hand.

The diapering location is away from food preparation areas, in the play room as well as on the nap room. Diapers will be disposed of daily.

Food preparation areas will be kept clean, dry and separate from playing, toileting and diapering areas. Food preparation will only be done in the kitchen. The refrigerator will be kept between 0 and 4 degrees C, which will be monitored by a thermometer located in the refrigerator at all times. Tables, counter tops etc. will be cleaned after each use with the appropriate sanitizer/water solution. Toileting areas will be sanitized daily as well as carpets vacuumed. Plastic toys will be washed on a rotating schedule using the same methods, and stuffed toys and dress-up clothes will also be laundered on a schedule.

Children will consistently use the same sleep mats, which will be sanitized with an appropriate sanitizer/water solution weekly. While in use sleep mats will be placed at least two feet apart. Bedding will be laundered every week or as needed.

All cleaning supplies, knives, plastic bags and other potentially dangerous products are stored inaccessible to the children, either up high or in latched cupboards.

3-5: Health

3-5-1: Hand Washing

To help control the spread of illness, children are required to wash hands upon arrival at the center, before eating, after toileting and at other times throughout the day. Washing hands is the best way to prevent the spread of illness.

3-5-2: Medications

All medications are the sole responsibility of the parents and/or the guardians. OTC medications will NOT prevent a contagious illness, so, please respect the other families by keeping sick children at home.

For prescription medication, only the directions on the bottle will be accepted for administering the medication. And in all instances I will also need to know when the child received her last dosage of the medication, to ensure medication is given at appropriate times consistently.

With any prescription medication children may not return to care until they've had a full 36 hours of dosage, are no longer contagious and ready to participate in the full child care day, to ensure they are well on the road to recovery. (We also keep a record of medications used for each child, while they are under our care.

3-5-3: Allergies

All allergies (and dietary concerns) will be clearly posted both on the refrigerator and written on the child's emergency info/consent cards.

3-5-4: First Aid

I always hold current first aid certificates, and am ready to perform care when necessary. I will wear disposable gloves when administering care involving the treatment of wounds and when cleaning up bodily fluids. A complete first aid kit is available at all times, including on field trips etc. The children's emergency info/consent cards are kept in the first aid kit at all times, as well I usually carry my cell phone with us on outings for use in the event of an emergency. In the event a child needs emergency medical attention an ambulance will be called, and then the parents - to allow them to meet the child at the hospital as soon as possible. Any serious incidents will be reported to the MCF/CCFL by filing a serious incident report immediately.

5-3-5: Things from home

Anything like a toy, blanket, personal stuff, or any object that might carry dust, pollen or germs MUST remain with the parents. There is no exception in this case and children must learn to detach from their belongings. The daycare will insure that the kids will be taken care of, both physically and emotionally.

3-6: Illness Policy

In the event a child becomes ill during the course of the day the parents/guardians will be contacted immediately and be required to come pick the child up. If the parents/guardians can't be reached the alternate emergency contact person will be called to come pick up the child. While waiting for an ill child to be picked up, the nap room will be used as a place to rest, as the child can be closely supervised in this area. This also

allows the child to be separated from the others to prevent spreading of illness. If the child requires emergency medical attention an ambulance will be called first and then the parents/guardians to notify them of the incident and which hospital to meet the child at.

In the event a child arrives at the centre in the morning and appears to be too ill to participate in the day, the parents/guardians will be asked to find alternate care for the child. If a child is too ill to participate in the child care day, then that child is too ill to be at the daycare. Allergy related and common cold symptoms as well as non-communicable diseases/illnesses do not require that the child be excluded from care.

But one or more of the following conditions require that children be excluded from care: Children may return to care when they are free of symptoms or have a physician's/Medical Health Officer's **written** approval: - Pain - any unexplained or undiagnosed pain -Acute cold (**fever, cough**, sore throat, green/yellow runny nose/eyes etc...)

