



New Generations
EARLY LEARNING CENTER

EMPLOYEE MANUAL

FACILITY POLICIES AND PROCEDURES

22935 Fraser Highway, Langley B.C. Canada V2Z 2T3
Phone: 604-534-2009 Fax: 604-534-2005

Email: info@newgenerationschildcare.ca

Table of Contents

Our Philosophy.....	4
Code of Ethics.....	5
Childcare Licensing Regulations.....	5
Employee Requirements.....	5
Telephone Calls, Cell Phone Usage.....	6
Photo Taking.....	6
Documentation of Injuries/Reportable Incidents.....	6
Program Planning/Performance Reviews.....	7
Staff Meetings.....	8
Students and Substitutes.....	8
Supplies.....	8
Dress Code.....	8
Termination of Employment.....	9
Wages/Vacation Pay/Benefits.....	10
Overtime.....	10
Meal Breaks.....	10
Vacations, Leaves and Days Off.....	10
Fire Drill/Evacuation Procedure.....	11
Earthquake Preparedness Plan.....	12
Guidance and Behaviour Management Policy.....	13
Active Play Policy.....	14
Child Release Policy.....	14
Emergency Circumstances.....	16
Care and Supervision Policies and Procedures.....	16
Individual Child Information.....	17
Challenging Behaviour.....	17
Child Abuse and Neglect Policy.....	17
Nutrition Policy.....	19
Health and Illness Policy.....	19
Medication Administration.....	23
Pet Policy/Smoking Policy.....	23
Transportation Policy.....	24
Appendix A.....	25

A GREAT CHILD CARE PROVIDER.....

1. Values and sees the importance of creating connection and attachment with each child.
2. Understands that communication is key to the relationship with each child's family and looks for positive feedback to give parents at the end of every day.
3. Understands that the children come first.
4. Is reliable and consistent.
5. Includes families in problem solving and decision making regarding their child.
6. Is flexible and puts the needs of the children before scheduled activities.
7. Is respectful of family diversity (in styles of parenting and ethnic issues).
8. Keeps a clean but child friendly atmosphere.
9. Welcomes each child when they arrive in the morning, getting down to the child's level, creating a warm and safe environment where attachment can form. This individual attention will help the goodbye go smoothly and shows the parent you have a real interest in their child.
10. Accepts all children with inclusivity.
11. Spends time getting ready for each day. This includes pre-reading what books you will share, practicing songs you will sing, and processing what activities fit with the interests and developmental level of the children attending that day.
12. Maintains confidentiality in all areas concerning the children, families, facility and coworkers and practices discretion.
13. Realizes that knowledge is a life long process and therefore is always learning new and exciting things to improve and grow as a professional.
14. Understands that taking care of themselves is important. Eating nutritiously, getting a good night's sleep, exercising regularly and making time for themselves, models a healthy lifestyle to children while aiding in keeping their energy up and sickness away.
15. Keeps her program fresh. Changes equipment around, adds new activities and develops plans to keep the children interested
16. Is well versed in the Early Learning Framework and strives for best practice.
17. Continues to challenge self and self reflects often.
18. Values the importance of a strong team and strives to strengthen those connections by respecting each other and differing values. Everyone has something to contribute.

The above list is essentially what New Generations Early Learning Centre strives to achieve. Our goal is excellence and professionalism within a team mentality. No one is great alone. Our curriculum, philosophies, policies and procedures, as you will read, all link back to the definitions of a 'Great Childcare Provider'. As a member of our teaching team we welcome you and look forward to everything you will bring to our team. We encourage your passion, ideas and creativity in support of our beliefs and goals in making a difference in the lives of children and their families.

OUR PHILOSOPHY....

Our philosophy on the care and learning for children is simple; we believe in providing an inclusive program where children learn through play in a safe and secure environment. Play benefits the cognitive, social, emotional, physical and moral development for all children. It helps children to learn about the world around them by being creative and exploring their environment. Play helps children learn how to problem solve, learn leadership skills and develop a positive self esteem. It also teaches them negotiation skills, planning, cooperation, advocating their ideas, listening to others, handling frustration and empathy. These skills are vital skills for success in life. We as teachers use childrens' interests, ideas and abilities to promote learning through playtime, large group time and small group activities. Play is how we at New Generations Early Learning Center implement our curriculum. A child's curiosity leads them to learn because they are enjoying what they are engaged in, thus creating a sense of mastery and motivation which creates future success.

THE TEACHER.....

We believe the teacher is the key to a play centered curriculum. It is the teacher's role to provide and model opportunities for the children through play, while being aware of the individual child. Teachers will observe each child's individual developmental needs, meeting each child where they are at. Teachers will support children's learning by setting up an environment that engages all children. The teacher's role is to expand on a child's interests, needs and abilities, and to provide familiar structure and routines. Teachers will offer comfort to children, form relationships with them and provide the best home away from home possible to make children feel safe and secure while having fun and learning.

THE FAMILIES....

Ultimately a child's family is the most important influence in their life. Thus we operate as a family centered program;

- Families know their children best.
- Families have the right & responsibility to make choices for their children.
- Families & professionals work as a team.

In order to create the best experience for children it is important for the teachers and families to form a partnership approach in the child's learning and development. This involves sharing ideas, expressing concerns, taking responsibility for each side's role with the child, discussions and negotiation, in order to form supportive, appreciative relationships. This will create a sense of trust and value for the children. Information will be provided to families through newsletters, notice boards, meetings when necessary, daily information exchange and orientation with the facility and teachers. We want to get to know our families and let them get to know us.

“Creativity is inventing, experimenting, growing, taking risks, breaking rules, making mistakes and having fun”.....Mary Lou Cook

CODE OF ETHICS

All teachers at New Generations Early Learning Centre are required to follow the ECE BC's professional Code of Ethics, with the main points being the following:

- Early childhood educators promote the health and well being of all children.
- Early childhood educators use developmentally appropriate practices when working with all children.
- Early childhood educators demonstrate caring for all children in all aspects of their practice.
- Early childhood educators work in partnership with parents, supporting them in meeting their responsibilities to their children.
- Early childhood educators work in ways that enhance human dignity.
- Early childhood educators pursue, on an ongoing basis, the knowledge, skills and self awareness needed to be professionally competent.
- Early childhood educators demonstrate integrity in all of their professional relationships.

