



POLICY MANUAL

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WELCOME TO THE VILLAGE CHILDREN'S PROGRAMS

The Village Children's Programs is caring, professional, supportive, and responsive. For parents The Village is child care supporting family's personal choices. Programs are offered for children from birth to age twelve. These programs enrich the lives of children and support parents. We are proud to be non-profit and charitable. As a community based organization our programs offer a support system for raising a child.

“It takes a village to raise a child.”-African proverb

The guidelines set out in the Policy Manual enable us to understand the tasks and obligations required to provide such a service to the children and families of The Village Children's Programs. Our programs include McGivney Early Learning Centre (MELC), St. Joseph Children's Programs, and school age programs at Sir Richard W. Scott, Kateri Tekakwitha, St. Justin Martyr, St. Julia Billiard, St. Edward and St. Patrick.

The purpose of the Policy Manual is to ensure a safe and enjoyable setting for staff and families. This Manual gives full detailed descriptions of the organization's philosophy, goals and behaviour management policies and procedures.

“The Ministry” refers to the Provincial body responsible for licensing of all Day Nurseries.

HISTORY

The organization was founded in 1988 as a privately run commercial centre. Over time a non-profit status was obtained. In the fall of 1995 the original centre was relocated to Father Michael McGivney Academy which enabled the centre to thrive in a new, modern facility, become more financially viable and access greater community resources. In September 1999, the agency expanded to meet community needs by opening a number of School Age programs including Kindergarten and Camps. Over the years, our programs have flourished and grown. They are professional, caring, responsive and supportive. As our organization grew, our Board of Directors undertook the task of re-branding to ensure all of our programs were represented in our identity. **The Village Children's Programs** was launched May 2006.

PHILOSOPHY STATEMENT

The Village Children's Programs is caring, professional, supportive and responsive. Each child is recognized to be unique and each family's individuality is valued. By accepting the total child, setting clear and defined goals and limits, while allowing for self-expression, each child's needs are met. Our compassionate, safe, and caring environment creates a place for children to gain confidence, develop positive self-esteem, and mature emotionally.

We believe that parents are the most important people in a child's life and we work closely with parents to achieve the best care for their child.

GOALS & OBJECTIVES

The staff of The Village strives to develop maximum growth and potential in each child. In order to facilitate this, goals are designed to cater to each child, age groups, interests and personal development.

Our goals aim to develop:

1. Autonomy and independence
2. A strong and positive sense of self and self-esteem
3. Respect for others
4. Creative and divergent thinking abilities
5. Life skills
6. Broader cultural awareness at community and global levels

Our objectives are to:

1. Give children opportunities to succeed and be challenged.
2. Create programs that meet individual needs.
3. Encourage and model socially appropriate behaviour.
4. Encourage individuals to care for themselves independently.
5. Celebrate all people and their differences and similarities.

GENERAL POLICIES

GOVERNING LEGISLATION AND AGENCIES

The Ministry licenses all programs operated by The Village Children's Programs annually. The *Provincial Day Nurseries Act* (DNA) identifies the legislative requirements for obtaining and keeping a license to operate a licensed centre. The DNA also outlines the consequences to the Board of Directors as operators, if the DNA is contravened. Included are legislative requirements in the areas of: staffing, program, premises, playground, nutrition, and health. A program advisor from the Ministry inspects centres for annual renewals of this license and makes periodic visits.

A Provincial License to operate a child care program is obtained from the Ministry. A copy of this legislation is in the Executive Director's office of the Head Office at all times. Anyone is welcome to review this document.

Wage Subsidy – Wage Enhancement Grant (WEG) and Pay Equity. The Village Children's Programs is incorporated as a non-profit corporation. As such, it is eligible to receive WEG and Pay Equity from the Ministry. It is intended that these Wage Subsidies are ongoing and supplementary to improve staff salaries and benefits and help make licensed care more affordable. All licensed child care programs in receipt of these subsidies are subject to reviews, reports and/or audits as required by the Ministry. It is the responsibility of the program to ensure that planned, significant changes (e.g. enrollment capacity) are reported to The Regional Municipality of York who administers and distributes these funds on behalf of the Province. Failure to comply with any of the conditions of these grants may result in a claim for the return of money as well as ineligibility to receive future funds under this program.

Inspections: The Village Children's Programs is regularly inspected by York Region Public Health Department and Markham Fire Department. Copies of these reports are received. The Village is responsible to comply with all requirements outlined in the Ontario Fire Code and must comply with standards, guidelines and all regulations set out in the Health Protection and Promotion Act. The Village complies with the local Medical Officer of Health.

All programs of The Village comply with Municipal Bi-Laws and Building Codes.

The Child and Family Services Act provides a range of services for children and their families, including those who are victims or suspected victims of child abuse or neglect. It includes special reporting responsibilities for professionals, including child care staff. The reporting of any such suspicions is done through the York Region Children's Aid Society.

The Employment Standards Act stipulates minimum terms in employment conditions, including minimum wages, maximum hours of work, vacation pay, holidays, maternity leave, termination of employment and equal pay for equal work.

The Ontario Human Rights Code is for everyone. It is a provincial law that gives everybody equal rights and opportunities without discrimination in specific areas such as jobs, housing and services. The goal is to prevent discrimination and harassment because of race, colour, sex, handicap and age, to name some of the sixteen grounds.

The Pay Equity Act amendments effective July 1, 1993 extend pay equity to cover an additional 420,000 women by adding two new methods of comparison – proportional value and proxy. As part of the broader public sector, child care centres will be using the Proxy method and using the Regional Municipality of York as a Proxy employer. Employers using proxy comparisons must pay out at least one percent of the previous year's payroll each year until pay equity is achieved.

The *Employment Insurance Act* provides for reduced income while not employed after a period of employment. All employers and employees are required to pay into this fund through mandatory payroll deductions.

The *Federal Income Tax Act* specifies employer's responsibilities to remit income tax deductions, EI and CPP deductions and employer's contributions to Revenue Canada each month. Under the Income Tax Act, Directors are responsible for income tax deductions if the child care organization has not deducted the required amount.

The *Health Insurance Act* states Directors can be held responsible if health tax deductions are not made for all employees.

Fee Assistance – Families may qualify for a partial or full government subsidy for child care services. The Regional Municipality of York is responsible for administering subsidy money that is directed from the Province. The Region determines eligibility using provincial guidelines and establishes eligibility criteria using an income test. Licensed non-profit programs that wish to accept families who are eligible for subsidy enter into a Purchase of Service Agreement with the municipality to provide subsidized services. The Municipality of York must be named as a co-insured on liability insurance.

The College of Early Childhood Educators - The College of Early Childhood Educators is a professional self-regulatory organization for early childhood educators, formed to protect the public interest and focused on quality and standards in the practice of early childhood education.

DAY NURSERIES ACT ADHERENCE

As stated above, all programs operated by The Village Children's Programs are fully licensed and meet all regulations outlined in the Provincial Day Nurseries Act (DNA).

1. The Village Children's Programs adhere to all of the Day Nurseries Act.
2. It is a requirement of the Day Nurseries Act, and therefore The Village Children's Programs that every child will be supervised at all times.
3. It is a requirement of the Day Nurseries Act, and therefore The Village Children's Programs that staff members must count the number of children in their care before and after the movement of children from within the centre, when outside in the playground and when moving children to and from the playground, and at any time that the centre takes the children off the premises.

PRIVACY POLICY

As of January 1, 2004, the Government of Canada requires all organizations to have a privacy policy in place and appoint a Privacy Officer. The Village Children's Programs will ensure that all personal information gathered about our parents, guardians and children is kept confidential. Should it be necessary to disclose such personal information, The Village will seek consent to do so. Our key principles are:

Collecting and Using Information: When personal information is collected, The Village Children’s Programs will explain how it will be used and will obtain your consent to collect, use and disclose your personal information. The Village Children’s Programs will only collect information that is required to provide our service to families and/or for licensing or legal purposes.

Limiting Use and Disclosure of Information: The Village Children’s Programs will only use your information for the purposes for which we have obtained your consent. We will only provide your information to other parties:

- When we have your consent
- When we are required or permitted to do so by law

Protecting Information: We will protect your information and dispose of it by means of shredding or other permanent methods.

Providing Information Access and Accuracy: We will provide our clients with access to personal information that we keep about them. We will do our best to keep personal information accurate and up-to-date. Clients will also have the opportunity to challenge the accuracy of our information.

Respecting and Responding to Privacy Concerns: We will respond to your requests for access to your personal information within a 30 day period.

Concerns regarding privacy issues should be confidentially addressed to:

Privacy Officer, The Village Children’s Programs 5300 14th Avenue Markham, ON, L3S 3K8 Or call 905-471-8180

Source and Information Gathered	Purpose for Gathering	May Be Disclosed To
<p>Registration Form Child's Information</p> <ul style="list-style-type: none"> • Name • Address • Date of Birth • Gender <p>Parent's Information</p> <ul style="list-style-type: none"> • Name • Address • Relationship to Child • Home Telephone Number • Employer and Address • Business Telephone Numbers <p>Emergency Contact</p> <ul style="list-style-type: none"> • Name • Relationship to Child • Telephone Number 	<ul style="list-style-type: none"> • To process the registration form and attendance sheets • Contact information for emergency purposes. • For program fee payment purposes • To ensure that an adult can pick up and assume responsibility for the child in the event of an emergency when parents can not be reached 	<ul style="list-style-type: none"> • Program Staff • Relief Staff • Supervisors • Head Office Staff involved in the administration of registration and management of programs • The Ministry staff • Companies contracted by The Village Children's Programs to; print Income Tax Receipts, research cancellations, provide insurance. • Financial institutions for tfee payment transactions

<p>Medical Form Child's Information</p> <ul style="list-style-type: none"> • Name • Date of Birth • Doctor's Name, address and telephone number • Dentist's name, address and telephone number • Medical Information provided by parents e.g. food allergies, epilepsy, diabetes 	<ul style="list-style-type: none"> • Information used in the case of a medical emergency • For adequate supervision with respect to medical requirements of the child e.g. allergy to certain foods 	<ul style="list-style-type: none"> • Program Staff • Relief Staff • Supervisors • Head Office Staff involved in the processing or storage of information, and program management • Medical Practitioners
<p>Change Form May change the following information as provided above:</p> <ul style="list-style-type: none"> • Family Information • Employer's Information • Emergency Contact Information • Medical Information • Telephone numbers 	<ul style="list-style-type: none"> • Update information originally provided (as above) 	<ul style="list-style-type: none"> • All of the people mentioned above
<p>Other</p> <ul style="list-style-type: none"> • Custody agreements or arrangements between parents 	<ul style="list-style-type: none"> • To ensure the child is released to the appropriate guardian 	<ul style="list-style-type: none"> • Program Staff • Relief Staff • Supervisors • Head Office Staff involved in the administration of registration and management of programs

COMMUNICATION INITIATIVES

From time to time, issues may arise that are connected to the purposes of The Village Children's Programs. When this does occur, the Board of Directors and staff may deem it appropriate to communicate with its own members, and members of the general public. In executing such communication initiatives, the Board of Directors and staff, are committed to acting in accordance with the Federal Income Tax Act, and its related regulations as put forth by the Canada Customs and Revenue Agency (CCRA). A current copy of the relevant CCRA regulations will be included as part of the Board of Director's Handbook on an ongoing basis.

INSURANCE

As a member of Umbrella Central DayCare Services, The Village Children's Programs purchases liability, property and Board of Directors Insurance through the broker Potruff & Smith. The insurance is with Lombard General Insurance Company of Canada. All programs operated by The Village Children's Programs are fully licensed.

ASSOCIATIONS

The Village Children's Programs belongs and participates in the following associations –

York Region Child Care Supervisors Association
Child Care Committee of York Region
Association of Early Childhood Educators of Ontario
School Age Subcommittee of York Region
York Catholic District School Board Child Care Advisory Committee

CONTRACT AND PERMIT AGREEMENTS

The Village Children's Programs has lease and permit agreements with the York Catholic District School Board. On a monthly basis we are billed for administration and utilities for all programs.

A catering contract to provide lunch and snacks for all programs is in place.

A cleaning contract to provide daily cleaning of the McGivney Early Learning Centre after hours and on the weekend is in place. Programs operated in leased spaces have cleaning completed by York Catholic District School Board Staff.

Signing Authority is held by the Chairperson(s), Executive Director and Assistant Director. Two signatures are required on all contracts and cheques. Any cheques over \$500.00 must have at least one Board Member's signature.

PROGRAM DESCRIPTIONS

A full listing of our programs, camps and locations can be found on our website www.thevillagechildcare.ca.

Early Learning Centres

At our Early Learning Centres, all areas of development are fostered through sensory and creative activities as well as literacy and numeracy programs and physical education. Children grow, learn, create friendships and have fun in an atmosphere of care and warmth.

Before and After School Programs

Our Before and after School Programs provide a safe and fun place for children to be for extended hours around their school day. Children can complete homework with peers, engage in arts and crafts or such things as cooking activities or burn off some energy enjoying a friendly game of soccer.

The Village Camp

Our camps are places where children can really kick back and have fun! From going to the beach in the summer to fun in the snow during Christmas Break, our kids have a blast each day!

Our camps operate at various school locations during school holidays and breaks.

ADMISSIONS

Children are admitted to all programs operated by The Village on a first come-first-serve basis. Priority is given to 1) Students attending schools our programs are in 2) Siblings of children already attending any programs operated by The Village 3) Staff of The Village 4) finally, the community at large.

Prior to enrollment, as required by the York Region Health Department, each child must have a medical examination (signed and dated) and an up to date record of immunization. All forms given to the family including policies that must be read, understood and signed. These policies are very important to the programs and must be followed.

To be placed on a wait list, parents are required to pay a fee of \$40.00. These fees are non-refundable. When a space becomes available, parents need to provide the equivalent of the first two weeks of care in order to confirm the space. These fees are also non-refundable. Fees are paid on a regular schedule, either bi-weekly every second Friday or monthly.

WAITING LIST

The registration fee must be paid prior to a child's name being added to the wait list. Registration fees are not refundable. A child's position on the waiting list will be maintained until they reach the top of the list and a space in the appropriate age group becomes available. Once the child reaches the top of the list, the Program Supervisor will contact the parent to offer them the available spot. The parent has 48 hours to accept or decline the spot. Should they not accept the space at the time, they could request their name remain on the list. A subsequent refusal will result in their name losing priority on the list. Every reasonable effort will be made to contact the parent to offer the spot. No response will indicate that the spot has been declined. Names will be added to the list once a child has been born and will remain on the list for one year, after which time the family must re-apply to the wait list.

WITHDRAWAL

To withdraw a child, written notice must be given to the Director two (2) weeks before withdrawal. Space cannot be guaranteed for families wishing to take their child out of a program for a period of time (e.g. maternity leave, summer vacation). Parents can either continue to pay the regular fees or be placed on the wait list.