*** May return to care when temperature, energy and general well being are normal (even if cough and clear runny nose continue). *** I cannot keep up with constant runny noses though, please keep children home until they are minimal. -Difficulty in breathing - wheezing or persistent cough -Fever (100* F/ 38.3*C or higher) - fever must be gone on its own for children to return to daycare without being controlled by regular doses of fever (Tylenol etc.) medication. -Sore Throat or trouble swallowing -Infected skin or eyes (mucus/pus draining) or an undiagnosed rash -Headache and stiff neck - should see physician -Severe body or scalp itching -Children with a known or suspected communicable disease/illness -Vomiting - 2 or more times in 24 hours - may return to care after 24 hours without vomiting -Diarrhea - 2 or more times in 24 hours - may return to care after 24 hours without loose stool/diarrhea -Nausea/Vomiting/Abdominal Cramps and Diarrhea - may be an early sign of illness (that could easily be passed child to child) that requires physician's attention -Just not feeling good - a child must be well enough to participate in the entire child care day to be at daycare

***Parents are required to inform me of any serious illness or communicable /contagious disease (with their child or within their family) within 24 hours to allow other families within the child care centre and the Health Unit to be alerted.

3-6-1: Common Reportable Illnesses:

• Food borne illnesses • Measles • Meningococcal disease • Diphtheria • Rubella • Mumps • Giardiasis • Meningitis • Pertussis • Hepatitis A, B, C. • Hemolytic Uremic Syndrome • Tuberculosis • Water borne illnesses • STD's • ...

3-7: Immunization

It is recommended that all childhood immunizations be current. Parents should provide the daycare with information about their child (ren)'s immunization, or if they are not immunized at all. Childhood diseases that can be prevented through immunization include:

Diphtheria • Rubella •Whooping Cough • Meningitis (Some cases)

Section 4

4-1: Enrollment

There is a 1 month trial basis for all new participants. During the first month, if the caregivers feel that there might be a complication with the interactions between the newly enrolled child(ren) and previously enrolled children, the daycare serves the right to end the care without notice. If, however, the first month is passed, the daycare will give the parents a minimum of two weeks of notice. In this case, the daycare reserves the right to immediately deny services, if their stay causes harm to either other children or their families (e.g.: Contagious disease) or, with the daycare provider's own discretion, the parents or guardians of the child(ren) had shown disrespect to the care providers.

4-2: Fees, Deposit and Payment

A flat \$350.00 deposit is required at the time of enrollment, regardless of the type of the enrollment (Full time/ Part time) or the number of the children.

Tuition is paid in monthly installments by a series of post-dated cheques for the duration 6 months and is due the **first of each month**. The total tuition is required regardless of statutory holidays, child's illness or your personal vacations.

If a child is not in attendance any part of the week, the full tuition will be charged.

All holidays and statutory holidays mentioned in section 2-2 of this policy are paid vacations. Any medical emergency or additional holidays that are not already mentioned in section 2-2, will be non-paid. The difference will either be returned to the parents or will be deducted from the next payments.

If the bank for any reason returns a cheque a bank fee of \$15.00 will be charged and must paid upon notification.

The centre closes promptly at 5:30 pm SHARP!! All children must be picked up before that time. There is an extra charge of \$7.00 per hour for late pick-ups. If an emergency does arise, please notify the centre as soon as possible. I request that you respect the pick-up time as there are times that I need to leave promptly at 5:30 pm.

Parents/guardians that use government subsidy to help pay for fees are responsible for renewing their authorization before it expires. If parents/guardians do not renew their subsidy claim before their previous claim expires the parents/guardians will be responsible for full fees until I receive authorization to bill the ministry and have received payment. If/when I receive back payment from the ministry (for fees already paid for by the parents); I will reimburse the parents/guardians the paid amount.

4-2-1: Additional Fees

Meals and snacks: For full time children, the daycare provides breakfast, lunch and 2 snacks. If a child needs an extra meal or there is a request for a special treat, snack or meal, please either provide the daycare with these items or ask for the charge.

Any other form of transportation requests (Home, office, party ...) needs to be discussed with the daycare and will have its own fee schedule.

4-3: Withdrawal

One month written notice is required prior to the child being withdrawn from the program. In order to create less confusion notice is to be served on or prior to the first of the month and will take effect on the first of the month. If the parent gives no notice the full monthly tuition will be charged. All policies regarding fees, subsidy and termination of full-time care also apply with part-time care.

