



Safe, strong and smart children
STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

Parents' Handbook

Director: Gelena Liberzon - RECE

supervisor@stepbystepca.com

www.stepbystepca.com

Dear parent, this parent's handbook will tell you about the philosophy and policies under which Step By Step Learning Academy operates. We need your involvement and participation to create a bond between your child's home and Daycare experiences. It is very important to communicate with your child's teacher if any changes occur to your children.

OUR MISSION STATEMENT

Safe, Strong, Smart Children. We provide safe, nurturing and intellectually stimulating environment to help your children grow into strong, smart and successful individuals. Many people will walk in and out of your child's life, but only true friends will leave footprints in their hearts!

Your collaboration, dear parents, is vitally important for us in order to understand your children's needs better and serve those needs to the best of our ability.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

PROGRAM CHART – “HOW DOES LEARNING HAPPEN?” PROGRAM

We strongly believe that growth and development of young children is deeply affected by their early childhood experience. The more positive it is the better future they will have!

We desire to have your child blossom in a loving and caring environment. Children have individual characteristics and we will provide an equal opportunity to every child to be unique in an atmosphere of respect and acceptance.

Our daycare has implemented the “**How does learning happen?**” as the new framework named **ELECT** or the Early Learning Framework (ELF). This program was designed to improve quality and consistency in early childhood settings across Ontario.

What is ELECT?

It is known that a solid understanding of child development is essential for an educator. The ELECT concept provides a sequence of elements of development as one, among many other ways, to understand children.

The continuum of development (the blueprint of child development) helps educators to articulate children’s observed behaviors and discuss their emerging skills with families and others. Knowing what to expect in typically developing children can also help educators to recognize when a child is experiencing challenges or when his/her needs are not being met.

Overview:

As defined in ELECT, early years curriculum is the sum total experiences, activities, and events that occur within an inclusive environment designed to foster children’s well-being, learning, and development and ensure meaningful participation for every child.

The Step By Step Learning Academy ensures to consider **a view of children as being competent, capable, curious and reaching potential that applies through the Program Statement (goals) and the Four Foundations for Learning: Belonging, Well-Being, Engagement and Expression.**

FOUNDATIONS	GOALS FOR CHILDREN	EXPECTATIONS FOR PROGRAM
Belonging	Every child has a sense of belonging when he or she is connected to others and contributes to their world.	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.
Well-Being	Every child is developing a sense of self, health and well-being.	Early childhood programs nurture children’s healthy development and support their growing sense of self.



Engagement	Every child is an active and engaged learner who explores the world with body, mind and senses.	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.
Expression	Every child is a capable communicator who expresses himself or herself in many ways.	Early childhood programs foster communication and expression in all forms.

Step by Step Learning Academy Goals are consistent with the Minister’s policy statement on programming and pedagogy.

Pedagogical Goals and Approaches are:

Our qualified staff will:

(a) Promote the health, safety, nutrition and well-being of the children.

-Routine cleaning and disinfection and infection prevention practices. Encourage healthy eating habits, routines and practices. Choosing to include only healthy options on our menu- and posting for families to see. We will promote well-being by incorporating gross motor, and mentally stimulating activities into our everyday curriculum.

(b) Support positive and responsive interactions among the children, parents, child care providers and staff;

-Display amongst staff and parents and children how positive interactions are meant to be, and let the child know what behaviours are expected of them.

(c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate;

-Redirection of negative behavior; encourage positive communication and play amongst children. We will provide the children with the calm down tactics, and self-regulation tools on how to remove themselves from aggressive children/ situations.

(d) Foster the children’s exploration, play and inquiry;

-Observe, and document the children’s interests and strengths during their free play. Developing programming to encourage their interests, and strengthen their creativity, curiosity, and concentration skills.

(e) Provide child-initiated and adult-supported experiences;

-Following the program guidelines from ELECT; observing the children and planning our learning experiences based on the child’s interests. Focusing more on process based art, rather than teacher-lead, product based art.

(f) Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported;

-Choosing activities that foster each individual child’s strengths; and interests. Rotating materials, and activities when necessary- and children are developmentally ready to move forward with their learning experiences.



(g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day and give consideration to the individual needs of the children receiving child care;

-Children will play outdoors for 2 hours per day (weather permitted). A gross motor activity will take place twice a day; to encourage healthy active living and development. A rest period will be included into our program for 2 hours per day, and after an hour of rest- if a child is still awake, they will be provided with quiet play materials until the remaining children awake.

(h) Foster the engagement of an ongoing communication with parents about the program and their children;

-Everyday communication between the child's teacher and parent. If the teacher finishes their shift before the child is picked up- then information must be transferred to the next teacher taking over; to be then transmitted to the parent at the time of their arrival. This way the parent will know details about the child's diet, developmental advances, behavior, and activities they enjoyed throughout the day.

(i) Involve the local community partners and allow those partners to support the children, their families and staff;

-We will have annual visits from community helpers- police officers and firefighters, come to our centre and inform the children of the services they provide our community with.

(j) Support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning; and

-Allow our staff to attend frequent educational meetings either held by the Ministry of Education, and the Ministry of Health- or by third party educators.

(k) Document and review the impact of the strategies on children and their families;

-Weekly documentation of the children and their developmental skills and advances, along with open communication of these advances with the children's parents on a daily basis.

In this way, we hope to fulfill needs of your child and provide opportunities for development of those skills necessary to meet the challenges of the world around us.

