



WITDA'S HEALTH & SAFETY SECTION FOR SITES

WATERLOO INFANT TODDLER DAYCARE ASSOCIATION HEALTH & SAFETY

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CENTRE OPENING AND CLOSING PROCEDURE

OPENING BUILDING 1 PROCEDURE

1. Unlock front door and turn off alarm
2. Turn on all lights in classrooms
3. In the winter shovel ramp and stair if necessary. May need to be done by other shifts as well.
4. Extra Educator in the morning fold laundry and deliver to rooms and or put away

CLOSING BUILDING 1 PROCEDURE

1. Lock front door and turn on alarm
2. Ensure all lights in classrooms are tuned off including tree and decorative lights
3. Ensure all window are closed and locked in rooms (alarm will tell you if a window is open)
4. Ensure no garbage is left in hallway that was forgotten to be taken out
5. Check to see if dishwasher & stoves are turned off
6. All food is put away off of counter
7. Check Infant room cribs to make sure all babies are gone
8. All supply, students and support people are out of the building before last person leaves
Check that both office doors are shut and locked

OPENING BUILDING 2 PROCEDURE

1. Unlock front door and turn off alarm
2. Unlock front and side outdoor gates and return locks and keys to designed areas

CLOSING BUILDING 2 PROCEDURE

1. Lock front door and turn on alarm
2. Lock front and side outdoor gates and return keys to designed areas
3. Do not turn off main room lights as they will turn off on their own
4. Ensure all window are closed and locked in rooms (alarm will tell you if a window is open)
5. Some blinds will close automatically for safety reasons
6. Check to see if dishwasher is turned off
7. All food is put away off of counter
8. Check that the office doors are shut and locked
9. All supply, students and support people are out of the building before last person leaves

OPENING KWBS PROCEDURE

1. Entre through main school front door and walk to preschool area
2. Unlock classroom doors and staff area room
3. Unlock hallway parent door entrance
4. Unlock side outdoor gates and return locks and keys to designed areas
5. Unlock school double doors at
6. Lock school double doors at
7. Lock side outdoor gate at 9:30. This gate must remain locked until 3:30 during school hours.

CLOSING KWBS PROCEDURE

1. When leaving for the night through the side gate take lock and lock it on your way out. If leaving through the schools main front door ensure you lock the side outdoor gate first.
2. Lock classroom doors and staff area room

3. Lock hallway parent door entrance
4. Lock school double doors at 4:00 and ensure they are lock when you leave

OPENING WITDA ST. JOHNS SUMMER CAMP PROCEDURE

1. Entre through Church front door by Camp entrance and turn off alarm
2. Unlock all classroom doors
3. Unlock front and far outdoor playground gates and return locks and keys to designed areas

CLOSING WITDA ST. JOHNS SUMMER CAMP PROCEDURE

4. Do not exit through church or set alarm they will do that
5. Lock all classroom doors
6. Ensure all window are closed and locked in rooms.
7. Check to see if dishwasher is turned off
8. All food is put away off of counter
9. Check that the office doors are shut and locked
10. All supply, students and support people are out of the building before last person leaves
11. Lock front and far outdoor playground gates before leaving for the night

PROGRAM GUIDELINES

FIRST AID

1. There is a full first aid kit, complete with manual, in washroom on the main floor. As well, each room will have a complete first aid kit in their backpack that must accompany that room on any trip off daycare premises.
2. All staff are expected to attend any C.P.R. and or First Aid training the Centre sets up. Each staff member must have a valid CPR and First Aid certificate before they are allow to start work. Each staff member is responsible to ensure they update their training before expiry of certification.
3. Universal precautions are posted in each room and are to be followed when in contact with blood, vomit, urine and feces.
4. All toxic chemicals will be kept out of the children's reach.
5. The Laundry room door will remain locked at all times.

SUSPECTED INTOXICATION

Our first responsibility is to the child. Should any staff suspect the adult picking up the child has had too much to drink the Director should be notified immediately. The Director will appraise the situation and offer the adult the following options.

1. The Director or office staff will call a taxi.
2. The adult will call a taxi.
3. The adult may call another adult to come and pick him/her up.

If the adult insists on driving the child home the Director or office staff will notify the Regional Police. If the person picking up is not a parent, we must make every attempt to contact the parent before releasing the child.

RESPONDING TO AND REPORTING CHILD ILLNESS, HEALTH CONCERNS, ACCIDENTS AND INJURIES

Educator will do a health check on each child when they arrive to the Centre. Any time a child is sick during the day these steps will help you determine what to do next.

Illness or health concerns:

1. If a parent tells you the child has been ill last night but seems fine this morning. We will monitor the child throughout the day and call the parents if any symptoms arise.
2. When doing health check and Educator find something suspicious they need to contact the Director and make an entry in the log book. The Director or Supervisor will contact the parent to discuss any concerns.
3. If abuse has been suspected the Educators has the duty to report their suppressions. The Director will assist the Educator if need be to do any reporting to the Family Service will be followed. The Director will complete an SO for the Ministry of Education.
4. Any accidents or injuries that happen within the centre are to be reported to the Director when they happen. Staff will fill out the Injury log and record any note in the logbook. The Director will fill out any paper work from the Ministry of Education in the time regulated.
5. Parents will be notified immediately if their child becomes seriously ill or has a serious injury.
6. All issues will be discussed with the parent(s) during and after any incident.

ATTENDANCE RECORDS

Each day the Educator in the classroom will sign the children in and out on the attendance sheet. Health checks will be done on each child as they enter the classroom and recorded on the attendance sheet with an X or . Any X will be recorded in the room logbook. Any major issues will be reported to the Director. The classroom sign in and out sheet is to be photocopied and taken on any walk or field trip.

At Waterloo Infant Toddler Daycare Association all children must be signed in and out of the daycare by the classroom Educators on the appropriate day's attendance sheet each and every time they come or go. This must be done immediately as the child enters or leaves the classroom. To clarify: as soon as the parent or guardian enters the classroom to drop off or pick up, the child must be signed in or out. Do not wait until the parent has left the room. It is the responsibility of all of the Educator's in the classroom to ensure this is done promptly and accurately.

ARRIVALS, DEPARTURES AND RELEASE OF CHILDREN FROM THE PROGRAM

Between the hours of 7:30 a.m.-9:30am and 3:30 p.m.-5:30 p.m. we can use reduced ratios as set out by the Child Care and Early Years Act 2014. These reduced ratios apply only when the children are inside. Infant 3-1, Toddler 7-1, Preschool 10-1, In order to meet ratios and allow staff to leave at the end of the night, moving of children from room to room may be necessary. When a child is moved up to the next room the child must be no less than 2 month away from moving to that room otherwise children must be shifted downwards. If a staff member is required to stay past their shift it is expected that they will do this without complaint. If the staff are required to stay more than 15 minutes past their shift, the staff member must leave a note for the Supervisor stating the day and time they had to stay. Time will be noted as time owed to the employee and recorded on the overtime and time owed tracking sheet. Every few months we will look at the arrival and departure times of the children and staff shifts may need to be adjusted accordingly.

Only parents or legal guardians may pick up a child, unless a release form has been filled out previously by the parent/guardian. If someone else is to pick up, the daycare staff are expected to ask for photo I.D. from the individual to ensure it is the correct person picking the child up. If someone comes to pick up and no release form has been signed, the individual may not take the child until the parent/guardian is called and they specify that the individual may pick up the child.

REMEMBER: staff cannot legally withhold a child from a parent without a custody order. If a parent has given permission for another person to pick up, we cannot legally withhold the child for any reason. We are required to inform the parent if there are any concerns. All attempts should be made to contact the parents about our concerns before releasing the child.

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care with Waterloo Infant Toddler Daycare Association.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, what steps are to be taken when a child does not arrive at the childcare centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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

Policy

General

Waterloo Infant Toddler Daycare Association will ensure that any child receiving care at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization, Verbal authorization can be given over the phone if an emergency arises.

- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.
 - For the purpose of this policy and procedure, arrival time is considered between 7:30 am to 10:00 am and departure time is considered between 3:30 pm and 5:30 pm.
- Waterloo Infant Toddler Daycare Association will only dismiss children into the care of the child's parent/guardian or an individual that the parent/guardian has provided written authorization using the centre's release form, an emergency contact on their enrollment forms or by email or message sent through the centre's family messaging system. WITDA will never release any children from care without supervision.
- A parent/guardian may request that a child who is 16 years old or older be allowed to come and pick up their child. The parent/guardian must provide written and signed authorization and instructions for the release of the child including pick up time.

Procedures

Accepting a child into care

Waterloo Infant Toddler Daycare Association recognizes that every family has different needs and as such when a child arrives and departs from our care is up to the discretion of the individual family.

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).

Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff:

- must confirm that the person is listed on the child's emergency card or have the parent/guardian fill out the release form for another person picking up the child.
- If a parent/guardian calls or emails the centre during the day to authorize another person to pick up, the office will take the name of the person and relationship of the person picking up. This info will be given to the child's classroom and the staff will check ID before releasing the child to the authorized pick-up person.
- document the change in pick-up procedure in the daily logbook.
- sign the child out on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off, classroom staff must inform the office by 10:00 am of any children who are not in attendance.

Office staff (Supervisor, Director or designated staff) will follow the below steps:

- Will commence contacting the child's parent/guardian no later than 10:30 am.
- An office staff or designated staff shall call the primary parent first to determine the safety of the child. A message will be left to contact the center within 15 minutes.
 - o then if no answer the secondary parent will be called asking to contact the centre.
 - o If no answer from either parent, we will send a message through our centres family messaging system, and an email to both parents asking them to contact the centre within 15 minutes.
- If the parents/guardians do not reply to WITDA's calls, emails or the centres family messaging system, classroom staff will follow up with the parent the next day the child is in attendance.

2. Once the child's absence has been confirmed, the Supervisor will inform the program staff and they will document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

- Staff will document in their logbook if a parent did not respond to the contact messages left for them.

Releasing a child from WITDA care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - o confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - o where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up within 30 minutes, a classroom staff member will contact the office.
 - The Supervisor or Director will contact the parent/guardian by phone and advise that the child has not been picked up and the centre closes at 5:30pm.
 - Where the Supervisor or Director is unable to reach the parent/guardian, office staff will call the second parent/guardian and or the first emergency contact and inform them the child is still in care and not picked up at his or her schedule time.
 - If the second parent/guardian and or emergency contact cannot be reached, a voice message will be left stating the child has not been picked up and the centre closes at 5:30pm.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall contact the emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 pm staff shall ensure that the child remains in the care of a WITDA staff member.
2. A second staff member or office staff will proceed with calling the parent/guardian to advise that the child is still in care and has not been picked up. If unable to reach either parent/guardians, the staff person shall call the emergency contact on the child's emergency care.
 - o The first staff member will continue to engage with the child and may provide a snack while they wait for the arrival of the parent/guardian and or emergency contact authorized individual.
 - o If the staff are unable to reach the parent/guardian or emergency contact authorized individual, they will contact the centre's Supervisor and or Director to inform them of the situation. They will assist the staff member and may even come to relieve the staff members if one or both cannot stay with the child for a long period of time.
3. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00 pm, the staff shall proceed with contacting Family and Children's Services of Waterloo Region at 519-576-0540 and follow the FACS's direction with next steps.

Dismissing a child from care without supervision procedures

Waterloo Infant Toddler Daycare Association will only release children from our care to the parent/guardian or other authorized individual stated by the parent/guardian.

Late Fee Policy

If a parent/guardian arrives late after the centre is closed Waterloo Infant Toddler Daycare Association will charge late fees. All programs close at 5:30 pm.

1. The fees are as follows: \$1.00 per minute for the first five minutes and \$5.00 per minute for each following minute.
2. WITDA's staff are not paid after 5:30 pm but they remain on site with your child until you or the emergency contact arrives.
3. Please note that if you send someone to pick up your child and we do not have proper forms or contact information (ie phone call, email, release form to state the time of pick up.) We will not be able to release the child to them.
4. If you will be late picking up your child for any reason, a phone call is required as soon as possible. A phone call does not mean you will not be charged late fees.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the childcare program staff, in writing, can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of

Education that is responsible for the operation and management of the childcare centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each childcare centre it operates and each premises where it oversees the provision of home childcare has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the childcare centre or home childcare premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home childcare premises, or

(ii) a child is not picked up as expected from the centre or home childcare premises.

OPEN TOE SHOE STATEMENT

During the summer months children may wear closed toe sandals without any socks. If children choose to wear open toe sandals, then they must wear socks with them for safety purposes. The sandals must also have a strap around the heel of the foot. Flip flops are not allowed under any circumstances. If a child does not have the appropriate footwear, then staff will find daycare shoes for them to use.



Appropriate closed toe sandals



Open toe sandals must be worn with socks

HEALTH AND SAFETY PRACTICES

The following policies and procedures are to ensure that as child care professionals we are providing the children with the safest and healthiest environment possible as well as ourselves.

HEALTH ISSUES

1. Staff must provide an environment for the children that is clean and as germ free as possible. To do this the following steps must be taken:
2. Hand washing procedures are posted in each room by each sink. Educators will wash their hands frequently especially after wiping a child's nose, before serving lunch or snack and after helping children in toileting. The children will be encouraged to wash their hands after toileting, before and after snacks and lunch, after wiping their own nose, and after coming in from outside.
3. Children will be encouraged to clean their faces with a washcloth after lunch and will be assisted if needed. Face cloths will be used only once. For toddlers and infants washing will be done by the staff in the room.
4. Children must be dressed appropriately for the weather. If a child is dressed too warmly or not warmly enough, the staff are expected to change the child into appropriate clothing. Keep in mind parental preferences when changing a child's outdoor clothing. Children's scarves are to be tucked into their coats to avoid any possible choking hazard.
5. In the summer it is expected that all children will wear closed toed sandals or socks with open toed shoes. If a child does not have socks it is the staff's responsibility to put socks on the child.
6. Children's toilets and sinks will be cleaned with the disinfectant solution after lunchtime washroom routines as well as during the day when a child has dirtied the toilet.
7. All tables/ highchairs are to be wiped down with the disinfectant before and after each use. Ensure the floor is swept after snacks and lunch, as well as any sensory materials that may have spilled or fallen on the floor should be cleaned immediately.

8. All beds are stripped, sprayed, washed and clean sheets put back on once a week according to the laundry schedule.
9. Dirty laundry will be taken to the laundry room at scheduled times as set out by each room. The regular laundry will be done daily by designated classrooms and put away as such. In the case of stuffed animals and dramatic play clothing it is the responsibility of the room to do this laundry and put away in the proper place in a timely manner.
10. Furniture, toys, laundry or any other obstacles are not to be placed in areas that will interfere with fire exits.
11. The Director or Supervisor will carry out a fire drill on a monthly basis. Each classroom has a fire drill procedure posted in their room and each staff member is expected to know and follow the procedure. Storm drills will be carried out 4 times a year.
12. Water tables will be emptied, sanitized, and refilled every day.
13. Sensory/ water tables will be cleaned with the disinfectant solution after being emptied.
14. Floors are swept and kept clean when required.

SANITARY CONDITIONS

SANITARY PRACTICES POLICY

Waterloo Infant Toddler Daycare Association follows all health policy set out by the Waterloo Regional Health Unit and the Ministry of Education where it applies. WITDA hires an outside agency to clean the Centre on a daily basis in the late fall and winter months and every other day in the late spring and summer. In order to provide a quality child care all staff members do their part in maintaining our center clean and tidy. We follow good hygiene practices (hand washing, toy washing, cleaning washrooms, etc.) to reduce the spread of germs. Educator is responsible to keep their room, staff room and storage area tidy. Each Educator and staff member is responsible to help keep the outdoor area clean of snow and ice whenever possible.

DISINFECTANT SOLUTION MIXTURE

- When cleaning tables, sinks, and counters a pre-mixed solution is to be used. For the cleaning of the toys we use a bleach and water solution.
- When refilling the bottle, place the bottle under the solution unit and push the bottle back against the bar until the bottle is full. Test solution with a test strip located in the cupboard above the laundry tub. (When bottle of test strips are almost empty, please notify the office.)
- When in outbreak and between October and April each room will use virox solution to clean tables, toys, sinks, counters and toilets, door handles, railing and other contact surfaces. Everyone must follow all instruction on the bottles on how long to leave the solution sit before removing. If you have questions see Director or Supervisor. The centre will follow all instructions or guidelines set out by the health Unit.

TOY WASHING

All shelf toys are to be disinfected in the black buckets located in each room. There are 2 buckets. One is for the bleach and water solution and the other is for clean water rinsing. Certain toys may also be cleaned in the dish washer and laid apart to fully dry. Shelf toys are to be kept in the appropriate areas in their proper buckets with a lid. Some rattles and other small toys or games may be kept in the individual rooms for easy access. Large toys and toys with moving parts or stickers must be sprayed well with the sanitizing solution and wiped down. Large toys and equipment are stored in the Toddler storage room while all other toys are stored in the storage room in the small Preschool room. The toy washing schedule is as follows:

INFANTS: Shelf toys every night and large toys weekly

TODDLERS: Shelf toys and large toys weekly

PRESCHOOLERS: Shelf toys and large toys once every two weeks

Any toy that is heavily mouthed will be removed and cleaned when the child is finished playing with it.

DIAPERING PROCEDURE

1. Person changing a child's diaper must wash her or his hands before starting to change the child.
2. Retrieve a change pad, diaper and diaper cream (and change of clothes if necessary) and set on change table before placing child on the table.
3. When a child is on the change table you are never allow to leave the child un-attended. If you have to leave the area, you have to take the child with you. If you have to bend down, reach away from the child one hand must always be on the child for safety to ensure they do not roll or fall from the changing area. When changing the child interact with songs and tell the child what you are doing next. Make changing a fun experience.
4. Changing the child; gloves should be worn for all bowel movements and thrown away with diaper.
5. Use disposable diaper wipe to clean child. Place wipe under warm water to make soft for easy cleaning.
6. Place soiled diaper and wipes into the garbage can. If cloth diaper place soiled diapers in lined container to taken home each night. No rinsing of any cloth diapers at Centre.
7. When finished cleaning child apply Vaseline / cornstarch as outlined by parent. If necessary apply cream i.e. (Penaten, Zincofax, other) as outlined by parent. Creams will be applied with a tissue and then dispose the tissue in the garbage.
8. Redress child and wash their hands and return to play area.
9. Put soiled or wet clothes into a plastic bag and tie tightly. When finished diaper change put the bag in child's cubby.
10. Wash hands with antiseptic soap and warm water. Dry with a cloth towel or paper towel.
11. Spray change pad with disinfectant and wipe dry with one paper towel. Throw towel in garbage can.