For school age programs, families must give notice along with payment in June to secure a spot for the coming year.

In the event that there are outstanding fees, a family may be withdrawn with no notice and a collections agency hired to recover outstanding fees.

If a family has been late to pick up their child on more than two occasions they may be withdrawn from the program effective immediately. All outstanding fees would be due immediately.

WITHDRAWAL DUE TO SPECIAL CIRCUMSTANCES

In the event that an individual's behaviour is causing disruption to the program, harm to others or harm to property of the program a family may be withdrawn from the program. This extreme measure would only take place after consultation with the child's family. All decisions that are made are made considering the best interest of all of the children enrolled in the programs.

The Village reserves the right to withdraw services for the following reasons:

1. A child's behaviour is consistently causing excessive disruption to the program; harm to other children or harm to property.
2. A parent's refusal or inability to abide by the policies and procedures as set out in the Parent Handbook.
3. A parent's conduct being harassing, belligerent, abusive or in any other manner inappropriate.
4. Outstanding fees- either regular weekly fees or any other fees such as fees due from a late pick up.

PROCEDURE FOR DISCHARGE DUE TO CHILDS INAPPROPRIATE BEHAVIOUR

Each situation involving extreme behaviours and issues will be monitored and assessed by the Program Supervisors and if necessary, Executive Directors and Board of Directors. Each family and child will be treated with respect and dignity and procedures and recommendation will be made with the best interest of all children in mind.

2 weeks notification may or may not be given if a family is asked to withdraw a child. Regular fees and fees due during notice will be levied. Parents are required to sign an acknowledgement when the care has been withdrawn.

PROCEDURE FOR DISCHARGE DUE TO PARENT ISSUES

The Village recognizes that parents, as our clients, must be treated with the utmost respect. In the event that a parent's behaviour is such that could be construed as harassing, excessively rude, belligerent, racist or is in any other way creating tension or fear, a family may be withdrawn from the programs. Each situation is assessed and reviewed individually and in consultation with the Executive Director, Program Supervisors, Board of Directors and the Harassment Code of Ontario.

ARRIVALS AND DEPARTURES

When bringing your child to a program, you are expected to bring your child(ren) into the building, remove outer clothing as required and place them in your child's cubby. Parents

must then be sure that their child(ren) is/are under the supervision of the staff before leaving the premises.

In order to allow children to settle into the program at our full day programs and maintain the continuity and smooth operation of the early learning setting, it is our recommendation to arrive by 9:30 a.m.

Should a child be sick or be arriving late, parents are asked to notify the staff before then. Our full day programs follow a set routine with various parts of the curriculum focused on at different parts of the day. Arrival by 9:30 a.m. ensures children will benefit from the full day.

Children will be allowed to leave a program only with their parent(s) unless other arrangements have been made. These arrangements should be made in advance and stated in writing to the Program Supervisor or staff. In the event that a person other than a parent is coming to pick up a child staff will ask for identification. Only persons stated on the forms provided by the parents at the time of registration will be permitted to take the child. Any person other than a parent picking up a child must be over 18 years of age.

In the event that someone has arrived to pick up a child and the above stated criteria have not been met the staff will attempt to contact the parent. If this process forces the child to remain at the centre beyond 6:00 p.m. late charges will apply. Until a parent is contacted, the child will not be released.

HOURS OF OPERATION

McGivney Early Learning Centre and St. Joseph Children's Programs are open from 7:00 a.m. until 6:00 p.m. Monday to Friday. Before and After School programs are open at 7:00 a.m. and close at 6:00 p.m., Monday to Friday. The Village Camps are open at 7:00 a.m. and close at 6:00 p.m., Monday to Friday during the summer and other school holidays.

All programs operated by The Village will be closed on the following days:

Good Friday	Victoria Day	Canada Day	August Civic Holiday
Labour Day	Thanksgiving	Christmas Day	Boxing Day
New Years Day	Family Day		

All programs will close at 2:00 p.m. on Christmas Eve and New Year's Eve. Advanced notice will be given for any exceptions.

AFTER HOURS PENALTY

If a child remains at any program past the closing time of 6:00 p.m., an overtime charge of *\$2.00 per family per minute* will be levied. A late fee form will be filled out and signed by the staff on duty and by the parent or person picking up the child. Invoices will be issued and monies collected by the centre will be passed on to the staff on duty for that evening.

Parents are asked to respect the closing times of the programs and remember that the staff

are on personal time after 6:00 p.m. In the event that a family is repeatedly or consistently late to pick up their child the child may be withdrawn from the program. In the event that a parent, family member or emergency contact has not been contacted or has not arrived to pick up a child by 7:00 p.m. the York Region Children's Aid Society may be contacted and the child will be reported as abandoned.

For children enrolled in the Kindergarten program at St. Joseph Children's Program, an overtime charge of \$2.00 per family per minute will also be levied if you are scheduled and late to pick up your child after 3:30 p.m.

For children enrolled in the Kindergarten program at St. Edward, an overtime charge of \$2.00 per family per minute will be levied if you are scheduled and late to pick up your child after 3:00 p.m.

INCLEMENT WEATHER

In the event that the programs need to remain closed due to extreme weather conditions a message will be left on the affected program's voicemail system by 6:30 a.m., or The Village website (www.thevillagechildcare.ca).

If a program needs to close during the day parents will be notified and asked to come as soon as possible. Late pick-up fees are still applicable even during inclement weather. Parents are asked to ensure that they have a reliable plan in the event that an emergency prevents them from picking up their child on time. Fees will be unaffected by any closures due to extreme weather or other emergency or extenuating circumstances.

SECURITY SYSTEM POLICY

The main entrance of McGivney Early Learning Centre, has a security system door handle to allow the centre to monitor and control people entering the child care centre. The System is such that it requires a pass card for entry. The following policy is in place to ensure proper documentation and distribution of the pass card.

Manager/Supervisors have cards and codes that arm and disarm the system to allow for entry by use of the cards. When a staff member enters the centre in the morning (s)he will arm the system to allow for acceptance of the cards held by the parents and family members and other staff.

A deposit of \$10.00 is collected per card. Families can request other cards and can pay a deposit of \$10.00 per card. Once a family or staff member has completed their time with the program they will return the pass card and receive their \$10.00 deposit back. When a family or staff leaves the program the system is programmed to remove that card from the system.

VISITING FAMILIES FOR EARLY LEARNING CENTRE

As part of our mandate to ensure that children and parents feel totally secure about leaving

their child at The Village we understand the importance of parents visiting with their children prior to starting. This time ensures that the parents have a clear understanding of the program and the child and parent are secure when the parent leaves. The following schedule is recommended as adequate time for a parent and child to adjust to any separation anxiety that may arise. This is only a suggestion and each parent knowing their child the best may suggest a different schedule.

The week prior to the child starting the parent will bring in the child on the following days and times:

Monday	9:30-10:30	*The parent stays for this visit.
Wednesday	9:30-12:00	*The parent will leave at 9:45.
Friday	9:30-3:00	*The parent will leave at 9:45.

This schedule will allow the child to experience transition times, lunch and sleep time in a way that extends the day gradually and ensures an easy adjustment for parents and children.

FEES

The Village Children's Programs fees are set according to the ongoing cost of operation. Fees are reviewed annually or on an "as-needed" basis and are due on a regular schedule. The major source of funding required to keep the programs in operation are fees. Fees are charged for all days that a child is enrolled in any program operated by The Village, including vacation, regardless of the child's attendance. Fees are not adjusted, refunded or credited for statutory holidays, absence due to illness or withdrawal without proper notice or for any other reason.

Discounts apply only to McGivney Early Learning Centre and The Village Camp and are stated on current fee schedules.

In the event that The Village receives an NSF cheque, the parents will be required to replace the amount the following day by cash, money order or certified cheque. A \$25.00 service charge must be added to the replacement cheque. After two NSF cheques the situation will be reviewed by the Board and may result in withdrawal.

School Age Program fees are determined for the school year and are then divided into 10 equal payments.

Parents are requested to provide post dated cheques payable to The Village Children's Programs based on the payment schedule outlined in Cheque Submission Forms. If payments are not made as due or are returned by the bank or if there is an outstanding amount, the matter may lead to withdrawal from the program.

Receipts for tax purposes for all fees are completed and distributed by the end of February of each year. Regular documents are provided to families such as a regular tax receipt and reports on development. In the event that further letters, receipts or other documents or copies of documents are required, fees may apply for the preparation of these documents.

PARENT INVOLVEMENT

Parents are welcome to a program at any time to observe and talk with the staff and Program Supervisor. Parents are also encouraged to participate in various levels of the organization's operations when appropriate. The first priority for the staff is the children and therefore extended conversations may not be appropriate while staff are supervising children. For issues that may require more than a few minutes parents could arrange a time to call or meet with staff.

Suggestions from parents may be reflected through programming and scheduling. The staff and Director will maintain open lines of communication with parents to allow this input to be effective. Suggestions may also be made by the parents through the Annual Parent Survey or at any time through a "Suggestion Box" located at each program.

We encourage parents to participate in activities at the programs and assist with fundraising events. Parents may be asked to volunteer to accompany the staff on field trips.

PARENT SURVEY

In order to ensure that the policies and procedures being implemented by The Village are meeting the needs of the families enrolled in the programs a confidential survey is completed and distributed annually.

CUSTODY ISSUES

Only those people indicated on the registration forms will be allowed to pick up a child from any of the programs. In the event that a parent is requesting that another parent be restricted from picking up a child, a court endorsed custody order must be presented and kept on file. Once a parent has introduced and documented the other parent, each parent shares the same rights and obligations for the child.

COMMUNITY INVOLVEMENT

The Village is active and visible in the local community. To enhance the organization's programming, members from the community are invited to share their experience and knowledge with the children. We may also schedule outings, which include trips to the Fire Station, Markham Fair, and other community based programs.

Since The Village is a non-profit organization operated by a Board of Directors, we also seek Board involvement from members of the community.

Only children fully and presently enrolled in the program can participate in the program. This means that any child visiting the program for any length of time must be in the constant and close supervision of their parent/guardian and are not to engage in the program.

FIELD TRIPS

From time to time staff may plan a field trip away from the programs to offer a fun and educational experience for children. At this time, parents will be asked to sign a Field Trip Permission Form. In the event that permission is not obtained for the child to participate in the trip, parents are asked to make alternate arrangements for their child for that day. Children will be supervised by staff and parent volunteers and will be transported by a School Bus Company. All activities, special events and field trips are contingent on enrollment, availability and weather and subject to change with little notice. The Village reserves the right to change schedules and programs as it deems necessary. On field trips staff will:

1. Take a cell phone.
2. Take the phone number for the bus company and the bus number located on the outside of the bus if travel plans need to change.
3. Make a note to all parents volunteering letting them know where, when, and cost if applicable.
4. Send home a note to parents letting them know the time the bus is leaving and the time the bus is picking up and an emergency number if you need to get hold of them.
5. Verify the bus times before the trip.

TOILET TRAINING

Children begin to use the toilet at different ages and stages of their development. Language skills are vital to this process to communicate needs to the staff and parents. The washroom routine is a fun, non-threatening and non-stressful time with staff remembering the individuality of each child and actively communicating observations, suggestions and questions to parents on a daily basis. Please bring in plenty of spare clothing when your child is going through this process and be patient.

It is important that children are given the freedom to progress at their own speed during this process. This process takes time. It is also usual that children regress temporarily at some point.

WORKPLACE HARRASSMENT

The *Occupational Health and Safety Act* defines workplace harassment as "engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome."

Harassment and discrimination can take the following forms including:

1. Discrimination-based Harassment

Includes any verbal or physical conduct, that may reasonably be perceived as denigrating or showing hostility or aversion toward an individual because of the

individual's race, colour, religion, gender, sexual orientation, national origin, age, disability, or other status protected by law, or because of the protected status of the individual's relatives, friends, or associates. This type of harassment includes, but is not limited to:

- a) Epithets, slurs, negative stereotyping, demeaning comments, including comments pertaining to a person's dress, accent or other cultural differences, or intimidating acts that are based on an individual's protected status; and/or
- b) Written or graphic material (whether by printed or electronic media) circulated within or posted within the workplace that shows hostility toward or is demeaning to an individual or group because of his or her protected status.

2. Sexual Harassment

Generally there are two types of sexual harassment:

- a) Repeated sexual advances or solicitations made by a person where such person knew or ought reasonably to have known that the advance was unwelcome; and/or
- b) A reprisal or threat of reprisal for the rejection of a sexual solicitation or advance made by a person who is in a position to grant or deny a benefit.

Behaviours Constituting Harassment

Differential treatment of employees or co-workers based on race, gender, ethnicity, etc.;

- Verbal or written comments, jokes, teasing, and/or other communication of a sexual nature;
- Demeaning language based on gender or sexual preference;
- Graphic comments about an individual's body;
- The use of sexually degrading words to describe an individual;
- The display of sexually suggestive objects and/or pictures in the workplace;
- Foul or obscene language and/or gestures;
- Unwanted physical conduct such as patting, pinching, and/or brushing up against another person's body;
- A promise of better treatment in return for sexual favours; and/or
- Indirect or expressed threats for refusal of a sexual request.

Responsibilities of Board Members, Managers and Supervisors

- Promote a harassment-free workplace;
- Provide employees with information and instruction regarding the workplace policy and program with respect to workplace harassment including appropriate steps to be taken and investigation procedures;
- Take every reasonable precaution for the protection of the worker;
- Ensure employees understand who to contact regarding concerns about the policy or when to report an incident;

- Model behaviour, which helps support a positive work environment;
- Ensure the workplace is free from harassment and discrimination;
- Respond to complaints brought to their attention.
- Respect the confidentiality and sensitivity of such issues;
- Document all information and investigation results;
- Request that an investigation into allegations of harassment be conducted where appropriate; and
- If witnessing harassment or elements of a poisoned work environment, take action.

Responsibilities of Employees

- Compliance with this policy is the responsibility of all employees;
- Employees must avoid any behaviour or conduct that could reasonably be interpreted as a violation of this policy;
- Employees must maintain a work environment free from discrimination, and harassment;

Process for Making Harassment Complaints

For less serious incidents of harassment, if employees have witnessed or experienced conduct which they believe to be inconsistent with this policy, they have a responsibility to:

Step 1:

- Make the objection clearly known to the offender.
- Ask the individual to stop the behaviour.
- Where an employee approaches another employee with a workplace harassment complaint/concern, s/he should clearly state that the perceived action/behaviour is viewed as harassment under the terms of the organization's policy.