For more information regarding the Code of Ethics, there is a binder located in the office for your convenience.

CHILD CARE LICENSING REGULATIONS

Copies of the regulations are available in the office and in the administration binders located in each class for your convenience. As an employee of New Generations Early Learning Centre, you are required to be familiar with these regulations and are required to follow them at all times. Please do not hesitate to refer to them when you require clarification on any issues or if situations arise. They are located in the black binder in the office on the book shelf.

EMPLOYEE REQUIREMENTS

All teachers at New Generations Early Learning Center must provide the following information before commencing employment:

- Cleared and valid criminal record check
- Resume
- 3 letters of reference
- Immunization Status Form
- Valid Emergency Childcare First Aid
- Copy of validated E.C.E. certificate, E.C.E. Assistant certificate, Infant and Toddler Certificate, Special Needs Certificate
- Signed Employee Agreement , agreeing to all the policies in this book

TELEPHONE CALLS AND CELL PHONES

We recognize that you have families and that from time to time they may need to get a hold of you. If this is necessary we ask that you provide them the facility phone number should they need to reach you for an emergency. Please limit use of cellular phones to your lunch break and personal time only. Please keep your cell phone in your locker. You are free to use the business telephone but please limit the length of your call to keep the line free for business use. If you are to use your device for planning purposes, you may do so during quiet time once the cleaning is done and out of children's view.

PHOTO TAKING

We regularly take pictures of the children. This is done for parent enjoyment and documentation purposes. Photos are only used within the facility. Teachers are permitted use of the centre's camera at any time, if you want to use your cell phone, your location services and iCloud must be off. you may take pictures and email them to the centre's email, then delete immediately after. This protects the safety, security and confidentiality of the children in our program. Pictures must remain at the center, given to parents or added into the google photos app specific to each room.

DOCUMENTATION OF INJURIES/INJURY PROCEDURES/INCIDENT REPORTS

Minor injuries must be documented by teachers using a BooBoo report and in the minor incident book (there is one located in each classroom) in the event that a child gets injured while in attendance. This includes things such as bumps on the head or body, scrapes, cuts etc. If in doubt, document. Please send the BooBoo report in the child's lunch bag home with them and let the parents know at the end of the day. Once a report has been written, write on the sign in sheet in the comment section there is a report. New Generations Early Learning Centre is required to have policies and procedures in place for documenting minor accidents, illnesses, as well as reportable incidents that will be reported to our Licensing Officer. Some examples of reportable incidents could be:

- A child goes missing or is unaccounted for while in the care and supervision of New Generations staff
- The facility manager is informed of an allegation of abuse or potential abuse
- A child's aggressive behaviour causes injury to another child
- A parent takes their child to a doctor or hospital for an injury that occurred at daycare.
- A child is diagnosed with a communicable disease
- A child has sustained a serious injury
- Facility evacuation due to fire, flood, etc.

If a reportable incident occurs, the staff at New Generations need to:

- Address the immediate safety of children in care (ex. Call 911 if child is missing or seriously injured)
- Notify the child's parent/guardian immediately if their child becomes ill or injured, or is involved in a reportable incident while under the care of New Generations staff
- Notify Licensing within 24 hours (immediately if a child is missing or seriously injured)
 - Notify LO by forwarding a completed Reportable Incident form via Fax.

- By contacting your Licensing Officer or Online Duty Officer
 - LO 604 - 587 - 3936
- Complete a Reportable Incident form including any follow up actions or corrective measure you have taken to reduce the risk of the incident happening again
- Review the Reportable Incident form with the Manager
- Mail or hand deliver the copy of the report to the Licensing Officer

All minor accidents and illnesses that do not require medical attention and are not reportable incidents are to be recorded in the Minor Incident Book (located in each classroom). Please review the attached copies in the following pages of the Fraser Health Reportable Incidents for Community Care Facilities Licensing; this includes instructions on how to complete an Incident Form and guidelines for sending Reportable Incident Forms. Please see Appendix A for a list of Communicable Diseases.

****Please note: Reportable Incident Forms are kept in the office and in the Administration Binders in each class.****

PROGRAM PLANNING

Each class is responsible for their own program planning. This includes group time, art, math, science, literature, fine motor activities, gross motor activities, dramatic play, creative exploration, etc. Program planning is to be completed by all the teachers as a team! No one team member should be doing more than the other. At New Generations we value teamwork so much so that everyone is equal, we do not believe in hierarchy. It is your responsibility to ensure that your team feels you are actively contributing to the health of the program. There are many supplies and resources available for your use at the centre, if needed each room will have a \$30 spending limit for monthly supplies. Please do not take resources home. You are not expected to complete any work on your own time but we do encourage appropriate use of quieter days (lower numbers of children) or rest time to complete your program planning and prep. There will be times when in the later afternoon kids have gone home and you have extra staff. This is a perfect opportunity for program planning or prep and also for any deep cleaning that needs to be done.

PERFORMANCE REVIEWS

Staff evaluations will be performed around your 3 month probationary period and then annually from this date. Reviews will be based on the following:

- Your relationships with children, families and co-workers
- Your work ethic
- Reliability and dependability
- Team approach
- Any other issues that evolve
- Your practice in self reflection
- Your ability to receive feedback and suggestions

STAFF MEETINGS

New Generations holds regular staff meetings/workshops. Managers will provide you with a minimum of 2 weeks notice for the date of the staff meeting. All staff are required to attend as part of your employment contract. You will receive 1 hour of pay for attendance. Staff meetings are held from 5:30 pm – 6:30 pm.

STUDENTS AND SUBSTITUTES

From time to time students attend New Generations Early Learning Centre to complete observations and practicum. Management will set up times and dates for students to come and observe. Students, under no circumstance are to be left alone with the children at any time. Students are to be under the supervision of staff at all times. All students must provide student photo identification before commencing any observations and all visits must be documented in the daily log book. Students on practicum must come and visit the facility before commencing their practicum and present the following information:

- Student ID
- Completed criminal record check (provide a copy to keep on the premises)
- Requirements assigned by the school

Any student that wishes to observe a particular child must obtain written consent to do so from the parent. Students are required to provide these forms and copies must be made for the facility. All students are required to sign a confidentiality agreement.