Child care services will not be terminated in the middle of a month; I work on calendar months only. In the event that parents/guardians do not give full termination notice they are responsible for paying the following month fees to make-up for lack of proper withdrawal notice (ex. if termination notice is given on May 5th - the parent(s)/ guardian(s) is responsible for both May and June full fees). These fees are also due by the first day of the month. Any fees not paid on time with regards to termination of child care services will also be subject to daily late fees, until full payment is received. This is a non-negotiable policy.

4-4: Extended Absences

Due to maternity leave, summer or extended leave from your job I require full monthly fees for the entire time of your absence to hold your child's spot. Most parents withdraw their child from the centre; however, I cannot guarantee a space for your child when you are ready to resume child care. Another option is to keep your child registered on a part time basis providing if it works for all parties involved.

4-5: Change of Information

The centre must be notified immediately of any changes such as work or home address, telephone numbers or authorized escorts for the child. Each July parents are requested to revise their Childs file to ensure all information is up to date. At this time a new contract may also be completed if necessary.

4-6: After Hours Care

I do not often provide after hours care (evenings and weekends), but I do consider each request on an individual basis. This must be requested well in advance of the afterhours care needed. Not all requests for after hours care can be accommodated.

4-7: Drop-In Care

When space allows I do provide drop-in care.

4-8: Special Events and Occasions

Holidays and birthdays are celebrated. At times food is requested to be brought into the centre and parents are notified about allergies ahead of time. Parents are also welcomed to send along a treat for their Childs' birthday, just let us know ahead of time so we can plan around it.

Section 5

5-1: Telephone Communication

If you need to contact me during the daycare day please feel free to phone. If you get our voice mail please do leave a message in the daycare mailbox, as often we are out or I am busy with the children and unable to get to the phone at that moment. I do check messages and return phone calls as soon as I get the chance. In an emergency you can try phoning repeatedly and if I am home I will usually get the idea that it is urgent and get to the phone. I can also provide you with my cell phone number.

If you call outside of daycare hours please leave a detailed message. I will return your phone calls quickly if it's an important message. In case of an emergency, if for any reason, you could not reach me; alternative contacts will be provided to you.

5-2: Sign-in and Sign-out

The sign-in/out sheet is an official document used to record the transfer of responsibility of your children; therefore we ask that you always sign in and out. These attendance sheets are also used in the event of an emergency to indicate who is present at the centre. The sign in/out sheet is attached to the bulletin board or is hanged, next to it.

5-3: Pick-up and Drop-off of the Child

Children will only be released to their parents/guardians or persons authorized by a parent/guardian to pick-up the child. All persons authorized to pick up the child must be at least eighteen (18) years old. Identification will be required for persons picking up that the caregiver has not met before, for safety/security reasons.

A "password" system can also be used. If there is custody order or other such court order that prohibits any parent/person from contacting/picking up the child a copy of this order MUST be kept at the daycare for "enforceability". In the event that an unauthorized person arrives to pick up the child, the child will not be released and the parent will be notified immediately.

Children will not be released to any person that appears to be under the influence of drugs or alcohol or otherwise appears incapable of providing safe care of the child for safety/security reasons. Instead another authorized contact person from the child's registration form will be contacted to come get the child and individual. In the event that there is no one available to come get the child, the Ministry for Children and Families and/or the Police will be contacted for further instruction. Such steps will also be taken in the event that a child is not picked up from child care at the end of the day, and all attempts to contact all other authorized contact persons has been made.

Parents must walk their children into the house, please do not send them to run in on their own. Please make sure I am aware they are here before you leave.

Our typical nap time and the preparation is from 12:00pm-2:45pm. **Children may not be dropped off between 12:30pm and 2:45pm as it is very disruptive to have children arriving during nap time (for both the children here and the child who has to arrive to either immediately go down for a nap, or then is required to be quiet while the younger ones sleep).** If you are picking your child up between these times please do so quickly and quietly. If a parent needs to visit their child(ren), please call in advance and let the caregivers know.

My house is not very "sound proof" and so everyone needs to be quiet at nap time to allow the others to sleep. This happens both in the mornings, for before/after school children, and in the afternoon, during nap time. If you can let me know when you will be arriving at nap time to pick up your child I can wake them a minute or two early and get them ready for you, as this is usually the least disruptive way. Thank you, we all appreciate your understanding.