Step 2:

- In certain circumstances, it may be inappropriate or the employee may feel uncomfortable in asking the individual to stop. In this case, the behaviour should be directly reported to their Supervisor or the Executive Director.
- If the behaviour continues after making the objection known, or is more serious in nature, contact your Executive Director.
- A written record of the action/behaviour and complaint should be provided to your Supervisor or the Executive Director including the dates, times, nature of

the action/behaviour, and witnesses (if any).

Investigation Process

- All complaints will be investigated promptly.
- All those directly involved and witnesses will be spoken with.
- Notes/statements will be prepared during each interview, reviewed by the person(s) being interviewed and signed for accuracy.
- Records or other documents relevant to the incident being investigated (this may include work schedules, complaints and observation notes and may involve taking pictures of the scene) will be reviewed.
- Relevant collective agreement or employment contract language or organizational policies/procedures will be reviewed.
- Depending on the scope of the investigation, employees may need to seek the assistance of the Executive Director.
- A final summary/report of the investigation will be prepared.

Corrective Action

Any employee found to have engaged in conduct that violates this policy will be subject to discipline, up to and including termination of employment. Because allegations of harassment are very serious, frivolous complaints found to have been made for improper purposes will result in disciplinary action being taken against the complainant.

Confidentiality

Employees should feel secure in knowing that their concerns will be handled discreetly and sensitively.

WORKPLACE VIOLENCE POLICY

Commitment Statement

The Village Children's Programs, the health and safety of our employees is paramount. Priority is given to protecting our employees and our visitors from violence and/or intimidating behaviours. Such conduct interferes with everyone's ability to perform their job and is not in keeping with the organizations philosophy of trust and mutual respect.

By working together, and giving the utmost attention to the safety and well-being of each other, we will meet our shared objective of a healthier and safer working environment for all.

The Village Children's Programs employees, client's, parents and Board are entitled to have a work environment free from violence and intimidating behaviours as prescribed by

the *Occupational Health and Safety Act*. This policy applies to all employees and agents/representatives of The Village Children's Programs while in the workplace, during work-related field trips or travel, or during any work-related and/or social functions.

Employees are expected to assist The Village Children's Programs in its attempts to prevent and eliminate violence in the workplace. The Village Children's Programs will treat any form of violence that occurs in the workplace seriously irrespective of the alleged perpetrator's position.

Nothing in this policy limits an individual's right to file a complaint with the Ministry of Labour should they feel the situation warrants such action.

Definition

The *Occupational Health and Safety Act* defines workplace violence as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Forms of Workplace Violence

- 1) Violence by Strangers
 - Usually enters the place of work on the pretense of being a customer.
 - Normally commits robbery or other violent act.
- 2) Violence by Customers/Clients/Parents
 - May be an expected or unexpected situation.
- 3) Violence by Co-workers
 - Could include; current employee and manager, former employee and manager, a prospective employee, and may occur inside or outside the workplace.
- 4) Violence by Personal Relations
 - This includes spouse, partner, relative, or friend and usually occurs when a personal dispute occurs with the worker and enters the workplace to harass, threaten, injure, or kill the employee.

Behaviours Constituting Workplace Violence

Such threats or acts include, but are not limited to:

- Harming or threatening to harm any employee or guest;
- Damaging or threatening to damage property or the property of any employee or guest;
- Possessing a dangerous weapon or incendiary device on property without prior authorization;
- Engaging in stalking behaviour of any employee;

Responsibilities of Board Members, Executive Directors and Supervisors

- Assess risks of violence at The Village Children's Programs
- Promote a non-violence workplace;
- Provide employees with information and instruction regarding the workplace policy and program with respect to workplace violence including appropriate steps to be taken and investigation procedures;
- Take every reasonable precaution for the protection of the worker;
- Inform employees of potential risk situations;
- Ensure employees understand who to contact regarding concerns about the policy or when to report an incident;
- Model behaviour, which helps support a positive work environment;
- Ensure the workplace is free from violence;
- Respond to complaints brought to their attention;
- Respect the confidentiality and sensitivity of such issues;
- Document all information and investigation results;
- Request an investigation into allegations of violent situations be conducted; and
- If witnessing elements of a poisoned work environment, take action.

Responsibilities of Employees

- Compliance with this policy is the responsibility of all employees;
- Employees must avoid any behaviour or conduct that could reasonably be interpreted as a violation of this policy;
- Employees must maintain a work environment free from violence, and/or intimidation;
- Call 911 if the situation warrants it and you find a peer or yourself in immediate danger.

Process for Making Violence-Related Complaints

If employees have witnessed or experienced conduct which they believe to be inconsistent with this policy, they have a responsibility to:

- Call 911 if the situation warrants it and you find a peer or yourself in immediate danger.
- Make the behaviour/actions known to your Supervisor or the Executive Director

immediately.

- A written record of the action/behaviour should be provided to Executive Director including the dates, times, nature of the action/behaviour, and witnesses (if any).

Removal of a Person from the Workplace

Any person who makes substantial threats, exhibits threatening behaviour, or engages in violent acts against employees, visitors, guests, or other individuals while on The Village Children's Programs property shall be removed from the premises as quickly as safety permits, and shall remain off the premises pending the outcome of an investigation.

Employees are not to remove individuals from the premises. Assistance must be requested from the Police or security.

Investigation Process

- All complaints will be investigated promptly.
- All those directly involved and witnesses will be spoken with.
- Notes/statements will be prepared during each interview, reviewed by the person(s) being interviewed and signed for accuracy.
- Records or other documents relevant to the incident being investigated (this may include safety reports, incident reports, work schedules, injury reports, complaints and observation notes and may involve taking pictures of the scene) will be reviewed.
- Relevant collective agreement or employment contract language or organizational policies/procedures will be reviewed.
- Depending on the scope of the investigation, employees may need to seek the assistance of the Executive Director.
- A final summary/report of the investigation will be prepared.

Corrective Action

Any employee found to have engaged in conduct that violates this policy will be subject to discipline, up to and including termination of employment. Because allegations of acts of violence are very serious, frivolous complaints found to have been made for improper purposes will result in disciplinary action being taken against the complainant.

Confidentiality

Employees should feel secure in knowing that their concerns will be handled discreetly and sensitively.

As such, employee issues will usually remain between the employee, and their Supervisor. On occasion, however, an investigation may require consulting with another employee,

Supervisor, Executive Director or Board members, in order to ensure an appropriate resolution. In such cases, the employee will be consulted prior to involving others.

Reprisals

This policy strictly prohibits reprisals against an employee because s/he has brought forward a concern or has provided information regarding a concern under this policy. Any employee who commits or threatens reprisal against another employee for following this, or any of the organization's policies in good faith, may be subject to discipline, up to and including dismissal for cause.

BEHAVIOUR MANAGEMENT POLICY

The following policy applies to children enrolled in the program. Children that are not presently enrolled in the program are not able to participate in the program. While any child that is not enrolled is present they are the responsibility of the parent or adult that they are with. We believe that behaviour management is an integral part of our program as it compliments our goals and philosophy. It ensures the smooth running of our program and teaches children to learn to respect others, themselves and property. The policies have been compiled according to the Day Nurseries Act. Written policies and procedures are posted and must be adhered to by all staff.

Upon employment each staff member will examine and understand this policy. On agreement the staff will sign with the Director present confirming understanding and compliance with the policy. Each staff member will sign and review the policy once a year as stated in the DNA.

Role modeling is seen as best process to preparing children to conduct themselves in an appropriate manner, which is achieved through encouraging the use of verbal communication in an open, honest manner. It is the belief of The Village that a quality program will work as a preventative measure in regard to behaviour management issues. A program that is age appropriate, has lots of toys and activities and has a balance between stimulating and quiet, is conducive to learning and appropriate behaviour. A program that is relaxing yet enriching, has a variety of activities but is not overwhelming, is challenging yet has opportunity for success will work towards this goal. Ensuring that children are active, stimulated, challenged and have opportunity for success while consistently seeing adults conduct themselves appropriately will foster happy developing children. The programs shall NOT permit:

1. Corporal punishment of a child by any employee or by another child or group of children.
2. Deliberately harsh or degrading measure to be used on a child that would humiliate a child or undermine a child's self-respect
3. Deprivation of a child of basic needs including food, shelter, clothing or bedding

4. Locking or permit to be locked for the purpose of confining a child
5. Use of locked or lockable room or structure to confine a child who has been withdrawn from other children

EXCESSIVE BEHAVIOUR MANAGEMENT

From time to time, there may be an individual who exhibits behaviour that conflicts with the goals and mandate of The Village Children's Programs. Behaviours that cause disruption to the program, harm to others, or harm to the property of the program, may be considered an excessive behaviour management issue.

PERMITTED METHODS OF BEHAVIOUR MANAGEMENT

Methods of behaviour management used at The Village Children's Programs are as follows with the best interest of the child and their individuality always in focus:

1. Resolve/Reason
In a controlled voice, explain in simple language the inappropriateness of the behaviour displayed.
2. Redirect
If the behaviour continues, the staff shall redirect the child to an alternate activity.
3. Remove
If the behaviour continues, the child shall be removed from the situation for a limited supervised period. The time that the child is removed depends on the age of the child. Removing a child and using "Time Out" should be used if children are hurting themselves, others or property but may be used on other occasions if the staff feel it is appropriate. Staff should always consider the exact purpose for using this method and what is intended to be accomplished.
4. Natural Consequences
Follow through with natural consequences, e.g. if he/she continually throws sand, he/she will not play in the sandbox.

Staff attempt to anticipate and resolve situations that could become difficult. As children also learn from conflicts, staff use their judgment in deciding when to permit the children to solve their own problems. Staff never use threats, humiliation or labeling (e.g. "bad boy"). Children must always be safe and healthy. The rights of all must be protected. Sometimes children will feel angry in response to restrictions or interference. A child has a right to that anger. A child needs to feel that they can assert themselves safely, just as they need to know that they can live with restrictions and limitations. The consequences of an undesirable action should be made understandable to the child by the staff. A clear warning will be given so the child can choose to stop the inappropriate behaviour. If further assistance is needed, the child may be removed from the activity.

When a child that is enrolled in a school age program in a school, has engaged in an activity that could be grounds for suspension or expulsion, The Village Children's Programs staff will communicate necessary information to the school Principle.

CONTRAVENTION OF BEHAVIOUR MANAGEMENT

For staff and volunteers who do not comply with these policies, the following steps will be taken:

1. Discussion with the Program Supervisor or Director.
2. Trial period whereby the staff improves management methods while the Program Supervisor observes.
3. If no improvement is shown within a set time frame and if the teacher shows no sign of trying or clearly disagrees with the above, then termination will be required.

If a serious incident has occurred where a staff has blatantly defied the policies of the centre and rights of the child then an immediate suspension of duties will occur. A follow-up investigation will occur immediately and the Director in consultation with the Chair of the Board of Directors will make a decision of termination if it is deemed necessary. Any allegations of abuse will be addressed as per the child abuse policy.

STAFFING

The Day Nurseries Act mandates minimum staffing requirements. The Village Children's Programs works to not only meet these requirements but to surpass the requirements when possible and appropriate. The programs shall employ R.E.C.E.'s and Program Assistants as required by the Day Nurseries Act. The R.E.C.E.s and assistants work together as a team, sharing all tasks. The overall responsibility of each program falls on the Registered Early Childhood Educators in the classroom. A minimum of one Registered Early Childhood Educator (RECE) is required for each room. Ratios for each age group are as follows:

Room	Age of children	Ratios
Infants	0-18 months	1:3 – at least 1 RECE
Toddlers	18 months – 2.5 years	1:5 – at least 1 RECE
Preschool	2.5 – 5 years	1:8 – at least 1 RECE
School Age	6 – 12 years	1:15 – at least 1 RECE
Junior Kindergarten	3.8-5 years	1:10 – at least 1 RECE
Senior Kindergarten	5-6 years	1:12 – at least 1 RECE

The Village Children's Programs ensures fair and equitable employment practices for all employees. It is The Village's policy to recruit and retain the most qualified employees for all positions while providing equal opportunity. The Village agrees there shall be no discrimination in the hiring, training, upgrading, promotion, transfer, layoff, discharge, discipline or otherwise, of employees because of race, sex, creed, religion, colour, age or nation of origin. In order to maintain a high quality of staff, performance appraisals are conducted on an annual basis to acknowledge strengths and top quality performance and to identify goals and action plans. The Village understands the benefits of Professional Development and continued education and therefore encourages and supports opportunities for staff to develop, grow and learn through workshops, conferences, courses and seminars. The Village observes the provisions of the Ontario Human Rights Code and the Canadian Bill of Rights.

PARENT CODE OF CONDUCT

We all have the right to be safe and feel safe in our school community. The Village Children's Programs sets clear standards of behaviour that apply to all individuals involved in our organizations community including parents or guardians, volunteers, teachers, and/or Board members.

These standards apply whether they are on centre property or at organization-sponsored events and activities.

All members of the organizations community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting,) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on The Village Children's Programs property or at any function operated by The Village. The consequences for failure to comply will include but is not limited to the family's expulsion from the organization.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and/or Executive Director. Failing resolution with the Supervisor/Executive Director, the matter will be referred to the appropriate member of the Board of Directors.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.

Any pictures taken at any of our programs or during events are for the private use of the family only. These pictures cannot be posted in on-line photo albums (i.e. Photobucket), Facebook, Myspace, etc.)

School cubbies are to be used solely for the purpose of communicating between parents and The Village Children's Programs. They are not to be used for business promotion.

This code of conduct must be signed by any and all adults that will be involved in your

child's experience at The Village Children's Programs including parents, grandparents, siblings and caregivers.

HEALTH AND SAFETY POLICY **SAFE WORK PRACTICES**

The Village Children's Programs is committed to the health and safety of all employees. The Village Children's Programs adheres to all regulations outlined by the Ministry of Labour. Any concerns in regards to Health and Safety are to be brought to the attention of the Health and Safety Representative on site at each location where applicable or designate. Concerns will be documented and brought to the office to be addressed. Concerns with non-compliance of the Health and Safety procedures will be dealt with on an individual basis.

All injuries or accidents involving staff and/or children will be recorded by attending staff member immediately following the incident. This incident report involving staff will be forwarded to the Health and Safety representative or designate.

It is the responsibility of all staff to ensure the safety of the children in our care by adhering to all health and safety policies. Staff must comply with all other Corporation Policies and Procedures. Further information is located at the head office.

CLOTHING AND TOYS

For the comfort of all children attending any of The Village programs, it is mandatory that at least one set of clothing remain in your child's cubby or in their back pack at all times. This should include clothing that is appropriate for the weather and the season and should be monitored for size and changed if necessary. A complete set should include: a top, and an extra sweater, a pair of pants, underwear and socks. Also it is important to note that to meet regulations as set out in the Day Nurseries Act, the children in a full day program play outside for one hour in the morning and one hour in the afternoon so such things as snow pants, hats, boots and two pairs of mittens should be brought everyday during the cool and cold seasons and sun hats brought each day in the summer.