NOTE: When in outbreak the only cloth diapers that are approved by the Health Department are ones that look like a disposable diaper and the liner is not easily removable. The Director will approve the appropriate diapers and any child not fitting the proper diaper description will have to be in a disposable diaper for the duration of the outbreak.

HANDWASHING

Hand washing is the single most effective way to prevent the spread of infections from person to person. Conscientious hand washing by staff members after arrival at the centre, after diaper changes, before food handling and after helping to a child using the toilet has been shown to be effective in defeating the incidence of disease spreading.



WASHROOM SUPERVISION (Personal Care Routines)

1. Children are encouraged to use the bathroom with little assistance. However, staff must ensure bums have been properly wiped after BMs, toilets are flushed, and hands are washed with soap and dried. Monitor children in the bathroom to ensure these things have occurred.
2. If you need to assist a child with wiping after a bowel movement, make sure you use a glove and follow the hand washing procedures afterwards.

3. If a child should have an accident, reassure the child that it is okay. Belittling a child who has had an accident will not be tolerated.
4. When changing a child who is in underwear that has had an accident, gloves must be worn and the soiled clothes will be placed directly in a plastic bag and tied closed and placed in the child's cubby. Clothes are not to be rinsed at all. The child must be cleaned with a damp wipe and if there is a spot on the floor it must be cleaned with the disinfectant solution and paper towels.
5. When toilet training, staff can encourage children to use the toilet but, we do not force children against their will to try the toilet.
6. Monitor the bathroom throughout the day for cleanliness. If it is looking dirty take a few minutes to clean it quickly with the disinfectant solution. Toilets must be disinfected after each washroom routine.
7. When bathroom floors are wet and slippery, please take the time to mop and/or dry them to ensure child and Educator safety.
8. At lunch time bathroom, provide children with face cloths and assist them when necessary.
9. Children will brush their teeth everyday after lunch, except the infants. When finished, spray each toothbrush with disinfectant solution, rinse and hang up to dry.
10. Keep paper towel and soap dispensers full.

BEDS AND CRIBS

1. The daycare supplies all linens for all cribs and beds.
2. All beds, crib sheets and blankets are washed once a week on a set schedule set up in each classroom.
3. All crib and bed mattresses are sprayed with sanitizer once a week when the sheets are changed.
4. If a child has an accident on the bed or crib the sheets are changed right away and the mattress sprayed and clean sheets put on.

HANDLING BODILY FLUIDS

Plastic gloves are always to be worn when dealing with feces, blood and vomit. When dealing with blood the Universal Precautions, which are posted in each room, are to be followed at all times. Any areas that have come in contact with these fluids must be cleaned with the disinfectant solution and paper towels immediately.

USE OF UNIVERSAL PRECAUTIONS

- 1) Wear disposable gloves when you encounter blood or bodily fluids.
- 2) Wash your hands for 30 seconds after contact with blood.
- 3) Discard blood-stained materials in a sealed plastic bag, and place in a covered garbage container.

- 4) Cover all cuts and scratches with a bandage.
- 5) Use disposable absorbent materials like paper towels to stop bleeding.
- 6) Immediately clean up soiled surfaces with disinfectant.
- 7) Put any blood or bodily fluid stained laundry in a sealed plastic bag. Machine wash separately.

DO NOT DELAY FIRST AID IN ORDER TO FOLLOW ALL PRECAUTIONS Use items like an article of clothing to soak up blood or create a barrier in case of emergency.

DISEASES, BLOOD AND HOW TO HANDLE THEM

Infection control procedures

Underlying all infection control procedures is the principle that contact with body substances (e.g. blood, urine, stool, drainage from sores, saliva etc.) may cause diseases to be spread. Taking precautions to avoid contact with such substances or properly handling these substances will prevent the transmission of disease.

Because it is not always possible to tell if a child is ill or infectious, it is necessary to treat ALL body substances as potentially infectious and handle them carefully at all times.

Wear protective barriers

Disposable gloves should be worn for most contact with certain body substances. (see below) If the gloves are torn or cut while handling the substance, remove them immediately and wash hands thoroughly before putting on a new pair of gloves to complete the clean-up.

When to wear gloves:

When dealing with blood,	When dealing with pink eye
When dealing with vomit,	When dealing with cold sores
When dealing with diarrhea,	When dealing with feces and urine
When dealing with any laundry that is stained with blood or vomit.	

When to wear a mask: This is at your discretion but is recommended by the Health Unit in the following instances:

When dealing with vomit,	When dealing with diarrhea
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Masks and gloves are located in each room in the washroom area. Always wash hands thoroughly after removing gloves. Wearing gloves is not a substitute for hand washing.

Clean contaminated surfaces

Any surface or reusable article that has been contaminated with body substances should be cleansed with disinfectant solution and rinsed with water, then dried with a paper towel. Remember gloves should be worn during this time of clean-up.

Dispose of contaminated articles safely

Articles used in the clean up of body substance spills which cannot be laundered or disinfected (e.g. paper towels or gloves) should be disposed of in a plastic garbage bag and stored in a safe place until the garbage is removed for garbage collection.

Special precautions for dealing with spills of blood:

Blood spills require the consistent application of special precautions due to the serious viral illness (e.g. Hepatitis B and AIDS) that could be potentially spread if the blood spill is not handled properly. Since it is often impossible to tell that someone may be ill or carrying one of these viruses, it is necessary to treat ALL BLOOD (no matter who it is from) as potentially infectious.

See sheet in Health Unit Book, Staff Handbook for the chart on what to use and how to clean up spills. See following sheet.

UNIVERSAL PRECAUTIONS

TO PREVENT TRANSMISSION OF BLOOD-BORNE DISEASES

Adapted for Child Care Settings



Wash your hands for 30 seconds after contact with blood and other body fluids contaminated with blood.



Cover cuts or scratches with a bandage until healed.



Use disposable absorbent material like paper towels to stop bleeding.

Wear disposable latex gloves when you encounter large amounts of blood, especially if you have open cuts or chapped skin. Wash your hands as soon as you remove your gloves.



Immediately clean up blood-soiled surfaces and **disinfect** with a fresh solution of one part bleach and nine parts water.



Discard blood-stained material in a sealed plastic bag and place in a lined, covered garbage container.



Put blood-stained laundry in sealed plastic bags. Machine-wash separately in hot soapy water.



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Canada



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NEVER DELAY EMERGENCY ACTION BECAUSE YOU CAN'T APPLY UNIVERSAL PRECAUTIONS. THE RISK OF TRANSMISSION OF BLOOD-BORNE DISEASES IS TOO SMALL TO JUSTIFY ENDANGERING A CHILD.

DEALING WITH SPILLS, SPITS, SPOTS, DRIPS AND DROPS

Section IV - 16 (1 of 1)

BODY FLUIDS	BLOOD (diseases which can be spread by blood include Hepatitis B and HIV Infection)	VOMITUS/STOOL (diseases which can be spread by vomitus/stool include Hepatitis A and Salmonella)	RESPIRATORY SECRETIONS (diseases which can be spread by respiratory secretions include Colds and Influenza)	BROKEN SKIN/MUCOUS MEMBRANE CONTACT (diseases which can be spread through contact with broken skin/mucous membrane include Conjunctivitis (pink eye) and Herpes simplex (cold sores)
Gloves	Yes - always	Yes - if visible blood or diarrhea	Not necessary - but very strict hand washing needed	Yes - if touching or cleansing secretions. Otherwise - No.
How to Clean/ Disinfect Surfaces	Use disposable towels to remove the blood. Wash area with hot water and detergent, then rinse. Apply a fresh bleach and water solution (bleach is effective for disinfecting only 3 months from purchase); let stand for 10 min.; then rinse well. (Bleach solution made by mixing 1 part bleach with 9 parts water).	Use disposable towels to remove substance. Wash the area with hot water and detergent, then rinse. Apply a fresh bleach and water solution; then rinse well (bleach solution made by mixing 1 part bleach with 9 parts water).	Visible secretions should be wiped up with a disposable towel. Wash area with warm water and detergent, rinse the area.	Any visible secretions should be wiped up with a disposable towel. Wash area with warm water and detergent, rinse the area.
Day Care Laundry	Rinse in cold water using gloves, then wash laundry in hot water and detergent. Launder heavily soiled articles separately.	Wash laundry in hot water and detergent. Launder heavily soiled articles separately.	Wash laundry in hot water and detergent	Any visible signs of discharge on linen should be washed in hot water and detergent.
Child's Personal Laundry	Soiled clothing should be bagged and sent home with parents to be laundered.			



Community Health Department


June 1995

CHILD FEVER CHART

If an Educator feels a child is warm to the touch or very rosy cheeks or child is looking or acting off. They may take the child's temperature by using a thermometer and placing it under the child's arm. When reading the child's temperature ensure you add .5 to the reading to get a more accurate reading. Example $35.7c + 0.5c = 36.2c$ meaning the child does not have a fever. If reading is $37.9c + 0.5c = 38.4c$ means the child has a fever and the office needs to be contacted.

The chart below will help you with temperature and conversion if needed with the thermometer. Any temperature over 37.5C or 100F you must contact the office for further instructions.

Fahrenheit-Celsius conversion table	
°F	°C
105	40.6
104	40.0
103	39.4
102	38.9
101	38.3
100	37.8
99	37.2
98	36.7
97	36.1
96	35.6



ILLNESS

Educators shall be familiar with general signs and symptoms of infectious communicable illnesses.

Educators shall note:

- an elevated temperature, flushing, pallor or listlessness;
- an acute cold, nasal discharge or coughing;
- vomiting or diarrhea;
- red or discharging eyes or ears;
- undefined skin rashes or infections and unusual irritability, fussiness and restlessness.

When any of the above symptoms occur parents are notified by phone, in person, or by verbal communication at the end of the day or in writing on the daily sheet. The parents can be informed of the child's symptoms by someone in the Office or an Educator.

Educators check all children as they arrive to see if any illness or diseases are present upon arrival. They talk with the parent at that time or discuss any questionable discoveries with the Director. The Director will then call and talk with the parent about the situation and a decision is made as to what to do with the child.

If needed, ill children can spend the time in the office with the Director or Educator until the parents arrive.

If a child has severe allergies it will be discussed with the Director and the parent may be requested to provide the appropriate food substitutes.

SICK CHILDREN POLICY

If a child has vomited prior to coming to daycare and they have a fever when they get to daycare the Educators have the right to refuse to take the child for the day. If a child becomes ill throughout the day the Director shall be notified immediately and the parent will be called. If a child has pink eye, strep throat, the child must be absent from the program for 24 hours from the start of the medication.

With regards to diarrhea or extremely loose BM's or vomiting the Director or Supervisor needs to be notified and at that time a decision will be made weather to call the parent and have the child picked up. If a child has 3 or more extremely loose or diarrhea bowel movements the parent will be called and asked to come and pick up the child. The child will have to be absent from the Centre for one full business day after the diarrhea or vomiting has ceased. If the Centre has been deemed in outbreak by the Health Unit the child must be away two full business days after the diarrhea or vomiting has ceased. All other sicknesses will be looked at as they occur and on a case by case basis.

Waterloo Infant Toddler Daycare Association must follow any and all rules or orders set up by the Waterloo Region Health Unit.

If a child becomes ill or hurt and it is deemed necessary to take the child to the hospital the child will be transported by ambulance. At no time will a WITDA staff member drive with a child in their car. The Director or Supervisor will accompany the child to the hospital in the ambulance. Parents or legal guardian will be contact and we will arrange to meet them at the hospital.

INFECTIOUS ILLNESS OF A STAFF MEMBER

If any staff member has strep throat, they must be absent from the program for 24 hours from the start of the medication.

With regards to diarrhea or extremely loose BM's or vomiting the Supervisor or Director needs to be notified and at that time a decision will be made weather to send the staff member home. If a staff member has 3 or more extremely loose or diarrhea bowel movements they will be asked to leave as soon as a replacement can be made. The staff member will have to be absent from the Centre for one full business day after the diarrhea or vomiting has ceased. If the Centre has been deemed in outbreak by the Health Unit the staff member must be away two full business days after the diarrhea or vomiting has ceased. All other sicknesses will be looked at as they occur and on a case by case basis

LICE

Infestation with lice is known as pediculosis. The louse itself is a small wingless flattened insect.

Pediculosis capitis, head louse infestation, affects the scalp, although sometimes it involves the eyebrows, eyelashes, and beard; it is particularly common in children. The lice feed on blood from the scalp, having infested it by direct contact with hair and the lesions may become infected. The glands of the neck may sometimes enlarge.

Adult lice may be noticed around the back of the head and behind the ears. The small ovoid eggs, or nits, are easier to detect, being firmly attached to hair shafts. These hatch in three to fourteen days unless removed with a nit comb. In addition to combing, the scalp should be treated with benzyl benzoate or gamma benzene hex chloride (GBH). Members of the same household also should be examined for infestation.

What to Look For...

Adult head lice are tiny brown insects about 2mm (1/16) in length. They do not jump or fly, but rather cling to human hair. It is usually easier to see the eggs, or “nits” as they are called, which the adult louse lays on the hair.

The eggs are tiny pearl-coloured, oval-shaped specks resembling dandruff. They are glued securely to the hair, about 2-10mm (1/16-1/2 inch) from the scalp. Dandruff will “flick” off the hair quite easily, whereas these “nits” cannot be removed from the hair shaft, except with some effort.

These eggs are usually found in the fine hair behind the ears, above the forehead, and at the back of the neck. Head lice tend to make the head quite itchy, and any scratching should be investigated.

WHEN YOU FIND A LOUSE OR NIT, THESE ARE THE THINGS YOU NEED TO DO

1. Go to the drugstore and purchase lice shampoo. You will need to request it from the pharmacist. Follow the directions on the box or from the pharmacist.
2. Need to wash all bedding, hats, scarves, mitts, etc. in hot water.
3. Vacuum all chairs, couches and carpets.
4. Wash all stuffed animals in hot water or place in a dryer on hot for 20-30 minutes. If you do not wish to wash stuffed toys, then you should bag them for two weeks.

Any further questions, please ask. Keep this sheet for future reference.

Note: Fumigation with pesticides has not been found to be more effective than vacuuming and is therefore not recommended.

Human lice are small, wingless insects that spend their whole existence on humans. They lay their eggs on hair and spread from person to person by direct contact. The species of louse lives in hair and underwear and causes itching.

CHILD EDUCATOR RATIOS

Indoor Educator child ratios for Building 1 & 2 and KWBS programs. Reminder no reduced ratios while outside or in the gross motor room or gym.

Staff Child Ratios

Name of age category	Ratio of Staff to children	WITDA Reduced Ratios	Emergency ratios (Ministry of Education) *
Infant	3:10 (1:3)	N/A	N/A
Toddler	1:5	1:6	1:08
Preschool	1:8	1:10	1:12

* Only if needed

Reduced ratios: 90 minutes after opening and 60 minutes before centre closes.

Infant groups must always maintain full staff-child ratios.

Educator-child ratios will never be reduced during outdoor time or Gross Motor Room.

WITDA St. John's Summer Camp Ratios

Age	Normal and Outdoor Ratios	WITDA Extended Ratios	Emergency Ratios/ Ministry Extended Ratios
Pre- K Classroom	1:8	1:10	1:12
JK/SK Classrooms	1:13	1:15	1:20

WITDA St. John's follows the WITDA Extended ratios, however if we absolutely have to as a last resort, we can follow the extended ratios as per Ministry guidelines.

Extended ratios are only in effect inside the classroom, and between 7:30-9:00 a.m., and 4:30-5:30 p.m.

BEGINNING AND END OF DAY REDUCED INDOOR RATIO

The Ministry of Education allows for reduced ratio at the beginning and end of the day. The times for extended ratios are as follows. 7:30 am to 9:00 am and from 4:30 pm to 5:30 pm. Indoor ratios can be reduced during these time because child are being dropped off and or pick up. **REMEMBER INFANT CANNOT USE THE REDUCED RATIOS AT ANY TIME.**

ARRIVALS DEPARTURES AND RELEASE OF CHILDREN

General

Waterloo Infant Toddler Daycare Association will ensure that any child receiving care at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization, Verbal authorization can be given over the phone if an emergency arises.

- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.
- Arrival time is considered between 7:30 am to 10:00 am and departure time is considered between 3:30 pm and 5:30 pm.
- Waterloo Infant Toddler Daycare Association will only dismiss children into the care of the child's parent/guardian or an individual that the parent/guardian has provided written authorization using the

centre's release form, an emergency contact on their enrollment forms or by email or message sent through the centre's family messaging system. WITDA will never release any children from care without supervision.

- A parent/guardian may request that a child who is 16 years old or older be allowed to come and pick up their child. The parent/guardian must provide written and signed authorization and instructions for the release of the child including pick up time.

Releasing a child from WITDA care

- The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

WATER POLICY

Waterloo Infant Toddler Daycare Association follows all requirement set out by the Safe Drinking Water Act 2002. The Centre was built in 2003 so we fit into the weekly lead flushing of all taps. Once per year or as directed by the Ministry of Education or if the Safe Drinking requirements change or deem different the Director or Supervisor will take a sample of water to be tested. The Centre will use a local government approved facility to test the water. The water must be tested sometime between May 1 and Oct 31 to qualify as a valid test.

STEPS TO FLUSHING WITDA'S TAPS

Each floor has set up a shift person to flush all the tap on their floor each Monday morning before the Centre opens. Educators must arrive early enough to ensure the flushing to complete before the Centre official opening. Each floor has a sign off sheet for each time the flushing is complete. When completed it is filed in the main office.

On upper floor it is the opening shift of the Preschool 1 Educator.

On main floor it is the opening shift of the Toddler 1 Educator.

On the lower floor it is the opening shift of the Toddler 2 Educator.

If one of those people have not arrived it the responsibility of the cook to ensure that all levels have been flushed.

WATER SYSTEM WITHIN WITDA

1. Waterloo Infant Toddler Daycare Association has a Water softener that softens all water coming into the building. This system is monitored to ensure not too much salt is being used.
2. We also have a water filtration system in the kitchen and Infant room. We only use filtered water for cooking and drinking within the Centre. Each room is equipped with a large jug of water that they

3. **WITDA is** on a large waterworks system with the Waterloo Region. They do regular testing on the Water system at the treatment plant.
4. If the centre was contacted that there was a water problem the following steps would taken:
5. Inform everyone they are no longer to let children or themselves drink the water. If necessary we will turn off the water to the children's sinks so they cannot accidentally drink any water.
6. Start boiling water for drinking. Water will boil for 10 minutes. OR use the store bought bottle of water we have on reserve for emergencies.
7. Director or office staff will go to the local grocery store and buy several large bottles of water to supply the Child care centre to finish the rest of the day.
8. Call the City of Waterloo and get an update to what is happening and how long they anticipate the water ban for.
9. Contact the Board Chair and have an emergency executive meeting to discuss the steps that should be taken about opening for the next day.
10. Give out letters to parents about the steps that were taken and what will happen in the following day(s).
11. If necessary we will contact each parent and have them pick up the child (ren) if we have to close due to water problems.
12. We will contact the Ministry of Education and Public Health if any water problems occur for more than 5 hours.