SUPPLIES

Supplies are kept in various places in the facility. They must be kept out of reach of the children at all times. If you require additional supplies or you notice anything in the center is getting low and needs replacing, please indicate it on the supply white board located on the side of the refrigerator.

DRESS CODE

As we value the representation of our profession the following dress code is in effect and strictly upheld. All employees, please refrain from wearing short skirts and ripped jeans. You are welcome to wear jeans, slacks, yoga pants, capris or knee length shorts/skirts, leggings with a shirt or sweater that covers your backside. Please note the following additional dress code requirements:

- No inappropriate logos or advertising on clothing.
- Please refrain from wearing high heeled shoes and flip flops, there are times when you must act fast when caring for children and these can hinder this. Also for WCB reasons, sandals in the summer are okay provided they are fully secured to your feet with heel straps.
- Tattoos – at management's discretion, as this depends on appropriateness.
- Avoid short shorts and ripped jeans

- Tank tops are acceptable but must not have spaghetti straps.
- No low cut tops.
- Please come dressed for the weather of the day and be prepared to go outside in the rain and snow.
- Please bring a pair of inside shoes or slippers to wear indoors. If in doubt please don't hesitate to ask.

TERMINATION OF EMPLOYMENT

New Generations Early Learning Center wants to encourage a safe and pleasant work atmosphere. This can only happen when everyone cooperates and commits to appropriate standards of behaviour. The following is a list that the company considers unacceptable. Any employee found engaging in these behaviours will be subject to disciplinary actions including written reprimand and/or warning or dismissal.

- Continued tardiness and/or failure to be at the workplace, ready to work at the required starting time.
- Failure to follow the Early Childhood Educators Code of Ethics and/or Licensing Regulations
- Mistreatment, verbal or non-verbal, of any kind towards the children
- Inability to work as a team with co-workers.
- Inappropriate language and vocabulary.
- Refusal to abide by terms of Employee Handbook and New Generations Early Learning Centre Policies and Procedures as per Employee Agreement.
- Wilfully damaging, destroying, or stealing property belonging to fellow employees or the company.
- Refusing or failing to carry out any instructions of a supervisor.
- Ignoring work duties or loafing during working hours.
- Coming to work under the influence of alcohol or any drug, or bringing alcoholic beverages or drugs onto company property.
- Intentionally giving any false or misleading information to obtain employment or a leave of absence.
- Using threatening or abusive language towards a fellow employee
- Smoking contrary to established policy or violating any other fire protection regulation.
- Wilfully or habitually violating safety or health regulations.
- Failing to wear clothing conforming to standards set by the company.
- Taking unexcused absences from work.
- Not taking proper care of, neglecting, or abusing company equipment and items.
- Using company equipment in an unauthorized manner.
- Possessing firearms or weapons of any kind on company property.
- Breach of Confidentiality Agreement
- Use of personal cell phone while on paid time
- Inability to perform job tasks

*Compensation and notice are not required as per the Employment Standards Act by the employer if an employee:

- Has not completed three months of consecutive employment
- Is terminated for just cause
- Is offered, and refused, reasonable alternative employment
- Is unable to perform the work due to unforeseen events or

circumstances

- Works on-call doing temporary assignments (substitutes)
- Was hired for specific work which was to be completed in less than 12 months or the employee was hired for a definite term, quits or retires

THERE IS NO SMOKING PERMITTED ON OR IN THE FACILITY PROPERTY AT ANY TIME, THIS INCLUDES THE PARKING AREA, PLAYGROUND, FACILITY AND ADJACENT PROPERTY.

WAGES AND VACATION PAY

Pay days will be on the 15th and last day of each month. **Vacation pay** is 4% for the first four years of employment and increases to 6% when the fifth year of employment is completed as outlined in the Employment Standards Act. Vacation pay will be included in your monthly paycheck. Hourly wages are determined at time of hire and are based on certification.

EXTENDED HEALTH AND BENEFITS PACKAGE

Once the 3 month probationary period is completed and you have had your performance review, full time permanent employees are eligible for enrolment for the Extended Health and Benefits Package. As your employer New Generations covers 50% of the monthly cost of the plan and the remaining 50% is deducted from your month end paycheck.

SCHEDULE AND OVERTIME

Employees of New Generations are paid on a bi-monthly basis for the hours they have worked. We work 4 -10 hour shifts, that are rotated amongst the staff in the room. Overtime will only be paid out on days you work more than 10 hours. In the event that you are available and needed to sub, your hours will be banked at your regular time for any sick days or vacation days you would like to use at a later date.

MEAL BREAKS

There is no designated break time for staff to take off the floor. We work 4 days a week, 10 hour days and have our down time when the children nap. Staff are to remain in the building as you are always considered in ratio.

STATS, VACATIONS, LEAVE AND DAYS OFF

New Generations Early Learning Center is closed for the dates indicated below:

- All Statutory Holidays – New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, B.C. Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day
- Easter Monday (non-paid day)
- December 24 – January first Monday back to school (non-paid time off)

Double check your schedules, especially on stat weeks as the hours worked may be a little different. Please note that on days when we have low numbers, you may have the option to go home early (without pay), stay for planning and prepping or attend to deep cleaning as per the deep cleaning checklist located on the kitchen wall. Once items have been deep cleaned, check them off until all items are completed in every room, then restart the list. If

you are on the closing shift you must remain until all children are picked up from both programs, there should always be two staff until all children have been picked up.

Please note to qualify for statutory holiday pay, an employee must have been employed for at least 30 calendar days and have worked on at least 15 of the 30 days before the statutory holiday. Employees who qualify for statutory holiday pay will receive an average days pay.

Employees are entitled to two weeks annual vacation after 12 consecutive months of employment. Vacation pay is calculated at four percent of gross earnings and is included in your monthly pay cheque. After 5 years of employment the vacation entitlement is three weeks and the vacation pay is calculated at six percent of gross earnings for the previous year.