In the event that your child requires changing during the day and does not have appropriate clothing a parent may be called and asked to either bring a set of clothing or pick up the child. Limited spare clothing is kept at the programs. Please label all articles of clothing brought to the program to prevent loss. Parents are also required to provide their children with a blanket for rest time, when appropriate. It will be washed weekly.

Please do not send scarves or any article of clothing that have strings, which could pose a safety risk. Staff may remove strings from clothing if they feel it is a hazard. Please only bring toys to a program on the day that your child participates in "Show and Tell" or "Toy Day." These toys should be non-violent and safe in nature. No video games are allowed as per the rules of the schools. The organization cannot be responsible for any loss or

damage to personal belongings.

REST TIME

Each child enrolled in the child care centre for 6 hours or more is required by the Day Nurseries Act to have a rest time of at least two hours after lunch. Those children who do not sleep after the first hour will have an opportunity to engage in quiet activities such as colouring, puzzles or books. In the event that you do not wish for your child to have a rest or sleep time, we must have written consent from you. Children in full day, school age programs have a quiet time from 1-2 but do not have to sleep.

MEALS, SNACKS AND OTHER FOOD

Morning snack, hot lunch and afternoon snack are provided depending on the program schedule. Each program's schedule varies and parents should speak to the staff at their child's program for current snack and meal times. All meals and snacks are provided by a reputable and professional children's catering company and arrive fresh daily. The menus are based on a regular rotation and contain fully nutritionally balanced diets as suggested by the Canada Food Guide and Day Nurseries Act. They are posted on the parent board and are distributed to parents as they change. If supply allows there are a few choices for morning snack and alternatives are available for children that do not like what is being served. Children with a food allergy or sensitivity or restrictions are provided with alternatives.

Our programs aim for "Peanut Free" environments. Due to the increased and seriousness of allergies to peanuts and other foods the programs do not provide any foods with any trace of nuts which includes nuts, tree nuts, or any other peanut products. Since this allergy can be life threatening the centre does not allow ANY food to be brought into the centre unless it is approved by the Director. Many foods that do not obviously contain nuts could have traces which could also be life threatening to a child with an allergy. This includes any birthday cakes, chocolates or any other type of treat.

From time to time events are held after hours that involve meals brought in from parents. Parents are reminded to keep their contribution free from nuts and parents of children with allergies are responsible for monitoring their intake at such an event.

SANITARY PRACTICES

The cleanliness of the programs is vital to providing quality child care. It is up to all staff members to do their part in maintaining sanitary conditions.

Policies and procedures regarding sanitation shall be reviewed at the commencement of employment. At this time the employee shall be made aware that he/she shall abide by the regulations set out by following: The Public Health Unit, The Day Nurseries Act, The

Environmental Protection Act, Consumer and Corporate Affairs, Municipal by-Laws

Cleaning instructions are posted where necessary and communicated appropriately to all staff. Where it is necessary The Village hires a Private Contractor to do all nightly cleaning. This contract includes a nightly cleaning of all of the floors, garbage removal, and general cleaning. Each Program that is in permitted space is cleaned by caretakers of the School Board and paid for in permit fees.

GENERAL HYGIENE

The staff of The Village will make every effort to ensure that your children are kept clean during the day. The children will wash their hands and face before and after meals and as needed. Children in diapers will be changed regularly and as needed.

You are asked to keep the cubby well stocked with spare clothing so that the staff can change your child as necessary. Clothing that becomes soiled during the day will be placed in a plastic bag in your child's cubby. Parents are to ensure that it is taken home each evening. In the event that the child needs to be changed and no spare clothing is available the staff will contact the parent and the parent may be asked to pick the child up. Parents are encouraged to bring their child to the centre in a clean manner. In the event that the general cleanliness and hygiene of a child is in question staff will inform the Program Supervisor who may contact the parents or in extreme cases the Children's Aid Society.

Staff will complete the following tasks:

- Each child will supply their own blanket. Linen and blankets will be laundered weekly and as needed at the centre.
- Ensure all toys and equipment are cleaned and disinfected weekly.

TOY CLEANING AND DISINFECTION

Toys are important to a child's growth and development. However, they can provide a route for spreading common childhood infections, such as gastroenteritis, pink eye, hand foot and mouth disease, ring worm, chicken pox and even the common cold. One of the most important steps for reducing illness and the spread of disease is regular cleaning and disinfection of surfaces. Toys that are frequently handled or mouthed are those most likely to be contaminated. Regular cleaning and disinfection is mandatory on a weekly basis. During an outbreak toys must be cleaned and disinfected daily.

1. Only toys that can be cleaned and disinfected are permitted for use.
2. Inspect all toys to ensure there are no loose, small parts or broken jagged edges that can pose a safety hazard.
3. Minimize the sharing and mouthing of toys between children. Once a child has mouthed a toy, it must be cleaned and disinfected.
4. Toys must be cleaned by scrubbing with soap and water. A brush must be used for cleaning toys that have small crevices.
5. Rinse toys and clean water.

6. Soak toys in a disinfectant solution, for a minimum of 10 minutes or follow manufacturer's recommendations.
7. Air dry toys or dry with clean paper towel and store in a clean area.
8. Large toys must be cleaned by spraying with a soap and water solution, rinsing and then spraying with a disinfectant solution. Allow a ten minute contact time or follow manufacturer's recommendations. Wipe with clean paper towel or air dry.
9. Only washable stuffed or cloth toys are permitted for use. These toys are to be laundered weekly or when visibly soiled.

Staff will test disinfecting solution daily using test strips (when test strips exist) to ensure that the concentration is within acceptable limits.

A full cleaning of the program will be completed daily by staff of YCDSB or a private contractor. All surfaces, washrooms, floors, will be fully cleaned and disinfected.

ENTERIC OUTBREAKS

HOW TO KNOW WHEN THERE IS AN OUTBREAK

An outbreak occurs when there are three or more related cases (in children and/or staff) with similar signs and symptoms of an infection or illness, or three or more laboratory confirmed cases, or when illness rate exceeds the norm in the centre within a short period of time.

Typical symptoms of enteric illness are:

- Diarrhea
- Bloody diarrhea
- Vomiting
- Fever
- Stomach cramps
- General irritability
- Malaise
- Headache

Early detection of signs and symptoms through observations of children's health, as well as good record keeping are crucial to the recognition and control of an outbreak.

The Village Children's Programs will notify York Region Community and Health Services at the numbers below if an outbreak is suspected.

Monday to Friday, between 8:30 a.m. and 4:30 p.m.
(905) 830-4444 ext. 3500
After hours including weekends and holidays
(905) 953-6478

In specific outbreak cases, we will follow guidelines and recommendations set out by York Region Community and Health Services.

MANAGEMENT OF WASTE PRODUCTS.

In the day to day workings of our children's programs, staff of The Village will come in contact with various bodily fluids and secretions. In maintaining a healthy and safe workplace for staff as well as keeping the health and safety of each child in mind staff will use non-latex gloves when necessary and dispose of waste products appropriately and safely.

CLEANING UP BODILY FLUIDS

1. All Blood spills shall be treated as infectious.
2. Alert people in the immediate area to re-locate to a safe distance.
3. Put on a pair of disposable gloves.
4. Attend to affected person and remove from location of spill.
5. Place clothing, towels or contaminated items in a plastic bag until ready to be cleaned and disinfected.
6. Remove any broken glass or sharp objects from contaminated area. Discard into a puncture resistant and leak proof container.
7. Place the container in a disposable plastic bag and secure it with a tie. Discard with regular garbage.
8. Remove excess blood/bodily fluids using paper towels & discard in a plastic bag.
9. Carefully pour a 1:10 (1 part bleach to 9 parts water) bleach and water disinfecting solution over the entire contaminated area.
10. Wipe up contaminated area using paper towels and place the soiled paper towels in a plastic bag.
11. Re-wet cleaned area with 1:10 bleach/water solution and air dry or let stand for 10 minutes before wiping dry. Discard paper towel used for wiping in a Disposable plastic bag.
12. All contaminated re-useable items must be cleaned and disinfected using a freshly prepared 1:10 bleach and water solution. Anything that cannot be effectively cleaned and disinfected must be disposed of as waste.
13. Remove gloves and dispose.
14. Wash your hands.

DIAPER CHANGING PROCEDURE

A child is never to be left unattended on a change table.

1. Wash hands following proper procedures and put on gloves.
2. Ensure that all needed supplies are close at hand.
3. Place fresh paper on change table.
4. Remove diaper, fold soiled surface inward and dispose of in diaper disposal

- receptacle.
5. Clean child's skin with a disposable wipe from front to back ensuring that all stool is removed from creases.
 6. Use skin creams only if requested by the parent & labeled with the child's name.
 7. Fasten new diaper in place and dress child.
 8. Wash the child's hands and return the child to the play or sleep area.
 9. Rinse any soiled clothing, place them in a bag and remember to inform the parent that the bag is there and what it contains.
 10. Place all plastic gloves, wipes and used change table paper in the diaper disposal receptacle.
 11. Sanitize the change table surface with bleach solution.
 12. Wash your hands using the six step method.
 13. Mark the diaper changing chart and report any abnormal conditions to the parent and the Director.

STAFF HAND WASHING PROCEDURE

The single most important practice that can help control infections is hand washing.

1. Use soap and warm running water.
2. Rub your hands vigorously as you wash for a minimum of 30 seconds.
3. Wash all surfaces, including the back of your hands, wrists, between fingers and under fingernails.
4. Rinse hands well. Leave water running.
5. Dry hands with a disposable towel.
6. Turn off the taps with a paper towel.

ALL STAFF MUST WASH HANDS:

- when arriving to work
- before preparing, serving or eating foods
- before and after diapering a child
- after wiping a nose
- after you have been to the washroom yourself
- after sneezing or coughing
- after playing outdoors
- before and after administering medications
- after assisting a child to wash their hands

CAR SEAT SAFETY

It is the law in Ontario that children must be securely fastened in a regulated car seat while driving in any car. In the event that a staff member observes a child in an obvious violation of the law regarding a child not properly restrained in a vehicle (s)he will take action that may include communicating with the Program Supervisor, the York Regional Police Department, and York Region Children's Aid Society.

HEALTH CARE POLICY

In assessing a child's wellness and ability to participate and remain at a program staff must take into consideration a number of factors including: 1) the risk of spreading of illness 2) the child's ability to participate comfortably in the program and 3) the parent's responsibilities and schedule during the day.

Staff complete a Change of Health Report if there is any change in the health or well being of a child during the day. Staff may use their judgment and may consult with the Director and decide to call a parent to inform them of their child's health or to ask the child to be picked up. Staff will ensure children are separated from other children when illness is suspected. It is the responsibility of the staff to decide if the child is to be picked up or not and be clear in their expectation to the parent. Staff follow advice and guidelines as outlined by York Region Public Health in the "Come Grow With Us" document.

The following is a list of symptoms/illness where a child may be sent home:

1. Fever 38C or higher
2. Diarrhea and/or vomiting - 2 or 3 times
3. Undiagnosed rash
4. Communicable diseases
5. Persistent pain
6. Head Lice
7. Cough - with or without infected discharge

Staff will have the parents sign the Change of Health form, make a photocopy and file a copy into the child's file as well as make a note in the room's daily log.

In the event that a child has been sent home they are not to return to the program until:

1. A note from a medical doctor states they are well enough to return to the program AND are not contagious OR
2. They are on a medication for 24 hours so as to no longer be contagious OR
3. Are symptom free or in the case of Head lice – "nit-free."

Parents are encouraged to arrive to the program promptly if they receive a phone call from staff indicating that their child is ill and is to be picked up. Parents are encouraged to have reliable back up plans of friends and family members who are authorized and able to help out in the event that parents are unable to get to the program in a timely manner. In the event that parents can not be contacted, emergency contacts will be phoned. The programs are not equipped to care for children who are ill. If a parent does not arrive within a reasonable time staff may begin contacting the emergency contacts. If the illness develops into that of a serious nature, the Serious Occurrence procedure will be followed.

NON-EMERGENCY INCIDENT/INJURY PROTOCOL

From time to time, minor incidents/injuries may occur. Staff will apply first-aid and comfort as needed. Appropriate documentation will be completed by staff. Parents will be contacted at the time of the incident if appropriate or at pick up time.

DRUG ADMINISTRATION POLICY AND PROCEDURE

In order to ensure safety and avoid the risk of error, The Village Children's Programs has implemented the following procedure regarding the administration of medication to your child:

1. Each prescription drug or medication must be accompanied by written authorization from a parent. The medication must have a prescription label attached to it from the pharmacist. A non-prescription drug or medication must be accompanied by authorization from a doctor.
2. The exact dosage and times of drug to be administered is to be clearly stated on the authorization form from parent or doctor.
3. A parent must hand deliver the medication in the original container and give the written instructions to the appropriate staff member. Non-prescription medication must have the child's name on the bottle and be accompanied by the receipt of purchase.
4. Medication is stored as directed and kept in a locked container either in the fridge or cupboard.
5. Where possible a child will be removed from the activity area to administer medication in a quiet environment with the least possible interruption. Medication should be administered in a well lit area.
6. Whenever possible, all children receiving medication should receive it in the same hour.
7. For each child receiving medication, an entry must be made on a separate form. Staff giving the medication should list the dose administered each time and the time given. If a dose is omitted, reasons should be listed in the comment column. Staff signature is required.
8. Any accidental administration of medication (e.g. medication to the wrong child or dose error) should be recorded and reported to the Program Supervisor, who will then notify the parent.
9. The early morning Staff is responsible to collect the medication and store it away or refrigerate as required.
10. The RECE in each room or the Program Supervisor are the only staff members authorized to administer medications.

No medication can be kept at the programs unless it is for a specific ailment or condition. For instance, asthma medication or an Epi-Pen may be kept on hand; however, cough syrup or Tylenol may not be kept unless prescribed by a doctor for a specific situation.

ANAPHYLAXIS POLICY

The purpose of this policy is to reduce the risk of exposure to anaphylaxis causative agents. Anaphylaxis is a serious allergic reaction and can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise etc. The Village Children's Programs will make every attempt to reduce the risk of exposure to anaphylactic causative

agents by:

- ◇ Ensuring our programs aim for “Peanut-free” environments. Due to the growing incidences and seriousness of allergies to peanuts and other foods the centre does not provide any foods with any trace of nuts which includes nuts, tree nuts or any other peanut products. NO food can be brought to any of our programs unless it is approved by the Program Supervisor. This includes any birthday cakes, chocolates or any other type of food.

From time to time events are held after hours that involve meals brought in from parents. Parents are reminded to keep their contribution free from nuts and parents of children with allergies are responsible for monitoring their intake at such an event.