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SUPERVISION AND SLEEP POLICY

Intent

These provisions have been added to the regulations to reduce risk of harm and injury, including death, when infants are sleeping. Placing infants on their back for sleep is recommended by major children's organizations such as the Canadian Pediatric Society and the American Academy of Pediatrics. The federal government (Health Canada/Public Health Agency of Canada) concurs with this recommendation, as set out in the Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada.

In addition, monitoring sleeping children reduces risk of harm/injury because caregivers can look for signs of distress (e.g. change in skin colour, change in breathing, signs of overheating) and react as required.

Infant Sleep Policy

With regards to Infants and Infants under 12 month in our care WITDA will work with the parents regarding the Joint Statement on Safe Sleep: A copy of the statement will be given to the parents at registration time. WITDA will always place all infants to sleep on their back. This requirement for an infant sleep position may only be waived if a medical doctor/physician recommends differently in writing. This has been Health Canada's recommendation since 1993, as a means to reduce the risk of Sudden Infant Death Syndrome (SIDS). It is important to note that the *Joint Statement* sets out that once infants are able to roll from their backs to their stomachs or sides, it is not necessary to reposition them onto their backs.

Every child will have their own crib and it will be labeled on the wall above the crib the child's name and sleeping instructions. The sleeping instructions will be given to the Centre upon admission of the child and will have completed written instruction on how the child sleeps during the day. This will be written by the parent(s) of the child on the enrollment forms. A follow up verbal discussion will happen the parents visit for the first pre visits.

Any changes to the child's sleep patterns will be discussed with the parent before information is changed on the child's sleeping instructions chart. We will communicate with the parent(s) at the end of the day about major changes to the child's sleep routine and they will be noted on the child's daily chart.

The Centre will supply each child with their own sheet and blanket if necessary. We will encourage and work to have parents understand why blankets or special sleep toys are not safe for young babies. We will follow their wishes to a degree of safety. If the Educator feel the request is unreasonable or they feel uncomfortable regarding the parents sleep request the Director will be inform and a parent conference will take place. If a child has a special sleep toy we will need to have written instruction on the placement and use of the toy. Bedding will be changed as to the laundry schedule set out by each room.

Procedure for Sleep time for Infants

- Each Infant will be put to sleep as the written instructions indicated by the parent on the enrolment forms. E.g. Rocked to sleep, having a bottle to go to sleep. Etc.
- Each Infant will sleep in the same crib all the time and the child's name and sleep instructions will be posted on the wall above the crib the child will be sleeping in.
- Each child will be on their own sleeping schedule during the day as indicated by the parent(s) on the enrollment forms, as well as verbal instructions given to the Educator during the child first few centre visits before the child starts.

- Quite sleep music will be played in the sleep room when child(ren) are sleeping.
- When six or more children are in the sleep room an Educator will be present in the room while they are sleeping.
- Every 20 minutes an Educator will complete a visual check of all the babies sleeping while looking for visible signs of distress. Any issues they find will be reported to the Director and or Supervisor immediately and if necessary start first aid treatment and call for help.
- When cleaning of crib mattresses they will be sprayed with sanitizer once a week when the sheets are changed. Any defiance of a mattress or crib needs to be brought to the attention of the Director or Supervisor immediately and the child will not be allowed to use the crib until the Director or Supervisor give clearance the crib is safe.
- If a child has soiled their crib the sheets will be changed right away and the mattress clean. No child will be put to sleep on dirty or soiled bedding. The child care Centre will supply and launder all sheets and blanks.
- Educators will fill out a transition form before a child moves to another room. The form will have all sleeping instructions and the Educators in the new room will inform the parents of the new sleep placement a where everything is located.

Procedure for sleep visual checks

The Educator will do a physical look and listen of each baby for any signs of distress. Examples of signs of distress could be change in skin colour, change in breathing, and signs of overheating. An Educator will complete the Visual Sleep Check chart every 20 minutes on the child(ren) who are sleeping. The check will be completed every 20 minutes when the first Infant goes to sleep and will end when the last infant awakes.

The Infant Educators will use the Infant Visual Check chart to record each child's sleeping habits. This chart will be kept in the Infant sleep room. Any issues will be recorded on the child's daily cart and will be communicated to the parent at the end of the day. Any issues they find will be reported to the Director and/or Supervisor immediately and if necessary start first aid treatment and call for help.

Toddler and Preschool Sleep Policy

All Toddler and Preschool children will sleep on a cot designed to them. The cot will have the child's name on it. Each classroom will have a bed placement plan that will be visible for parents to see where their child is sleeping in the room. On or beside the bed plan will be a chart that will indicate what, how the child is to sleep or rest during nap time. This information will be gathered by the parent on the child's enrolment form upon acceptance of a space.

The Centre will supply each child with a sheet and blanket. If a child has a favorite blanket or cuddly toy they are allow to have it during sleep time. Bedding will be changed as to the laundry schedule set out by each room. For Part time children we will work hard to let each child have their own cot but at time we many need to share cots. If sharing is needed the cot will be sanitized and clean sheet applied before a new child uses it.

Any changes to the child's sleep patterns will be discussed with the parent before information is changed on the child's sleeping chart. We will communicate with the parent(s) at the end of the day and major changes to the child's sleep routine and they will be noted on the child's daily chart.

Procedure for Sleep time for Toddlers and Preschoolers

- A bed plan will be posted in the classroom where each child's cots are placed. If you change a child placement then the chart needs to change right away. Bed plan(s) will be visible in the classroom for parents to see room arrangement. All cots will be labeled with the child's first name and last initial if same first name
- Parents will be shown the child's sleeping cot during tour and/or on their first day of arrival if no tour was conducted.
- On the child's first day of arrival the parents will be shown the children's sleep chart and confirm the child's sleeping preferences. At pick up time the Educator will show the parent the child's sleeping position on the chart. If at that time the parent has any issues it will be discussed with the parent and child placement moved.
- If a child arrives on the same days as the paperwork arrives Educators will be given a copy of the preeminent sleep information that pertains to that child. Parents will be informed at pick up of all sleeping arrangements for the child.
- Parents will be informed of any changes to the child's sleep schedule, sleeping arrangement, or the child's sleeping pattern or behaviour on the child's daily chart or by verbal communication at pick time.
- A visual check of each child will be done twice during WITDA's sleep time. Once will be done before the second Educator leaves for lunch. The second visual check will be done once that Educator returns from their lunch break.
- If a child has soiled their cot the sheet will be changed right away and the cot cleaned. No child will be put to sleep on dirty or soiled cot. The child care Centre will supply and launder all sheets and blanks.
- Quiet sleep music will be played in the sleep room when child(ren) are sleeping.
- Educators will fill out a transition form before a child moves to another room. The form will have all sleeping instructions and the Educators in the new room will inform the parents of the new sleep placement where everything is located.

Procedure for sleep visual checks

The Educator will walk around to each child and physical check the child for any signs of distress. Examples of signs of distress could be change in skin colour, change in breathing, and signs of overheating.

An Educator in each room will complete the Visual Sleep Check chart each day during sleep time on the children in care that day. The check will be completed twice during sleep time.

The Preschool and Toddler Educators will use the child(rens) daily sheet (charts) to record the visual check for each child. Any issues they find will be reported to the Director and or Supervisor immediately and if necessary start first aid treatment and call for help.

Informing Others of Visual checks.

Educators will be informed of new children starting in their room once the office receives the new child's enrolment forms. The forms will be given to the new child's room so they can be reviewed by each Educator in the room and the Educators can be prepared for when the child arrives. For children moving to different rooms, their sleep information will be passed along to their new room using the classroom transition forms.

Supply staff, students and volunteers will be told of how each room(s) visual checks are done, where they are located and how they need to be recorded. This information will be done during orientation, and each person in the orientation will sign off on this information before they are allowed to start working, completing placement, or volunteering.

SLEEPROOM

- 1) Quiet relaxing music or stories will be played during sleep time.
- 2) Children are welcome to bring a snuggly toy or blanket for comfort during rest time.
- 3) Beds are not to block exits and must be 18" apart.
- 4) Back rubbing is encouraged to aid the children to sleep and relax. Rocking is also encouraged in the Infant room.
- 5) Children must remain on their beds for a 1-hour rest. Children who are not sleeping after a time of resting will be given quiet activities or books on their beds. In some cases, children who are awake could be given the opportunity to do quiet table activities (for example- play dough, puzzles, and cognitive toys).
- 6) Rest time is a time you can meet with your students/volunteers to discuss progress or answer any question they may have.
- 7) Wake up time should be calm and done with a personal touch. Give children time to wake up before taking his/her bed away.

CHILD PROGRESS REPORTS & ROOM ASSESSMENTS

Once a year and after that when needed each Educator will conduct the Nippinsing screen on each child in their care. At the same time one will be given to the parents to complete and time will be allotted to parents who wish to speak to the Educator regarding the screening and related questions. Once a year WITDA will have an open house so present families can come and spend time with their child in the classroom and talk with the Educator on the child's progress. Both parent and Educator can go over the child's reflection binder and Nippinsing finding. If there are any concerns regarding a child's development progress Educators should bring these concerns to the Director's attention immediately so it can be discussed as to how to handle the situation. If parents are unable to meet on parent night another night maybe booked at parent request.

Twice a year room assessments will be done on each classroom. The tool will be used to help the staff in arranging the classroom and setting up what is needed for the children. It can be used to see what equipment may need to be purchased. The tool will be administered once by the Director and Supervisor in the year. The other time within the year it will be administered by the Supervisor and a trained Educator.

PROFESSIONAL SERVICES & RESOURCES CONSULTANT

If staff at any time feel that a child needs professional assessment, such as speech or behaviour management, the following steps are to be followed:

- 1) Discussion between all the Educators in the room first to see if all Educators are in agreement.
- 2) Discussion with the Director as to what the Educators concerns are and what actions need to be taken.
- 3) The Director and/or the Educator will then meet with the parents to discuss the concerns and will then decide what is best for the child.
- 4) If parents wish to pursue intervention will fill out the appropriate paper work for each suggested referral before any action can take place. The Director will call the appropriate agency to come in and assess the child.
5. Educators are encouraged to keep the Centre's Resource Consultant and Director abreast of any suspected issues regarding a child's behaviour or development. The Resource Consultant is available to help with classroom issues as well as individual child concerns.
6. Any meetings concerning the child will be arrange through the office and have in attendance the parent(s), one Educator, Director or Supervisor, Resource Consultant if child is on their case load and any outside agency necessary for the meeting. The Educator will take notes to pass along to other team member after the meeting.
7. Each child on the Resource Consultant's case load will have an individual binder in the classroom were all notes, progress reports and resources are to be kept. Every Educator who workings in the classroom should be aware with what is in each child's binder.

SUPERVISION AND ACCESS POLICY

Policy

Waterloo Infant Toddler Daycare Association is committed to each and every child, family and staff who are associated with WITDA. The daycare is a nurturing place, a loving extension of the anticipated care and concern generated by the child's family, a place where maximum concern and effort is placed on planning for the child's development level in the areas of physical, intellectual, emotional, and social development. Our programs are designed to help develop each child to their fullest potential.

We at WITDA have the purpose and obligation to ensure the safety and well-being of our children, their families, staff members, students and volunteers. By doing this we will follow all guidelines set out by the Ministry of Education with the following procedures designed to safeguard our children and families through required record checks, orientation of supervision of student and volunteers. WITDA staff will be made aware of all these requirements and will be responsible for supervising all students and volunteers that enter the Centre and their programs.

Direct unsupervised access is not permitted for students, volunteers and none employees with WITDA except for outside agencies who are providing assessments or support to children in the facility. A few outside agencies that have access to children with parental permission and are not limited to this list are: KW-Hab Services, Kids Ability and Children and Family Services.

WITDA frequently participates in research projects from Universities and Colleges in our area and a far for educational purposes. When these types of activities occur parents must be required to give written permission for their child to participate in the outlined project and parents are aware Waterloo Infant Toddler Daycare Association staff with not always be present during study time. The study will take place on WITDA property and child(ren) will not be allowed to leave with any researcher.

Any parent who wishes to volunteer on a WITDA field trip may do so however they must provide a Vulnerable Sector Check to the Director and/or Supervisor in order to accompany their child on the trip or outing. This policy is created for the protection of all the children of WITDA. See Employment Section for more detail on Vulnerable Sector Checks.

Supervision of Students and Volunteers

Intent

Students and Volunteers play an important role in supporting staff in the daily operation of Waterloo Infant Toddler Daycare Association. Students and Volunteers bring great value to our program to enhance the enrichment of the children's program. We also requires that policies and procedures confirm the respective roles and responsibilities of staff, students and volunteers.

Supervision and Access Policy for Students

Any Student completing a placement with Waterloo Infant Toddler Daycare Association will have to provide a Vulnerable Sector check before they can start there placement with Waterloo Infant Toddler Daycare Association. If a student is in later placements they will be able to sign a Declaration of Defense if the date has not expired. Every Student will go through an orientation with the Director or Supervisor before they are allowed to start. All duties, responsibilities and requirements will be reviewed before starting and periodically throughout the time of their commitment. Students will have to read and sign off on the Student handbook that has all the materials that pertain to their placement experience. Any student that has a second placement with WITDA will not have to go through the entire orientation but will have to re-read the Student handbook if the placement is a year apart from the first placement. All student records will be kept on site for two years.

At no time will a student be allowed to have direct unsupervised access with a child or children of WITDA for any reason. Only employees of WITDA have unsupervised access to children of WITDA during business hours. At no time will a student be counted in the staff child ratios.

Every student must be supervised at all times by a registered RECE Educator of WITDA if they are in the present of WITDA child(ren). Students will be placed in a classroom where a WITDA Educator will be responsible for information sharing, coaching, monitoring and providing feedback to the student(s). WITDA Educators will monitor the student's behaviour and conduct and ensuring they follow all Centre policies and procedures. Student evaluations will be completed by the designated Educator however all Educator's in the room will give feedback to the students evaluation. If a student does not follow the written policies on guiding children's behaviour or other WITDA policies their placement could be in jeopardy. Any issues that

arise with a student, the College advisor or agency advisor will be contacted. WITDA has the right to end a student's placement if we feel they are not a good fit for our Centre.

Employees must adhere to the Code of Ethics and Standards of Practices. Failure to adequately supervise the student who is under their professional supervision will be reported to the College of Early Childhood Educators and be deemed to be professional misconduct under the Early Childhood Educators Act (2007)

Supervision and Access Policy for Volunteers

Any person volunteering with Waterloo Infant Toddler Daycare Association will have to provide a Vulnerable Sector check before they can start volunteering with WITDA. Every volunteer will go through an orientation with the Director or Supervisor before they are allowed to start. All duties, responsibilities and requirements will be reviewed before starting and periodically throughout the time of their commitment. Volunteers will have to read and sign off on the volunteer handbook that has all the materials that pertain to their volunteer experience. Each Volunteer will have to read the Volunteer handbook yearly if they are still with us. All volunteer records will be kept on site for two years.

At no time will a volunteer be allowed to have direct unsupervised access with a child or children of WITDA for any reason. Only employees of WITDA has unsupervised access to children of WITDA during business hours. At no time will a volunteer be counted in the staff child ratios. No child will be supervised by an employee under the age of 18 years.

Every volunteer must be supervised at all times by a registered RECE Educator of WITDA if they are in the presence of WITDA child(ren). The WITDA Educators are responsible for the information sharing, monitoring of the volunteer behaviour and conduct and ensuring they follow all the Centre's policy and procedures. If a Volunteer does not follow the written policies on guiding children's behaviour or other WITDA policies their volunteer time could end and if applicable a school or agency advisor will be contacted and placement may be discontinued.

All WITDA Educators will be responsible for a volunteer in their classroom. It will be the responsibility of all WITDA Educators to ensure their Volunteer know the rules of their room and how the room flows. Each WITDA Educator must take ownership of ensuring the volunteer follow all policies and procedures. Each Educator will mentor the volunteer to the best of their ability. If there are any issues that pertain to the volunteer it is the responsibility of the Educator to bring it to the attention of the Director or Supervisor as soon as possible. The Director or Supervisor will check with the Educator to ensure the volunteer is meeting Centre expectations.

INDIVIDUAL SUPPORT PLAN FOR CHILDREN

Any child needing support other than through an agency Educators will fill out Individual support plan for the child in need. This plan is designed so children do not fall through the cracks. This plan is completed with the child in mind to help them be more successful within any of WITDA's programs or sites. If an Educator, Director or Parent feels a child need a bit of attention than and Individual Support Plan needs to be completed. This form can be done before enrolment starts or whenever it may be needed. If at all possible a meeting with the Educator, Director and parent will happen to complete the form. If not possible then the Educator will complete their part and the Director and parent will sit down and review the Educator's piece and add any updated info. All parties will sign off on this piece of Documentation and it will be kept in the classroom were Educator's well have access to it. The form will be reviewed on a regular basis.

CLASSROOM SUPERVISION

- 1) Never leave the children unattended for any reason.
- 2) Never leave students alone with children at any time.
- 3) Try whenever possible to not leave a non-RECE supply alone with the children. We relies this may not happen at times. When it does have to occur staff will choose the most reliable non RECE with the children.
- 4) If you need to leave the room for any reason let your team members know that you are leaving.
- 5) Educators must position themselves with an optimal view of the program.
- 6) Each classroom will have a handbook that will include classroom rules you must comply with.

CONFIDENTIALITY

The confidentiality of parents and children are to be respected at all times. Failure to adhere to this policy could lead to dismissal. Please remember that staff have a right to confidentiality too. See the Privacy Policy in the P & P.

INCLIMATE WEATHER POLICY

With the extremes we experience with the weather, the daycare has a policy as to when it is unsafe for the children to go outside. In the winter we spend as much time as physical possible for our young children outside. Temperature guide line for outdoor play: Infant will not go outside under -10 degrees Celsius including wind chill. Toddlers will not go outside under -12 degrees Celsius including wind chill. Preschoolers will not go outside under -15 degrees Celsius including wind chill. During the summer +30 to +32 Celsius including humidex we will not go outside or with the older children we will reduce the time we spend outdoors. We are lucky to have a lot of shade in our playgrounds and if the summer months if humidity is boarder line the older children may go outside for a short time depending on the breeze and time of day. Each playground is equipped with water for the children to drink when they are thirsty. Educators when outside will require children to rehydrate periodically when they are outside playing. This is subject to change at the discretion of the Director.