Requests for vacation time during the summer months (June-August) must be received in writing no later than April 15th. Requests for days off during the year must be received in writing at minimum 3 weeks prior. Approval of vacation or days off is based on seniority, approval date and substitute availability. Approval will be given as soon as arrangements for a substitute are confirmed.

All employees are entitled to the following unpaid leave:

- A birth mother is entitled to up to 17 consecutive weeks of pregnancy leave and up to 35 consecutive weeks of parental leave. This may be extended by up to six weeks if she is unable to return to work for reasons related to the birth or termination of the pregnancy.
- The birth father or adopting parent is entitled to up to 37 consecutive weeks of parental leave. This may be extended by up to five weeks if the child requires an additional period of parental care.

FIRE DRILL AND EARTHQUAKE/ EVACUATION PROCEDURES

At New Generations Early Learning Center each room/program is responsible for implementing and documenting a monthly fire drill along with an annual emergency evacuation. Please ensure you familiarize yourself with the fire exits in the facility as well as the evacuation maps and plans posted at each exit:

The procedure for the ***infant and toddler class*** is as follows:

- Alarm is sounded or staff choose to practice a monthly drill. This drill should be planned at different times each month.
- All staff to remain calm, gather children and exit the nearest and safest exit.
- Staff should always have their centre key on them.
- One teacher is responsible to check they have the attendance sheet, emergency/first aid kit/backpack and centre phone, sweep the room (nap room, bathrooms, kitchen) making sure all people have exited the room while the other teacher gathers the children.
- Any time you leave the classroom with children, you must have the attendance sheet and emergency backpack with you.
- Count children before leaving the room. Staff get the children

- outside as safely and quickly as possible.
- Children are to be taken to the meeting place which is the grass area to the east of the parking lot. Children are to sit down for easier supervision.
- Put non-walkers in wagons, walk through the 3-5 playground to keep the parking lot free for fire trucks.
- Children counted again and attendance taken by the teachers.
- In the event of a real fire, one teacher is to call 911 and communicate to the staff there they are calling, once all children are safely at the meeting place.

The procedure for the **preschool age class** is as follows:

- Alarm is sounded or staff choose to practice a monthly drill. This drill should be planned at different times each month.
- All staff to remain calm, gather children and exit the nearest and safest exit.
- Staff should always have their centre key on them.
- One teacher is responsible to check they have the attendance sheet, emergency/first aid kit/backpack and centre phone, sweep the room (bathrooms, kitchen) making sure all people have exited the room while the other teacher gathers the children.
- Any time you leave the classroom with children, you must have the attendance sheet and emergency backpack with you.
- Line children up on walking rope, either in the room or in the playground, depending on the speed needed to exit.
- Count children before leaving the room.
- Children are to be taken to the meeting place which is the grass area to the east of the parking lot. Children are to sit down for easier supervision.
- Check on the Infant room and see if they need any help.
- Children counted again and attendance taken by the teachers.
- In the event of a real fire, one teacher is to call 911 and communicate to the staff there they are calling, once all children are safely at the meeting place.

*****Please note that all teachers are to help each other in any way possible in the event of a Fire Drill or in the event of a real fire by monitoring and supervising the children and guiding them to the meeting place.*****

EARTHQUAKE PREPAREDNESS PLAN

In the event of a natural disaster such as an earthquake, the evacuation procedure is the same as the fire drill procedure, unless you are unable to evacuate the building after it is safe to proceed, which is 60 seconds after the shaking stops. If this is the case then the following procedure is to be followed for the **preschool classroom** and practised and documented 1 time per year:

- Ensure the safety of children and adults as well as self. Call out "Everyone into the waiting spot!" which is the hallway outside the handicap washroom, close washroom doors.

- Children are told to curl in a ball, covering their head and neck on the floor, face down while the teacher counts to 60.

The following is the procedure to be followed for the ***infant and toddler class***, unless you are unable to evacuate the building. This must be practised and documented at least 1 time per year and in the event of an earthquake:

- Ensure the safety of children and adults as well as self, call out “To the gate!”
- One teacher is to go to the end of the hallway by the gate to help in gathering the children, the other teacher gathers the rest of the children and brings them to the hallway in front of the gate and washroom. Make sure to check the crib room! Once all the children are in the hallway the teachers join them and keep them in this area, trying to keep them with their faces down. Remember to face your back outwards and protect your head and neck as well.
- Count to 60.

Numbers 1- 11 are the steps to follow once the shaking has stopped:

1. Remember to keep yourself safe because the children need you
2. When shaking stops assess whether to: Evacuate, turn off power or water
3. Count the children and check attendance
4. Check and document, on assessment form, every child and adult for injuries and administer first aid if needed.
5. If Injuries are beyond first aid, call 911 (22935 Fraser Highway)
6. If phones are down, place “HELP” sign on Fraser Highway
7. If the building is deemed dangerous, decide as a group what the safest evacuation route is.
8. If the premises are unsafe, the children are to be brought to the Langley Christian Elementary School located behind the childcare centre. This is an Evacuation Site. There is a key in each backpack for the gates behind us which will lead to LCS.
9. Ensure you take attendance as well as the Earthquake Supplies container(in the nap room), emergency backpack, and fully charged cell phones.
10. Leave a note on the door for Evacuation Site location - Langley Christian Elementary, behind the daycare on 48th Avenue.
11. Call parents and advise them of their child’s location and status once everyone is settled. Advise them of the status of the children and any other important, relevant information.

GUIDANCE AND BEHAVIORAL MANAGEMENT POLICY

We recognize that growth entails making mistakes and that differences are a normal, expected part of a child’s development. We remain respectful in difficult situations and take the time to offer verbal explanations and guidance to help children gain confidence. Schedules, routines and transitions serve as a framework for which children gain trust, security and order. While these are flexible they provide children with clear guidelines about what is expected. Meeting children’s needs throughout the day requires that time be appropriately balanced between active and restful periods, individual and group activities and child initiated and adult initiated content. We appreciate these principles of child development and have developed attitudes and practices, which are based on realistic expectations of children’s needs and abilities.