- ◇ All meals and snacks are provided by a reputable and professional children’s catering company and arrive fresh daily. In the event that a child has an allergy or restriction, alternatives are provided. Appropriate measures for children with severe anaphylactic dairy allergies will be addressed in the classroom by: having the other children wash their hands after drinking milk/having dairy, ensuring the child is kept away from spilt milk.
- ◇ The Village Children’s Programs uses non-latex gloves to reduce the risk of exposure to children with latex allergies.
- ◇ In the event of any child with an allergy to beestings or insects, appropriate measures will be taken in any outdoor play area by using pest control if necessary. In the event that the outdoor area can not be appropriately pest free, we would restrict use of the playground.
- ◇ In the event of any child having a known allergy to chemicals or other agents, we will ensure that we are using a safe brand of chemical or agent for the child. If need be, use of certain products or brands would be eliminated entirely.
- ◇ Anytime a child appears to be having an anaphylactic reaction and/or if the Epi-Pen is administered, 911 is called. When a child is transported to the hospital, they are accompanied by a trusted adult and parents are contacted.

Upon enrollment parents will complete an Emergency form, a Medical form informing the centre of any allergies or health issues and an Individual Plan providing consent to administer the Epi-Pen, parent contact information, and the child’s picture. The Epi-Pen is to be placed in a clearly marked pouch in the classroom. The Epi-Pen is to remain with the teachers and group at all times, e.g. playground, trips, walks, etc.

Parents will submit a picture of the child to be posted with the child’s name and medical information including casual agents. This information is to be added to the allergy lists in each room and in the kitchen. Teachers, volunteers and the cook will be notified upon the

child's enrollment.

Epi-Pen training occurs during First Aid training. The staff will review the allergy list, medical and emergency information and pictures and how to use the Epi-Pen upon hiring and at least yearly. Every staff and volunteer will review where Epi-Pens are stored prior to commencement of employment or volunteer service.

Parents and/or Physician will be asked to also train/provide input on individual administration of the Epi-Pen.

The Individual plan for a child with anaphylaxis and the emergency procedures in respect of the child (allergy list, medical form, emergency form, individual plan – emergency contacts and photo) will be reviewed by all the employees before they begin their employment and at least annually afterwards. The plan will include the child's name, Doctor's name, address and telephone number, allergy list, symptoms, signs, medications, where it is stored, expiry date and 1-3 emergency contact people.

A yearly sign off on this policy will be added to the yearly review and annual training will be recorded.

SAFE WATER DRINKING ACT

On June 7th, 2007, The Ministry of the Environment announced it was implementing recommendations made by its Drinking Water Advisory Council and advice of the Chief Medical Officer of Health and Chief Drinking Water Inspector to expand water safety protections and reduce potential levels of lead intake, especially for pregnant women and children six years of age and under.

The new flushing and testing regulation, Schools, Private Schools and Day Nurseries O. Reg 243/07 came into effect on June 7th, 2007.

Any of our programs that have had lead test results from the two most recent years that have exceeded the drinking water quality standard of 10 micrograms per litre, will perform the following duties **once a week** in the mornings:

- Open the cold water taps where water is usually taken for drinking or food preparation and allow the water to run at least one minute on each day the program is open.
- The flushing continues until the temperature of the water stabilizes.
- The flushing is completed before the child care centre opens for the day.
- A record is made of the date and time of every flushing and the name of the person who performed the flushing.

- The records are kept in a binder in each room or program (records must be kept for 6 years).
- This flushing will be the responsibility of the early shift staff each morning.
- Staff will sign a form confirming that they have read and understand and abide by this policy.

Daily flushing would still be required at any facility if the lead test results history can not be obtained or if directed to do so by the Ministry of Environment.

All programs operated by The Village Children's programs will sample and test for lead in drinking water once a year during the period between May 1st and October 31st.

All school age programs will obtain lead test results from each school that it operates a program in. These tests have been performed by a Laboratory Service. The samples are taken following Ministry of the Environment guidelines. The Ministry of the Environment must be notified in writing prior to lead testing using an LSN (Laboratory Services Notification) form to identify the name of the Laboratory chosen for testing.

The School handling the sampling must provide test result records within 24 hours. Each program must provide test result records to the Ministry of Children and Youth Services within 24 hours.

Any of our programs can reduce their annual lead sampling frequency to once every 3 years following at least the two most recent years of lead test results.

Once the Ministry of the Environment receives the facility's Notice of Reduced Lead Sampling form indicating that all the sampling and testing is completed, the reductions would then apply.

If an exceedence of test result is indicated, a Notice of Issue Resolution must be submitted within seven days after the resolution summarizing the actions taken and the results submitted to:

- the local Medical Officer of Health
- the ministry's Spills Action Centre
- Ministry of Children and Youth Services

In the event that the Village Children's Programs open new programs in a new building or existing building then current testing results will be provided to the Ministry of the Environment within 30 days.

SMOKE FREE ONTARIO ACT

All programs are smoke free environments. Smoking or handling a cigarette is prohibited in and around the building at all times whether or not children are present.

All staff, parents and volunteers will be made aware of this policy by way of parent manual or policies and procedures manual as well as signage currently visible at all entrances and in the washroom. The Water Flushing, Smoke Free Ontario Act and Anaphylaxis Policy will be added to the yearly review and sign off policy.

PLAYGROUND POLICY

It is our policy to provide a safe and secure environment for the children in our care. We meet present CSA Standards – CAN/CSA Z614-98; and comply with the new playground safety policy as required by the Ministry.

1. A Certified Playground Safety Inspector will inspect the playground of McGivney Early Learning Centre annually.
2. School Age programs in elementary schools engage in outdoor play in the school yards. Playgrounds are not used.
3. All new equipment or renovations, repairs or replacements are installed to meet the CSA Standards as necessary. This is verified by a Certified Playground Inspector.
4. A Playground Safety Log will be kept, providing explanations regarding playground, daily inspections, monthly inspections, seasonal inspections, annual inspections and action plans related to the findings of the inspections.
5. The Supervisors and Director will ensure that information on daily inspections, monthly maintenance inspections, seasonal maintenance inspections, maintenance and repairs, the injury log and the annual inspections are kept up to date.
6. Each staff member has a designated area on the playground to provide optimum supervision of all children using playground equipment. All staff to child ratios will be maintained outdoors just as they are indoors.
7. All staff will review the policy prior to commencing employment and annually thereafter. A written record of the review must be signed by the staff as well as the Supervisor. This will be kept on file for two years.
8. Our School Age and Kindergarten Programs will not be using Climbing Structures to play on.

SERIOUS OCCURRENCE

A serious occurrence is when any of the following incidents occur as set out and defined in the Day Nurseries Act:

1. The death of a child while in attendance at a day nursery. This includes all types of causes: abuse, suicide, accident or medical.
2. Any serious injury to a child while in attendance at a day nursery.
3. Abuse of a child within the meaning of the Child Welfare Act by a staff or by any other person while the child is attending a day nursery.
4. Any situation where a client or child is missing.
5. Fire or other disaster occurring on the premises.
6. A complaint concerning operational physical, or safety standards of the day nursery, including notification of adverse water quality.
7. A complaint made by or about a client or other Serious Occurrence regarding a

- client.
8. Use of physical restraint on a child (**NO STAFF MEMBER OF THE VILLAGE CHILDREN'S PROGRAMS WILL EVER USE PHYSICAL RESTRAINT ON A CHILD**).

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

1. The staff present sees to the immediate needs of the child (e.g. calling of ambulance, first aid, etc.)
2. The staff, or another witness shall report the occurrence to the Director 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. The Director or designate contacts the people involved to ensure all persons having knowledge of the occurrence shall remain at the site until excused.
5. The Director or designate contacts the Chair of the Board of Directors or designate.
6. The Director or designate or Board member contacts the Ministry.
7. The Director determines if other authorities should be notified - Children's Aid, Police, etc.
8. The Director and witnessing staff write and sign serious occurrence report (Note: If a serious occurrence report is completed as a result of physical restraint the parent's views must be contained in the report).
9. The Director makes sure that copies of all reports concerning the occurrence (ambulance, police, etc.) are gathered and filed.
10. The Serious Occurrence Notification Form will be posted in a conspicuous place when a serious occurrence occurs. Details of this posting below.

The following is a list of people and authorities to be called in order:

1. Emergency Service - "911" (Fire, Ambulance, Police)
2. Parents (If appropriate, i.e. if the serious occurrence is the reporting of suspected abuse by a parent then parents should not be notified at this time. Take advice from CAS).
3. Children's Aid Society.
4. The Ministry within 24 hrs of occurrence.

ENHANCED SERIOUS OCCURRENCE REPORTING POLICY

1. Enhanced Serious Occurrence Reporting procedures will be followed when **emergency services** (i.e. police, fire, ambulance) are used in response to a **significant** incident involving a client of a program of The Village, which is a program licensed by the Ministry, **and/or** the incident is likely to result in **significant public or media attention**
2. The Village Children's Programs has procedures in place and has a Designated Authority available at all times who will determine when an incident requires Enhanced Serious Occurrence Reporting and will ensure that necessary actions occur.
3. In these circumstances, The Village Designated Authority will ensure that the

Ministry's early alert system is notified **within 3 hours** of becoming aware of the incident.

4. Notification will be by fax, or telephone if fax is not available, at the numbers listed in the following chart:

Serious Occurrence Reporting	Fax	Phone
Serious Occurrence Reporting 24/7 *Please note that it is best to call the Program Advisor FIRST and then report the SO	905-868-9613	1-877-669-6658 x 5506 Cer.sos.css@ontario.ca
From Sunday 9 p.m. to Friday 5 p.m. *Please note that it is best to call the Program Advisor FIRST and then report the SO	1-905-868-9613	1-877-669-6658 or 905-868-8900 x 5506 Cer.sos.css@ontario.ca
Weekends and Government Holidays from Friday 5 p.m. to Sunday 9 p.m.	Fax 1-866-262-8881	Phone 1-877-444-0424 Cer.sos.css@ontario.ca

5. Copy of Serious Occurrence Initial Notification will be used. When providing a report by telephone, The Village Designated Authority will ensure the headings in the Initial Notification Report are answered.
6. This procedure will be followed around the clock on weekdays, week-ends and government holidays.
7. The Designated Authority will also telephone the early alert system and leave a voice mail stating that a Serious Occurrence Initial Notification Report was faxed, the time and date of the fax, the name and telephone number of the Designated Authority who completed the Serious Occurrence Report.
8. If the early alert system cannot find the fax, The Village Designated Authority will be contacted by telephone and asked to re-send the Report.
9. Where the report is filed by telephone, the Service Provider's Designated Authority will either speak to a Ministry official or will know that the report has been left on the appropriate voice mail based on the Voice Message introduction which clearly states that it is the message centre for the early alert system.
10. Service providers will then follow **normal Serious Occurrence Reporting procedures** including filing both a Serious Occurrence Report to the Regional Office as outlined in the Serious Occurrence Reporting Procedures for Service Providers, September 2002.
11. Regional Offices will follow-up with the service providers to ensure proper issues management occurs, as appropriate.

SERIOUS OCCURRENCE NOTIFICATION FORM

The Serious Occurrence Notification Form will be posted in a conspicuous place when a serious occurrence happens within 24 hours of becoming aware of an

occurrence or when The Village staff have deemed the occurrence to be serious. The form will be updated if additional action or investigation take place. It will be posted for a minimum of 10 business days or 10 business days from the last update or additional action. No identifying information will be included. E.g. Child name; staff name; age or birth date of child; age group/room e.g. preschool room. The form will be retained for at least 2 years from the date of the occurrence and will be made available to current and prospective parents, licensing and municipal children's services staff upon request.

The exception is in the case of allegations of abuse or unverified complaints which will be posted at the completion of follow-up/investigations. The posting will occur when the following have been concluded:

- The Children's Aid Society has concluded its investigation and allegation is either verified or not verified; or
- CAS has determined that an investigation will not be conducted; and
- The Ministry has investigated any associated licensing non-compliances

Information to be Included:

- Once investigations are completed, the form should provide clear, concise information for the parent.
- The Description section will include information about whether CAS conducted an investigation into the report, and identify that the ministry conducted an investigation into compliance with related licensing requirements.
- The form will identify whether:
 - A)** CAS verified the allegation
 - B)** CAS has not verified the allegation
 - C)** The operator has taken action on any other directions given by CAS, if applicable;
 - D)** The operator has addressed any associated licensing non-compliances identified by the ministry, if applicable

Complaints

Timing of Posting:

- When the operator has filed a serious occurrence report about a complaint, verified the complaint and has taken actions to address the issue, the Serious Occurrence Notification Form is posted within 24 hours of the occurrence.
- When an operator has filed a serious occurrence report to the ministry about a complaint, but has not taken action because the complaint has not yet been verified, the serious occurrence will not be posted within 24 hours.
- Once the complaint has been verified or not verified, the Serious Occurrence Notification Form is posted.

If a Serious occurrence involves a child who's family receives Fee Assistance through The Region of York, The Village files all serious occurrence notification forms and updates with the Region.

FIRE SAFETY AND EMERGENCY

The Village Children's Programs uses the following policy in regard to fire and safety emergency situations which has been approved by the local Fire Marshal.

1. At the commencement of employment each staff member will be given directions as to the location and use of emergency equipment such as extinguisher, alarms, etc.
2. Each staff member including the cook and housekeeping will be made aware of the evacuation procedure and the location of the emergency shelter.
3. A list of emergency telephone numbers shall be posted by the telephone. The list shall include the following: the fire department, the nearest hospital, the nearest ambulance, the nearest poison control centre, the police department, a taxi service.
4. The written procedure regarding evacuation of the premises and the duties of the staff shall be posted in a conspicuous place in each room at all locations.
5. Fire drills will be held monthly, these will be timed.
6. Once the children are familiar with the escape route, alternate routes will be introduced.
7. A written record is kept of all fire drills, inspections and tests on the fire equipment.
8. The children learn about fire safety and fire drill procedures through discussions, stories, visits of firefighters to the program or a visit to a local fire station. This introduction is used and designed to make the children less apprehensive and more aware of what needs to be done in an emergency.
9. R.E.C.E's in each room shall take the daily attendance sheet and attendance shall be taken outside. The Director will take all Emergency cards and a cellular telephone.
10. Each teacher is responsible for ensuring that their group of children safely exits. The Director or designate shall be the floor warden and assist as necessary.

FIRE or other emergency EVACUATION PROCEDURE

The staff member discovering the fire sounds the alarm and closes the door to the area of the fire. Teachers lead their group of children to the nearest designated exit, shutting off the lights and closing the door behind them.