If the weather is extremely bad it will be decided by the Director and the Chair of the Board what will happen. If a decision to close the daycare is made, it will be announced on 96.7 CHYM FM and 570 AM. As well it will be post on the Radio's Web site. You will also get a telephone call from the Director or Supervisor informing you of the closure. If the daycare is open but the weather worsens throughout the day, the Centre may close early for everyone's safety. In this case the parents will be called individually to come and pick up their child(ren). Staff will be sent home in order of house proximity to the Centre. In combination of shifts and number of children present. The Director or Supervisor will determine who goes home when.

ANIMALS

Animals can spread infections. Good hygiene and handling procedures can prevent the spread of such infections. Good supervision and common sense will protect both animals and children. All animals that enter the centre to stay or visit for a short time must have all their shots up to date before entering the school.

Pets of the daycare will have a yearly medical by a veterinarian and yearly rabies shots if applicable for that animal.

Pet cages will be changed daily, and fresh food and water will be provided. Children will learn how to take care of pets and help with their care. The children will wash their hands after handling pets or helping during changing of them. The pets, if possible, will be able to be taken home on long weekends as temporary family pets and brought back on the next school day. Parents are responsible for the pets on the weekend. Pets that are recommended by this Centre are: birds, fish, hamsters, guinea pigs, rabbits.

ADMINISTRATION & MEDICATION POLICY & PROCEDURE

Waterloo Infant Toddler Daycare Association will administer perception medication and medication that is prescribed or requested by a doctor to a child of the Centre. Each medication that is brought into the Centre that needs to be administered will require its own paperwork completed by the parent. It is the responsibility of the Educator to info the office when a child has medication that needs to be administered.

When each medication is administered the proper paperwork needs to be completed before leaving the classroom. When a child is given medication, it will be recorded in the classroom log book and parents will initial the entry each evening at pick up.

All medication will be kept in one of two places. 1. In the kitchen in a locked box in the fridge. Or 2 in the Mulita Purpure Room or in a locked cupboard in the classroom in the locked medication box. The Supervisor is responsible for ensuring all non-prescription medication are labeled properly and correctly.

Waterloo Infant Toddler Daycare Association will not administer any medication past the date of expiration date. WITDA will follow the instructions on the medication bottle and if they do not match the parent(s) instruction filled out on the paper work we only follow the bottle. Parents will be called for clarification or informed at pickup if unable to reach them.

It is daycare policy that the Supervisor or Director will administer all medications to children in the Centre. If the Supervisor or Director are out of the daycare then the person in charge will administer the medication to the child(ren.) If the Supervisor or Director is dealing with a matter that they cannot be interrupted they may assign a designate to deliver the medication to the child that is in need of it at the time of the interruption.

FOOD HANDLING AND PREPARATION

When coming in contact with any food, whether in the kitchen or in the classroom, please remember that hands must always be washed before and after handling the food. Hands **must** always be washed after handling meat, and an apron must always be worn in the kitchen at all time. Food must never be placed directly on the table when serving lunch or snacks to the children. All food must be served on a plate or bowl, or with a disposable napkin or paper muffin cup. All children must wash their hands before any meal or snack and before and after any cooking experience. Children are not allowed in the kitchen for any reason.

Waterloo Infant Toddler Daycare Association and all their sites are **PEANUT FREE and NUT FREE**. No food or snacks can be served to the children from outside sources unless it comes through our kitchen. Our Cooks will ensure what every goes out to the children meeting our standard and safety requirements. This means we cannot serve or give children any food that parents have made or want to buy for the children at any time. Examples store bought birthday cake, cupcakes, or homemade cookies etc.



SNACKS AND MEALTIMES

During lunch staff are expected to try all foods to model positive proper eating habits to the children. We encourage the children to try everything even though they may not like it so it is only fair for the staff to do the same. Staff should have no more than 2 helpings or servings of lunch. Any staff member who cannot eat the lunches or snacks due to allergies must speak with the Director and appropriate exceptions will be made. The Director may request a doctor's note at any time to outline details of a staff's allergies.

1. Ensure your hands, as well as the children's, are washed before and after snacks and lunch.
2. Lunch and snack times are to be a positive social and relaxing time for the children, so please don't rush them. 45 minute is allotted for slow eaters to finish.
3. Children should be encouraged to try all parts of lunch, and drink their milk. After 30 minutes if a child(ren) has not finished eating they will be offered their dessert and given another 15 minutes to finish. After that time the child(ren) will be given a choice to have a last bite and then clear their plate or just to clear their plate.
4. If a child refuses to try lunch or falls asleep during lunch time the Educator will pack up the food and have it saved for p.m. snack. Food will be refrigerated and heated appropriately. If the child wishes this request. The child will be offered the meal again and then offered full pm snack.

MEALS

The daycare provides one hot meal and two snacks during the course of the day. It is our policy to use as much unprocessed foods with as few additives and limited quantities of sugar and salt as possible. Meals are carefully balanced in accordance with Canada's Food Guide and we use chicken, fish, ham, turkey, and ground beef. There is a five-week rotating meal plan posted in the front hall. Each classroom has an extra copy posted for your convenience. The hallway copy will show any daily or weekly changes that have to be made or were made. Any change will be kept until the week comes into rotation again.

Waterloo Infant Toddler Daycare Association's main site Building 1 will prepare and provide all the meals for Buildings 1 and 2, the WITDA-KW Bilingual School site and WITDA St. John's Summer Camp. For offsite locations, meals will be transported in Cambro insulated containers, large coolers, or cooler bags to keep food at the maximum hot or cold temperatures. The main site kitchen will have all allergy lists from all sites posted in the kitchen, to ensure allergies/restrictions are known and followed.

The daycare attempts to meet all special diet needs. However, in some cases we cannot meet extreme dietary needs, therefore, meals prepared and provided by the parents can be served. There will be no fee reduction for parents supplying their own food. **At all sites we do not serve anything that contains PEANUTS OR NUTS to protect the children with severe allergies to these items.** Anything brought in containing peanuts or nuts, including breakfast or snacks, will be thrown away.

If a parent is supplying meals for their child due to allergies, meal preferences, or religious reasons, they need to follow the rules listed below. We will be happy to supply families with a copy of our menus, so they can supply similar foods for their child(ren).

If a parent is supplying their own meal or snacks for the child, these are the steps that need to take place:

1. Need to complete a food substitution form for your child.
2. The meals need to be **nutritious** and must come in containers in a cooler bag with the child's first and last name on the outside of the bag.
3. Each lunch bag must have an ice pack in it to keep the contents at proper **temperature**. We cannot ensure we have room in the daycare fridge to store all the lunch bags.
4. We do not allow non-nutritious food in children's lunch bags brought in by parents. If parents are providing food, it must be nutritious. Examples of unsuitable food(s) are: chips, cookies, chocolate, packaged sweets, fast foods (like burgers, fries, nuggets, and doughnuts) are not acceptable. WITDA promotes healthy eating and we encourage families to do the same. Families may bring in part lunches and WITDA will provide the fruit and vegetables if this helps families. Talk to the onsite Supervisor for help in this area if required.
5. If packing packaged foods like granola bars, etc. the ingredients label must be clear to read and in English, as we must check to ensure there are no peanuts or nuts entering the classrooms.

Waterloo Infant Toddler Daycare Association will not deprive any of the basic needs of food, shelter, and clothing or bedding to a child. If a child is in need of any of the items listed above, the Centre will provide it for them and will then take the necessary steps to ensure they have these things on a regular basis.

INFANT MEALS & MEALS FOR OTHER CHILDREN

Infant formula, milk in bottles, cereals and any other special foods are to be provided by the parents in labeled containers. Any bottles of formula need to arrive to daycare already prepared. The daycare will provide water in a cup during snack time and milk in a cup during lunch. We can mash or cut into small pieces but not strain infant table foods. Infants are fed according to individual schedules requested by their parents. Any food brought in by parents must be nutritious foods, peanut/nut free, as well as labeled with first and last name, and will be kept in the classroom fridge. Educators will heat any food that needs reheating. They cannot cook food for your child's lunch.

Waterloo Infant Toddler Daycare Association has strict guidelines set for parents if they are supplying the food or meal for their child. They must provide a balanced meal and snack in accordance with Canada's Food Guide. If a parent(s) forgets their child's food, they will be called to come and supply them food or WITDA will supply a meal to the best of their ability in meeting all the food restrictions. For more information on the parent's responsibility on supplying meals, WITDA parents can come see the main office for help and to complete a Food Substitution form.

ANAPHYLACTIC POLICY

Intent

Anaphylaxis is a serious allergic reaction and can be life-threatening. The requirement for an anaphylaxis policy is intended to help support the needs of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, and visitors at the childcare centre. These provisions are aligned with Sabrina's Law 2005, which requires all district school boards and school authorities in Ontario to develop an anaphylactic policy.

ANAPHYLACTIC & MEDICAL POLICY

Waterloo Infant Toddler Daycare Association takes every allergy or suspected allergy very seriously. As soon as an allergy is brought to the attention of the Director and/or Supervisors, it will be determined if an Individual Anaphylactic or Medical Plan needs to be created, or if the child's information just goes on the allergy list that is posted in the classrooms. For any Medical Emergencies or Anaphylactic reaction, the Supervisor(s) and/or Director will meet with the parents or guardian to complete an Anaphylactic or Medical form. This needs to occur before the child starts care if possible.

Communication Plan

- Upon enrolment of a new child, the office staff at all sites will examine the paperwork to see if the child has any allergies or severe medical issues. If the allergies or medical issues listed are not clear, the office staff will immediately call the parent for clarification. We encourage all parents to return forms to the centre prior to attending so we can be prepared for them before they start.
- The Supervisor(s) and/or Director will be informed of any allergies or medical issues and the allergy will be highlighted on the papers for easy reference and viewing.
- If a child has a life-threatening allergy or medical issue a meeting will be set up with the child's parents, as well as the Supervisor and/or the Director to discuss details of the allergy or medical issue. During the meeting we will go over safety concerns the centre and the parents have regarding the child and the allergy. We will go through the Medical Plan with the parents to inform us of signs and symptoms we will need to look for if the child is having an allergic or medical reaction or if they need a device. If possible, this meeting will take place before the child starts. Otherwise, it will happen on the first day of attendance before the parent leaves the child alone on the premises.
- After meeting with the family, the next step will be to inform the child's classroom Educators of his/her allergy. If we have the child's information ahead of time, we will give full details to all Educators during a staff meeting or through a memo depending on which is closer to the child starting. If this cannot be done then the Supervisor(s) and/or Supervisor PL will walk around to all Educators and staff working to review the new child's allergy or medical condition.
- After the parent meeting, and if time warrants, Educators and staff members will be given full details of any child's allergy or medical issue at a staff meeting. During that meeting we will go over the signs and symptoms to look for in this child. The Director and/or Supervisor(s) will review during orientation how to use an Epi-Pen with all staff members, students, and volunteers and each person will sign off on the child's medical plan. If a staff member, student, or volunteer needs a refresher on how to use the Epi-Pen at any point, then the Director and/or Supervisor(s) will review it again. If the child starts before a group meeting can be conducted, the Director and/or Supervisor(s) will first go over the Medical Plan with the child's classroom Educators and review how to use an Epi-Pen or

device if needed. Then the Director and/or Supervisor will walk around to all Educators and staff working to review the new child's medical plan and sign off on the appropriate form.

- All information about a particular child's life-threatening allergy will be posted in the kitchen at all sites, the gross motor room (Building 1), inside the outdoor sheds on the playgrounds, and the child's classroom. In the classroom, the child's picture will be posted on their medical plan.
- Each classroom will have one lunch table where all children with food allergies will sit, and a full-time teacher will always run this table. No supply teacher will serve lunch at the allergy table, unless they have been with WITDA for over 6 months and the Educator's in the room feel he or she can handle the responsibility.
- Any volunteer, student, or supply teacher will be made aware of a life-threatening allergy or medical issue by the classroom Educator on the early shift. They will also be asked to go to the office to sign off that they are aware of a new child attending the centre who has a life-threatening allergy or medical condition and are aware of the procedure to follow if the child is having an attack. During the period of sign off, if needed, the Supervisor(s) and/or Director will give a retraining of the Epi-Pen and go over signs and symptoms for this child's allergy or medical condition or device.

Development of a Child's Individual Anaphylactic or Medical Plan Procedure

During the meeting between the Director and/or Supervisors and the parent(s), the following items will be discussed and documented. Both parties will sign off on the procedure that the centre will follow in case of an anaphylactic reaction or medical reaction or use of a device.

- What the child's anaphylactic allergy or medical condition is
- The parent will define steps of administering the Epi-Pen or medication and the circumstances including signs and symptoms, in which they want it administered.
- Which room the child will attend and where the Epi-Pen or medication or device is kept.
- Review how the staff have been trained to use the Epi-Pen or to administer the medication or to use the device. Review the procedure staff will follow if the child has an episode.
- Filling out all medication forms so the Epi-Pen and/or Medication can be administered.
- Confirm all emergency and non-emergency contact information on the parent and others.
- Parents sign consent to allow a staff member to administer the Epi-Pen if the child is having an anaphylactic reaction.
- Parents sign consent to allow a staff member to administer medication or to use a device to help the child.

Training of Staff and Volunteers

- During our First Aid and/or CPR training course there will be a section on, "How to use the Epi-Pen" and a review of the signs and symptoms of an anaphylactic reaction. As well, when a new child arrives who has an Epi-Pen, staff will be shown again how to use an Epi-Pen and be given the opportunity to practice. At that time, they will be shown how to use any other devices that a child may need if applicable.

- Each staff member will be given the opportunity to use and practice with a training Epi-Pen. This is to ensure they feel comfortable using it if ever the need arises.
- During orientation for new employees the Supervisors and/or Director will go through each child's Individual Anaphylactic and/or Medical plan and review all signs and symptoms. They will be given the opportunity to practice using an Epi-Pen or trained to use a device if one exists. During the year, when a new child arrives with an Individual Anaphylactic and/or Medical Plan, staff will be updated by memo or at a staff meeting depending on which is closer. Each staff member will review with the Supervisor and/or Director the new child's signs and symptoms of the Individual Anaphylactic or Medical Plan. Staff will then read and sign off on the plan on or before the day the child starts. If WITDA comes across any new development regarding Epi-Pen updates we will inform parents of children who have Epi-Pens in our centre.
- During every orientation with students, volunteers or supply staff, the Supervisor(s) and/or Director will review in detail any Individual Anaphylactic and/or Medical plans. In the absence of the Supervisor(s), the Supervisor PL will do orientation and review everything. We will read and review all signs and symptoms of the child's allergy and what they need to do if a child is having a reaction. If necessary, we will review how to use the Epi-Pen by watching a YouTube video on "how to use an Epi-Pen," we will give them the opportunity to practice with one. When training is finished, they will sign off on each child's Individual Anaphylactic and/or Medical plan. We will update any student, volunteer, or supply staff with any new child's emergency Medical Plan when they occur. When that happens, they will be told by the Educator in the child's room of the plan and will then be asked to come see the Supervisor(s) and/or Director where we will review the children's Individual Anaphylactic and/or Medical Plan in detail reviewing the signs and symptoms of the Allergy and they will then sign off on the plan.
- Each staff member, student, volunteer, and supply will sign off on this procedure once a year or after the annual reading of the Policies and Procedures manual.
- Each student, volunteer and/or supply Educator will sign off on this procedure once a year.

Strategy to reduce the risk of exposure to anaphylactic causative agents

- All WITDA locations are peanut free
- No food is shared with another child
- If a child arrives with food containing peanuts, it will be thrown away in one of the office garbage cans, **NOT A CLASSROOM GARBAGE.**
- If food is used on occasion for any art or sensory, it must be safe for any child with food allergies. If all children cannot do the activity, then the activity cannot be done.
- The cooks, the kitchen assistant, and two other staff members will have Safe Food Handling training. Only the cooks, the kitchen assistant, the Director, and/or Supervisor(s) will do any of the food purchasing unless a designate has been asked. Any person cooking in the kitchen must have their Safe Food Handling training. If a supply cook does not have this training, then the Director and/or Supervisor(s) will do any food purchasing for the centre. All food that is bought by the centre is checked to ensure it does not contain peanuts or nuts.

Staff Procedure to follow if an Anaphylactic Reaction or Medical Emergency is occurring:

When a staff member sees a child having an anaphylactic reaction or having a medical emergency, they are to do the following:

- Call for help from another co-worker as you are attending to the child with the reaction or emergency
- The second Educator gets the Epi-Pen, medication, or device, and gives it to the Educator who is attending to the child and then calls for help from the office and has them call 911. The third Educator (if there is one) attends to all other children by having a circle, keeping the children away from the situation.
- When the office has been informed of the situation, the Supervisor(s) will help the Educator attending the child. The Supervisor PL at Building 1 will call the parents and report the situation, arranging for the parents to meet the Director and/or Supervisor and the child at the hospital. At Building 2 the Supervisor will designate another staff member to call the parents and report the situation.
- One of the cooks at Building 1 will go down to the end of the driveway to direct emergency vehicles up to the centre. At Building 2 the kitchen assistant will go down to the end of the driveway to direct emergency vehicles. At KWBS a staff member will make a call to the main office and the school's office assistant will meet and direct EMS to the room. At St. John's summer camp the kitchen assistant will go to the front driveway and direct emergency vehicles around the building to the playground gate.
- After emergency vehicles have arrived, the Supervisor PL (Building 1) or a designated staff will get the child's files and bring them to the emergency attendants.
- The Director and/or Supervisor(s) and/or Supervisor PL (Building 1) will accompany the child to the hospital and stay with them until the parents arrive.
- After returning from the hospital, the Director and/or Supervisor(s) will fill out all forms required for a Serious Occurrence if necessary.

Non-Staff Procedure to follow if an Anaphylactic Reaction or Medical Emergency is Occurring

When a non-staff member sees a child having an anaphylactic reaction or medical emergency, they are to do the following:

- Call for help from a staff member within the classroom and assist the Educator
- The first Educator gets the Epi-Pen, medication, or device and/or instructs the non-staff member to get the Epi-Pen, medication or where to get the device and returns it to the Educator attending to the child.
- The non-staff member is available to help as instructed

Waterloo Infant Toddler Daycare Association

Anaphylaxis and or Medical Plan For: _____

Child's Name

This person has a potentially life-threatening allergy (anaphylaxis) to:

(Check the appropriate boxes.)