The following pedagogical approaches are permitted at Step by Step Learning Academy:

- *establishing positive, responsible adult-child relationships;*
- *providing inclusive learning environments and experiences that encourage exploration, play, and inquiry;*
- *engaging as co- learners with children, families/caregivers, and others;*
- *planning and creating environments as a "third teacher" ;*
- *using pedagogical documentation as a means to value, discuss, and make learning visible;*
- *participating in ongoing reflective and collaborative inquiry with others.*



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

PROHIBITED PRACTICES

The following practices are not permitted at Step by Step Learning Academy:

- (1) corporal punishment of the child;
- (2) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (3) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (4) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (5) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (6) inflicting any bodily harm on children including making children eat or drink against their will. (O. Reg. 126/16, s. 34.)

Step By Step Learning Academy's role:

The daycare will take into account the differences each child and family brings to the daycare's environment including appearance, age, culture, ethnicity, race, language, gender, sexual orientation, religion, family environment and developmental abilities.

The environment of Step By Step daycare will invite the young children with different abilities, challenges, resources and cultural backgrounds, and their families. The children will bring unique life experiences and orientations.

Children and their families will benefit most when they are fully included and when they feel that they belong. Children will grow up with a strong sense of self in environments that promote attitudes, beliefs and values of equity and democracy and support their full participation.

The role of the daycare will be to include everyone and encourage healthy dialogue about the principles and shared beliefs that relate to inclusion, diversity and equity. They must recognize every child as a citizen with equal rights and unique views about how to participate in the world.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

Policies and Procedures

The following is a brief summary of some of the policies and procedures of Step By Step Learning Academy. They are available in their entirety for parents to read. Copies of specific policies may be requested by contacting the Childcare Supervisor.

ADMISSION REQUIREMENT

Step By Step Learning Academy is licensed to admit children who are 16 months of age to 5 years of age. Registration, medical, various consent forms, parent contacts and administration fee must be submitted for each child prior to admission.

HOURS OF OPERATION

Step By Step Learning Academy is open Monday to Friday, from 8am to 5 pm including (during pandemic) including Professional Development Days, Christmas break, Easter Monday and March break.

The centre is closed on:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic holiday (First Monday in August)
- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day

Under extreme circumstances, Step By Step Learning Academy reserves the right to alter hours or announce a closure of the Centre if necessary (i.e. Severe weather conditions)

NEW APPLICATION AND ORIENTATION

Provided that space is available, parents may register their child in any of the programs offered at Step By Step Learning Academy. A registration form must be completed and submitted. After your application has been received and reviewed, the Childcare Supervisor will contact you to discuss a possible date of admission.

Any payments, deposits or fees will be charged only after the spot in the daycare is guaranteed.

Prior to enrollment, the Childcare Supervisor will arrange a meeting with the parent and the child in order to familiarize the family with the facility. Parents are encouraged to visit the Centre with their child before his or her first day at the Centre. The orientation procedures may take several visits over a period of time depending on the needs of the child and the advice of the teaching staff.

FEES

Parents are required to submit first and last month's payment as a deposit to the Childcare Supervisor. The 1st month and last month fee must be paid as a deposit prior to the 1st day of day care.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

Fees are payable by monthly post dated cheques dated for the first day of each month for the period in which your child is enrolled in the Centre. 10 post-dated cheques must be submitted to the Childcare Supervisor at the time of admission. Please make all cheques payable to Step By Step Learning Academy.

Step By Step Learning Academy reserves the right to make reasonable price amendments in order to reflect the social, economic and financial markets fluctuations. Our daycare operation costs directly depend on the prices of many vendors that we work with such as rent space suppliers, food suppliers, personal care products suppliers, art materials suppliers to name a few. We will inform the parents in advance about the prices amendments, if any.

All cheques returned from the bank classified as NSF (not sufficient funds) will be returned back to the parent with a charge of \$40. Fees not received on schedule date will be subject to a \$20.00 per day late charge.

WAITING LISTS POLICY

Policy Objectives:

- **The waiting list is administered in a transparent manner**
- **All information is available for access to prospective parents**
- **The waiting list will be formed when the centre reaches full capacity**
- **There is NO fee for having a child placed on the waiting list**
- **The child care centre will charge fees for the first month of attendance at the time of offering a secure spot in the centre**
- **Children will be accepted into the program on a first come, first serve basis when spots become available in the required age groups**
- **Priority is established by the date of the tour/application**
- **Siblings of children already enrolled in the centre will be given priority status**

Here is how the waiting list works:

- Upon parent request by phone/e-mail to put a child on the daycare waiting list, parent(s) and the child will have a tour of the centre to ensure the centre is a 'good fit' for the family.
- To have a child added to the waiting list, parent(s) /guardians will be asked to provide the required information for the child's file on the waiting list: ***parents/guardians first and last names, child's name and last name, date of birth, group age, best contact telephone number(s) and/or email addresses, and expected month(s) of start.***
 - Each age group has its' own individual waiting list.
 - The day that parent(s) /guardians have a tour/fill in an application will be seniority date on the waiting list.
 - If there are any changes (date of start, age group, etc) parents /guardians should contact the centre to update the child's file.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

- There is no specified length of time to be on the list to be offered a space.

1. Spaces are created when a child leaves the centre. There is no specific time, however the months of July, August and September have the most movement. Spaces can be available at any time of the year and at any point in the month.
2. The center is usually able to contact families 2-4 weeks before any given space, when the parents/guardians of the enrolled children provide a 1 month notice of their withdrawal.
3. Only once the withdrawal is confirmed in writing, the center begins to find a child for the opened spot.
4. When a space becomes available, the family at the top of waiting list, with a child of the required age, will be contacted to accept a child care spot. Family that declines a spot will be removed from the waiting list.
5. If the family declines a spot, the centre will offer the spot to the next family on the list.
6. Even if the month that parent(s) /guardians specified has already passed, if a child is still within the age group of the room, the centre will offer a space.
7. Once a family officially accepts a space, the center may charge a \$500 deposit for the first month of attendance to secure a spot in the centre.
8. A child's name will remain on the center waiting list until parent(s) /guardians have asked centre to take the child's name from the list.
9. When a family accepts an offered spot, the centre will arrange two days three hours visits for their child. These visits take place shortly before the child's start date to have parent(s)/ guardians and a child meet the teachers, ask questions, receive necessary forms, observe the classroom routines, and learn what supplies they need to bring on the first day in the centre. There is no charge for these visits.