The RECE of each room collects attendance sheets and emergency contact numbers and takes these outside. Once outside, attendance is taken. Upon assurance that the building

is empty, the Director will lock all doors. Teachers will escort the children to the designated place of shelter and call fire dept. Director will collect the emergency contact card from the office and all the children's files if time permits and ensure that the cellular telephone is available. If necessary (s)he will contact a taxi service to transport children to an emergency shelter.

All staff will remain with the children until the parents pick up their child. The Director is responsible for calling all necessary parties in case of such an incident. The incident will be handled as a serious occurrence and reported as one.

Note: McGivney Early Learning Centre Infant Room - All infants are to be placed in the large stroller or wagons. The Director and other available adults will assist with this room if necessary. Children will be placed into the stroller so that they can be taken to the designated place. The Program Supervisor or Director will take the attendance and emergency numbers outside.

Designated Emergency Shelters:

McGivney Early Learning Centre evacuates to St. Joseph Children's Program
St. Joseph Children's program evacuates to McGivney Early Learning Centre
St. Justin Martyr School age program evacuates to McGivney Early Learning Centre
Sir Richard W. Scott School age program evacuates to McGivney Early Learning Centre
Kateri Tekakwitha School age program evacuates to St. Joseph Children's Program
St. Julia Billiard School age programs evacuates to St. Joseph Children's Program
St. Edward School age program evacuates to St. Joseph Children's Program
St. Patrick School age program evacuates to McGivney Early Learning Centre

EMERGENCY PROTOCOL

Definition of an Emergency: An emergency can be described as any critical incident occurring at the centre or affiliated school age program which would also cause the centre or program to close such as flood or structural damage, bomb threat, health concern or disease outbreak as instructed by Public Health.

In the event that we have been notified of or heard of an imminent threat (e.g.: an intruder in the building), a lock-down would occur. The lock-down may be called by the adjacent School as a Code Red or by observations by our own staff. In the event of a lock-down, the police dept. would instruct us of any further action we would take.

In case of an emergency, the following procedure will be followed:

1. Ensure children are in a safe and secure location or space.
2. Notify emergency services.
3. The Executive Director or designate will notify the Chair of The Board of Directors and staff of the situation. (If the Chair is not available, Vice Chair may assume that position.)
4. The Chair will then notify the Vice Chair and both Chair and Vice Chair will make

appropriate calls to each Board Member.

The Executive Director (or designate) will be responsible for the following aside from the above:

1. Calling the Ministry to report the emergency situation as a Serious Occurrence and submitting the appropriate forms to the ministry in the correct time frame requested.
2. Calling insurance companies if necessary. Lombard Canada Ltd.
3. We will attempt to communicate with parents and the media of any closures by various means of communication such as leaving appropriate messages on the answering machines at all programs, as well as via the web site, and by placing postings on all program doors.
4. Communicating appropriately with all necessary schools, School Boards, The Region of York, and any other agency.
5. Monitoring the situation and keeping information current to pass along to all parties involved.

If a *Serious Occurrence* could be reported in the media or get significant public attention, the Ministry must be contacted immediately.

HUMAN RESOURCES POLICIES

It is the policy of The Village to establish and maintain accurate records for each employee. Employees have access to their own files and will be allowed to review these files in the presence of the Director.

The Board of Directors and the Human Resources Chairperson have access to all files. Personnel records are considered to be confidential. No other persons will be permitted to access or use in any way any information contained in an employee's file without the written consent of the employee concerned. The Director is responsible for establishing and overseeing the maintenance of accurate records for all employees in a secure location that will prevent unauthorized access and maintain confidentiality.

CONFIDENTIALITY

All staff, students and volunteers of The Village shall ensure that any information regarding children, families and personnel and other material relating to any The Village Children's Programs program shall be kept in the strictest of confidence. By signing the employment contract the employee/volunteer agrees to abide by this policy.

Regarding staff compensation, The Village believes in each person's right to privacy. It is incumbent on each employee to ensure strict confidentiality in all matters dealing with salaries, bonuses and any other form of compensation. Contravention of this policy may result in termination.

The Board of Directors discusses issues pertaining to the financial and personnel issues of the overall organization. By signing the confidentiality agreement all members of the Board agree to keep all issues and discussions confidential during their term and beyond.

A copy of the Personal Information Protection and Electronic Documents Act is available

upon request from The Village Children's Programs Head Office. All employees are welcome to peruse and borrow it.

HIRING

In hiring an Executive Director, the Board of Directors shall appoint a hiring committee to select and interview and hire a suitable person. The Executive Director is accountable to the Board of Directors, all other employees are accountable to the Executive Director.

Each position within The Village is described in writing. Position descriptions will include all major areas of responsibility and primary tasks.

When a position or vacancy exists and cannot be filled internally an external posting will be made with the appropriate community organizations, local newspapers and newsletters. The Director and another member of the Administration Team will carry out interviews of suitable applicants. Where and when applicable members of the Human Resources Committee will be present and consulted. A health examination, TB test or x-ray, criminal reference check, Policy Manual sign off, Privacy Guide Sign off, and signed contract are required prior to commencing employment.

CRIMINAL REFERENCE CHECKS

The Ministry guidelines state that all Ministries funded or licensed agencies providing direct services to children and or vulnerable persons are required to have Criminal Reference Check policies and procedures included in their hiring practices. Criminal Reference Checking is a precautionary measure designed to ascertain whether potential employees have a record of criminal convictions, which would make them unsuitable for positions of trust. It is in keeping with these guidelines that The Village Children's Programs incorporates Criminal Record Information Checks into its recruitment practices. It is our commitment to ensure the safety of all children involved at all the locations that we operate.

POLICY STATEMENT

All prospective employees of The Village Children's Programs having direct, unsupervised contact with children will be required to consent to a Criminal Reference Check. Criminal information obtained will be kept confidential. All students and volunteers placed in The Village will not be required to have a Criminal Reference Check since it is the policy that all students and volunteers will never be alone in an unsupervised situation with a child and that all students and volunteers are aware of this policy. The Administrative fee for the Criminal Check will be payable to the York Regional Police by the candidate.

PROCEDURE:

1. All candidates for job positions will be told that a criminal reference check is required prior to commencement of working at any of The Village locations.
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 York Regional Police. 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 The Village 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 Village. The notation may simply read "Positive Response on Criminal Reference Check."
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 by advising the candidate. A notation will be made in the candidate's personal file that the criminal check was negative.
8. The Director may make a conditional job offer to the candidate pending the result of the Criminal Reference Check. 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 Village.)

An employee may be asked at any time to resubmit a newly obtained Criminal Reference Check.

ORIENTATION

All new employees, volunteers and students will receive a Policy Manual. The Director or designate will carry out an orientation meeting. Personal file containing the letter of employment, copies of certificates/diplomas, current resume, first aid certificates and medical certificates, as well as training will be initiated for each new employee.

Supervision Policy For Volunteers and Students

In respect of volunteers and students, O. Reg 262 under the DNA provides that:

Only employees will have direct unsupervised access to children. Volunteers and students may not be counted in the staffing ratios and will be supervised by the full time permanent staff within the setting. No child is supervised by a person under 18 years of age.

The Village expects volunteers and students to follow a job description, course outline and take direction from the RECE's and all staff at The Village. Students enrolled in ECE courses only will be accepted to complete placement at The Village.

Each student or volunteer will receive a tour and orientation before commencing placement or volunteer experience at The Village. This orientation will be carried out by Director or designate. At this time students and volunteers will receive a copy of the parent handbook or be asked to visit the Village website where this manual is posted. During the orientation, a full review of policies and procedures are outlined.

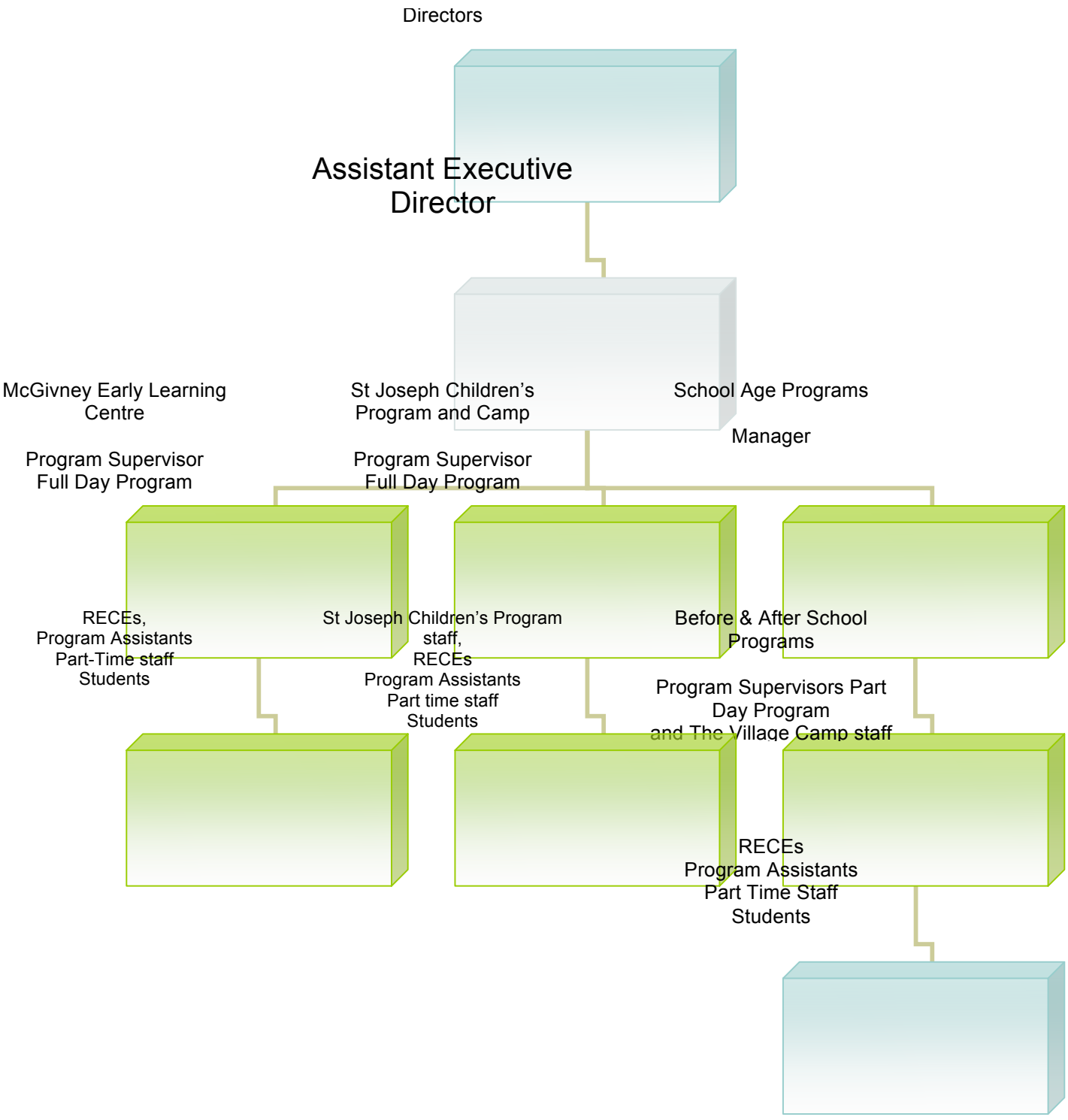
The Village Behaviour Management policies and procedures as well as all other policies and procedures are reviewed with all employees, volunteers and students who will provide care or guidance at The Village before they begin providing care or guidance and at least annually afterwards.

Students and volunteers will comply with the written behaviour management procedure.

Students and volunteers will review the individual plan for a child with anaphylaxis. The emergency procedures are reviewed by volunteers and students. The plans are reviewed before they begin providing care and at least annually afterwards.

All volunteers are required to provide a criminal reference check. Criminal reference checks for students are routinely required by community colleges and universities prior to students beginning a placement in childcare. The Ministry criminal reference check policy does not apply to students placed in the childcare program.

Volunteers and students sign and date the review as with other policy reviews.



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TERMS AND CONDITIONS OF EMPLOYMENT

The Director and all employees of The Village must abide by all policies and procedures. It is each individual's responsibility to ensure that she/he understands all policies and procedures.

1. Upon confirmation of employment, each employee must submit copies of required diplomas and certificates specified in appropriate job descriptions.
2. Employees accept scheduling for groups and times as necessary within the organization.
3. Employees are expected to be ready for work at the designated location and starting time. A staff member who is to be relieved by another staff member will stay on the job until actually relieved. It is a serious offense to leave children unattended.
4. Employees should make sure that they return from lunches on time. Employees must also keep to their designated lunch hour. If an extended lunch break is required, authorization from the Director must be obtained. The programs must never be left without an RECE on the premises.
5. If necessary, employees will be asked to stay and make sure that their rooms are left clean and tidy.
6. It is mandatory for all staff to attend staff meetings. Schedules will be given to all staff ahead of time.
7. All staff members must follow the stated Dress Code.
8. Smoking is not permitted anywhere in the centre or on the premises of any program operated by The Village Children's Programs.
9. Lead teachers are responsible for all aspects of the program including program curriculum indoors and outdoors.

EMPLOYEE DISCIPLINE POLICY

The Village reserves the right to use progressive discipline in appropriate circumstances. The following progressive discipline will occur when deemed necessary.

Verbal Warnings – Will be used as the first step in the discipline process. Some reasons an employee may receive a verbal warning include, but are not limited to: first late arrival, first incident of not following proper work policy and/or procedure, not adhering to the dress code.

Steps to giving a Verbal Warning

- Employee will be given a verbal warning regarding the unacceptable behaviour or action.
- Employee will be given an explanation of when and how the behaviour or action took place. This will include the reason as to why the behaviour or action was unacceptable.

- Employee will be given an opportunity to explain the situation and their actions (his/her side of the story).
- Employee will be given a description of the acceptable behaviour or actions.
- Employee will be informed that further disciplinary action, up to and including termination, will follow if the unacceptable behaviour continues.
- Employee will be asked to sign notes to verify the discussion took place and the information noted is accurate.

The College

- Employee will be given a verbal warning regarding failure to register with the College of Early Childhood Educators.
- The employee will then be given a reasonable amount of time to comply with the registration request and provide proof of application.

Written Warnings –

Written warnings may be given for more serious violations of policy and/or conduct, or for repeated inappropriate conduct/behaviour. These types of violations include, but are not limited to: inappropriate or rude interactions with a family, children, employee or other clients, not showing up for a scheduled shift with no notice or without a reasonable explanation, insubordination or lack of adherence to policy and standards, and failure to register/renew registration with the College of Early Childhood Educators within a given time period.