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Peanut | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Tree nuts | <input type="checkbox"/> Insect Stings |
| <input type="checkbox"/> Eggs | <input type="checkbox"/> Latex |
| <input type="checkbox"/> Milk | <input type="checkbox"/> Medication: |

Picture

FOOD: The key to preventing an anaphylactic emergency is absolute is absolute avoidance of the allergen. People with food allergies should not share food or eat unmarked / bulk foods or products with an “may contain” warning.

Epinephrine Auto-Injector: Expiry Date: __June 2008_ / __June 2009

Dosage: ☐ EpiPen Jr. 0.15 mg ☐ EpiPen 0.30 mg
☐ Twinject 0.15 mg ☐ Twinject 0.30 mg

Location of Auto-injector(s): _____

☐ **Asthmatic:** Person is a greater risk. If person is having a reaction and has difficulty breathing, give epinephrine auto-injector before asthma medication.

A person having an anaphylactic reaction might have ANY of these signs and symptoms:

Skin: hives, swelling, itching, warmth, redness, rash

Respiratory (breathing): wheezing, shortness of breath, throat tightness, cough, hoarse voice, chest pain/tightness, nasal congestion or hay fever-like symptoms (runny itchy nose and watery eyes, sneezing), trouble swallowing

Gastrointestinal (stomach): nausea, pain/cramps, vomiting, diarrhea

Cardiovascular (heart): pale/blue colour weak pulse, passing out, dizzy/lightheaded, shock

Other: anxiety, feeling of “impending doom”, headache

Act quickly. The first sign of a reaction can be mild but symptoms can get worse very quickly.

1. Give epinephrine auto-injector:
2. Call 911:
3. Call Parent:

Name	Relationship	Work Phone	Home Phone	Cell Phone

Parent/Guardian Signature

Date

Director Signature

Date

Waterloo Infant Toddler Daycare Association acknowledge of Anaphylaxis & Medical Forms

I have read the Anaphylaxis or Medical plan for _____ in the _____ Room. I understand the information contained in this form and how and when to take action in event of an emergency. If I have any questions I will seek information from the Director or Supervisor in a timely manner.

_____ Name print	_____ Signature	_____ Date
_____ Name print	_____ Signature	_____ Date
_____ Name print	_____ Signature	_____ Date
_____ Name print	_____ Signature	_____ Date
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_____ Name print	_____ Signature	_____ Date

ALLERGIES

If a child has a food or medical allergy, parents need to inform the office upon enrolment so we can inform and take proper steps to ensure your child does not come in contact with the food or medication that they are allergic to. In each classroom, there will be a posted list of all children with allergies to food or medication. Educators are responsible to ensure that a child does not receive any food that would make them sick. It is the responsibility of the parent to fully disclose all allergies to the Educators and office staff as soon as they are known, or upon enrolment. Depending on the severity of the allergy, a medical plan may be set in place. The Supervisor(s) or Director will help determine if this is necessary.

An allergy list are posted in each room with those children's particular allergies on it. There is a complete allergy list of all allergies within the centre posted in the kitchen, Gross Motor room, outdoor play shed and any other area where the children will be. In most cases the cook will provide a substitute for a child's food allergies. In some cases, like a milk drinking allergy, parents may provide a milk substitute. If a child has severe allergies it will be discussed with the Director and or Supervisor and the parent may be requested to provide the appropriate substitutes. Any substitution must come in a lunch bag with an ice pack. All contents in the bag and the bag itself must be labeled with the child's first name and last initial. We will work with the parents to understand the child's allergy and help with substitutions when we can. All Substitutions must meet daycare standards and be peanut and nut free.

FOOD ALLERGY, RESTRICTION AND REQUESTS

Intent

Children in our care may have known food allergies which may be non-serious, serious or life-threatening (e.g. anaphylaxis). We at Waterloo Infant Toddler Daycare Association also have children who have specific food restrictions. These restrictions may be due to food intolerances, family dietary choices (e.g., vegetarian) or religious observance (e.g., requirement for kosher or halal food). A list of children with known food allergies, or restriction as well as their respective allergies, must be posted in areas of food preparation and consumption. We will also post all food allergies and restriction where child(ren) eat their meals and snacks to ensure they are served the correct foods. We at WITDA will post allergies list in all play areas like gross motor rooms or gym, playgrounds or any other area in which children may be present to minimize risk of reaction. This will happen at each individual sites for those children attending those programs.

ALLERGIES AND FOOD RESTRICTIONS

A complete allergy list of all allergies or food restrictions within the centre is posted in each classroom. All classrooms will have their room's list posted at the front with the children's particular allergies and/or restrictions on it. There is a complete allergy list of all allergies and/or restrictions within the centre posted in the kitchens, gross motor room, all outdoor sheds in playgrounds, and with each group of children in their classroom backpack. In most cases the cooks will provide a substitute for a child's food allergy or restriction as best as they can. We will work with the parents to provide as many food substitutions as possible. In some cases, for example a milk allergy, parents may provide a milk substitute.

If a child has severe allergies, it will be discussed with the Supervisor(s) and/or the Director, so a medical plan or anaphylaxis plan can be created. The parent may be requested to provide the appropriate food substitutes if we cannot accommodate the food request. Any substitution must come in a lunch bag with an ice pack with the child's first and last name on it. Any outside food for a child(ren) that has been provided by the parent will be checked for peanuts or nuts. If any peanuts or nuts are found it will not be served and thrown away in the office garbage. We will work with the parents to understand the child's allergy and help

with substitutions when we can. The above applies to WITDA St. John's Summer Camp, when it is in operation.

Waterloo Infant Toddler Daycare Association has strict guideline set for parents if they are supplying the food or meal for their child. They must provide a balanced meal and snack in accordance to Canada's food guide. If a parents forgets their child's food, they will be called to come and supply them food or WITDA will supply a meal to the best of their ability in meeting all the food restrictions. For more information on the parent's responsibility on suppling meal at any of the WITDA locations please refer to the parent handbook under meals. Any parent who wishes to do a food substitution for their child may do so by contacting the office for a Food Substitution form.

PROHIBITED PRACTICES & DISCIPLINE

POLICY FOR PROHIBITED PRACTICES

The Ministry of Education and our policy prohibits the use of any sort of physical or corporal punishment of any kind by either an Educator, staff or relatives of the children on the daycare premises or property. At no time will a child or staff member be locked in a room or structure for any reason. No Educator will use harsh or degrading measures or threaten or use of derogatory language directed at a child or in the presence of a child. At no time will an Educator humiliate, shame, undermine his/her self-respect or frighten a child. No child of WITDA will be deprived of the basic needs like food, drink, shelter, sleep, use of toilet, bedding or clothing.

The Director or Educator must report any such occurrences to the Ministry of Education and to Family and Children's Services under the professional Advisory: Duty to Report. WITDA follows all rules and regulations set out under the Child Care and Early Years Act, 2014 and the Code of Ethic and Standards of Practice, as well as the Professional Advisory: Duty to Report both by the College of Early Childhood Educators. Every new employee, supply teacher, student, and/or volunteer must have a Vulnerable Sector check before they are allow to work or help in our organization.

DISCIPLINE POLICY

The Educator and staff members of the Centre make every effort to establish and maintain consistent and clear guidelines for the children's behaviour. When guiding behaviour, Educators attempt to redirect the children to a more desirable behaviour, offering suggestions and talking the child through the situation. Time away from others will be used as a last resort method after several attempts of redirection has failed. Educator will use and teach self-claiming techniques to help the children so they will be able in the future to self-regulate. Educator will always be on hand to help a child through their problem(s). Any incidents concerning a child's behaviour will be discussed with the parent(s) at the end of the day. Parents are encouraged to raise any concerns with the Educator(s) and/or the Director at any time.

Procedure for guiding discipline is as follows:

WITDA will use redirection techniques with all children and talk with them to help them learn how to handle themselves in behaviour and social struggles with peers. Educators will assist to help the child calm down, self-regulate or to help find out the underlying issue for the undesired behavior or struggles with peers. At no time will a child be placed in a corner or facing a wall.

If a child is misbehaving these are the steps that should be followed:

1. If a child is using an undesirable behaviour with another child the Educator needs to intervene and show the child how to be gentle, with their friends and then redirect the child to a new activity. The Educator needs to use simple and clear language. (us with Infants and Toddlers) With a preschooler the Educator needs to explain why the undesirable behaviour hurts or bothers our friends. Educators are not to use long drawn out explanations with young children.
2. If a child is doing an undesirable behavior the Educator shall give a warning and encouragement to not repeat the behaviour. Using a firm but desirable tone. While helping the child be aware of others feeling and of their own. (as with Toddlers and Preschoolers)
3. Redirection of the child doing the undesirable behaviour. This could include having the child redirected to another activity or having them use a “be by myself” space. The child may be asked to sit alone with a toy or book. At times a child may be removed from other to help the child to calm and help reflect on the situation. Sometimes another warning may have to be given if behaviour continues as well as a new consequence if undesirable behaviour continues. (as with Toddlers and Preschoolers)
4. The Educator will help the child to understand why this has occurred and how to help the child get along better with others.
5. If a child is not cooperating or responding to or with the Educator during redirection or other calming techniques or above steps are not working, to the best of the teacher's ability, or if the Educator (s) become frustrated with the child or situation; they can bring the child to the Director or Supervisor for assistance. Sometimes removal from the room helps a child calm down better and faster. The child can sit with the Director or Supervisor until he/she is settled down and ready to return to the classroom.
6. Parents will be informed of their child's behavior whether it was a great day or a hard day. Educator will talk and strategize with the parents regarding their child's behaviour if necessary.
7. Discipline should be age appropriate to the developmental level of the child and designed to assist the child to learn appropriate behavior and self- regulation.

MONITORING OBSERVATIONS & COMPLIANCE SELF MONITORING

At Waterloo Infant Toddler Daycare Association each Educator will follow our self- monitoring practice. Each team will conduct a Monitoring Observation & Compliance for Educators on each other once or twice a year and the Director will review the reports. There are five questions that the observer will answer and write a brief statement of the Educator in that area. Once completed both parties will discuss the outcome and both will sign the document and then it will be given to the Director to read and if necessary follow up with any issues or discrepancies. The report will be filed in the observer personal file. Any discrepancies there will be a meeting held with the Educator and Director, goals will be set and future meeting followed up on until issues are resolved. Each Educator and staff member has a legal responsibility to the children of the Centre to report any misconduct by a co-worker, student, volunteer, adult or parent. The prohibited of practice report will be conducted on any student or Volunteer by their cooperating Educator once during their placement. Educator will conduct a prohibited of practice check list on a volunteer who is helping in their room once during their volunteer term or once per year. All reports will be kept in the Student or Volunteer's personal file.

Any Educator or staff member that see another person mistreating a child on WITDA property must report the incident to the Director as soon as possible. A Monitoring Observation & Compliance form does not necessarily have to be completed if you observe mistreatment of a child.

Educators are expected to comply with the Program Statement and comply with any policies and procedures with respect to guiding children's behaviour. Failure to comply will result in a verbal warning initially, followed by a written warning, and finally dismissal or straight dismissal if the severity of the incident is necessary. The list of prohibited practices (from the Child Care Licensing Manual August 2016 Subsection 6.6– Prohibited Practices Ontario Regulation 137/15, page 139) that includes a direct dismissal with WITDA are as follows:

- a. corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- b. physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);
- c. locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- d. use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, share or frighten the child or undermine their self-respect, dignity or self-worth;
- e. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f. inflicting any bodily harm on children including making children eat or drink against their will.

For further information on Prohibited Practices see the Policy and Procedure Manual under: Health and safety/ Prohibited Practices & Discipline. Or Termination or Dismissal of Employee's See Policy and Procedure Manual Employment Section/Centre General Policies/Termination of Employment.

SERIOUS OCCURRENCE POLICY

Intent:

To define what constitutes a Serious Occurrence and how Waterloo Infant Toddler Daycare Association will respond in the event of one. The purpose is to protect the health, safety and well –being of the children and staff, and that these serious incidents are reported and tracked. WITDA will provide support for the Ministry of Education in the monitoring of our Centre. Reporting a Serious Occurrence ensures that Ministry officials are prepared to respond to the public if the incident become known to the media.

Serious Occurrence Categories Definitions & Examples

These categories and examples will help Directors, Supervisors and Educators to know when and why a Serious Occurrence needs to be reported. The serious occurrence categories and an example for reference:

The Director, Supervisor and or designates are required to promptly notify their program advisor through Child Care Licensing System (CCLS). If any WITDA locations cannot access CCLS, they must still notify their program advisor via telephone or email within 24 hours of becoming aware of the occurrence and complete a serious occurrence report in CCLS as soon as the system becomes available.

In the event a **Serious Occurrence** takes place

- First and for most Educators ensure the safety of the child or children in their care and call for any assistance necessary to deal with the emergency situation at hand. If needed call 911 and the Director and/or Supervisor for help.
- If off-site the Educator or Supervisor must contact the Director at the main Centre immediately during or after emergency is under control.
- The Director or main site Supervisor will come to the site immediately to assist where necessary and help with all paper work associated with a SO.
- All Serious Occurrences will be reported through the CCLS within 24 hours. The Director or main site Supervisor will guide this.

In the event of any of the above, the Educators will follow the Serious Occurrence procedure. The Director has the responsibility to proceed except in her absence, when the responsibility falls to her designate. Once an SO has been reported a Notification form will be posted within 24 hours and will be post on the hallway parent information bulletin board. (More information under Posting Serious Occurrence Notification Form)

Definitions and Examples

Death of a Child

1. A **death** of a child which occurs while participating at Waterloo Infant Toddler Daycare Association main Centre and/or at our St. John's summer camp location including all children receiving community based support services that are funded or licensed by the Ministry of Education.

Example of Death of a Child: (e.g.) A child develops a severe illness while on the Centre premise or in their care and later passes away at the hospital. (e.g. 2) a child develops a fever while at the Centre and is sent home and later pass a way.

Allegation of Abuse and/or Neglect

2. Any **alleged abuse and/or neglect** of a child which occurs while participating at any locations of Waterloo Infant Toddler Daycare Association. This includes all allegations of abuse or mistreatment of children against staff, foster parents, volunteers, drivers providing transportation and temporary care providers. **Does not** include reports of historical abuse divulged by the child that did not occur while the child was participating in a service.

Example of Allegation of Abuse and/or Neglect: (e.g.1) A staff member observes a co-worker or custodian slap a child. (e.g. 2) The Centre received an email for a concerned parent alleging that a staff member was upset that a preschooler had a urine accident; the staff member refused to permit the child to change his/her soiled clothes.

Life-threatening Injury or Illness:

3. Any complaint concerning **operational, physical or safety standards** of the service that is considered by Waterloo Infant Toddler Daycare Association to be of a serious nature.

Examples of Life-threatening Injury or Illness:

- a. **Injury** (e.g.1) A child suffered a second/third degree burn. (e.g.2) A child had an anaphylactic reaction.
- b. **Illness** (e.g.3) Child is hit in the head and loses of consciousness. (e.g.4) A child ingests a hazardous material or is given the wrong dose of medication and medical attention is required.

Missing or Unsupervised Child(ren)

4. Any situation where a **child is missing or unsupervised**, in accordance with Ministry requirements for applicable program sectors; otherwise, where Waterloo Infant Toddler Daycare Association considers the matter to be serious.

Examples of Missing or Unsupervised Child(ren)

a. Child was found: (e.g.1) A child was left alone on the playground at the end of outdoor play and was later located. (e.g.2) During transition time, a child was left in the room unattended as the staff and children went outside. Child was found by another staff member.

b. Child is still missing: (e.g. 1) A parent without permission to pick up their child insisted on taking the child home. Police and child's co-parent were notified.

Unplanned Disruption of Normal Operations

5. Any **disaster**, such as a fire, flood, infectious disease, (where public health unit officials are involved), etc. on the premises of Waterloo Infant Toddler Daycare Association that interferes with daily routines.

Examples of Unplanned Disruption of Normal Operations (Unplanned disruption of service may involve program closure, relocation (not including a planned temporary relocation), immediate evacuation, prohibition to enter the premises and/or restrictions placed (i.e. lockdown, outbreak)

a. Fire (e.g.1) A fire occurs at the Centre on the weekend when no children were on the premises. The Centre decides to close the Center until repairs are completed or until air quality is tested.

b. Flood (e.g.1) A water pipe bursts overnight and floods most of the classrooms. The Centre decides to close the Centre until clean up repairs are completed or until it is safe for children to return.

c. Gas Leak (e.g. 1) A gas leak at the Centre (occurred before/during/after operational hours)

d. Detection of Carbon Monoxide: (e.g.1) The Centre is in operation and the carbon monoxide detector goes off. The Centre evacuates and 911 is called. The Centre goes to the emergency shelter and parents are called to pick up their child.

e. Outbreak: (e.g.1) When the Centre is in Outbreak deemed by the Region of Waterloo Health Unit. This could happens when a flu bug is going around and the center has excessive vomiting and or diarrhea.

f. Lockdown: (e.g.1) When the Centre has to lock all doors and is not letting anyone in or out of the building for the safety of the children and or staff.

g. Other Emergency Relocation or Temporary Closure: (e.g.1) Fire breaks out at the apartment next door and it is advised by the fire department that we evacuate our building for safety purposes. (e.g.2) Due to the fire next door it is unsafe for children to return to our building until our building and area is deemed safe to return.

Example of when and SO is NOT to be submit: Center closed due to extreme weather conditions (i.e. snow storm, snow days) A planned temporary relocation for the licensed site (i.e. labour disruption and Centre decided to relocate to continue operation of Centre) A boiler water advisory is in effect, fire alarm pulled accidentally.

Policies and Procedures in the Event of a Serious Occurrence

IF A SERIOUS OCCURENCE HAS OCCURRED OR IS SUSPECTED, THE FOLLOWING PRIORITY ACTION APPROACH IS TO BE FOLLOWED AND IMPLEMENTED BY CENTRE DIRECTOR, SUPERVISOR OR DESIGNATE.....

1. The child(ren) is priority and must be provided with immediate medical attention when warranted.
2. Appropriate steps shall be taken to address any continuing risks to the children's health, safety and well-being.
3. Educator or any other person witnessing or having knowledge of the occurrence will orally report immediately to the Director, Supervisor or designate. They will follow up with a written account of the incident in their own words and submit it to the Director. Educator or any other person witnessing or having knowledge of the occurrence will orally report immediately to the Director or designate so a SO can be filed. Educators must write in their daily log a brief event occurrence of the situation
4. The appropriate parties are notified; (i.e. parents, police, ambulance, Board Chair, Ministry of Education Program Advisor, Family and Children's Services, etc.)
5. If the Serious Occurrence has media coverage you **MUST** call the Ministry of Education Program Advisor immediately and leave a message and as soon as possible follow up with an email to the Program Advisor.
6. If a Serious Occurrence takes place during non-business hours or on a weekend a SO will need to be reported within 24 hours of notification to the Director and/or Supervisor. All Steps will be followed to follow the report on time.