Teachers will:

- Establish clear, consistent and simple limits.
- Always frame your requests with positive words rather than negative.
- Offer straightforward explanations for limits.
- State limits in a positive rather than negative way.
- Focus on the behaviour, rather than the child.
- Make statements of expectation, rather than pose questions.
- Allow time for children to respond to expectations.
- Reinforce appropriate behaviour with positive and kind words and gestures.
- Encourage children to use teachers when in need of assistance.
- Remind children of limits.
- Acknowledge feelings before applying consequences.
- Redirect children when necessary
- Offer choices to a child when appropriate
- Use natural and logical consequences
- Use prevention.
- Teach children to problem solve amongst each other.
- Teach children to be responsible for their actions.

Corporal punishment is considered to be an unacceptable method of dealing with children's behaviours at New Generations Early Learning Centre. Children will under no circumstances be hit, slapped, spanked or shoved in any manner. Children will not be subjected to harsh or belittling treatment nor will they be deprived of snacks, playtime, rest or necessary diaper changes as a form of punishment. We focus on positive guidance techniques only. As we must look out for the health and safety of *all* the children enrolled, negative behaviours that impact other children in the group may be grounds for removal of the child carrying out such actions. This might occur only after attempts to rectify the behaviour have been made by working with the child's family and other professionals who may be able to offer some assistance.

ACTIVE PLAY POLICY

The Canadian Physical Activity Guidelines suggest the following:

- Infants engage in floor based play several times per day
- Toddlers and preschoolers should engage in a minimum 180 minutes of physical activity daily

The Licensing mandate is to ensure a total of 60 minutes of active outdoor play should be implemented in all programs. To support this requirement our programs provide facilitated and unfacilitated opportunities on a daily basis for a minimum of 60 minutes total but strive for more. Through these opportunities children learn balance, coordination, locomotor skills, team work skills, negotiation, cooperation and planning, as well as it supports the natural growth and gross motor development of children's bodies. A huge part of our programming and daily activities is implemented outdoors to allow children to experience nature and be freely active. This being said, please ensure your child at all times has the necessary outdoor clothing to allow them to freely participate in these experiences.

CHILD RELEASE POLICY

Identification:

Any unrecognized person picking up a child will be asked to provide photo identification. In some circumstances you may think you have met all the parents but in some unanticipated situations, a different person on the Emergency Contact/ Authorized to Pick Up list may be picking up so please ensure you **always check their photo identification**. Under no circumstances are we to release a child to someone without Identification.

Late Pick Up:

New Generations Early Learning Center closes at 5:30 sharp. All parents know that it is their responsibility to pick up their child by 5:30. However, if the situation occurs when a parent is late, there is a \$1 per minute late fee charged, due payable to the teacher who stayed late, no later than the next business day. In the event no one has come to pick up the child, it is our responsibility to contact the parent/guardian. If they cannot be reached, we have to contact an emergency contact person on the list to make arrangements for the child to be picked up. If no contact has been made with parents/guardians or emergency contacts by 6:30 the Ministry of Children and Family Development will have to be called, the numbers are available on our emergency phone list, posted at each centre phone.

Alleged Impairment:

It is our responsibility as child care providers, to the extent that is possible, not to release a child to an authorized person who is unable to adequately care for a child. If you as a teacher believe a child may be at risk, you are in charge to do the following:

- Offer to call a relative or friend to pick up the person and the child
- If the person is unreasonable or poses a threat in any way to the child, other children in care or the teachers, they need to be asked to leave and you will need to contact the police.
- If the person is driving a vehicle then we have to explain our concerns and that we are obligated to ensure the safety and well being of the child. Police will need to be contacted if they insist upon driving.

Unauthorized Person:

It is our responsibility as child care providers, to the extent that is possible, not to allow an unauthorized person to pick up a child. If an unauthorized person arrives one teacher will supervise the child while the other teacher explains our policy that no child is to be released without written authorization received from the enrolling parent. It is therefore important to ensure that we have a copy of any custody orders that may be in place should we have to contact police for unforeseen situations. It is also helpful to us for parents to provide specific information on anyone not allowed to pick up their child such as a picture, full name and address etc.

EMERGENCY CIRCUMSTANCES:

In very rare emergency situations verbal permission via the telephone or preferably an email by the parent will be accepted as permission to pick up along with the secret word located in the child's file in the office. The person picking up must present photo ID. Teachers will document the time of the call and conversation with the parent as well as when the child was picked up. Whenever a difficult situation as this occurs all reasonable efforts will be made to ensure the safety of the child.

CARE AND SUPERVISION AND POLICIES AND PROCEDURES

Staff to Child Ratios

For the 0-36 month's program (infants and toddlers) the staff to child ratio of 1 teacher to every 4 children must be maintained at all times. For the 30 months to school age program (preschool room) the staff to child ratio of 1 teacher to every 8 children must be maintained at all times.

Scanning and Supervision

Teachers must ensure the following supervision techniques are constantly followed:

- Never leave a child unattended or out of your vision.
- IT's, ensure that there is always someone in the room with the children, if one needs to wash hands and you are alone, take them all to the bathroom with you.
- 3-5 room, to help in always being able to see the children, during handwashing and toileting time, one staff is to remain outside the bathrooms facing the classroom to assist in scanning the room and monitoring the bathroom.
- Continually scan the room or outdoor play area, counting children.
- When going outdoors take the sign in sheet and first aid kit with you.
- Move from area to area in the room and/or outdoor play area throughout the day, interacting with all children; do not stay in one area for extended periods of time.
- Ensure you position yourself in a way where your back is not facing the other children in the room.
- Children must never be left unattended while eating; a teacher must sit with them while they eat. CHOKING IS SILENT
- It is the teachers responsibility to ensure all children have been signed in when dropped off. Please greet each parent and child as they arrive and say goodbye when they leave.
- Once all children have arrived, put the attendance sheet in the emergency backpack. It is the staff's responsibility to sign children when they leave so attendance stays current for any unforeseen emergency.
- If you need to leave the room to use the restroom please tell your co-workers.
- Children sleeping in the nap room in the infant and toddler class are to be monitored with a baby monitor and periodically checked on through the window into the nap room.