RENEWAL APPLICATIONS

Registration for the next school year takes place each year in April. Parents of children currently enrolled in the Centre will receive notice of registration from the Childcare Supervisor. Parents will be asked to complete another registration package in order to hold space for their child in September.

Registration is on a first come, first serve basis.

NSF CHEQUE FEES

A charge of \$40.00 will apply to all NSF or returned cheques.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

LATE FEES

Step By Step Learning Academy is open from 7 A.M. TO 6 P.M. You must inform the centre if you are going to be late regardless of the situation. If you know you are going to be late and alternative pick-up arrangements must be made, please call ahead to advise the staff on duty. **THIS CALL DOES NOT EXEMPT YOU FROM THE LATE FEE.** A late fee will be applied if your child is not picked-up at our closing time of 6 P.M. Please see the latter part of this document for our fee schedule.

Parents must have an open communication with the staff on regards to paying the late fee. Late fee must be paid immediately. If not, you will be expected to pay by the end of the day on which your child(ren) attend daycare. Moreover, if the parent does not pay at least 25% of the late fee payment, the child will not be admitted until the full payment is completed. Furthermore, if the parent cannot pay the full payment all at once, the parent must meet with the supervisor to discuss and sign a “PAYMENT PLAN AGREEMENT”. Failure to comply with any of the above options will result in giving the family one month notice for withdrawal.

The late fee money will be given to the staff(s) that has remained with your children. In addition, if another person besides the parent is picking-up your child, then the late fee must be paid the next morning at the time your child is being dropped-off at the centre. Failure to do so will result in admitting a notification of late payment to our office.

Step By Step Learning Academy reserves the right to terminate services if policies are not followed accordingly.

The fee for late pickup is \$15 for each 15 min overage time blocks.

WITHDRAWALS FROM THE CENTRE

If a parent decides to withdraw his/her child out from daycare, Step By Step Learning Academy needs to know 30 business days in advance prior to the last day. A written notice must be given to the Supervisor with the termination of services end date. Failure to provide notice will justify full fees being charged.

PLEASE NOTE: Step By Step Learning Academy reserves the right to terminate services if policies are not followed, fees are not paid or if the program is unsuitable for the child (i.e. in such instances that a child's behaviour is repeatedly disruptive to the program or threatens the safety of other children and staff.) Every effort will be made to amend unacceptable behaviour prior to dismissing the child from the program.

PARENT CODE OF CONDUCT

- We all have the right to be safe and feel safe in our school community. Step by Step Learning Academy daycare Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre community including parents or guardians, volunteers, teachers, and/or board members.
- These standards apply whether they are on Step by Step Learning Academy property or at centre-sponsored events and activities.
- All members of the community are to be treat Step by Step Learning Academy with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario’s Human Rights Code.
- All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

- **Behaviour that interferes with or is disruptive of the daily operations of the centre or harassing, intimidating or of an abusive nature of any kind towards a child, student, parent, staff or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.**
- No weapons are allowed on centre property or at centre functions. Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.
- The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor.
- Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Instagram, personal blog sites or other forms of electronic information sharing.

HEALTH

Children who are ill cannot attend childcare programs if their personal well-being or the wellbeing of other children is in jeopardy. Children with the following conditions need to seek medical attention:

Pinkeye – Children must be on medication for 24 hours and have a valid doctor's note before returning to the Daycare.

Chickenpox – children may return when the spots are dried up (covered and not secreting any liquid), approx 5-9 days after the spots appear. A doctor's note is required in order for the children to return.

Diarrhea – after the 3rd look bowel movement in any day, the child's parents will be notified to be pick up the child from Daycare. The child will have to be clear of diarrhea for 24 hours before returning to the Daycare.

Colds – when mucus from the nose or eyes becomes green in colour, the child may have an infection and may need antibiotics. If not on medication or if we do not have a doctor's note, the child will not be permitted to stay in the Daycare

Fever – at 38.5/c (101/f), you will be called and asked to pick up your child immediately

Vomiting – you will be called and asked to pick up the child immediately.

Unexplained rashes or severe headaches – you will be called.

If your child should become ill during the day, you will be notified and will be required to have the child picked up from the Daycare within two hours of notification. If the child is not picked up after the two-hour period the late pick up fee applies.

Parents/guardians are strongly encouraged to keep ill children at home to prevent the spread of illness at the centre. Children must have been free from symptoms for 24hrs before returning to the centre. We realize that as a working parent/caregiver, you have an obligation to be at your place of employment. However, you need to find alternative care when the child is sick. The child will not be able to cope with the daily activities of the Daycare when she/he is ill and s/he puts the other children at risk of infection by attending.

A note from the child's doctor is required for re-admission, after a child has been absent:

1. 2 weeks due to illness



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

2. Due to contagious illness (chicken pox, measles, mumps etc)
3. Due to diarrhea for 3 days
4. Due to hospitalization

A general rule of determining whether the child is well enough to be at the Daycare is this: If the child is too ill to participate in the outdoor part of the program, then the child is too ill to be at the Daycare. The Day Nurseries Act specifies that all children must have an outdoor play period so please do not request that the child be kept inside. Accidents can happen if the children are carefully supervised. A record is kept of minor accidents on accident report form. If the accident is more serious, you or your alternate contact will be notified. If required, our staff will take the child to the hospital and notify you to meet him or her there.