Procedure for Posting Serious Occurrence Notification Form

Under the Ministry of Education we require to post any Serious Occurrences that has happened within the Centre. Waterloo Infant Toddler Daycare Association will now post a high level Serious Occurrence Notification report. The Serious Occurrence Notification Form will be posted by our Operating License and our Licensing Summary Chart located on the front hall bulletin board.

This form will be posted within 24 hour of an occurrence or when the operator deems the occurrence to be serious. The Serious Occurrence form will be posted for a minimum of 10 business days. If any form is updated with additional information the form will remain posted for 10 days from the new date of the update. Serious Occurrence Notification Form will be kept for a minimum of three year from the date of the Occurrence or for the length of the time the child is in care with WITDA if that is longer than three years. These forms will be available to read for current and prospective parents as well as Ministry of Education when they have been requested. The notification form will not have identifying information included to protect confidentiality and privacy of those involved (including child name, staff name, age, date of birth, age group/room)

Serious Occurrence Annual Analysis

All Waterloo Infant Toddler Daycare Association locations are required to conduct an annual analysis of all serious occurrences that occurred in the previous year. The annual analysis is to be used as a method of identifying issues, trends, and actions taken. The analysis and record of actions taken in response to the

occurrences will be kept on file at each location except for WITDA St. John's Summer Camp, which will be kept at Building 2 until camp resumes the following year. All past camp analysis files will be kept at Building 2 when camp is not in progress, otherwise reports will be kept on the camp site. In addition to ongoing reviews and follow-ups to serious occurrences, Licensing Ministry staff will review the serious occurrence annual analysis during license renewal inspections. All Serious Occurrence annual analysis reports will be kept for at least a three-year period.

DUTY TO REPORT SUSPECTED CHLD ABUSE

Registered Early Childhood Educators are expected to be accountable for their actions as early childhood educators and to abide by the College's Code of Ethics and Standards of Practices. Waterloo Infant Toddler Daycare Association Educators are expected to follow the Professional Advisory: Duty to Report June 2015 if they suspect any child of abuse. A full version of the document is available in each policy of procedure book and in each office and the staff room for reference. A full version is also available on the College of Early Childhood Educator website at www.college-ece.ca/en/Pages/Public-Resources.aspx. The Director or Supervisor is always available for help and advice if you are unsure abuse has occurred. We will support any staff member if they feel the duty to report abuse.

DUTY TO REPORT

When some serious occurrences, most notably an allegation of abuse or neglect, will give rise to a duty of report that a child may be in need of protection. If Waterloo Infant Toddler Daycare Association or staff member suspects that a child is, or may be, in need of protection, they must report this to the local Family and Children's and Family services in accordance with section 72 of the *Child and Family Services Act*.

The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection must make the report directly to a Family and Children's and Family services. The person must not rely on anyone else to report on his or her behalf.

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

However, Waterloo Infant Toddler Daycare Association are only required to notify the program advisor of a serious occurrence if the alleged abuse or neglect occurred while the child was receiving care at the child care Centre.

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

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

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

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

For more information about the responsibilities of an RECE, please visit the [College of Early Childhood Educators website](#).

RESPONDING TO ALLEGATIONS OF MISCONDUCT & DISCRIMINATORY INCIDENTS

If an allegation towards a staff member is made by a parent, child or other staff member or if an allegation towards a parent, child or staff member is made by a staff member these steps will take place:

1. The staff member will be removed from the room they are currently in and placed in another room or sent home with or without pay.
2. The staff member will immediately be placed on a middle shift and never be alone with the children for his or her own protection until the situation has been resolved. If it warrants them to return to work.
3. The Director will contact the Board Chair and inform them of the allegations and what steps have and will be taken.
4. The Director will then talk to all individual parties separately and conduct a report.
5. The Director will call The Ministry of Education's program Advisor and report the allegation. A serious occurrence report will be filed and updated as needed.
6. The Director will fill out any necessary forms or call any necessary agencies or lawyer if necessary or instructed by the Board Chair.
7. Depending on the result of the investigation of the allegations, steps listed under the termination policy may be followed.

PLAYGROUND SAFETY POLICY

Intent

The intent is to provide safe play spaces for Infants, Toddlers, Preschoolers and School-age children and help minimize the risk of injury. The policy sets out the expectations of all the sites at the WITDA Campus including Buildings 1 and 2, WITDA-KW Bilingual School, and WITDA St. John's Summer Camp, as well as for Educators and employees for the safety and supervision of children on playgrounds.

Playground Statement

Waterloo Infant Toddler Daycare Association will follow any and all safety standards set out by the CSA standards code. Any changes that are to be made to the playground or structures will be followed. Each year the playground will be inspected by an approved certified playground safety inspector. Each site of Waterloo Infant Toddler Daycare Association will have a playground safety log that will be kept on the premises of each location in the office area. This book will hold the monthly and annual inspections reports and the repair log for site specific playgrounds.

Any new equipment or new renovations, repairs or replacements, will be installed to meet the CSA standard. Any new structure will be inspected by a Certified Playground Safety Inspector. Everything will be in writing. Any new playgrounds will have a playground plan and it will be submitted to the Ministry of Education.

These are basic schedules and can change at any time depending on the program structure, number of children present and activities happening during the day. Each group of children will spend at least 2 hours outside at some point during the day. Time can include dressing depending on the weather. Each classroom will communicate with each other if they are changing any playground times. We have opened up the

playground to programs and utilize the space when needed or when the children need it. Each playground has a max number of children they can hold.

The Educators plan outdoor activities for the children based on the observations they have made of the children's play. With our Emergent curriculum Educators can enhance their play and learning, both indoors and outdoors.

Building 1:

Playground 1 can have a maximum of 40 children on it at one time. Playground 2 can have a maximum of 30 children out at one time. The Infants cannot use the climber structure on playground 2 at all.

The gate between the two playgrounds can remain open and the children can flow between them if they are of preschool age, and no infants or toddlers are out on the playground. Infants and Toddlers may use Playground 1 but may not use the climber structure at any time. If an age group is using both playgrounds, they must be of the same age group-no mixing of age groups is permitted.

Building 2:

Playground 3 can have a maximum of 41 children on it at one time and playground 4 can have a maximum of 37 children on it at one time. All Toddlers and Preschool children can play on either playground.

WITDA-KW Bilingual School site:

This playground can hold a maximum number of 19 children at one time. The preschool children can use the whole school's play yard when no other children from the school are outside. The entire school yard is fenced and meets safety regulations. The preschool children may **NOT** use the school's climber structures at any point.

WITDA St. John's Summer Camp site:

With regards to WITDA St. John's Summer Camp, the playground has a max number of children it can hold. The playground located beside the courtyard can have a maximum of 36 on it at one time. The playground beside the coach house can have a maximum of 64 children on it at one time.

Outdoor Play Temperatures and Guidelines for Buildings 1 & 2 and WITDA-KW Bilingual School:

Infants will not go outside when the temperature falls below -10°C with the wind chill. Toddlers will not go outside when it falls below -12°C with the wind chill. Preschoolers will not go outside when the temperature is below -15°C including the wind chill. During the summer time if the temperature rises above 30°C with the humidex, we will not go outside. However, we are lucky to have a lot of shade in our playgrounds and if the humidity in the summer time is borderline, the preschoolers will sometimes go outside for a short time at the Supervisor's discretion. This will also depend on the breeze and time of day. During the warmer weather each playground is equipped with water for the children to drink when they are thirsty. Educators will require children to rehydrate periodically when they are outside playing. At WITDA-KW Bilingual School the children have their own water bottles that they bring in each day so those water bottles are always taken with them out to the playground.

Outdoor Play Temperatures and Guidelines for WITDA St. John's Summer Camp:

During the summer, the children at WITDA St. John's Summer Camp are allowed to be outside up to and including 34°C, weather dependent. On days where field trips are involved, they can be out up to and

including 38°C. In the likelihood of thundershowers, and if the field trip is based outdoors for the day, then the following may happen:

1. The field trip will be canceled and if able to, switched to an indoor alternative instead (e.g. movies).
2. If the threat of thunderstorms is a low chance but still a warning due to the elevated temperature, the Director and Supervisor will talk about doing a portion of the field trip, if not the full trip, with an earlier return time so that the field trip can still happen.

PLAYGROUND POLICY

1. Every day an Educator will inspect the playgrounds. This will take place in the morning and afternoon. A schedule will be posted in each classroom on who is responsible for completing inspections. The inspection will include looking to ensure the climber and surrounding area is safe for the children. There will be a check list that will be followed each day. Each inspection will be dated and initialed by the staff who completed it.
2. A monthly inspection will be done by the Director and/or, Supervisor. A check list will be followed.
3. The playground Educator-child ratios will never be reduced during outdoor time. This will include morning and end-of-night ratios.
4. Each classroom will have planned activities for outside play. These activities will be posted on the program plans. A variety of activities will be offered during outside time.
5. If there happens to be a problem with the playground structure, the office will be notified immediately and the proper steps will be taken to ensure safety of the children.
6. If an accident occurs on the playground, an accident form will be completed and any necessary steps will be taken. The Director or Supervisor must sign all playground accident reports.
7. Playground checks need to be completed even when you are not able to go outside. The weather may change and the next group can go out. Emergency paths always need to be cleared of snow.
8. Staff are expected to interact with the children while outside. Sitting around and chatting to each other is not appropriate. As part of the program, each room will do at least 3 different outdoor planned activities per week. However, Educators need to ensure there are enough activities available to the children while outside. All children will be counted on before going outside and before coming back inside. When entering and exiting the playground the outside door needs to be clipped so staff hands are free to assist children up and down the stairs.

Waterloo Infant Toddler Daycare Association

Infant & Toddler Playground Daily Checklist

Legend												<input type="checkbox"/> okay <input checked="" type="checkbox"/> X a found problem has been fixed * a problem has been documented inform office right a way. If you can't go out write why on the day am or pm.											
Date												Date											
MON		TUES		WED		THURS		FRI				MON		TUES		WED		THUR		FRI		Comment Legend	
ITEMS	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM		ITEMS	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
Fences/Gates												Fences/Gates											Always look for twigs, branches, leaves that need raking.
Climbers												Climbers											
Nuts and Bolts												Nuts and Bolts											IF Snowed: a pathway is shoveled on the bricks and snow is cleared from climber and steps.
Caps and Plugs												Caps and Plugs											
Support Beams												Support Beams											
Plastic Components												Plastic Components											
Steps												Steps											
Hand rails												Hand rails											
Ground Clearance												Ground Clearance											
Surfacing Borders												Surfacing Borders											
Slides												Slides											
Bricks												Bricks											
Ground area												Ground area											
Sharp Edges												Sharp Edges											
Garbage												Garbage											
Broken Glass												Broken Glass											
Animal feces												Animal feces											
Tree Branches												Tree Branches											
Vandalism												Vandalism											
Staff Initials												Staff Initials											
Date												Date											
MON		TUES		WED		THURS		FRI				MON		TUES		WED		THUR		FRI		Comment Legend	
ITEMS	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM		ITEMS	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
Fences/Gates												Fences/Gates											Always look for twigs, branches, leaves that need raking.
Climbers												Climbers											
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Caps and Plugs												Caps and Plugs											
Support Beams												Support Beams											
Plastic Components												Plastic Components											
Steps												Steps											
Hand rails												Hand rails											
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Surfacing Borders												Surfacing Borders											
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Bricks												Bricks											
Ground area												Ground area											
Sharp Edges												Sharp Edges											
Garbage												Garbage											
Broken Glass												Broken Glass											
Animal feces												Animal feces											
Tree Branches												Tree Branches											
Vandalism												Vandalism											
Staff Initials												Staff Initials											

Waterloo Infant Toddler Daycare Association Accident Report

Child's Name: _____

Date and Time of Occurrence: _____

Type of Injury	Part of body Injured	Cause of Injury	Location of Accident	Accident Activity	First Aid Administered	Action taken <small>*state below by whom the action was taken*</small>	Yes	No
Insect bite	Ankle	Bee sting	Classroom	Free play	Ice	Taken to hospital		
Bite	Arm	Collision with object	Playground	Outdoor play	Cold cloth	Taken to doctor		
Broken Tooth	Back	Collision with others	On walk	Circle	Warm cloth	Taken to dentist		
Burn	Chest	Trip and fall	Doorway	Washroom routine	Drink	Taken home		
Cut – Needing Stitches	Chin	Falling on ice	Hallway	Sleep time	T.L.C	Parent called		
Cut/Scratch – Minor	Ear(s)	Falling object	Washroom	Field trip	Other			
Bump	Elbow	Thrown object	Gross Motor room	other				
Bruise	Eye	Bitten by child	other					
Other	Face	Scratched by child	Comments: _____					
	Finger(s)	Pinched by child						
	Foot	Horse play						
	Head * be accurate	Running						
	Knee	other						
	Leg – upper							
	Leg - lower							
	Lip							
	Nose							
	Shoulder							
	Stomach							
	Toe(s)							
	Tongue							
	Bottom							
	Other							

Date Reported _____

Report Written By _____

Time Reported _____

Witness _____

Parent Signature* _____

Supervisor Signature _____

*In signing, this report I (the parent and or guardian) acknowledge this incident and have been given a copy of this report for my personal records.

Site location: WITDA Building 1 ☐ WITDA Building 2 ☐ K-W Bilingual School Site ☐ WITDA St. John's Summer Camp ☐

FIELD TRIP & WALKS

SUPERVISION OF FIELD TRIP & WALKS

1. On field trips and/or walks each room is expected to take their classroom backpack. The backpack should contain all up to date emergency cards, class attendance sheet for the day, first aid kit, extra Kleenex as needed. An Educator on the trip must carry a cell phone for any emergency to make call. The daycare will pay for any charges incurred. If a Educator does not have a cell phone, the daycare will provide one for the day for emergency calls only. Please ensure the office has your cell phone number if you are going to use it for us to contact each other.
2. The office must be informed of the route that will be taken for a walk. You need to indicate your route you are taking located on the wall or window in your centre so parents can see what route you are on if they need to come pick up their child while you're out.
3. When using the looped rope on a walk 1 Educator or staff will be at the Front, 1 at the end, and the third will walk somewhere near the middle of the rope between the children and the road.
4. All road crossings will take place at crosswalks or not at all. Everyone must stay together.
5. Children will be counted at the start, during and at the end of each walk and when a child has left the group.
6. When taking the bus, you must stay together as a group at all times even if this means you may miss a bus. Everyone must cross at the same time and remain at the same bus stop. If you feel you want to move to another bus stop, there must be a consensus between all teachers.

FIELD TRIPS AND SPECIAL DAYS

Field trips are an important part of the WITDA's program. They should be planned to enhance themes and the children's knowledge of the community around them.

1. The responsibility for planning lies with the program Educator, but all field trips must be approved by the Supervisor or Director.
2. Once the trip is approved, notice must be given to parents at least 2 weeks prior to the trip. Or as much notice as possible depending on where the trip or walk takes place. A minimum of 4 day's notice for walks or forest visits within the neighbourhood.
3. Ratio on the trips are as follows and are subject to change depending on the trip and how many children are going and where the class is going.
 - **Infant** 1 Educator to 2 children if going to a splash Park. Other trips that children stay in strollers are 1 Educator to 3 children.
 - **Toddler** 1 Educator to 4 children if going to a splash park. Rest of trips i.e. (Zehrs) 1 Educator to 5 children.
 - **Preschool** 1 Educator to 6 children if attending a splash park of trips. Rest of trips i.e. (Zehrs, animal hospital) 1 Educator to 8 children.

4. Parent volunteers on an outing must obtain a Vulnerable Sector Check before they are allow to attend on the trip. The daycare will maintain the proper ratios by sending more Educator's or supply staff on trips.
5. Educators must fill out a Special Event Form and put it in the field trip binder located in the Staff room at least 2 weeks prior to the field trip.

Waterloo Infant Toddler Daycare Association Special Event Form

Date: _____ Classrooms: _____

Special Guest

Name of guest: _____ Contact Person: _____
 Address: _____ Phone # _____ Total Cost: _____
 Location: _____ Start time: _____ End time: _____
 Total Cost: _____ GST: _____ Deposit: _____
 Method of Payment: CHQ VISA CASH INVOICE

Comments: _____

Field Trip

Staff Contact: _____ Destination: _____ Contact: _____
 Address: _____ Phone # _____
 Daycare Departure: _____ Daycare Arrival: _____
 Destination Arrival: _____ Destination Departure: _____
 Child Cost: _____ Child Free: _____ Adult Cost: _____ Adult Free: _____
 Deposit: _____ GST: _____ Method of Payment: CHQ VISA CASH INVOICE
 Payable to: _____
 Estimated Total Cost: _____ Other Notes: _____
 Bus: LAIDLAW GRT # _____ Contact: _____ Phone # _____
 Daycare Departure: _____ Pick up time: _____
 Destination Departure: _____ Pick up time: _____
 Bus cost: _____ Driver cost: _____ Adult tickets _____ Kids tickets _____
 Volunteers Needed? YES NO # of adults attending _____
 Volunteer Ratios Inf _____ Tod _____ Pre _____ Sr. Pre _____ Kindergarten _____ School Age _____
 Lunch Required? _____ When: _____ Where: _____ How Many: _____
 Snack Required? _____ When: _____ Where: _____ How Many: _____
 Specific Requirements: _____

Timeline:

Items to bring: First Aid Kit, Kleenex, emergency cards, Water, Plastic cups, Spare clothes, Sunscreen
Quarters, Attendance

Please attach any brochures, maps or business cards to this paper

FIELD TRIP CHECKLIST

<input type="checkbox"/> Emergency Cards	<input type="checkbox"/> Money (to pay for trip)
<input type="checkbox"/> Allergy List	<input type="checkbox"/> Cheque for Bus
<input type="checkbox"/> Specific Rules for Trip	<input type="checkbox"/> Bus Tickets
<input type="checkbox"/> Lunch (coolers)	<input type="checkbox"/> Epi Pens
<input type="checkbox"/> Snack	<input type="checkbox"/> Inhalers and chambers
<input type="checkbox"/> Wipes (dry and wet)	<input type="checkbox"/> Any needed Medications
<input type="checkbox"/> Hand Sanitizer	<input type="checkbox"/> Kleenex
<input type="checkbox"/> Bottles (babies)	<input type="checkbox"/> List of Volunteers and children in their group
<input type="checkbox"/> Pacifiers (babies)	<input type="checkbox"/> Attendance sheet 1 to office & 1 takes on trip
<input type="checkbox"/> Extra Water and Cups	<input type="checkbox"/> Cell Phone/Quarter for Phone
<input type="checkbox"/> Bathing Suit	<input type="checkbox"/> Life Jackets or Water Wings
<input type="checkbox"/> Sunscreen	<input type="checkbox"/> Towels
<input type="checkbox"/> Diapers	<input type="checkbox"/> Any Special Required Item (ie. Extra snack)
<input type="checkbox"/> Watershoes	<input type="checkbox"/> First Aid Kit
<input type="checkbox"/> Sign In and Out Sheet	<input type="checkbox"/> Back Packs
<input type="checkbox"/> Rubber Boots	<input type="checkbox"/> Extra set of Clothing

Field Trip Rules & Information for Parents & Staff Letter

We want to thank you for volunteering. It is always a pleasure to have volunteers on the trip. We have a few rules for field trips that we require all volunteers to follow. Please read carefully and follow them to make sure we have a safe trip.