INDIVIDUAL CHILD INFORMATION

- Any specific needs of children must be reviewed by new employees upon commencement of employment.
- All food sensitivities and allergies are posted in the kitchen and in the main rooms, please ensure you are familiar with the information on these boards.
- Daily information provided by parents to teachers will be written down in the communication book, please ensure you read this book daily at the start of your shift to keep updated. Feel free to write anything in it that you would like other teachers to know.
- All children's files are kept in the office.
- Individual information sheets on each child are kept in the "Emergency Binder" located in the emergency backpack. These sheets include information on emergency contacts and those allowed to pick up the child. There are more emergency contacts in the child's file that also have permission to pick up.
- Child specific observations or concerns such as aggressive behaviour, illnesses or minor incidents are to be documented in an unbiased and factual matter in the Incident Book, there is a book for each class.
- Individual care plans for children will be reviewed with the child's family and any other professionals involved with the child every 6 months or as needed. These changes will be reviewed with all teachers as soon as they are available.
- Parents can be informed of their child's day in the infant and toddler program by the daily record that is sent home in their lunch kits at pick up time. This includes bottles, food, naps, diapering and a miscellaneous column for any other information such as supplies needed.

CHALLENGING BEHAVIOUR

Please ensure that you are familiar with the guidance and discipline policy in this Employee Manual. In the event that a teacher feels additional resources may be required to deal with a child's challenging behaviour the manager and/or assistant manager must be notified of the concerns and behaviours. These should also always be documented in the incident book. The teachers and managers as a team will discuss possible steps to take. Parents will always be advised of any concerns regarding their child. If teachers feel professional help may be needed then a meeting must be set up with the parents to discuss this.

CHILD ABUSE AND NEGLECT POLICY

"All children are entitled to be protected from abuse, neglect and harm or the threat of harm" as stated in the Child, Family and Community Service Act. It also states that any "person who has reason to believe that a child needs protection must promptly report the matter to a director or person designated by a director".

Definitions:

Emotional Abuse - any act, or lack or action which may diminish the sense of well being of a child, such as verbal harassment, yelling or confinement perpetuated by a

person not in care.

Physical Abuse - means any physical force that is excessive for, or is inappropriate to, a situation involving a child and perpetrated by a person not in care.

Sexual Abuse – means any sexual behaviour directed towards a child by an employee of the licensee, a volunteer, or any other person in a position of trust, power or authority and includes:

- Any sexual exploitation, whether consensual or not,
- Sexual activity between children if the difference in age or power between them is so significant that the older or more powerful child is clearly taking sexual advantage of the younger or less powerful child.

Neglect – means the failure of a care provider to meet the needs of a child, including food, shelter, care or supervision.

Teachers Responsibility:

As teachers and caregivers we are legally responsible to report child abuse and neglect whether it has occurred at the facility or outside the facility. We are required to report the following:

1. The child has been or is likely to be, physically harmed, neglected, sexually abused or emotionally harmed by anyone.
2. The child is deprived of necessary health care.
3. The parent/guardian is unwilling or unable to provide protection for the child from another person who presents a danger to the child.
4. The child has been abandoned and adequate provision has not been made for the child's care.

The duty to report does not mean proving allegations.

The following procedure must be followed in the event of any alleged abuse or concerns regarding the above information and definitions:

1. **Documentation:** Clearly document concerns/situations or disclosures made in the incident book. All documentation must be dated, signed and written in an unbiased objective manner, no opinions.
2. **Notify Manger or Assistant Manager:** Always notify the manager of any concerns or alleged abuse.
3. **Contact the Ministry for Children and Family Development – 604-514- 2711:** Ask to speak to an intake worker, have the child's registration pkg on hand and documentation. Document who you spoke to at the Ministry for Children and Family Development, time of day and any instructions or directions given to you at the time of the call.
4. **Contact Licensing Office:** Notify the Licensing office of alleged abuse within 24 hours. Document the time of call and who you spoke to as well as any instructions or directions given to you at the time of the call. Complete a Reportable Incident Form and submit the original to Licensing.
5. **Inform Parents only if:** If alleged abuse occurred in the facility, parents must be informed immediately while maintaining appropriate confidentiality. If alleged abuse occurred outside the facility you **would not** notify the parents or alleged offender unless instructed by the Social Worker.

****Any person claiming to be a Social Worker, Licensing Officer or Police Officer who**

comes to the facility must provide you with Identification and you must document that they provided ID.**

NUTRITION POLICY

At New Generations Early Learning Center we believe that promoting health of children is an important part of childcare and we are concerned about meeting nutritional needs to support the health and growth of the children. Parents are to provide a lunch and snacks daily for their child and we ask that they ensure that it maintains nutritional value. We ask that no candy be sent to daycare. Lunches can be heated in the microwave in a microwave safe dish for the children if desired. We will implement the following strategies to support the importance of mealtimes and nutrition:

- Allow time for children to eat
- Involve children in the preparation process, i.e. preparing the eating area, serving the food and cleaning up afterwards
- Teachers will eat with the children to model table manners and healthy eating while promoting social interaction

Water will be given to children for snack times and made readily available to the children throughout the day for them to help themselves if they are thirsty. We believe this is important as water aides in proper digestion and keeps children well hydrated.

In the event that you do any baking or shared snacks with the children, ensure you are aware of any food allergies, sensitivities, or dietary needs. It's important to make sure that children who have these special dietary restrictions have a backup plan, for example, storing some backup treats in the freezer for them that are clearly labelled. We want to ensure all children are included. Snacks will be given in the morning and afternoon as per the daily schedule for the room/program.

WE ARE A PEANUT FACILITY

*****Please ensure you make the facility clearly aware of any food allergies and possible reactions.*****

HEALTH AND ILLNESS POLICY

At New Generations Early Learning Centre our goal is to ensure the health and safety for all children attending our programs, as well as their families and our teachers. In order to achieve this we uphold a strict illness policy. Children at this age are developing their immune systems and building up their resistance to illnesses. We therefore suggest that upon enrolment parents have a backup plan in place should their child become ill and not be able to attend or if they are called to pick up their child if they become ill while at daycare.

The following will be done for prevention and general health and hygiene:

- At drop off all children are required to wash their hands before their child engages in an activity.
- Toys, activities and furniture will be disinfected and sanitized twice daily.
- Washrooms must be cleaned and disinfected daily.