The child's medical history including an **immunization record** plus the record of any **previous seizures**(if applicable) must be provided at the time of registration. All communicable diseases must be reported to Public Health immediately at 1-800-361-5653

STEP BY STEP LEARNING ACADEMY IS A PEANUT/NUT FREE ENVIRONMENT!

ADMINISTRATION OF MEDICATION

Prescribed Medication

At Step By Step Learning Academy, the health of a child is very important. There will be some children that will require prescribed medication on a regular or temporary basis while in the care at the centre. Step By Step Learning Academy will only administer medication that has been supplied by the parents. **The medication must be accompanied by the doctor's note and prescribed by an Ontario licensed Doctor.**

If a child requires taking prescribed medication, the Prescribed Medication Form must be filled out and signed by the parent. This form must be reviewed by the teacher on duty. Step By Step Learning Academy will not administer any prescribed medication that has been simply dropped off. Failure to do so will require the parent to pick up the child.

It is our policy at Step By Step Learning Academy that prescribed medication must be in its original container with pharmacist's or manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered. All these details must be clearly written. A record will be kept of each time the medication is prescribed to the child to ensure that medication instructions have been followed.

COMMUNICATION WITH PARENTS TO PREVENT THE COMMUNICABLE DISEASES

Our goal is to increase communication with parents and the child care staff. Through open



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

communication, an illness can be addressed in the early stages and potentially stop the occurrence of an outbreak.

Verbal communication:

Teachers will communicate with parents on a regular basis (weekly) reminding about the hazard of communicable diseases. Also, the teachers will be asking parents to be open about any sign or symptom of illness suspected with their child/children.

Online communication:

The daycare will distribute memos to parents on different topics of communicable diseases. The memos will take the form of an e-mail and/or a published article on the daycare's website www.stepbystepca.com. This way the parents will be up to date with most symptoms of such diseases and will be first to prevent them to spread when out of daycare.

Visual communication:

The daycare will distribute memos to parents on different topics of communicable diseases. The memos will take the form of paper flyers or written notes. This way the parents will be up to date with most symptoms of such diseases and will be first to prevent them to spread when out of daycare.

Also, the daycare will post a printed sign designating the level of illness spread and its severity at the entrance of the centre. There will be three levels and specifically, Green, Yellow, and Red.

Green Healthy sign: This sign reminds parents and visitors of the importance of handwashing, covering your cough and/or sneeze and keeping ill children at home. This sign remains posted until there is an increase in illness.

Yellow Illness sign: This sign notifies parents and visitors of the symptoms the children in the centre are experiencing. This sign also prompts parents to report any symptoms their child may be experiencing. Step By Step daycare will post this sign when there is an increase of illness in the centre.

Red Outbreak sign: This sign is posted when the Step By Step daycare is experiencing an outbreak. York Region Public Health will declare the beginning and end of an outbreak in the centre and notify you when the sign can be changed.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
 Richmond Hill, ON, L4B 3M9
 Phone: 905-747-0001, 416-824-8536



Some symptoms to watch for:

1. Diarrhea - loose or watery stools (3 or more in a 24 hour period)
2. Severe coughing - child gets red or blue in the face
3. Difficult or rapid breathing
4. Yellowish eyes or skin
5. Redness in white of eye or in eyelid (pink-eye or conjunctivitis - also with swelling and tears)
6. Unusual spots or rashes
7. Sore throat or trouble swallowing
8. Infected skin patches
9. Unusual diarrhea or tea-colored urine
10. Grey or white stools
11. Headaches or stiff neck
12. Vomiting

Cleaning Schedule

Cleaning will occur as follows:

Item	Frequency
Spills	Immediately
Accidents involving bodily fluids (urine, feces, vomit or blood)	Immediately (see Cleaning Bodily Fluids in the Sanitary Procedures document)
Frequently used equipment, such as play tables	Daily
Tables and surfaces	before and after lunch
Toys and equipment	- as per the schedule posted in each room - or as necessary - see Toys in the Sanitary Procedures document
Shelves and cubbies	wiped weekly
Doorknobs	wiped weekly



Sanitization Schedule

Step By Step Daycare maintains its facilities and equipment in a safe, clean condition. The following sanitizing schedule will be implemented:

Facilities & Equipment	Guidelines	Person Responsible	Frequency
Bed Linen	Wash	Parents	Once a week or when necessary
Beds	Disinfect	Staff	Once a week or when necessary
Carpet	Vacuum	Staff	Each evening
	Steam Clean		Every 3 months
Chair	Disinfect	Staff	Daily/when necessary
Counter tops	Wash & Disinfect	Staff	Daily/when necessary
Dress up clothes	Wash	Staff	After each use
Floor	Mop	Staff	Each evening
	Sweep	Staff	After lunch/when necessary
Shelves	Use damp cloth	Staff	Once per week
Table	Disinfect	Staff	Before and after snack and lunch
Infant toys	Disinfect	Staff	Daily
Toddler toys	Disinfect	Staff	Weekly/whenever necessary
Preschooler toys	Disinfect	Staff	Weekly/whenever necessary
Washrooms	Clean & Disinfect	Staff	Daily/When necessary
Walls	Wash	Staff/Caretaker	Twice per year
Windows	Wash	Staff/Caretaker	Twice per year

Hand washing

Staff:



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

- Staff shall wash their hands, including the backs and between fingers, with soap and warm, running water for 5 to 10 seconds
- Then rinse for 5 to 10 seconds
- Hands should be dried with an automatic hand dryer and/or paper towel
- Taps should be turned off with a disposable towel, which is then thrown out
- If hand lotion is used, it should be scent-free and labeled with the staff person's name
- Staff may use hand sanitizer if running water is not immediately available, but must wash their hands as outlined above as soon as possible

Children:

- Children shall wash their hands, including the backs and between fingers, with soap and warm running water for 10 seconds
- Hands should be dried with an automatic hand dryer and/or paper towel
- Taps should be turned off with a disposable towel, which is then thrown out

Cleaning and Disinfecting Bodily Fluids

- a. Wear disposable gloves to clean blood
- b. Wipe up the spill with a disposable towel. Immediately throw out the towel; do not rest dirty towel on other surfaces, and prevent gloved hands that may be contaminated with bodily fluids from touching other surfaces (ex. garbage pail lid)
- c. Clean the area with sanitization liquid, then rinse and dry the area
- d. Remove disposable gloves and throw away
- e. WASH HANDS
- f. Rinse mops in sanitization liquid and then air dry
- g. If clothing is soiled, put on fresh gloves to change the child into clean clothing and follow the Diapering procedures below
- h. To clean children's clothing with feces or vomit on it, wear disposable gloves and gently place the soiled clothing into the toilet to rinse off as much waste from the clothing as possible, without touching it or splashing it around in the toilet. The soiled clothing is then immediately placed into a plastic bag to be sent home
- i. Remove disposable gloves and throw away
- j. WASH HANDS
- k. With a fresh pair of gloves, clean the toilet seat with sanitization liquid, then rinse and dry
- l. Remove disposable gloves and throw away
- m. WASH HANDS

Additional measures:

Step By Step Daycare takes additional measures to inform the parents of the many practices that will be helpful during an outbreak. This set of practices is summarized as a guide to be implemented by parents on their own and in their home conditions. In addition to verbal reminders, health status signs and printed flyers as memos, these practices are published in this Parents' Handbook and therefore parents



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

are acknowledging them by a sign-off at the moment of the children's enrolment at Step By Step Daycare.

- Practice proper and frequent handwashing, especially before eating and after using the toilet.
- Parents should increase the concentration level of the disinfectant used in the house of affected child for the duration of the outbreak.
- Parents should increase the frequency of cleaning and disinfecting of common areas and high touch surfaces (e.g., door handles, handrails, sink and toilet handles) up to a daily practice.
- Parents must clean and disinfect toys on a daily basis. Toys that are mouthed should be immediately removed from use, cleaned and disinfected prior to reuse.
- Parents must laundry immediately the bedding and linen upon declaration of an outbreak. During the outbreak, these items should be laundered a minimum of twice per week.
- Parents should always implement routine practices when there is a potential risk of coming into contact with body fluids.
- Parents/legal guardians must take extra infection prevention and control measures at home to help limit the spread of illness to other family members. During the outbreak period, disposable paper towels are used to dry hands after handwashing at home. An alternate to paper towels, is the use of separate hand towels for each family member.

Staff should be especially vigilant with younger children whose language skills are emerging and children with special needs as such children may have difficulty communicating that they are not feeling well.

Parents should be made aware of any policies that allow moderately ill children to participate in the program, particularly for licensed infant rooms, as young children are more susceptible to illness than older children.

ARRIVAL AND DEPARTURE

All parents should sign in/out and drop off/pick up their children directly from the childcare rooms or playground at Step By Step Learning Academy.

When picking up your child, please notify staff members that the child is leaving for the day. During this time, staff members can briefly describe the child's day and make the parent aware of any related information concerning the child or the childcare centre. Children will only be released to those persons specified on the admission forms unless otherwise arranged in person, by the parent, through the Childcare Supervisor. All persons, other than parents, who are picking up children, are required to show identification before the child's release. This procedure is for the protection of the children, parents and the staff of Step by Step Learning Academy.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

CUSTODIAL/GUARDIANSHIP AGREEMENTS

Legal custody and guardianship documents must be on file in order for Step By Step Learning Academy to follow any access and custody instructions. Where such legal documents are on file, our staff will not release a child to a parent who is legally restricted in access and or contact unless written permission is granted from the custodial parent. If no legal documentation is provided to Step By Step Learning Academy, we cannot limit access or custody to a parent/guardian. It is the custodial parent's responsibility to update information as it changes.

NOTIFICATION OF ABSENCE

Please notify the staff of Step By Step Learning Academy if your child will be absent. Our phone number is (905)747-0001. A call before 8:45am is REQUIRED. An answering machine will record your message if staff is unavailable to take your call, or if you are calling outside of centre operating hours. Please note that there is no refund of reduction of fees for absences.

CHANGE OF ADDRESS OR PLACE OF EMPLOYMENT

Please inform the Childcare Supervisor of any change of address at home or work. An up-to-date telephone number where you can be reached in an emergency is essential. It is imperative that you also provide a current telephone number of a friend or relative who can be called if you are available in such a situation.

SLEEP SUPERVISION POLICY

Policy Objectives:

- To ensure the daycare staff members are trained to prepare the children to the sleeping process and to supervise the children during their sleep.
- To inform parents and seek cooperation from the parents in regards to the children's sleep.