Steps to giving a Written Warning:

- Employee will be given a written warning regarding their unacceptable behaviour or actions in the event that the behaviour or action was such as to warrant more than a verbal warning.
- Employee will be given an explanation of when and how the unacceptable behaviour or action took place. This will include the reason why the behaviour or action was deemed unacceptable.
- Employee will be given a description of the acceptable behaviour or actions.
- Employee will be provided a copy of the suspension; a second copy will be placed in his/her employment file.
- Employee will sign the document as proof that he/she has read and received it.
- It will be explained to the employee that future disciplinary problems will be addressed with further progressive disciplinary actions up to and including termination.

The College

- Employee will be given a written warning regarding their failure to register and/or renew with the College of Early Childhood Educators within the acceptable timeline outlined in the verbal warning.

Suspensions – An employee may be suspended where it is found he/she has committed a serious or repeated violation(s) of The Village’s various policies, including but not limited to: repetitive lateness or absences with no reasonable explanation, an incident of verbal abuse to co-workers, families, children and other clients, repetitive lack of adherence to policies, procedures, and standards, suspended registration with the College of Early childhood Educators.

- Employee will be given written documentation regarding the suspension in relation to the unacceptable behaviour or action, based either on the fact that the behaviour or action had been discussed in a previous verbal or written warning(s), or that the behaviour or action was such as to warrant more than a warning.
- The documentation will include information on the offence and the length of the term of suspension and why the employee was suspended.
- The employee will be given an explanation of when and how the behaviour or action took place. This will include the reason as to why the behaviour or action was deemed unacceptable.
- Employee will be given a description of the acceptable behaviour or actions.
- Employee will be provided a copy of the suspension; a second copy will be placed in his/her employment file.
- Employee will sign the document as proof that he/she has read and received it.
- It will be explained to the employee that future disciplinary problems will be addressed with further progressive disciplinary actions up to and including termination.

Termination – An employee’s employment may be terminated for cause where a serious breach of policy or procedure has occurred, or when the use of discipline has failed to correct behaviour. Some examples of serious breaches include, but are not limited to: physical or sexual assault, theft, repeated disciplinary actions without satisfactory correction improvement, failure to register and/or loss of registration with the College of Early Childhood Educators.

Steps for Termination:

- Employee will be given written documentation regarding their termination and the unacceptable behaviour or action leading to and justifying the termination.
- Documentation will include information on the offence and previous disciplinary communications with the employee.
- Employee will be given a description of when and how the unacceptable behaviour or action took place. This will include the reason (s) why the behaviour or action was deemed unacceptable.
- Employee will be given a description of the acceptable behaviour or actions.

- Employee will be provided with a copy of the termination notice; a second copy will be retained in his/her employment file.
- Keys or equipment will be requested to be returned.
- Employee will be escorted immediately upon being notice of termination

Grounds for Discipline – No list of rules can include all instances of misconduct which can result in discipline, and the disciplinary action taken in each case will be handled according to the severity and impact of the events that have occurred. The stages identified above may be skipped or accelerated, depending upon the circumstances.

STATUS AND STANDING POLICY

The following policy applies to all staff that are employed as Registered Early Childhood Educators at The Village Children’s Programs.

Effective February 14, 2009, based on the Licensing Standards required by Ministry of Children & Youth Services any employee employed as an Early Childhood Educator must be a Registered Early Childhood Educator in “Good Standing” with the College of Early Childhood Educators.

As an employee of The Village it is your responsibility to maintain your registration, be in “Good Standing” and be certified by the College of Early Childhood Educators. While employed at The Village, Registered Early Childhood Educators are expected to:

- Understand and adhere to the standards of practice set out by the College of Early Childhood Educators Act and The Day Nurseries Act;
- Renew their registration with the College of Early Childhood Educators annually
- Avoid any actions that can be defined as a conflict of interest, breach of confidentiality as outlined in the policies and regulations of the Centre
- Avoid any actions that could be construed as professional misconduct as defined by the College of Early Childhood Educators.

Registered Early Childhood Educators must inform the Centre of any changes in status regarding their registration with the College of Early Childhood Educators, including:

- any investigation of professional misconduct, incompetence, and/or incapacity relating to their practice of Early Childhood Education
- any finding of professional misconduct, incompetence and/or incapacity relating to their practice of Early Childhood Education
- any proceeding for professional misconduct, incompetence, and/or incapacity relating to their practice of Early Childhood Education

- any suspension for professional misconduct, incompetence, and/or incapacity relating to their practice of Early Childhood Education
- any limitations or loss of certificate of registry due to professional misconduct, incompetence, and/or incapacity relating to their practice of Early Childhood Education
- suspension or revocation due to non-payment of registration fees

Registered Early Childhood Educators who have been reinstated following a suspension and have been cleared to return to work must provide:

- documentation confirming good standing
- certificate of registration to practice as a Registered Early Childhood Educator

Any failure to meet the terms of this policy will lead to discipline, up to and including termination of employment with The Village.

EMPLOYMENT STATUS

Probationary: A probationary employee is one appointed to a position subject to satisfactory performance. All newly hired permanent full time and permanent part time employees will be placed on probation. Probationary period for all positions including the Director will be six (6) months.

Permanent Full-Time: Employees who are hired to work 7.5 hours per day, 5 days per week (37.5 hours) in an ongoing permanent position are included in this category. One half of your hour long lunch break is paid.

Permanent Part-Time: Employees who are hired to work less than 37.5 hours per week, but more than 20 hours per week and whose position is an ongoing, permanent nature are included in this category. An employee who works more than five hours in a row is able to take a paid 30 minute break free from work.

Temporary: Employees hired for a term, usually two consecutive weeks or more, are considered to be temporary employees and may be hired as staff replacements for such reasons as vacation periods and leaves of absence. Temporary employees may work either full-time or part-time hours. Salaries for temporary employees are based on the normal salary range for the position.

PERFORMANCE EVALUATION PROCEDURE

Performance evaluation is an ongoing process.

1. The first step in the process is to ensure that performance expectations and standards are clear and mutually agreeable. Upon hiring and at the beginning of each review period, the employee and either the Director or his/her Supervisor should review the Job Description to clarify specific performance expectations. Performance objectives and standards should be discussed, agreed upon and documented at this time. These will serve as a guide to both parties during the review period.
2. Next, the review period will be established. For probationary employees, a mid-probation assessment will be scheduled, as well as a formal review prior to the end of the probationary period. For permanent employees, the review period will not be more than one year from the beginning of the current review period.
3. Ongoing, two-way feedback is essential to effective performance evaluations. Both the employee and the Director may initiate performance related discussions and provide or request feedback at any time. To be effective, feedback should be provided as close as possible to the event being discussed. It should be stressed that feedback should be provided for successful performance as well as for areas in need of improvement.
4. Employees are responsible for the creation of an annual Portfolio which documents their completion and success in completing the tasks outlined in their job description. The employee will present the Portfolio to the Executive Director and the Assistant Executive Director on a scheduled review date. Members of the Board of Directors may also be present.
5. During the scheduled Portfolio Review, the employee and the Director mutually discuss accomplishments, strengths, goals and areas for improvement.
6. Performance expectations and objectives for the next review period are discussed, agreed upon and documented.
7. After the Portfolio presentation is complete the Executive Director and the Assistant Executive Director will complete a document outlining highlights of the Portfolio Presentation. This document along with selected portions of the Portfolio will be kept in the Employee's file. The Portfolio is returned to the employee with the Review Document.

SALARIES AND COMPENSATION

The Village believes that our high quality professional staff should be compensated in such a manner that ensures competitive compensation so as to allow for the recruitment and retention of the best in the field. It is with this strong belief of The Village that a compensation package is in place, which recognizes the following factors, related to the

job:

1. The degree of responsibility, level of skills required and level of stress
2. The need for ongoing training and education
3. The importance of our profession in the community as a whole

A salary grid has been created based on education, experience and qualifications and is reviewed annually.

PAYROLL

Staff are paid on a bi-weekly basis through a Payroll Company. Direct deposit is available for any staff member and Pay slips are distributed by Friday of the pay week. Payroll is distributed on Friday for pay periods ending on the Friday. Mandatory Source Deductions are deducted from gross pay and remitted with the employer's share by Ceridian Canada to the Federal Government Receiver General on a monthly basis. Employer Health Tax is remitted to the Ontario Government on an annual basis on March 15 of each year.

BENEFIT PACKAGE

The Village is very pleased to provide full time permanent employees with an extensive benefit package provided by RWAM Insurance and Empire Life Insurance. Coverage begins for each employee upon completion of the six (6) month probation period. The Village pays the full premiums of the package with the exception of the Long Term Disability Premium, which is deducted through payroll.

The Village will cover employer contribution of benefits for the initial 90 days of an authorized LTD leave. For periods beyond 90 days, it is the employee's responsibility to arrange to pay these costs. In the event that the employee does not provide written instructions to The Village Children's Programs within 10 days of expiration of employer contribution, The Village is authorized to have all benefits terminated effective the 91st day of Long Term Disability.

BONUS

Each year all employees receive an "End of the year" Bonus. This amount of this Bonus is determined by the financial situation of the organization during the year. All bonuses apply to full-time permanent employment. Long term dedication of service is acknowledged and celebrated on an annual basis.

STATUTORY HOLIDAYS AND OTHER CLOSURES

Employees are paid for statutory holidays during which the program locations remain closed. These days include:

New Years Day	Good Friday	Victoria Day	
Canada Day	Civic Holiday	Labour Day	Thanksgiving Day
Christmas Day	Boxing Day	Family Day	

VACATIONS

Paid vacation is based on years of service and the calendar year. Vacation time is accrued at a rate of 4% in the first 6 months of the year and the other 50% of vacation may be taken in the second 6 months of the year.

After 6 month probationary period	2 weeks to be taken in the first year
In the second year	2 weeks
In the third year	3 weeks
In the sixth year	4 weeks

Staff must complete an Absence Authorization and Request Form a minimum of 2 weeks prior to the requested vacation time for approval. Vacation time is granted at the discretion of the Director and may be denied if it is not deemed an appropriate time. Vacations will not be granted on the last week of August and first week of September.

LIEU DAYS/PERSONAL DAYS

During the year there are many times that staff are required to work beyond their regularly scheduled shifts for such events as parent nights, fund-raisers, staff meetings and other events. Although direct compensation does not accompany these required events employees are entitled to two (2) lieu days. These days can be taken any time throughout the year with the approval of the Director at a rate of 1 in the first 6 months of the year and the 2nd in the second half of the year. In the event that a staff member is regularly absent from staff meetings and other events, the Personal Days may be rescinded.

From time to time staff members must be absent from work to attend to various personal appointments. These appointments are to be taken during personal time. In the event that a staff must be absent for personal appointments the time will be lieu, vacation or without pay.

ABSENCE DUE TO ILLNESS

The Village depends on employees that are reliable and can be depended on to be present each day. The Village must meet ratios set out by the Ministry. It is clearly understood that in order to be effective caregivers, employees are interacting with many children and that this contact can make them more susceptible to illness. It is also recognized that when a staff member is not well that they should not be in a place where they can spread illness further.

Full time staff members are entitled to 12 paid sick days each calendar year. These days are accrued throughout the year at a rate of 1 per month. In the event that a staff member uses all 12 days prior to the end of the year and must be away from work due to an illness they have the option of taking vacation days or unpaid days. In the event that an employee uses more than one sick day per month and ends his/her employment prior to the end of the year The Village may request those days be paid back.

Of those 12 days 6 can be taken to care for a family member. In this case a family member is limited to a child, spouse or parent.

All staff members who become ill during their scheduled shift will be excluded from other staff members and children. Staff are able to return to work after 24 hours, symptom free.

Procedure for Calling in sick or other unexpected absence:

1. Call your supervisor or the Executive Director 12-18 hours prior to the start of your scheduled shift.
2. In the event of sudden illness a staff member must call a minimum of 2 hours prior to the start of his/her shift.
3. A message on an answering machine can be left but should be confirmed. The staff member should either continue to try to contact Administration Staff or find an appropriate replacement themselves.
4. Upon return from an absence a staff member completes an Absence Form.
5. The staff member may be asked by the Executive Director or the Human Resources Committee to submit a doctor's note.

For extenuating circumstances decisions regarding the allocation of a day as a "sick day" or "vacation" will be made by the Executive Director who may consult the Human Resource Committee of the Board of Directors. Fairness and the best interest and needs of The Village will all be taken into consideration when making decisions.

EXTENDED MEDICAL ABSENCE

In the event that an employee is unable to complete their job description due to medical reasons, supported by authorized documentation, an Extended Medical Leave may be granted.

The Village will request regular updates from the employee and inquire about when the employee may return to her/his position. The Village will cover employer contribution of benefits for the initial 90 days of an authorized leave. For periods beyond 90 days, it is the employee's responsibility to arrange to pay these costs. In the event that the employee does not provide written instructions to The Village within 10 days of expiration of employer contribution, The Village is authorized to have all benefits terminated effective the 91st day. When the employee is able to return to work they will provide a minimum of 2-4 weeks notice as well as documentation indicating that there are no restrictions, limitations or need for modifications.

LEAVE OF ABSENCE

Under certain circumstances, The Village may agree to an employee's request for a leave of absence without pay. Employees must request the leave of absence in writing as far in

advance as possible. Leave will be granted at the discretion of the Director. An employee who does not return to work on the agreed upon date, will be considered to have resigned, unless an extension of the Leave has been agreed to, in writing, by the Director. Two weeks notice is required to return from the Leave.

The period of the Leave will not be included in calculating vacation entitlement. The entitlement period will be revised accordingly.

EMERGENCY LEAVE OF ABSENCE

An employee who is entitled to personal emergency leave can take up to 10 days of unpaid leave due to:

- Personal illness, injury or medical emergency
- **Or**
- Death, illness, injury, medical emergency or urgent matter relating to the following family members
- A spouse
- A parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the employee or the employee's spouse
- The spouse of an employee's child;
- A brother or sister of the employee;
- A relative of the employee who is dependant on the employee for care or assistance.

*Note: "spouse" includes both married and unmarried couples, of the same sex or the opposite sex.

MATERNITY LEAVE

In accordance with Federal and Ontario legislation employees are entitled to the following unpaid maternity and parental leave: An employee who has been permanently employed by The Village for 13 consecutive weeks is entitled to 17 weeks unpaid Maternity Leave and 35 weeks unpaid Parental Leave. Maternity leave may begin up to 17 weeks before the expected date of birth. The parental leave must begin immediately following the maternity leave, or in the case of adoption, within 35 weeks after the adoption.

As far in advance as possible, but no less than 2 weeks prior to commencement of the leave, the employee will give the Director notice in writing of the date the leave is to begin and end. An employee may change the commencement date by giving two weeks notice in writing or the end date by giving four weeks written notice. A note by a doctor may be requested that would indicate the expected due date. In the event that an employee wishes to return to work prior to the original return date they are required to give 4 weeks written notice.