- All high touch surfaces must be sanitized and wiped twice, daily. As per the daily cleaning schedule posted in each room.
- Children are to wash their hands before eating and after using the washroom.
- Tables and countertops are disinfected and sanitized after every use and before snacks and lunch.
- Children do not share beds and bedding.
- After nap time, all cots need to be sprayed down and childrens bedding placed in the middle of their cot.
- All bedding and linens are washed weekly.
- A clean facility will be maintained.

We ask parents to assist us by keeping children home if they have experienced any of the following symptoms in the past 24 hours:

Children must be kept at home if:

- They are not well enough to participate in outdoor activities
- They have a fever, vomiting, diarrhea, rash, chronic cough, pink eye or any contagious communicable illness.

Please refer to the following illness guide for reference:

Disease	Symptoms	Infectious	Remove from Daycare
Chicken Pox	Fever Blister type rash	YES 5 days after onset	YES From when spots first appear and 5 days after
Cold with Fever	Runny nose, clear discharge, doesn't want to eat, slight cough, plus fever – above 37 C. Runny nose – green discharge, tired, severe cough, hurts all over	YES Before and during symptoms	YES Until symptoms return to common cold 24 Hours
Common Cold	Runny nose, clear discharge, slight cough	YES Before and during symptoms	NO
Diarrhea #1	Runny stools. If no other problems, check with parent. It could be normal or because of diet.	NO	NO
Diarrhea #2	Runny stools, fever about 37 C, bad smell, fussy, cranky, pain and/or vomiting	YES	YES Until symptom free for 24 hours
Ear Infections	Fever, clear discharge from nose, cranky, pulls on ear	NO	YES Until on antibiotics for 24 hours
Flu	Fever is above 37 C, cranky, in pain, may have runny nose, nausea or vomiting	YES	YES Until symptom free for 24 hours
Hand, Foot & Mouth Disease	Spots on palms of hands, fingers and soles of feet. Sometimes on buttocks; for 7-10 days	YES	YES Until doctor says it is not infectious

Herpes Simplex (common cold sore)	Fever, blister or sore around mouth	YES	YES Until symptom free
Impetigo	Crusty rash, mostly on face, arms or legs	YES	YES Until doctor says it is not infectious
Nausea/Vomiting		YES	YES Until symptom free for 24 hours
Pink Eye	Thick discharge from one or both eyes, redness itching of one or both eyes	YES	YES Until on eye drops for min 24 hours and redness and goop is gone
Rashes	Red spots anywhere – can be measles, chicken pox, allergies, impetigo	YES	YES Until doctor says it is not contagious
Sore Throat - With Fever	Fever, red throat, hurts to swallow (could be strep throat)	YES	YES Until on antibiotics for 24 hours
Lice		YES	YES Until all nits are removed

Please note that if a child is sent home with any of these symptoms they must be symptom free for 24 hours and unmedicated, before they can return. Children who have had diarrhea must have a solid bowel movement before returning in addition to the 24 hours. At the managers discretion a physician's note may be required. If a child becomes ill while attending childcare they will be kept comfortable, isolated and under supervision until the parent or emergency contact person can come and pick them up.

HAND HYGIENE

The following will be done for prevention and general health and hygiene:

- ☐ At drop off staff will assist children in washing their hands before engaging in any activities. Hands will be washed on a regular basis throughout the day along with after toileting and before and after diapering, before and after eating, before and after outdoor play, after sneezing and using a tissue or any contact with any bodily fluids, such as rubbing their nose etc.

COVID-19

During the Covid 19 Pandemic to support the health and safety of the children and staff, the following procedures are in place:

- At drop off and pick up if necessary, parents of children enrolled in the infant and toddler program will be allowed entry into the front entrance of the facility no more than 2 at a time and this will be monitored by a staff member. You must wear a mask and use hand sanitizer and maintain a 6 ft distance from each other and the entrances to the program rooms.
- Entrance to the programs will be limited to one parent at a time for gradual entry per child for a maximum of 30 minutes. You must wear a mask, remove outdoor shoes, physically distance from any staff or children and sanitize upon entry.

- Emergency personnel, Community Care Facilities Licensing, Public Health officials and any visitors must wear a mask, remove outdoor shoes, physically distance from any staff or children and sanitize upon entry.
- Tours of the facility will be limited and conducted only when children are outdoors and limited to one family member. You must sanitize hands upon entry to the building, remove your shoes, wear a mask and avoid touching anything. There are virtual tours of our programs on our Facebook page.
- Outside shoes must be removed before entering any programs.
- No outside toys to be brought into the facility.
- Toys, activities and furniture will be sanitized daily.
- High touch areas will be sanitized at minimum 2 times daily.
- Washrooms will be cleaned and disinfected daily. Toilets will be sanitized after every use.
- Tables, counter tops and highchairs are disinfected before and after every use and before snacks and lunch.
- Children do not share beds and bedding.
- All bedding, linens, cots and cribs are washed and sanitized weekly. A clean facility will be maintained.

Please note that although we are diligent in our prevention strategies and practices, your child will more than likely become ill at some time as germs and illnesses are spread in various ways.

Staff must assess themselves daily for COVID-19 symptoms.

1. Symptoms of illness	Do you have any of the following symptoms?	YES	NO
	Fever	YES	NO
	Chills	YES	NO
	Cough or worsening chronic cough	YES	NO
	Shortness of breath	YES	NO
	Loss of sense of smell or taste	YES	NO
	Diarrhea	YES	NO
	Nausea and vomiting	YES	NO
2. International Travel	Have you or anyone inside your household returned from travel outside of Canada in the last 14 days?	YES	NO
3. Confirmed Contact	Are you or is anyone in your household a confirmed contact of a person confirmed to have COVID-19?	YES	NO

If you answered “YES” to two or more of the questions included under ‘Key Symptoms of Illness’, or you have a fever or difficulty breathing, seek a health assessment. A health assessment includes calling 8-1-1, or a primary care provider like a physician or nurse practitioner. If a health assessment is required, you should not return to the child care setting until COVID-19 has been excluded and your symptoms have improved.