Strategies and practices

- The staff and supervisor should consult with the parents about child's sleeping preferences before the first-day attendance of the childcare, generally during the filling of the child application form. All information about the sleeping preferences should be documented and kept in the child's file and child's classroom. Every staff member, student and volunteer should be informed about child's sleeping preferences once the child is assigned to a room.
- Also the every staff member, student and volunteer should be informed about same child's sleeping preferences when the child will be transferred from a room to room(classroom to classroom).
- Parents of children who regularly sleep in the centre refer to the Advisement of Sleep Supervision Policy and procedure in special attachment located in the Parent Handbook.
- Parents will be asked to sign in the enrolment checklist that they have review this policy.
- Supervisor or designated staff should advise new parents about Sleep Supervision Policy at the time of enrolment.



- Every child will be assigned with a cot and that specific cot will be labeled with the name of that child.
- The rest environment, equipment and materials will be safe and free from hazards.
- All children will be placed on their back to rest when first being settled for a rest. If a child turns onto their side or stomach during sleep, then allow them to find their own sleeping position.
- All children will rest with their face uncovered.
- Staff will monitor resting children at regular intervals and supervise the rest environment at 30 minutes intervals.
- The staff member will communicate with parents about significant changes in child's sleeping pattern and behavior.
- Step by Step daycare reserves the right to request that parents provide written advice from a health care professional if there is a conflict between the family's sleep and rest beliefs and practices and those implemented by our Centre.

Safe resting practices for Toddlers

- Toddlers will be placed on their back to rest, unless otherwise directed in writing by the child's medical practitioner.
- If toddlers turn over during their sleep, allow them to find their own sleeping position, but always lay them on their back when first placing them to rest.
- At no time will a toddler's face be covered with bed linen.
- If using a cot, toddlers will be placed with their feet closest to the bottom end of the cot to prevent them from wriggling down under bed linen.
- Quilts and duvets will not be used to cover toddlers in a cot or on a mattress. Pillows, soft toys, lamb's wool and cot bumpers are not recommended.
- Light bedding is the preferred option, which must be tucked in to prevent the toddler from pulling bed linen over their face.
- Sleeping bags with a fitted neck and arm holes are an alternative option to bed linen and encourage a toddler to rest on their back. If parents request to continue using the sleeping bag option when the toddler rests on a mattress, then the service will comply.
- Quiet experiences may be offered to those toddlers who do not fall asleep.

Safe resting practices for Preschool children

- Preschool children will be placed on their back to rest. If they turn over during their sleep, allow them to find their own sleeping position but always ask them to lay on their back when first placing them to rest.
- At no time will a preschooler's face be covered with bed linen when they are sleeping.
- Light bedding is the preferred option.
- Quiet experiences may be offered to preschoolers who do not fall asleep.

Supervision of resting children

- All children who are resting will be supervised by staff.



- Students or volunteers will not be left unsupervised when settling children for a rest.
- All children who have fallen asleep in the service will be monitored regularly with specific attention to breathing patterns.
- Sleeping children will be visually checked, every 30 minutes, by assigned staff. The sleep information will be recorded on a Sleep Chart. The Sleep Chart will be kept on file for one month after the reporting month. We will be especially alert to monitoring a sleeping child during the first weeks the child is in child care. We will check the child for:
 - Normal skin color
 - Normal breathing by watching the rise and fall of the chest
 - His or her level of sleep
 - Signs of overheating: flushed skin color, increase in body temperature (touch the skin), and restlessness
 - The position of each child's body in their cot/on their mattress;
 - Each child's breathing rate. If a child is not breathing then the staff will commence the service's first aid plan for a non-breathing child;
 - The arrangement of bed linen. If a child's face is covered, the staff will immediately uncover the child's face;
 - The environment. Staff will monitor the temperature, the security of each cot (for example, are the sides of the cot up and/or locked) and
 - Environment safety (for example, location of heaters or hanging cords near cots).
 - Adults will not rest or sleep in same environment as a child or group of children.

Provision and maintenance of rest and sleep equipment and environment

- Every week the staff will conduct a safety check of the resting environments, equipment and/or aids. If staff identifies any hazards they will submit a report.
- Hanging cords or strings from blinds, curtains, mobile or electrical appliances must be tied away from cots or mattresses to prevent a child from choking or hanging.
- The childcare does not permit the use of hot water bottles, electric blankets or heated wheat bags in children's cots or on mattresses. These items present a risk of children either being scalded or developing hyperthermia (overheating).
- The temperature in the room where the children sleep will be kept at 20°C and monitored by the thermometer kept in the children sleeping room.
- Ensure that the sleeping / resting environment is well ventilated and contains sufficient natural lighting as to meet licensing regulations

Cots

- A cot will be assigned to each child and each cot will be labeled with the name of the child
- Staff will ensure that all cots are placed in area that is at safe distance from heaters, electrical appliances and hanging cords or string.
- Staff will not place an extra mattress or padding under or over the manufacturer's cot mattress.
- Staff will look for the following hazard signs:
 - loose or broken parts;



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

- missing or loose knobs, screws or sharp catches;
- peeling, cracking paint or splintered wood; and
- Staff will report any hazards.

Policy Reviews

All staff, students and volunteers will be required to learn and sign off the acknowledgement of the Sleep Supervision Policy in place before the commencement of the employment, internship or volunteering. On a regular basis the daycare supervisor will make updates to the policy and a new review of the policy with the respective sign offs will be required by all staff, including students and volunteers.

Also, all updates of the sleep supervision policy will be added to the parents' handbook.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by **Supervisor/Staff of Step by Step Learning Academy** and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within **two or three** business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>



Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 1-2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Owner of Step by Step Learning Academy or Ministry of Education, Licensed Child Care

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

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

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Director/ Owner of Step By Step Learning Academy:

Gelena Liberzon (416)824-8536 or supervisor@stepbystepca.com

Supervisor: **Elena Sapanovich** at (905)747-0001

STEP BY STEP LEARNING ACADEMY STAFF

We as Step By Step Learning Academy staff are committed to the safety and well-being of your child. We keep all equipment and learning materials clean and in tip top condition. All of our staff will have gone through vigorous training as well as extensive background checks to ensure we have highly qualified candidates to work with your child.