5-3-1: Parent responsibilities:

From the moment that parents drive away from the daycare, until they ring the bell at the pickup time, any damage a child may cause is the daycare's responsibility. When parents are present, any damage to the property and the daycare's belongings will be subject to compensation, and parents are fully responsible for any harm to any person or object their child (ren) may cause. This includes the trespassing on neighbors' front lawn or the daycare's own front yard.

5-4: Other Transportation

If at any time, it is agreed that a child, be transported by an employee of the daycare, the driver will have the following specifications:

- Have a clean criminal record
- Have At least 19 years of age
- Have updated first aid, CPR or AED certificate
- Completed a course, or a combination of courses, of at least 20 hours duration in child development, guidance, health and safety
- Good references
- Have relevant work experience

If some of the group needs to be transported to school, I will always be in the daycare, while an employee, transports the children.

Section 6

6-1: Safety Drills

Fire and Earthquake drills are held monthly (and therefore smoke detectors tested also) and the children are taught what to do in each situation. Our Fire Extinguishers are located in the kitchen and at the top of the stairs.

6-2: In the event of Fire

At the signal of the smoke detector all children and staff will stop what they are doing and leave the centre by way of the closest, safest exit

*from downstairs we will go out, from downstairs backdoor or dining room door. *from upstairs we will go out the master bedroom balcony. -Staff will take both the 1st Aid Kit (childrens' emergency info/consent cards included) and Attendance Sheet with them and close all windows/doors on the way out, while checking behind doors, in bathroom etc for children who may be frightened and hiding. *Children physically incapable of walking out will be carried by staff -Children and staff will group at the meeting spot (Front yard) and a head count will be done -911 will then be called and any medical treatment necessary will be administered

6-3: In the event of Earthquake

-If OUTSIDE: children will be instructed to get to the most open area (away from trees, buildings, walls, power lines) -If INSIDE: children will be instructed to crawl beneath a table and doorways, and to crouch, heads down, with their hands covering their heads. -Children will be instructed to remain in these positions until the shaking stops. -When the shaking stops all children and staff will re-group and any medical treatment necessary will be administered. -Any unsafe utility lines will be shut off -Staff and children will remain in the centre if possible until parents/guardians arrive to pick-up their children. -The centre will have enough supplies on hand and in the earthquake kit to comfortably sustain ourselves for 72 hours. *Specific Emergency Escape Plans are posted in the centre with Floor Plans that detail which exits to use*

6-3-1: Earthquake Preparedness Strategies

Much like fire drills, earthquake drills are also practiced monthly. The older children will be taught that when the ground starts shaking they need to get under a table or doorway, away from windows if possible. They will crouch down and cover their heads with their hands. We will stay in these positions, counting out loud (something to occupy ourselves during the shaking), until the shaking stops. We will discuss the possibility of things falling and breaking, the lights going out, things being very loud and that to be under something is to protect our bodies. It has been made very clear that it's OK for these things to fall and break,

that our only concern is to be safe. Younger children will be taken to a safer location/position by me or any other employee.

Along with our practice drills, I am prepared to be able to care for the children until parents/guardians can arrive and pick them up. We always have a well stocked 1st Aid Kit, along with juice, water and snack food that could be made to last days. Having the childrens' changes of clothes and nap-time bedding will help for extra warmth if the heat goes out.

In such an emergency it is understandable that the children will be upset and want Mom or Dad immediately. To help them get through those tough times a family photo (to be kept at daycare) is a wonderful item for the children to have and hold. We ask that these photos be brought to daycare in the hopes that they never have to be "used".

Any other ideas on how to be prepared would also be greatly appreciated!

6-4: Non-Local Emergency Phone Number:

In case of any major disaster, where local phones are not reachable, please contact: Ms. Azar Keyhan

T: 1- 781 – 444 – 7923 Location: Needham, MA – USA

The above person will be a gateway between the facility and parents, ONLY when local numbers are not operational and no other way of contact is available.

Section 7

7-1: Smoking

In consideration to fellow family members and the children of **Barney Multi-age Childcare**, our home is deemed as a smoke free environment.

7-2: Drug and Alcohol Usage

As a child care provider of young children it is my responsibility to ensure the safety and well being of all involved.

It is the policy of the centre to ensure that if a parent/guardian/alternate contact arrives with a suspected drug or alcohol usage that the child(ren) will not be released into the care of that parent/guardian/alternate contact. An alternate will be contacted or other arrangements will be made to ensure that the child (ren) get home safely.