1. According to the Supervision and Access policy, all volunteers must have a vulnerable Sector Check before they are allowed on the trip. This apply to all parents, grandparents, relatives and friend. The whole group will always stay together while on the trip or walk.
2. Educators will take any children to the washroom when necessary.
3. There will be no smoking or drinking of alcohol during the trip.
4. Lunch and snack will be provided for everyone. This will ensure that children with allergies are safe and we are not going against parental requests.
5. No souvenir or treat, are allow to be bought for any child unless it is done by the Educator.
6. Instructions will be given to everyone about the itinerary for the trip. These have been approved by the Supervisor or Director. Please listen to and respect these times and places. The person organizing the trip has worked very hard to give everyone as much time as possible to enjoy the trip and still return to the daycare within the allotted time constraints.
7. It is WITDA's policy that cell phones will only be used on field trips in case of an emergency. We ask you not text or make calls during the trip. If you are on your phone you are not paying 100% attention to the children. Staff are carrying cell phones with them and may occasionally have to contact the center by either a phone call or text.

We have these restrictions for everyone's safety. We must accommodate for the various ages and abilities of the children and various parental requests and concerns. Please keep in mind that what you allow your child to do on your own time could vary from the daycare's policies. Our policies take into consideration a wide variety of parental rules and requests. Safety is our primary concern.

Thank you.

Bonnie Aultman RECE Director
& WITDA Educators

LAUNDRY PROCEDURES FOR BUILDING 1 & 2

MAKE SURE FAN IS ON WHEN STARTING LAUNDRY AND/OR DRYER. IT SHOULD RUN ALL THE TIME THE MACHINE IS WORKING

1. Shake all clothes out before putting in the washer and make sure there is no food on articles.
2. Put dirty articles in the washer, it can be filled very full. (Probably what would normally be two loads). Close door to washer.
3. Follow posted instructions for each unit
4. Please place labels on the laundry in the basket and or machine if it's **dirty or clean**.

TO USE DRYER *MAKE SURE FAN IS ON*****

1. Shake clothes out before putting them in to the dryer, they will dry faster.
2. Check the lint trap each and every time the dryer is to be used and empty it out if necessary.
3. Follow instructions posted for each dryer.
4. Ensure **clean label** is placed on the clean laundry if it's not being folded right away.

If you encounter any issues, please contact the office staff immediately for.

DO NOT TRY TO FIX THE WASHER ON YOUR OWN.

LAUNDRY SCHEDULE

Make sure the toys and dress up clothes are washed and that once they have been washed they are put back in the classrooms or downstairs in the proper spot.

Building 1

Infant sheets will be washed on Friday
Toddler 1 sheets will be washed on Wednesday
Toddler 2 sheets will be washed on Tuesday
Preschool 1 sheets will be washed on Friday morning
Preschool 2 sheets will be washed on Thursday
Preschool 3 sheets will be washed on Tuesday.

Building 2

Toddler 3 sheets will be washed on Tuesday
Preschool 3 sheets will be washed on Friday.
Preschool 4 sheets will be washed on Wednesday.
Preschool 5 sheets will be washed on Friday morning.

KWBS sheets will be brought over Friday afternoon and washed Monday morning.

Camp Laundry will be brought to the main site for cleaning. It will be the responsibility of the lunch deliverer & Kitchen Assistant to ensure their sites laundry is set up to be cleaned for the next day and to ensure they have everything to take to the site when needed.

FIRE DRILL'S & EMERGENCY EVACUATION SITUATIONS INFORMATION

Fire drills will be held monthly by the Director or Supervisor at each location and a Fire Drill Report will be filled out and filed in the Fire Safety Plan binder. All procedures are posted in each office and play areas. The first responsibility is to ensure the safety of the Children and to evacuate the building as quickly and safely as possible. If the centers alarms were set off due to false or real alarm the fire department is called automatically by the Centre security company. During our monthly practice fire drills the Director or Supervisor will sound a home smoke detector to alert Educators and children we are having a fire drill. At the KW Bilingual school site the Supervisor will do monthly drills as well as participate in any school fire drills that take place. All drills will be recorded in the Fire Safety Plan binder.

To find out more information on WITDA's Policy and Procedure for the follow emergency evacuation situations go to **Emergency Management Plan Section of the Policy and Procedure Manual** to find information on all site relating to Waterloo Infant Toddler Daycare Association. You will find the topics on:

EVACUATION PROCEDURE

SHELTERING

FIRE DRILL AND OR EVCUATION FOR CENTRE

PREPARING FOR SPECIFIC TYPES OF WEATHER OR DISASTERS

TORNADO OR SEVER STORMS

UTILITY DISRUPTION (water, heat, gas, electricity, telephones, computers)

**POWER OUTAGES
BOIL WATER ADVISORY
HOLD AND SECURE
LOCKDOWN**

EMERGENCY RESPONSE POLICY

Phase 1: Immediate Emergency Response

Phase 2: Next Steps during the Emergency

“All Clear” Notification Procedures

Unsafe to Return Notification Procedures & Communication with Parents

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

Procedures for Resuming Normal Operations

The above policy and Procedure are to be follow to the best of the abilities of the Educator and staff on duty at the time of the Emergency situation. In the past WITDA’s Staff have preform extremely well during an emergency situation and under pressure I would not expect this to change. After reading the above section and you have any questions, comments or concerns please speak to the Director. All of these policies have been developed with experience of emergency situations and comment cents in mind.

HEALTH AND SAFETY TRAINING

Any new employee, student, volunteer and or extended guest must have a standard Health and Safety training certificate that needs to be shown before they can start their employment, placement or volunteer work. This certificate can be obtained by completing the Health and Safety training at

<http://www.labour.gov.on.ca/english/hs/training/workers.php> then scroll down to the e-learning module and click the link and start the 4 step workshop. It take just about an hour. You must do it in one sitting. At the end ensure you print the certificate as it does not save that you completed the training. If you don’t print the certificate then you will have to complete the module again to get the printed certificate.

This link takes you straight to the eLearning module and you just push start.

<http://www.labour.gov.on.ca/english/hs/elearn/worker/index.php>

New employees must have WHIM training before starting to work for WITDA. If they do not have WHIM training the Director will help them get the training they need at the employee’s expense. During orientation the Director or Supervisor will go over all Health and Safety information that is required to be safe on the job. A copy of the WHIM chemical book is located in the Directors office.

New employees have one week to complete any Health and Safety training if they have not done it in the past. WITDA needs to see proof of all training to be accepted. All Students or Volunteers must have the training before they start helping.

HEALTH AND SAFETY INSPECTION OF INDOOR AND OUTDOOR ENVIRONMENT

Every day both the outdoor playgrounds will be inspected in the morning and the afternoon. There is a schedule posted in the room indicating which room is responsible at what time. The Educator responsible must initial and date their entry and inform the Director of any outstanding problems (Forms can be found in the Playground section of the P & P)

There will be a monthly indoor checklist completed. The Director or Supervisor will complete the checklist, note and/or repair and problems and date and initial the checklist.

HARASSMENT & VIOLENCE IN THE WORKPLACE

Statement of Intent:

Waterloo Infant Toddler Daycare Association is committed to the prevention of workplace harassment and promotes a harassment free environment in which all people respect one another and work together to achieve common goals. Any workplace harassment committed by or against any employee or any other persons associated with the organization is unacceptable conduct and will not be tolerated.

Harassment in the Workplace Policy:

Waterloo Infant Toddler Daycare Association develops and maintains harassment prevention practices to create a respectful and safe work environment and ensures that it complies with the Ontario Occupational Health and Safety Act, Regulation and Code.

This policy applies to all Waterloo Infant Toddler Daycare Association employees, full-time, part-time, contract, supply, students, volunteers and persons acting on behalf of Waterloo Infant Toddler Daycare Association, such as board members, contractors and consultants.

This policy applies not only during working time, but to any activities on or off of company premises which could reasonably be associated with the workplace (e.g. social events).

The Director of Waterloo Infant Toddler Daycare Association shall ensure that employees understand how to recognize workplace harassment, the procedures for responding to, reporting on and investigating incidents or harassment in the workplace.

Waterloo Infant Toddler Daycare Association recognizes that individuals may find it difficult to come forward with a complaint under this policy because of concerns of confidentiality. Therefore, all complaints concerning workplace harassment, as well as the names of the parties involved, shall be treated as confidential. Waterloo Infant Toddler Daycare Association's obligation to conduct an investigation into the complaint may require limited disclosure. No record of the complaint will be maintained on the personnel file of the complainant. If there is a finding of improper conduct that results in disciplinary action, it will be reflected only on the file of the person who engaged in such conduct, in the same way as any other disciplinary action.

No action shall be taken against an individual for making a complaint, unless the complaint is made maliciously.

Employees are required to be familiar with and follow the procedures for responding to, reporting on incidents of harassment, and preventing workplace harassment.

Definitions:

Harassment: "Harassment" means 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. This includes any inappropriate conduct, comment, display, action or gesture by a person that:

- (a) Adversely affects the worker's psychological or physical well-being and that the person knows or ought reasonably to know would cause a worker to be humiliated or intimidated; and
- (b) Constitutes a threat to the health or safety of the worker

Workplace: “Workplace” means in or on the property of Waterloo Infant Toddler Daycare Association or away from Waterloo Infant Toddler Daycare Association property if the employee is engaged in work-related activities or work-related social functions (e.g. field trips, parties, golf games, etc).

Minor Incident: “Minor incident” means an incident in which no one is physically harmed in any way and which was resolved through employee or Directory mediation.

Serious Incident: “Serious incident” means an incident in which someone was physically harmed (whether requiring medical attention or not), or which continued or escalated after supervisory mediation.

Procedures:

Employees are encouraged to attempt to resolve their concerns by direct communication with the person(s) engaging in unwelcome conduct. Where employees feel confident or comfortable in doing so, they should communicate their disapproval in clear terms to the person(s) whose conduct or comments are offensive. The employee should keep a written record of the date, time, details of the conduct and witnesses, if any.

Employees who are not confident or comfortable with direct communication and who believe they are victims of harassment, or become aware of situations where such conduct may be occurring, must report these matters to any of the following: first to the Director, second to the Assistant Supervisor, or third the Board Chair if the Director or Assistant Supervisor are not able to be contacted to deal with harassment complaints.

If informal attempts at resolving the issue are not appropriate, or prove to be ineffective, a formal complaint may be filed.

- Provide a letter of complaint that contains a brief account of the offensive incident (time, location, persons involved, and witnesses if any). The letter should include the remedy sought and be signed and dated by the person making the complaint.
- File the complaint remover: first to the Director, second to the Supervisor, or third the Board Chair if the Director or Supervisor are not able to be contacted to deal with harassment complaints.

Reporting and Investigation of Incidents:

Employees should report incidents of workplace harassment as soon as possible to the Director or in absence of the Director report to the Supervisor who will determine whether the incident is minor or serious. Employees will be asked to cooperate with any investigation surrounding the incident.

If the incident is minor:

- (a) The Director will determine if mediation is appropriate and if so, mediate or arrange for mediation of the situation;
- (b) Conduct the appropriate investigation immediately
- (c) Within twenty-four (24) hours, write a report outlining the details, facts and witnesses of the incident and submit the report to the board chair and to the Joint Health and Safety Committee.

If the perpetrator is an employee, the Director shall apply appropriate disciplinary measures.

If the incident is serious:

- (a) The Director must first ensure the safety of children then the employees and him/herself;
- (b) Ensure proper medical treatment is provided or sent for.
- (c) Contact the authorities as soon as possible (police or Ministry of Labour, where appropriate), to report the incident; and
- (d) Conduct a thorough investigation, keeping detailed notes of facts, times, witnesses, and witness accounts; and
- (d) Within twenty-four (24) hours, write a report outlining the details, facts and witnesses of the incident and submit the report to Board Chair and to the Joint Health and Safety Committee.

In addition to verbally reporting workplace harassment issues to the Director as soon as possible after the incident, employees are required to report incidents in writing.

All complaints shall be handled in a confidential manner. Information concerning a complaint, or action taken as a result of the investigation, will not be released to anyone who is not involved with the investigation.

A written report on the results will be provided to all parties risk assessment process as well as to the employees involved. Disciplinary action for violations of this policy will take into consideration the nature and impact of the violations, and may include a verbal or written reprimand, suspension (with or without pay) or termination (with or without notice). Similarly, deliberate false accusations are of equally serious nature and will also result in disciplinary action up to and including termination without notice for just cause. Note, however, that an unproven allegation does not mean that harassment did not occur or that there was a deliberate false allegation. It simply means that there is insufficient evidentiary basis to proceed or that while the complainant may have genuinely had reason to believe that there was harassment, investigation has not borne out the complaint.

The Director will ensure that the Chair or Executive of the Board is notified of all instances of harassment in the workplace that directly involve an employee.

Employee Training:

All employees are required to be educated and trained on the contents of the policy. Training and education sessions will be scheduled by the Director.

The training program for employees shall include:

- (a) The means to recognize harassment;
- (b) Procedures, work practices, administrative arrangements that have been developed to minimize or eliminate harassment;
- (c) The appropriate responses of workers to incidents of harassment, including how to obtain ;
- (d) Procedures for reporting incidents of harassment.

Supervisor, Financial Manager will also be trained to safely supervise all workers.

This policy and procedures shall be posted so that they are available to all workers, and shall become part of Waterloo Infant Toddler Daycare Association Staff Handbook. Newly hired employees will receive a copy of this policy and all other related policies, and the policies will be reviewed with each new employee during that employee's orientation process.

Issues that arise under this policy will be reviewed to determine if this policy requires revision.

This policy will be reviewed on an annual basis.

VIOLENCE IN THE WORKPLACE POLICY

Statement of Intent:

The Waterloo Infant Toddler Daycare Association is committed to the prevention of workplace violence and promotes a violence free environment in which all people respect one another and work together to achieve common goals. Any workplace violence committed by or against any employee or any other persons associated with the organization is unacceptable conduct and will not be tolerated.

Violence in the workplace Policy:

The Waterloo Infant Toddler Daycare Association develops and maintains violence prevention practices the centre to create a respectful and safe work environment and ensures that it complies with the Ontario Occupational Health and Safety Act, Regulation and Code.

This policy applies to all Waterloo Infant Toddler Daycare Association employees, full-time, part-time, contract, supply, students, volunteers and persons acting on behalf of Waterloo Infant Toddler Daycare Association, such as board members, contractors and consultants.

Waterloo Infant Toddler Daycare Association shall consider workplace violence as a hazard and when conducting hazard assessments, shall include employees in this assessment.

Waterloo Infant Toddler Daycare Association shall ensure that employees understand how to recognize workplace violence, the procedures for responding to, reporting on and investigating incidents or violence in the workplace.

No action shall be taken against an individual for making a complaint, unless the complaint is made maliciously. Employees are required to be familiar with and follow the procedures for responding to, reporting on incidents of violence, and preventing workplace violence.

Definitions:

Violence: “Violence” means unacceptable behaviour as defined in subsection 1(1) of the Ontario Occupational Health and Safety Act, R.S.O. 1990, c.0.1

- (a) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- (b) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- (c) 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.
and also includes any incident in which:
 - (a) An employee is threatened or assaulted on company premises or in circumstances relating to the employee executing his or her job duties;
 - (b) A parent or visitor to the workplace is threatened or assaulted on company premises; or
 - (c) An employee threatens or assaults a client, co-worker or other individual in circumstances relating to the employee’s execution of his or her duties.

Domestic Violence: “Domestic violence” means a pattern of coercive tactics which can include physical, psychological, sexual, economic and emotional abuse perpetrated by one person against an adult intimate partner, with the goal of establishing and maintaining power and control over the victim.

Workplace: “Workplace” means in or on the property of Waterloo Infant Toddler Daycare Association or away from Waterloo Infant Toddler Daycare Association property if the employee is engaged in work-related activities or work-related social functions (e.g. field trips, parties, golf games, etc).

Unacceptable Behaviour: “Unacceptable behaviour” means physically or psychologically aggressive behaviours including but not limited to:

- Hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
- Carrying or brandishing weapons of any sort
- Throwing objects at an individual with a view to cause physical injury or fear
- Destruction of workplace or co-workers’ property
- Threats of violence
- Intimidating behaviour that causes the recipient to have a fear of physical violence
- Obscene or harassing telephone calls

Close Calls: “Close calls” means incidents which did not result in actual physical harm but, except for circumstance, had the potential to result in physical harm.

Minor Incident: “Minor incident” means an incident in which no one is physically harmed in any way and which was resolved through employee or supervisory mediation.

Serious Incident: “Serious incident” means an incident in which someone was physically harmed (whether requiring medical attention or not), or which continued or escalated after supervisory mediation.

Procedures:

Risk Assessment:

Risk assessments regarding workplace violence will be completed as part of the overall risk assessment program. Employees will participate in such assessments. A written report on the results will be provided to all parties to the risk assessment process as well as employees.

Response to Incidents:

Employees exposed to potential or actual situations of violence in the workplace should take one or all of the following actions, depending on the severity and location of the situation:

- Make it known to the alleged offender that his or her behaviour is not acceptable
- Leave the area immediately
- Call for assistance from a co-worker, or office staff
- If situation is saviour and not help call 911

Reporting & Investigating of Incidents:

Employees should report incidents of workplace violence as soon as possible to the Director, or in absence of the Director report to the assistant supervisor who will determine whether the incident is minor or serious.

Employees will be asked to cooperate with any investigation surrounding the incident.