At times, we may have volunteers and student volunteers assisting at the centre. Please know that volunteers will not have unsupervised access to your child at any time. If you have any concerns about a particular staff member or volunteer, please feel free to bring it up with the Supervisor.

STEP BY STEP LEARNING ACADEMY STAFF POLICE CLEARANCE

All of our staff will have gone through mandatory police reference checks before being hired. The staff is required to present an Offence Declaration on an annual basis and this ensures the safety and proper operation of the daycare.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

STEP BY STEP LEARNING ACADEMY STAFF HEALTH ASSESSMENT

All of our staff will have gone through mandatory health assessments before being hired.

STEP BY STEP LEARNING ACADEMY STAFF CPR (FIRST AID) TRAINING

All of our staff will have gone through mandatory CPR First Aid training before being hired.

DISCRIMINATION OR HARRASSMENT

Step By Step Learning Academy has adopted a policy to create an environment that is multi-cultural, non-sexist and antiracist. The centre's policy provides opportunities for staff, parents and children to be able to work, learn and play in an environment free from discrimination and harassment. Our curriculum content and materials reflects these values and strives to reinforce positive attitudes towards diversity.

SERIOUS OCCURENCES

Any serious occurrence that occurs at this facility will be posted at the entrances of the day care for a minimum of 10 days.

SAFETY SURVEILLANCE CAMERAS

The Step By Step Learning Academy has installed surveillance cameras within the premises of the daycare for safety reasons. This type of cameras is intended only for children and teachers safety.

The cameras have restricted access and the video material will be used only in the emergency situations. No access will be provided to the parents to check on their children during the day.

NUTRITION

Breakfast, Lunch and Dinner will be provided for the children for the all day programs.

The menu is planned to meet the daily nutritional needs of children as well as the individual child's dietary requirements whenever possible. All the food storage, preparation and serving will be in accordance with the latest updated guidelines of the Ontario Ministry of Education.

Please notify the childcare staff of any allergies or special dietary requirements. These will be posted in all classrooms.

CLOTHING

For the comfort of your child, it is wise to leave a change of clothing at the childcare. Please label all clothing left in your child's cubby. Although the childcare staff cannot accept responsibility for lost clothing, clothing that is labeled is much easier to track. The parent must take soiled clothing home each day.

The Day Nurseries Act requires children to spend two hours per day outside, for fresh air and exercise. Careful consideration needs to be given to the appropriateness of your child's clothing.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

The children attending the childcare in the afternoon will be lying down for a rest period each afternoon. It will be necessary to keep a small blanket at the childcare to use at naptime.

CHILDREN'S POSSESSIONS

Please refrain from sending toys to the childcare. We have a wonderful selection of our own. This will prevent lost articles and sad children. Step By Step Learning Academy does not promote or encourage the use of violent toys. We strongly recommend parents to not bring any expensive belongings (ex. Toys and jewelry) into the daycare center. We cannot be held responsible for any lost or broken items. Please do not bring any toys to the Daycare; it causes conflict among the children.

Please be aware that we cannot be responsible for lost or stolen articles.

FIELD TRIPS

Permission forms will be sent out in advance for each out of centre excursion. The destination, date and times of departure and arrival will be outlined in each form. All children must have signed authorization to on each outing prior to the date of the trip. Any child who does not have written permission will not be allowed to join the group on the day of the outing.

GRIEVANCE PROCEDURE FOR PARENTS

Constructive criticism and concerns should be discussed directly with the Childcare Supervisor in spirit of cooperation, at an agreed upon time and place, preferably away from the playroom and outside the Centre's hours of operation.

SPECIAL CELEBRATIONS

Birthday cakes or treats are welcomed for your child's special day. Please be advised that Step by Step Learning Academy is a PEANUT/NUT FREE environment. If you are bringing in candies, muffins etc they must be brought in the original container so that the staff can verify that the treat does not contain nuts or nut products.

STUDENT AND VOLUNTEERS

"Step by Step Learning Academy" Daycare centre may bring volunteers or students from local colleges in the area to work in our childcare centre to gain experience or just to get community hours for their local programs. The students or volunteers may be placed to work in any classroom within the childcare and be responsible for taking care of your children in a form of education, toilet procedures with teacher supervision and implementation of various activities and programs in the classroom. The student/volunteer WILL NEVER be left alone with the children and is not counted in our ratios. If an activity needs to be implemented, the student/volunteer will first need to get approval from the office as well as their host teacher in the classroom. If a child will need to be observed for the purpose of an assignment a parent will have to sign a permission form.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

Each student/volunteer will need to write a blog about themselves and display it outside of the classroom that they will be working in to make sure the parents are aware of their presence. Students and volunteers are **NOT ALLOWED** to administer medication, and or treat children in case of emergency.

Furthermore all personal volunteering in our childcare will need to provide us with a current police check, medical form, as well as CPR and FIRST aid certificate prior to their first day in our childcare.

PARENTS' INVOLVEMENT

“Step by Step Learning Academy” Daycare centre welcomes the parents to visit their children at any time. However, please be advised that when your drop in, your child may want to leave with you. It is emotionally difficult for a child to say “Good-buy” to their parents twice in one day.

At the same time, we encourage the parents and grandparents to join us on our special events such as our annual Christmas like events, where we can socialize with one another.