Benefits will be continued during a maternity leave. The period of the maternity leave will be

included in calculating vacation entitlement. Vacation entitlement may be carried beyond an anniversary date if it is difficult to take the allotted entitlement due to the maternity leave.

BEREAVEMENT LEAVE

If a death occurs in the immediate family, an employee shall be allowed three (3) days with pay or at the discretion of the Executive Director. Such leave may be extended by mutual agreement. "Immediate family" shall mean spouse, father, mother, father-in-law, mother-in-law, son, daughter, son-in-law, daughter-in-law, brother, sister, brother-in-law, sister-in-law, grandparents, grandchildren, or relative living in the same household. One (1) day shall be allowed at the discretion of the Director for a circumstance of death involving a close friend, or extended relative.

JURY DUTY

The payment of full salary up to 5 days, without regard to a fee as a juror, or as a subpoenaed witness to the Crown, shall be made to regular employees who are absent for jury duty or as a subpoenaed witness to the Crown. Any monies earned, excluding traveling expenses, shall be remitted to The Village Children's Programs. Employees are asked to complete an Absence Authorization and Request Form and attach supporting documentation to the Director.

CHILD CARE POLICY

Employees of The Village are permitted to enroll their children to the programs and are entitled to a fee discount of twenty-five percent (25%).

All children of staff members must be fully enrolled with fees paid and also meet the age and ratio requirements of The Village to be present at the centre during a staff member's shift.

DRESS CODE

As professionals in the field of Early Childhood Education, our staff will dress in a manner that is both practical and non-restricting to the work that they do while maintaining an impression of respect and professionalism. Clothing that is not deemed to be appropriate may include clothing that is too revealing, too casual or untidy.

PROFESSIONAL DEVELOPMENT

REVISED as of January 26, 2010

Effective January 26, 2010.

Any PD opportunity that has been approved prior to January 26, 2010 will be honoured as long as it stays within budget restrictions.

In a constant effort to promote professionalism in the field of Early Childhood Education,

The Village Children's Programs believes in the importance of promoting and supporting Professional Development and continuing education. Full-time permanent employees are encouraged to participate in educational activities while staying within a budget which can be discussed with the Executive Director. The Executive Director must authorize all professional development opportunities prior to reimbursement. Examples of professional development opportunities, which would be acceptable and encouraged, include:

1. The Joy of Childhood Conference held in the fall in York Region and the AECEO annual conference.
2. Courses in pursuit of an Early Childhood Education Diploma. In order to be reimbursed for funds paid out, the employee must prove that they successfully completed (a minimum of a C or 60% grade) the course. Their final grade report along with the tuition receipt must be submitted.
3. Other Professional Development opportunities authorized or suggested by the Board or Executive Director.

When participating in any Professional Development opportunity the first priority is to ensure that the programs operated by The Village are staffed fully and appropriately. Time away for PD should not have an adverse impact on any program operated by The Village.

CLASSROOM ORGANIZATION GUIDELINES

The classroom should be a welcoming environment that is warm, rich and conducive to learning. The schedule of activities is posted at all times in a place, visible to the parents, Program Supervisors, Director and staff. Flexibility is encouraged and should be noted on a schedule.

A daily journal is maintained in each classroom. Entries include the menu items for the day, the number of children present and reason for absent children. Any special or peculiar event should be noted (e.g. zoo trip or unusual events).

PROGRAM PLANS – Following a Reggio Emilia Approach involves documenting activities after they occur. The intent is that staff facilitate learning by following the children's leads and interests and planning "as they go" as opposed to trying to predict what children will be interested in at a later time. The program addresses the following areas of child development: Social, Emotional, and Self Help Skills, Speech, Language and Communication, Gross motor, Fine motor, and Cognitive.

An Anti-Bias approach is maintained in all areas of each program. This means that we ensure all materials and areas of each program are sensitive to all people's differences and similarities and offer equality and respect to all.

At all of The Village Children's Programs, the following areas are available to children to facilitate the curriculum, foster development and ensure fun in the program:
Creative Centres, Arts and Crafts, Dramatic Play, Table Toys and Manipulative, Science

and Experimentation, Music and Rhythm, Language and Literacy, Quiet Experiences, Sensory Activities, Active Exploring and Sports, and Outdoor opportunities.

CURRICULUM

Our curriculum has a focus of age and stage appropriate planning and works towards school readiness for all children. Our programs are inspired by many philosophies including that of Reggio Emilia and are planned and implemented using documentation which provides for evidence and skill based programming. Our belief is that play based learning is effective in providing an environment in which children can grow and develop to their potential. Parents are reported to on a regular basis for all of our full day programs.

CHILD PROTECTION

Any suspicion that a child may be in need of protection, must be reported to the Children's Aid Society and to the Ministry as a serious occurrence. It is the professional obligation of the staff to report such a suspicion. If they do not report they may be found to be personally liable.

1. If a staff person has reasonable grounds to suspect a child may be in need of protection they have a duty to report it to the Children's Aid Society. He/She should also inform the Director of his/her intent to call. He/She could request that the Director or Supervisor be present while the call is made.
2. The staff records observations on the Serious Occurrence form.
3. The staff and Director will then follow any advice from the Children's Aid Society.
4. Once contact with CAS has taken place, the name of the CAS worker is recorded on the Serious Occurrence form.
5. A charge may be levied against individuals failing to report a child in need of protection.
6. The Chair of the Board is informed of the serious occurrence. Confidentiality is maintained.
7. Serious Occurrence form will be filed with the Ministry. Posting of the Serious Occurrence will be done following Serious Occurrence guidelines.

Note: Anonymous calls to CAS may be made at any time. Staff need to be aware of the importance of reporting to CAS for the sake of the child. It is not the duty of the staff to allege or accuse, but only report a suspicion.

Allegation of abuse made against a Staff Member

In the event that an allegation is made indicating that a staff member may have caused harm to a child the following procedure will be followed:

1. In the event that an individual makes an allegation of abuse against a staff member the individual is instructed to contact the Children's Aid Society.
2. Clear and concise documentation of the allegation will be made by the Executive Director or designate.
3. The Executive Director may also call Children's Aid to report the allegation.
4. The Ministry will be contacted and a Serious Occurrence Report will be

- completed and filed by the Executive Director.
5. The Chair of the Board of Directors will be notified.
 6. After investigation the staff member accused may or may not be suspended with or without pay.

BOARD OF DIRECTORS

The Board of Directors is the governing body of The Village Children's Programs and is responsible for the overall management of the corporation. The Board is made up of parents and community members who are volunteers. Board members are voted in for a term of one year at the Annual General Meeting each year. The Board is comprised of a Chairperson, Vice-Chair person, Treasurer, Secretary and members. Committees may be formed as necessary.

Upon registration parents become members of the corporation. Each family is entitled to vote. Policies are formed reflecting the true needs of the families we provide service to. An important function of the Board is fund raising to support Centre projects and to provide the Centre with items not usually provided for in the budget. Volunteers are always needed to assist with various Board functions during the year. Any parent can apply to become a member of the Board or be involved in various committees of the Board. Upon joining the Board of Directors, each Board Member will be made aware of the operation policies and procedures of the centre as well as the responsibility of the Board and their membership.

BOARD MEMBERS – TERM CYCLES

Below is a typical cycle of a Board member's term.

1. Recruitment. This is done by all Board members, the Human Resource Committee and the Executive Director.
2. Prospective Board members may be given information about the Board including Job Descriptions and an application (see Appendix A).
3. The Annual General Meeting is held within 6 months of the agency's fiscal year end and all Board members are voted by the membership at this time.
4. At the first meeting, an orientation of all Board members is completed.
5. The term is completed with members being involved in various committees. Termination of a term may take place if a member is not living up to the standards of Board members or is missing meetings.
6. Recruitment. Board members who know that they will be finishing a term should be responsible for recruiting new board members to fill their position on the Board.
7. Resignations mid-way through a term should be outlined in writing and delivered to the Chair of the Board or Vice-Chair.
8. Intentions to resign following the term of a year should be brought to the attention of the Chair of the Board or Vice-Chair prior to the Annual General

Meeting.

9. From time to time, surveys and questionnaires may be completed to determine the effectiveness and efficiency of the Board.

ROLES & RESPONSIBILITIES – GENERAL

Board of Directors Code of Ethics Agreement. Board Members shall:

1. Represent the interests of all children & families at The Village Children's Programs.
2. Not use his/her services on the Board for his/her own personal advantage nor for the individual advantage of his/her friends or supporters.
3. Hold all Board matters and issues in the strictest of confidence.
4. Approach all issues with an open mind, prepared to make decisions in the best interest of the agency.
5. Do nothing to violate the trust of those who elect him/her to the Board nor the children served.
6. Focus his/her efforts on the mission of The Village and not on any personal goals.
7. Never exercise authority as a Board Member except in a meeting with the full Board or carrying out responsibilities delegated by the Board.

The General Functions of the Board of Directors:

- To plan for the organization.
- To make decisions and be responsible to the organization and the community so that the PURPOSE, GOALS and OBJECTIVES of the organization can be achieved.
- To ensure the financial viability of the organization.
- To respect their powers and responsibilities as stated in the Letters Patent and in the By-Laws
- To comply with the legal requirements.
- To maintain an overview of the organization's operation on behalf of the general membership.
- To assist in the development and direction of policies.

Directors are responsible for:

- All corporate activity for the centre.
- Meeting the financial obligations of the centre.
- Ensuring all legal requirements are met.
- Establishing the objectives and goals of the centre (both short and long term).
- Establishing and/or approving all policies.
- Refining the duties and responsibilities of the members.
- Determining and attending all meetings.
- Adhering to the Articles and by-laws of the corporation.
- Developing criteria for the hiring/evaluating of staff.
- Adopting and supporting the annual budget.

- Developing criteria for evaluation of the board and its members.
- Developing a strategic plan, a vision of the future.
- Marketing and fundraising.
- Being proactive in anticipating changes in funding and market needs.
- Maintaining the history, archives, business files and philosophy of the centre.

ROLES & RESPONSIBILITIES – SPECIFIC

President / Chairperson Job Description

- Provide leadership to the Board.
- Prepare agendas for Board meetings with input from the Director.
- Chair the meetings of the Board.
- Plan and organize orientation for new Board Members.
- Delegate tasks equally to all Board Members.
- Organize and keep in touch with committees if applicable.
- Recruit committee members from the Board, other community members and staff as necessary.
- Represent The Village at public functions, media and other events.
- Keep informed about the concerns of parents and the community.
- Communicate with the Executive Director as important issues arise at the centre.

Vice President / Vice Chairperson Job Description

- Take on the Chair's responsibilities in his/her absence.
- The Vice President/Vice Chairperson is often seen as being groomed for the position of President/Chairperson.
- Assist in Committees and find additional help when required.
- Help recruit committee members.

Treasurer Job Description

- Maintaining an overview of the organization's finances, such as budget expenditures and the maintenance of financial records.
- Ensure the proper accounting of the funds of the organization.
- Chair the Finance committee.
- Work with the Executive Director on a monthly basis reviewing the monthly ledgers.
- Must be a certified accountant.

Secretary Job Description

- Ensure that accurate meeting minutes are taken, distributed in a timely manner, approved and kept on file.
- Ensure attendance for the meetings by communication reminder.

- Communicate with the President/Chairperson regarding attendance.
- Maintain close communication with Chair/ President.

Officers Job Description

- Attend the Board meetings / committee meetings and be prepared to discuss all items on the agenda.
- Provide assistance to the Board in planning for the future.
- Provide assistance for the policies and procedures of the Board.

REGULAR BOARD MEETINGS

Board Meetings are held regularly as an evening meeting or daytime teleconference. Below is a typical agenda:

1. Approval of the agenda
2. Approval of the previous minutes
3. Executive Director's Report
4. Committee Reports
5. New Business
6. Dismissal

ANNUAL GENERAL MEETINGS

As a non-profit agency an Annual General Meeting is held each year 6 months after the fiscal year end to report to the members (parents) the overall state of the corporation. This meeting includes reports on the various activities of the programs, Board of Directors, Executive Director and Finances of the organization. All parents are invited and encouraged to attend. The Village implements Roberts Rules of Order for any meeting of the Board of Directors to ensure stability and efficiency. At this time, any member of the corporation can apply to become a member of the Board or be involved in various committees of the Board.

LIABILITY

1. LEGAL RESPONSIBILITIES OF THE BOARD

Board members are legally responsible for governing The Village Children's Programs and may be liable for misusing or neglecting their legal responsibilities.

Board members are expected to:

- Use their particular level of skill, knowledge and personal experience in carrying out their responsibilities as a Director
- Act honestly and in the best interest of The Village Children's Programs
- State a conflict-of-interest if there is a difference between the interest of The Village Children's Programs and personal interests
- Declare a conflict-of-interest if they stand to benefit financially, directly or indirectly

from the actions of The Village Children's Programs

- Know the By-laws of The Village Children's Programs
- Be familiar with licensing requirements
- Attend meetings regularly and be prepared to discuss all items on the agenda
- Review all reports and correspondence from licensing authorities
- Make personal and financial decisions based on knowledge and professional counsel, if appropriate

2. LEGAL AND REGULATORY INFORMATION

The Corporations Act, Part III legislates the incorporation of non-profit Child Care programs. As a member of the Board, you should know:

- Child care corporation members are volunteers and not paid
- Directors are elected according to the procedures outlined in the Corporations Act and the organizations By-Laws (see Appendix C).
- The Board of Directors is responsible for the overall direction of the program, for setting policies and for the legal and financial operation of the program. The Board is legally responsible for administering the affairs of the corporation on behalf of its members.
- Whether or not a Board member attends a meeting of the Board of Directors that person must accept responsibility for the decisions made at the meeting.
- The Ontario Corporations Act stipulates that Boards of Directors are legally responsible for carrying out and maintaining the incorporation process. After the election of Board members each year, Form 1 – annual Notice of Board of Directors is completed and submitted by the President or Executive Director, to the Ministry of Consumer and Corporate Affairs. The By-Laws of the organization should be reviewed on an annual basis and changes should be submitted to the general membership for their consideration and ratification at the Annual General Meeting.
- That the Ontario Corporations Act allows incorporated organizations to protect individual Board Members from personal liability while carrying out their responsibilities.

SIGNING AUTHORITY

Signing Authority is held by the chairperson(s), Executive Director and Assistant Director. Two signatures are required on all contracts and cheques. Any cheques over \$500.00 must have at least one Board Member's signature in addition to the Executive Director and Assistant Director.

CONCLUSION

Our goal is to be a professional agency that provides each child and family with care and support to make every interaction at any program operated by The Village Children's Programs a great experience. Being child and family centred ensures that each decision and interaction conducted is responsive to the needs and demands of children and families

in the community.