7-3: Child Abuse Policy

Once your child enters into **Barney Multi-age Child Care** Centre it is our responsibility to ensure that your child (ren) feels safe at all times. Therefore, the following policy has been developed to ensure such personal safety.

7-4: Definition of Abuse

Abuse and neglect is a crime.

Physical Abuse is causing physical pain or injury to an individual. This includes, but is not limited to, hitting, kicking, pinching, slapping, pulling hair, punching, causing bruising, burns, welts, bite marks or broken bones

Sexual Abuse generally means any sexual use of a child by an adult or a significantly older or more powerful child. Sexual abuse includes one or more of the following:

touching or an invitation to touch for sexual purposes, or intercourse either vaginal or anal

Menacing or threatening sexual acts, obscene gestures, obscene communications or stalking

sexual references to the child's body or behavior by words or gestures

requests that the child expose their body for sexual purposes

Deliberate exposure of the child to sexual activity or material

Emotional Abuse is the most difficult type of abuse to define and recognize. It may range from habitual humiliation of the child to withholding life-sustaining nurturing. It can include a pattern of:

- Rejection ○ Humiliation
- Scapegoating ○ Insults
- Threat ○ Verbal attacks on the child

When emotional abuse is persistent it can result in damage to a child causing anxieties, depression, withdrawal or self-destructive or aggressive behaviour.

Verbal Abuse includes, but is not limited to unnecessary shouting, swearing, making derogatory remarks, teasing or encouraging individuals to be abusive to others.

Neglect includes, but is not limited to a failure to provide food, shelter, basic health care, or supervision and protection from risks, to the extent that the child's physical health, development or safety is harmed or is likely to be harmed. Neglect also includes a failure to thrive, leaving a child too long without cleaning or changing; leaving children naked or exposed for longer than a few moments in a public or semi-public area

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and feeding in a manner that causes discomfort or pain. Not always intentional, neglect may be a result of insufficient resources or other circumstances beyond a person's control.

7-5: A Child Needs Protection in the Following Circumstances:

a) if the child has been, or is likely to be physically harmed; b) If the child has been, or is likely to be sexually abused or exploited; c) If the child has been, or is likely to be physically harmed or sexually abused and the parent is unwilling or unable to protect the child; d) Of the child has been, or is likely to be physically harmed because of neglect by the child's parent; e) If the child is emotionally harmed by the parent's conduct; f) If the child is deprived of necessary health care; g) If the child's development is likely to be seriously impaired by a treatable condition and the child's parent refuses to provide or consent to treatment; h) If the child's parent is unable or unwilling to care for the child and has not made adequate provision for the child's care; I) if the child is or has been absent from home in circumstances that endanger the child's safety or well-being; j) If the child has been abandoned and adequate provision has not been made for the Child's care; k) If the child is in the care of an authorized person upon agreement and the parent is unwilling or unable to resume care when the agreement is no longer in force.

7-6: Preventing Abuse

We all have a role to play in preventing abuse of all children and should be aware of the following:

Some family members are not aware of what constitutes abuse or could be perceived to be abusive, and a word of advice is often all that is required to prevent occurrence.

Families can be described as being "at risk" in that they may be under pressure due to domestic and other problems and may take out their frustrations on the child (ren). It is our role to intervene before the behaviour deteriorates. People "at risk" may include individuals with problems with alcohol or drugs, serious financial problems, work related problems or marital problems.

It is difficult dealing with difficult parents and we may become momentarily angered. It is best to disengage from the situation to prevent it from becoming abusive. The issue can then be discussed when both parties have calmed down.

Keeping the children in control is necessary; however, dealing with a challenging behaviour may become that, a challenge. It is best to take a step back and count to 10 before an abusive tactic takes place. Discuss the problem with the parent or another caregiver.

7-7: When a Child Discloses Abuse

- Stay calm and listen
- Go slowly-No one is above the law
- Reassure them that they have not done anything wrong
- Be supportive
- Gather essential facts

- Tell the child what will happen
- Report
- Make notes

7-8: Reporting and Investigating Abuse

All caregivers are required by law to report suspected or disclosed abuse to the Ministry for Children and Families and the Community Care Licensing Officer. This is something that I always hope, will not be necessary; but these procedures are designed to protect the child. It is the responsibility of the Ministry for Children and Families to investigate and decide if abuse has occurred. I will not be permitted to contact the parent unless specifically directed to do so by the Ministry or the Police. Please remember my concern, as always, is for the safety and well being of your child.