We value parents’ involvement and thus it is one of our most important contributing factors to the children’s development. We consider our relationship with you a partnership in which we can better learn to appreciate and meet the individual needs of your child or children. Exchanging the ideas and sharing the suggestions is the most effective way of promoting a working relationship. We encourage parents to discuss all the concerns with our teachers and supervisor.

EMERGENCY MANAGEMENT POLICY AND PROCEDURES

Purpose

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

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

Policy

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

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

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



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: *left side of the parking lot between the Church and Daycare building*

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: *shelter in St. George Church*

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

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

If any emergency situations happen that are not described in this document, Owner/Supervisor of Step by Step Learning Academy will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

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

All emergency situations will be documented in detail by Owner/Supervisor of Step by Step Learning Academy in the daily written record.

Supervisor ensures to practice drills with staff and children for training/practice once a month, review the emergency policy with staff once a year, and check emergency bags preparation for first aid kit, water, a blanket, and children emergency cards on a regular basis.



Procedures

Phase 1: Immediate Emergency Response

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



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



<p>Disaster Requiring Evacuation</p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<ol style="list-style-type: none">1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures.2) Staff must immediately:<ul style="list-style-type: none">• remain calm;• gather all children, the attendance record, children's emergency contact information any emergency medication;• exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions;• escort children to the meeting place; and• take children's attendance to confirm all children are accounted for;• keep children calm; and• wait for further instructions.3) If possible, staff should also:<ul style="list-style-type: none">• take a first aid kit; and• gather all non-emergency medications.4) Designated staff will:<ul style="list-style-type: none">• help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.• If individuals cannot be safely assisted to exit the building, the designated staff will assist them to leave the centre and ensure their required medication is accessible, if applicable; and• wait for further instructions.5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.
--	--



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



<p>Natural Disaster: Major Earthquake</p>	<ol style="list-style-type: none">1) Staff in the program room must immediately:<ul style="list-style-type: none">• remain calm;• instruct children to find shelter under a sturdy desk or table and away from unstable structures;• ensure that everyone is away from windows and outer walls;• help children who require assistance to find shelter;• for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck;• find safe shelter for themselves;• visually assess the safety of all children.; and• wait for the shaking to stop.2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.3) Once the shaking stops, staff must:<ul style="list-style-type: none">• gather the children, their emergency cards and emergency medication; and• exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.4) If possible, prior to exiting the building, staff should also:<ul style="list-style-type: none">• take a first aid kit; and• gather all non-emergency medications.5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.6) Designated staff will:<ul style="list-style-type: none">• help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.• If individuals cannot be safely assisted to exit the building, the designated staff will assist them to leave the centre and ensure their required medication is accessible, if applicable; and• wait for further instructions.7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
--	--



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, designated or Owner/Supervisor must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Local Police Department: (905) 773-1221

Ambulance: 911

Local Fire Services: 911

Site Supervisor: Elena Sapanovich (905) 747-0001

Licensee Contact(s): Gelena Liberzon (416) 824-8536, Stas Kamladza (416) 839-8624

Child Care Centre Site Designate: Yanina Kogan (905) 747-0001

- 4) Where any staff, students and/or volunteers are not on site, Owner/Supervisor or designated must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) Owner/Supervisor must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.



- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre. 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. 3) Staff must: <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) Owner/Supervisor will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) As soon as possible, staff and/or Owner/Supervisor must notify parents/guardians of the emergency situation and that the all-clear has been given. 2) Where disasters have occurred that did not require evacuation of the child care centre, Owner/Supervisor must provide a notice of the incident to parents/guardians by posting on the child care entrance. 3) If normal operations do not resume the same day that an emergency situation has taken place, Owner/Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.
8b) Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site.



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
 Richmond Hill, ON, L4B 3M9
 Phone: 905-747-0001, 416-824-8536

	<p>Owener/Supervisor will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.</p> <p>4) Upon arrival at the evacuation site, staff must:</p> <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
<p>Communication with parents/guardians</p>	<p>1) Upon arrival at the emergency evacuation site, Owner/Supervisor and staff will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.</p> <p>2) Where possible, Owner/Supervisor will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.</p>

During an emergency, staff will provide children with water, snacks, blankets, and if possible, documenting any child accidents/injuries and first aid if needed.

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

<p>Procedures for Resuming Normal Operations E.g. where, applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.</p>	<p>Owner/Supervisor will provide Parents/Guardians with a notice about reopening the child care centre, hours of operation, inform the Ministry of Education Program Advisor about the emergency situation, contact the catering company 'Food for Tots' about reopening, and notify the insurance company about emergency situation and/or damage(s)/injury have took a place.</p>
<p>Procedures for Providing Support to Children and Staff who Experience Distress</p>	<p>Owner/ Supervisor or Designated provides support to children and /or staff who experience distress by providing comfort, water, establishing company, and notifying that the emergency situation is over, etc.</p>
<p>Procedures for Debriefing Staff, Children and Parents/Guardians Include, where, applicable, details about when and how the debrief(s) will take place, etc.</p>	<p>Owner/Supervisor must debrief staff, children and parents/guardians after the emergency.</p>



Safe, strong and smart children

STEP BY STEP

9116 Bayview Avenue
Richmond Hill, ON, L4B 3M9
Phone: 905-747-0001, 416-824-8536

RESOURCES FOR PARENTS:

<http://www.children.gov.on.ca/htdocs/English/earlychildhood/toddler/index.aspx>

<http://www.children.gov.on.ca/htdocs/English/earlychildhood/preschooler/index.aspx>

<http://www.caringforkids.cps.ca/>

<http://www.children.gov.on.ca/htdocs/English/index.aspx#!>

Parents' Handbook last reviewed: January 2021