If you answered “YES” to only one of the questions included under ‘Key Symptoms of Illness’ (excluding fever and difficulty breathing), you should stay home for 24 hours from when the symptom started. If the symptom improves, you may return to a child care facility when you feel well enough. If the symptom persists or worsens, seek a health assessment. A health assessment includes calling 8-1-1, or a primary care provider like a physician or nurse practitioner.

If you answered “YES” to questions 2 or 3, use the COVID-19 Self-Assessment Tool to determine if you should seek testing for COVID-19.

If a COVID-19 test is recommended as a result of the health assessment, self-isolate while waiting for results.

-If the COVID-19 test is positive, self-isolate and follow the direction of public health.

-If the COVID-19 test is negative, return to the child care facility once well enough to participate.

-If a COVID-19 test is recommended but not done, self-isolate for 10 days after the onset of symptoms and return when you or the child are well enough to participate.

If a COVID-19 test is not recommended, staff or children may return when well enough to participate.

IF A CHILD GETS SICK WHILE AT DAYCARE, CALL PARENTS FOR IMMEDIATE PICK UP. ONE STAFF IS TO REMAIN IN THE CUBBY AREA WITH THE CHILD UNTIL THE PARENTS PICK UP. MASKS ARE TO BE WORN AND AREA DISINFECTED WHEN CHILD LEAVES AND WASH HANDS.

IF A STAFF BECOMES ILL WHILE WORKING, THEY ARE TO BE SENT HOME IMMEDIATELY AS SOON AS COVERAGE IS AVAILABLE. ALL STAFF MUST WEAR A MASK WHILE INSIDE THE BUILDING.

MEDICATION ADMINISTRATION:

As teachers at New Generations Early Learning Center we can administer prescribed medications. Any over the counter medications such as Acetaminophen, Ibuprofen or Benadryl to be administered to a child must be accompanied by a physician's note stating what symptoms the child requires the medication for. All medications and medicated creams require the parent/guardian to complete a Consent to Administer Medication form and must come in their original container. Parents can get these forms from a teacher upon request. Teachers are to document on the form when medications have been administered. All medications must be handed directly to a teacher and will be placed in a locked box. Please ensure that no medications or vitamins of any kind are left in the child's bag or lunch kit where they could be accessible to other children.

PET POLICY

Due to allergies, asthma and sensitivities of children and staff, pets are not permitted on the grounds or inside the facility. The only exception made to this policy is in the event that a learning opportunity is made available for the children from professionals, in which case you will be notified in advance.

SMOKING POLICY

Under no circumstances is smoking permitted in the facility or on the grounds. Please do not dispose of butts on the grounds at any time. These pose health risks for children. This policy will be strictly enforced with zero tolerance.

TRANSPORTATION POLICY

At New Generations Early Learning, we do not go on field trips where motorized transportation is needed. Children arrive and are picked up by the parents/guardians or people that have been given prior approval by the parent or guardian.

New Generations Early Learning Centre takes walks in the neighbourhood (not on Fraser Highway, unless advanced, written permission is given for a planned event in the neighborhood, like story time at the Murrayville Library) and on the grounds of Langley Christian Elementary School. When/if we go for walks we have the children hold a walking rope as we walk to our destination. The staff is to ensure they have performed a head count before leaving the premises and also consistently during the time they are away from the facility. The staff are also required to bring along the emergency backpack which includes the emergency cards, first aid kit, as well as the attendance sheet and a fully charged cell phone for emergencies. Any other activities that would occur outside of the childcare facility will require additional parental written consent.

Appendix A: Reportable Communicable Diseases

<p>Acquired Immune Deficiency Syndrome Anthrax Botulism Brucellosis Chancroid Cholera Congenital Infections: Toxoplasmosis Rubella Cytomegalovirus Herpes Simplex Varicella-Zoster Hepatitis B Virus Listeriosis and any other congenital infection Creutzfeldt-Jacob Disease Cryptococcal infection Cryptosporidiosis Cyclospora infection Diffuse Lamellar Keratitis Diphtheria: Cases Carriers Encephalitis: Post-infectious Subacute sclerosing panencephalitis Vaccine-related Viral Foodborne illness: All causes Gastroenteritis Epidemic: Bacterial Parasitic Viral Genital Chlamydia Infection Giardiasis Gonorrhoea – all sites Group A Streptococcal Disease, Invasive H5 and H7 strains of the Influenza virus Haemophilus influenzae Disease All Invasive, by Type Hantavirus Pulmonary Syndrome Hemolytic Uremic Syndrome (HUS) Hemorrhagic Viral Fevers Hepatitis Viral: Hepatitis A Hepatitis B</p>	<p>Hepatitis C Hepatitis E Other Viral Hepatitis Human Immunodeficiency Virus Infection Leprosy Lyme Disease Measles Meningitis: All causes (i) Bacterial: Haemophilus Pneumococcal Other (ii) Viral Meningococcal Disease, All Invasive including “Primary Meningococcal Pneumonia” and “Primary Meningococcal Conjunctivitis” Mumps Neonatal Group B Streptococcal Infection Paralytic Shellfish Poisoning (PSP) Pertussis (Whooping Cough) Plague Poliomyelitis Rabies Reye Syndrome Rubella Severe Acute Respiratory Syndrome (SARS) Smallpox Streptococcus pneumoniae Infection, Invasive Syphilis Tetanus Transfusion Transmitted Infection Tuberculosis Tularemia Typhoid Fever and Paratyphoid Fever Waterborne Illness All causes West Nile Virus Infection Yellow Fever Schedule B: Reportable by Laboratories only All specific bacterial and viral stool pathogens: (i) Bacterial: Campylobacter Salmonella Shigella Yersinia</p>
--	--

(ii) Viral

Amoebiasis
Borrelia burgdorferi infection
Cerebrospinal Fluid Micro-organisms
Chlamydial Diseases, including Psittacosis

Creutzfeldt-Jacob Disease
Cryptococcal Infection
Herpes Genitalis
Human Immunodeficiency Virus Infection
Influenza virus, including the H5 and H7 strains
Legionellosis
Leptospirosis
Listeriosis
Malaria
Q Fever
Rickettsial Diseases
Severe Acute Respiratory Syndrome (SARS)
Smallpox
Tularemia
West Nile Virus Infection