In cases of an alleged physical or sexual abuse that require immediate attention, the police and/or ambulance should be called right away. An Incident Report Form is to be filed immediately upon notification. When an individual accuses an employee or another parent at Barney Multi-age Childcare of abuse, the following information must be recorded for reporting:

- Name of individual reporting and/or witnessed the allegation
- Name of individual that is being reported
- Details of the nature of the alleged abuse
- Date, time and place where the alleged incident or incidents occurred
- Any other information that may be helpful with the investigation including physical evidence of abuse The accused individual will not be permitted at the centre until such time the investigation has been completed.

7-9: Consequences for the Accused

1. Investigations may show that the abuse of the child did not take place and steps will be taken to ensure that any misunderstanding is corrected and the accused name will be cleared.
2. The Ministry and Licensing may be convinced that the accused individual is guilty of abuse and the action taken will depend on the nature and degree of the abuse and if there are extenuating circumstance.
3. Discipline can be as follows:

Educational courses may be recommended, Discharge, Legal action may take place

All rights of those involved will remain private and confidential

7-10: Reportable Incident

The following cases must and will be reported to the health officials: (Please update yourself on the list and their detailed definition, through CCFL office or browsing the internet)

-“Aggressive or unusual behavior”, -“Fall”, -“Attempted suicide”, -“Financial abuse”, -“Choking”, “Death”, -“Food poisoning” -“Disease outbreak or occurrence”, -“Medication error”, -“Emergency restraint”, -“Missing or wandering person”, -“Emotional abuse”, -“Motor vehicle injury”, -“Poisoning”, -“Neglect”, -“Service delivery problem”, -“Other injury”, -“Sexual abuse”, -“Physical abuse”. -“Unexpected illness”.

Confidentiality Policy

- All information that is shared, verbal or written by a parent/guardian of a child in the child care is to be understood as being “private and personal” and will remain as that, confidential.
- Such information to be considered confidential includes:
 - information about children who are/were enrolled in the program with the exception to reportable incidents, as well as information that is subpoenaed by the court
 - information about families of children who are/were enrolled in the program
 - Personal information about staff including information related to criminal record checks. The licensing officer may review the children’s files as needed providing permission has been granted by the owner/operator. If the licensing officer’s needs are not clarified, then permission will not be granted. All information and files are confidential and only the owner/operator has access to such files.
 - The owner/operator will share only pertinent information with staff members to ensure the health, safety and welfare of all children present in the program.

Employment Policy

I will ensure that in case of hiring an employee (Who might also be in charge of transportation of children), that employee must have:

- At least 19 years of age
- Criminal record check
- Immunization record
- Letter from a doctor to confirm both their mental and physical health
- A good driving record (My preference is at least 2 years of no accidents)
- A good understanding on how to use the safety equipments and regulations.
- Updated first aid, CPR or AED certificate
- completed a course, or a combination of courses, of at least 20 hours duration in child development, guidance, health and safety

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- A well equipped vehicle (Seat belts, lights, signals, breaks, seat belts, proper tires, etc.)
- Good references
- Have relevant work experience

All staff will be pre-screened before they commence employment.

Parent Agreement -Child Care Copy

I/We (the undersigned) have read the parent handbook for **Barney Multi-age Child Care** Facility and understand all the information, policies and procedures outlined in the handbook.

By signing this agreement we consent to all the handbook policies and procedures and agree to them, including participation in daily outings as described in the handbook. By signing this agreement we acknowledge that the information supplied in the registration form regarding our child (ren) and the information supplied below is true and accurate to the best of our knowledge.

By signing this agreement we also consent to pictures being taken of our child (ren) for the centre photo album.

Child (ren) Name(s):

Type of Care: ☐ Full time ☐ Part time

Hours of Care:

Monthly Child Care Fees: _____

Parent/Guardian Name

Signature

Parent/Guardian Name

Signature

Staff Witness Name Signature

☐ I have fully read and understood the contents of this page.