If the incident is minor:

- (e) The Director will determine if mediation is appropriate and if so, mediate or arrange for mediation of the situation;
- (f) Conduct the appropriate investigation immediately
- (g) Within twenty-four (24) hours, write a report outlining the details, facts and witnesses of the incident and submit the report to board chair and to the Joint Health and Safety Committee.

If the assailant is an employee, the Director shall apply appropriate disciplinary measures.

If the incident is serious:

- (e) The Director must first ensure the safety of children then the employees and him/herself;
- (f) Ensure proper medical treatment is provided or sent for;
- (g) Contact the authorities as soon as possible (police or Ministry of Labour, where appropriate), to report the incident; and
- (h) Conduct a thorough investigation, keeping detailed notes of facts, times, witnesses, and witness accounts; and
- (h) Within twenty-four (24) hours, write a report outlining the details, facts and witnesses of the incident and submit the report to Board Chair and to the Joint Health and Safety Committee.

In addition to verbally reporting workplace violence issues to the Director as soon as possible after the incident, employees are required to report incidents in writing on the Violent Incident Report Form.

The documentation should be submitted to the Director or in the absence of the Director the Supervisor as soon as possible after the incident.

The Director will ensure that the Chair or Executive of the Board is notified of all instances of violence in the workplace that directly involve an employee.

Investigation of Incidents:

Incidents will be investigated in an objective and timely manner.

Investigation will include interviewing victims and witnesses.

Reports of incidents of violence will be kept confidential, apart from the requirements of the Ontario Occupational Health and Safety Act, R.S.O 1990, c.01.

Victim Support:

Waterloo Infant Toddler Daycare Association will ensure that employees are advised to consult with a health professional of their choice for treatment or referral, if they have a physical injury or adverse symptoms resulting from a workplace violence incident, or are exposed to workplace violence.

Employees should seek appropriate internal and/or external assistance in relation to incidents of workplace violence. Police Services may also be called if there is a concern for the safety of an employee.

Employee Training:

All employees are required to be educated and trained on the contents of the policy. Waterloo Infant Toddler Daycare Association will integrate workplace violence prevention into employee orientations and into normal workplace practices and procedures. Training and education sessions will be scheduled by Directors.

The training program for employees shall include:

- (e) The means to recognize potentially violent situations;
- (f) Procedures, work practices, administrative arrangements that have been developed to minimize or eliminate the risk to workers;

- (g) The appropriate responses of workers to incidents of violence, including how to obtain assistance;
- (h) Procedures for reporting violent incidents.

Supervisor, Financial Manager will also be trained to safely supervise all workers.

This policy and procedures shall be posted so that they are available to all workers, and shall become part of the Waterloo Infant Toddler Daycare Association Staff Handbook.

Issues that arise under this policy will be reviewed to determine if this policy requires revision.

This policy will be reviewed on an annual basis.

WATERLOO INFANT TODDLER DAYCARE ASSOCIATION VIOLENT INCIDENT REPORT FORM

Complainant Information		
Name	Job Title	
Classroom	Date of Incident	Time of Incident
Type of incident <input type="checkbox"/> Physical <input type="checkbox"/> Verbal <input type="checkbox"/> Other		
Description of incident		
Location of incident		
Medical attention required (please explain)		
Police called? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, give details		

Investigation conducted? <input type="checkbox"/> Yes <input type="checkbox"/> No Names of investigators	Reported to Director? <input type="checkbox"/> Yes <input type="checkbox"/> No Name of Director
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**WATERLOO INFANT TODDLER DAYCARE ASSOCIATION
VIOLENT INCIDENT REPORT FORM CONTINUED**

Assailant Information			
<input type="checkbox"/> Employee <input type="checkbox"/> Parent <input type="checkbox"/> Visitor <input type="checkbox"/> Delivery person <input type="checkbox"/> Ex-employee <input type="checkbox"/> Other (please specify)			
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female		Name (if known)	
Age	Weight	Height	Complexion
Other distinguishing marks			
Vehicle description (if any)			
Other Information			
Has the assailant been involved in any previous incidents with employees? If yes, provide details			
Did any working condition contribute to the incident?			
Names of witnesses			
Please provide any other information you think is relevant:			
Name of Investigator:		Signature of Investigator:	
Date:			

**WATERLOO INFANT TODDLER DAYCARE ASSOCIATION
VIOLENT INCIDENT INVESTIGATION CHECKLIST**

Use this checklist for violent incident investigations to ensure all aspects of the incident have been reviewed. Prepare an Incident Report based on your findings.

- ☐ Names, addresses, telephone numbers of complainants, assailants and witnesses
- ☐ Occupation of complainants, assailants and witnesses
- ☐ Date and time of incident
- ☐ Date and time incident reported to employer
- ☐ Exact location of incident
- ☐ Exact location of complainants, assailants and witnesses
- ☐ Activities of complainants, assailants and witnesses before, during and after incident
- ☐ Statements of witnesses and their locations
- ☐ Detailed explanation of events in order of sequence of occurrence
- ☐ Complainant's account of events
- ☐ Description of assailant(s)
- ☐ Description of any vehicles involved in incident
- ☐ Assailant's account of events
- ☐ What participants said and did immediately before and after incident
- ☐ Physical conditions of work environment at time of incident
- ☐ Assailant's physical and mental state prior to and at the time of incident
- ☐ Unusual activity that may have contributed to incident
- ☐ Substance use or abuse
- ☐ Relationship between complainant and assailant, if any
- ☐ Investigator's relationship to complainant and assailant, if any
- ☐ Photographs of incident site
- ☐ Diagram of incident site, location of injured worker and witnesses

**WATERLOO INFANT TODDLER DAYCARE ASSOCIATION
RISK ASSESSMENT QUESTIONNAIRE**

The completion of this questionnaire is voluntary. Information gathered from this section will only be used for statistical analysis and to identify trends in workplace violence. Complete individual confidentiality will be maintained. When completing this risk assessment form, remember this does not apply to the children you care for.

Have you ever experienced **verbal abuse** while a member of this organization? ☐ Yes ☐ No

If yes, did you report the incident(s)? ☐ Yes ☐ No

If yes, did you report the incident(s) ☐ Verbally? ☐ In writing? ☐ Other (please specify)

If no, why?

What was your relationship with the person involved in the incident?

☐ Co-worker ☐ Parent ☐ Member of the Public ☐ Director ☐ Other (please specify)

Where did the incident occur?

When did the incident occur?

Have you experienced a threat of **physical violence** while a member of this organization? ☐ Yes ☐ No

If yes, did you report the incident(s)? ☐ Yes ☐ No

If yes, did you report the incident(s) ☐ Verbally? ☐ In writing? ☐ Other (please specify)

If no, why?

What was your relationship with the person involved in the incident?

☐ Co-worker ☐ Parent ☐ Member of the Public ☐ Director ☐ Other (please specify)

Where did the incident occur?

When did the incident occur?

Have you experienced a **physical assault or attack** while a member of this organization? ☐ Yes ☐ No

If yes, did you report the incident(s)? ☐ Yes ☐ No

If yes, did you report the incident(s) ☐ Verbally? ☐ In writing? ☐ Other (please specify)

If no, why?

What was your relationship with the person involved in the incident?

☐ Co-worker ☐ Parent ☐ Member of the Public ☐ Director ☐ Other (please specify)

Where did the incident occur?

When did the incident occur?

Did you miss any time from work as a result of the incident? ☐ Yes ☐ No

If yes, please indicate the length of absence from work: days/weeks /months

Do you work alone or with a small number of co-workers? ☐ Yes ☐ No

Work late at night or early in the morning? ☐ Yes ☐ No

Are you concerned about your safety while at work? ☐ Yes ☐ No

If yes, what is the source of your concern?

Do you believe that such a possibility is: ☐ High risk? ☐ Medium risk? ☐ Low risk?

The completion of this section is voluntary. Information gathered from this section will only be used for statistical analysis and to identify trends in workplace violence. Complete individual confidentiality will be maintained.

☐ Female ☐ Male

Length of service: ☐ 1 year ☐ 1-3 years ☐ 3-5 years ☐ 5 – 10 years ☐ More than 10 years

**WATERLOO INFANT TODDLER DAYCARE ASSOCIATION
WORKPLACE HAZARDS INSPECTION FORM – WORKPLACE VIOLENCE**

This form is completed by the Director or Assistant Supervisor and representative for the staff. It is completed once a year.

DATE:

LOCATION:

NAME:

Question	Yes	No	Action Required
Parking Lot			
Is there enough lighting?			
Have vehicles been stolen from the parking lot?			
Have vehicles been broken into?			
Around the outside of the building (perimeter)			
Is your workplace near any buildings or businesses that are at risk from violent crime? (e.g., bars, banks)			
Do violent, criminal, drunk, or drugged persons ever come into your building?			
Are there signs of vandalism?			
Are you isolated from other buildings?			
Is there graffiti on the building walls?			
Are outside lights checked before dark?			
Are garbage areas, external buildings or equipment that employees use: <ul style="list-style-type: none"> In an area with good visibility? visible from main building with no possible hiding places 			
Is there a system to alert employees if intruders enter?			
Do you use coded cards or control access to the building or to certain areas on the property?			
Is there a system in place to limit the number of keys/entry cards given out?			
Do you change locks/codes immediately if keys/cards are lost or misplaced?			
Security System			
Do you have a security system at your location?			
Is the security system monitored?			
Are signs posted indicating that there is a security system in use?			
Office Area			
Is your office area easily seen and easy to get to?			

Can the Office Staff clearly see incoming visitors/customers?			
Is your office area staffed at all times?			
Can outsiders enter the building when there is no Office Staff present?			
Is the office area the first stop for visitors?			
Do you have a policy for receiving, escorting, and identifying visitors?			
Does the office area function as a security screening area for unwanted visitors?			
Are there objects/tools/equipment in this area that someone could use as a weapon?			
Signs			
Are there exit signs?			
Are there areas where exit signs are not present, but are needed? If yes, where?			
Impression of overall signage: <input type="checkbox"/> very poor <input type="checkbox"/> poor <input type="checkbox"/> satisfactory <input type="checkbox"/> good <input type="checkbox"/> very good			
What other signs should be added?			
Lighting			
List areas where lighting was a concern (too dark, or too bright) during the inspection			
Is the lighting evenly spaced?			
Are any of the lights out? If yes, where are they located?			
Can you access main light control switches? If yes, where?			
Stair and Exits			
Do exit doors identify the exit location?			
Is the lighting bright enough?			
Can lights be turned off in the stairs?			
Is there more than one exit route?			
Are there any exit routes, which prevent you from getting away? If yes, where?			
Do emergency stair doors lock behind you: <ul style="list-style-type: none"> • During regular hours of operation? • After regular hours of operation? 			

Possible areas for an attack			
Are there empty rooms that should be locked? If yes, where?			
Places to Hide			
Are there small areas where someone could hide, such as: <ul style="list-style-type: none"> • Recessed doorways • Unlocked storage areas • Stairwells • Other (describe) 			
What would make it easier to see if someone is hiding: <ul style="list-style-type: none"> • Transparent materials like glass • Mirrors • Windows in doors • Angled corners • Less shrubbery • Other (describe) 			
Do members of the public enter from the front of the building only?			
Working Alone			
At the time of the inspection, did any areas feel isolated? If yes, what areas?			
In these areas, is there a telephone to assist you if necessary?			
How many people were around you at the time of this inspection?			
Is it easy to predict when people will be around?			
Patterns of Movement			
Do you arrive and leave at the same time every day using the same route?			
How easily could someone get to know your patterns of movements? <input type="checkbox"/> very easily <input type="checkbox"/> somewhat easily <input type="checkbox"/> no way of knowing			
Can you easily tell what is at the other end of each walkway or corridor? If no, how far can you see?			

In walkway and corridors, are there corners or alcoves where someone could hide? If yes, where?			
Washrooms			
Can the public use the same washrooms as staff?			
Can the lights in the washrooms be turned off?			
Are washrooms checked before building is vacated?			
Individual Offices			
Are employees at risk from workplace violence due to their office layout?			
Has their furniture been arranged to: <ul style="list-style-type: none"> • Allow for a quick exit from the office? • Maintain a safe distance between employees and clients? 			
Are there objects that can be easily used as weapons?			
Do these offices have good visibility, i.e. shatterproof glass in walls/doors?			
Emergency Assistance			
Has an emergency contact number been established for use: <ul style="list-style-type: none"> • During regular hours of operation? • After regular hours of operation? 			
Are emergency numbers posted by phones?			
Are emergency phones accessible in all classrooms? If no, where is access needed?			
Is there a designated “safe” room where employees can go during an emergency? If yes, does this room have a telephone and a door that can be locked from the inside?			
Areas of Improvement			
What improvements would you like to see?			
How safe do you feel at work? Check the box that indicates how safe you feel in each area:			
Parking lot <input type="checkbox"/> very safe <input type="checkbox"/> safe <input type="checkbox"/> neutral <input type="checkbox"/> unsafe <input type="checkbox"/> very unsafe <input type="checkbox"/> N/A			

Perimeter of building <input type="checkbox"/> N/A	<input type="checkbox"/> very safe	<input type="checkbox"/> safe	<input type="checkbox"/> neutral	<input type="checkbox"/> unsafe	<input type="checkbox"/> very unsafe
Main/front entrance <input type="checkbox"/> N/A	<input type="checkbox"/> very safe	<input type="checkbox"/> safe	<input type="checkbox"/> neutral	<input type="checkbox"/> unsafe	<input type="checkbox"/> very unsafe
Corridors/hallways <input type="checkbox"/> N/A	<input type="checkbox"/> very safe	<input type="checkbox"/> safe	<input type="checkbox"/> neutral	<input type="checkbox"/> unsafe	<input type="checkbox"/> very unsafe
On your floor <input type="checkbox"/> N/A	<input type="checkbox"/> very safe	<input type="checkbox"/> safe	<input type="checkbox"/> neutral	<input type="checkbox"/> unsafe	<input type="checkbox"/> very unsafe
At your desk <input type="checkbox"/> N/A	<input type="checkbox"/> very safe	<input type="checkbox"/> safe	<input type="checkbox"/> neutral	<input type="checkbox"/> unsafe	<input type="checkbox"/> very unsafe
Other <input type="checkbox"/> N/A	<input type="checkbox"/> very safe	<input type="checkbox"/> safe	<input type="checkbox"/> neutral	<input type="checkbox"/> unsafe	<input type="checkbox"/> very unsafe

Adapted from the CCOHS *Work Rage in the Workplace Prevention Guide*

WATERLOO INFANT TODDLER DAYCARE ASSOCIATION

TIPS FOR PREVENTING AND MANAGING INCIDENTS OF VIOLENCE OR HARASSMENT

Although no incident of workplace violence is deserved, there are steps that you can take to reduce such incidents in our workplace. The following practical suggestions are from a guide entitled “Violence in the Workplace” from the Canadian Centre for Occupational Health and Safety (1999). These suggestions are things to help you at work or in your personal life away from the centre and may not reflect the philosophy of Waterloo Infant Toddler Daycare Association. **Remember if dealing with a situation to ensure the safety of the children at all times. Have someone remove the children from the area and ask them to send help.**

Dealing with a potentially violent person

1. Tips for verbal communication

- Focus your attention on the other person to let them know you are interested in what they have to say
- Do not glare or stare, which may be perceived as a challenge
- Remain calm and try to calm the other person. Do not allow the other person’s anger to become your anger
- Remain conscious of how you are delivering your words
- Speak slowly, quietly and confidently
- Speak simply
- Avoid communicating a lot of technical and complicated information when emotions are high
- Listen carefully. Do not interrupt or offer unsolicited advice or criticism
- Encourage the person to talk. Do not tell the person to relax or calm down
- Remain open-minded and objective
- Use silence as a calming tool
- Acknowledge the person’s feelings. Indicate that you can see he or she is upset

2. Tips for non-verbal behaviour and communication

- Use calm body language – relaxed posture with hands unclenched, attentive expression
- Arrange yourself so that your exit is not blocked
- Position yourself at a right angle rather than directly in front of the other person
- Give the person enough physical space...this varies by culture, but normally 1-2 meters is considered an adequate distance
- Get on the other person’s physical level. If they are seated try kneeling or bending over, rather than standing over them. Do not pose a challenging stanced such as :
 - Standing directly opposite someone
 - Putting your hands on your hips
 - Pointing your finger
 - Waving your arms
 - Crossing your arms
- Do not make sudden movements which can be seen as threatening
- Do not fight. Walk or run away. Get assistance from office or police if necessary.

Responding to a physical attack

If you are attacked:

- Make a scene, yell or scream as loudly as possible. Try shouting words like STOP, FIRE, or HELP
- If you are being pulled along or dragged, fall to the ground and roll
- Give bystanders specific instructions to help you. Single someone out and send them for help. For example, “You in the yellow shirt, call the police.”
- If someone grabs your purse, briefcase or other belongings, do not resist. Throw the item to the ground, several feet away from the thief and run in the opposite direction, yelling “help” or “fire”
- Do not chase a thief
- Run to the nearest safe place, a safe office or an open store
- Call police immediately after the incident
- If the attack does not warrant calling the police, inform the Director or Supervisor
- File an incident report

Be prepared

- Take a self-defense course
- Try to imagine yourself responding successfully to different types of attacks. Practice your responses

Working off-site

If you work away from a traditional office setting you must exercise extra caution. In many cases you have less or no ability to control your work environment. You may require special training to avoid violence by using conflict resolution and mediation tactics. Nevertheless, the following specific preventative tactics or procedures will minimize or prevent risks associated with working off-site:

- Have access to a cellular telephone or similar means of communication
- Use an established check-in procedure that allows you to manage typical situations you may encounter off-site
- Prepare a daily work plan so that you and others know where and when you are expected somewhere
- Arrange to meet in a safe environment
- Be alert and make mental notes of your surroundings when you arrive at a new or different setting
- Use the ‘buddy system’, especially when you feel your personal safety may be threatened
- Exercise your right to refuse to work in clearly hazardous situations
- Disclose any feelings of discomfort or apprehension about an impending appointment to your Director
- Do not enter any situation or location where you feel threatened or unsafe
- Carry hand-held alarms, noise devices or other effective alarm devices

Terminating a potentially violent interaction

- Interrupt the conversation firmly but politely
- Tell the person that you:
 - Do not like the tone of the conversation
 - Will not accept such treatment
 - Will end the conversation if necessary
- Tell the person that you will ask them to leave the building, or that you will leave (if working off-site)
- If the behaviour persists, end the conversation
- Ask the person to leave the building or leave yourself

- If the person does not agree to leave, remove yourself from the scene and inform your Director immediately
- Do not return to the person if you believe they pose a physical threat
- Advise other staff and have them leave the immediate area
- Call security or your local police
- File an incident report