

POLICIES

Behavioral Guidance Policy

Little Sparrows Academy does not permit:

1. Corporal punishment, including but not limited to the following:
 - Striking a child directly or with physical objects
 - Shaking, shoving, spanking or any forms of aggressive physical contact
2. Degrading responses or belittling of any form including verbal, emotional or physical
3. Confinement of, or isolation of child or children (Note: this does not apply to when a child is sick, becomes sick or is showing signs of illness within the childcare, which in this case there is a possibility that the child will be EXCLUDED from the group)
4. Deprivation of a child's basic needs, including food, water, shelter, clothing or bedding as a form of punishment

Expectations for Children:

Children will be expected to follow these three rules:

1. Be kind to yourself
2. Be kind to others
3. Be kind to our things

If there are any behavioral concerns (no matter how minor), these will be well documented by educators through our communication book and/or incident log book. If their concerns tend to be an ongoing issue, we will do our best to communicate, inform, consult and problem solve with families. We can create a plan together to have consistent strategies that can be done at home and in the program. Below are some of the strategies our program has developed:

Prevention and Intervention

Though there will always be unforeseen circumstances that can arise in any situation, we have put in place some prevention and intervention strategies that will be used to guide children's behavior:

- Clear instructions: Children will be given clear, concise and simple instructions/limits
- Time: Children will be given enough time to respond to expectations given
- Choices: Children will be offered choices during appropriate times to prevent power struggles
- Positive Approach and Reinforcement: Focusing on children's positive behavior builds their self-confidence and encourages them to continue to do what is right. We also want to reinforce these positive behaviors not just through words but also through actions and gestures
- Open-ended Environment: We believe that how the space is setup will determine the mood and rhythm of the place. The environment will then be setup in a way that it

encourages collaborative play, inclusivity and creativity- a space that is open to many possibilities

Though these strategies will help create a positive environment and minimize inappropriate behavior, there will still be episodes of inappropriate behavior. When such times arise, adults will need to intervene, but we still need to be mindful of creating a positive environment in the process of doing so. The following strategies guide what adults can do when a child is misbehaving:

- Eye level: We want to get a child's attention in a respectful manner by ie: going down to their level, stating their name, and stating what happened in a calm manner
- Proximity and touch: We want to move near to the child and put an arm around them to calm them. This may be used if a child is biting, kicking, punching or hitting
- Acknowledge feelings: Children are still learning self-regulation and we want to acknowledge how they feel in situations that may have led/caused some problems ie: "I can see you were angry when ___ took your toy"
- Reminders: Children need to be reminded from time to time our expectations from them and to clarify or reinforce our limits, ie: "it is not okay to hit our friends" or "bikes stay on the bike path"
- Redirection and offer appropriate choices: We want to redirect and continue giving our children choices even in these situations. These can be done in a positive way ie: "You cannot play with the toy anymore, do you want to ride a bike instead or read a book?"
- Use natural and logical consequences
- Provide opportunity for children to make amends: Simply telling a child to say "sorry" can be superficial and the child can learn that this is an easy way out of the situation. We want to model skills that encourage the child to make amends to the other without being ashamed or embarrassed ie: "You can ask ___ what they need from you to help them feel better" or "Maybe you can ask ___ if they need a hug instead of saying sorry?"

Conflicts and Conflict Resolution Between Children:

Conflicts in play and out of play are inevitable as we all carry with us different ideas and perspectives. Conflict resolution requires social and emotional awareness of the situation. As children grow, they will encounter many moments where there will be conflicts or tension but we want to encourage them to have the social awareness, courage, and independence to resolve conflicts. We want to give them space to learn within our social settings, with guidance from the educator present. Educators will also model how to problem solve/resolve conflicts through the way they guide children in everyday practice.

TERMINATION POLICY

Our educators deeply value relationships but ultimately the health and safety of everyone comes first. We will always aim to provide safe and appropriate guiding strategies as mentioned above whenever possible. In the case of children misbehaving or exhibiting challenging behaviours, we will aim to do our part to communicate with families and create a plan of care

together. With families' consent or permission, we can ask for Supported Child Development consultants to come and provide more resources that can be beneficial for the child and/or the family. If the behaviour(s) exhibited continue, we reserve the right to terminate care. But in the case of repeated offences done by a child or a family member such as actions or verbal threats that may put educators or other children to harm, we reserve the right to terminate care effective immediately. All incidences will be properly documented by educators.

Nutrition Policy

We want to promote a healthy relationship with food and with each other.

We will be having morning snacks between 9:30 - 10:00, where snacks will be served in individual bowls and children are encouraged to come to eat together at the table. Morning snacks will be provided by the educator and we will post the menu list for the week on the fridge.

Healthy lunches are to be provided by the families, while we will also provide fresh milk or water during lunch to children. Any dairy alternatives are to be provided by families. We ask families to provide a nutritious meal, and in order to promote healthy and appropriate habits, children will be prompted to eat the healthier portions of their lunch first. We encourage families to look through the following website for more information: <https://food-guide.canada.ca/en/>.

Any types of candies, whole nuts, and junkfood will not be allowed even if it's part of the lunch kit and will be sent home. In addition, some fruits need to be cut lengthwise to reduce the possibility of choking. Sweets such as cakes and cupcakes will only be permitted to be brought in on special occasions and families who do not wish to have their child/ren consume sweets must notify the educators.

Allergies

Upon registration, families need to notify the educators of any allergies of the child. They will need to provide a history of reactions and measures needed to prevent it or, in the case of exposure to, how to respond to and treat the allergic reaction.

Each child with allergies or food sensitivities will be posted on the fridge board for other families to see and be made aware. They will also have their own Action Plan containing:

- Measures needing to take to prevent a possible allergic reaction
- Symptoms of allergic reaction
- How to treat allergic reaction

Medications such as Benadryl or epipens will need to be provided by families. We will ensure proper storage of medication in our care. Families will be notified if an allergic reaction does occur in our care, and if an epipen was administered, we have to notify emergency personnel.

Repayment Agreement Policy

Little Sparrows Academy's fees are payable in advance and are due on the first of each month.
Fees can only be made through e-transfer.

Fees that are non-refundable:

- Late payment fees
- Late pickup fees
- Monthly fees if a child is immediately withdrawn from the center regardless of withdrawal reasons
- Holidays, daycare closures (including but not limited to statutory holidays, emergency closures, etc)
- Winter break (from Christmas eve till New Year's day)
- If the child is sick and unable to attend the program
- If the child does not attend the program because the parent or guardian is on vacation/not working

Fees that are refundable:

- Deposit fee if a written withdrawal notice has been given a minimum of 45 days prior

Upon registering for a spot in the program, all fees will be laid out in writing along with the terms and conditions. The parent or guardian must first agree to the terms and conditions and sign in writing prior to any payment arrangement. There will also be a copy given afterwards for reference.

Safe Release of a Child Policy

All children release incidents will be documented.

We require parents to list all adults authorized to pick up their child from the facility. No child will be released to anyone except parents, or an alternate person authorized by the child's guardians.

Picture identification will be checked for anyone unfamiliar. If prior arrangements are not made, staff is required to contact parents or emergency contacts for approval or confirmation of identification in order for the child's safe release. If approval or confirmation of identification is not made, staff will be unable to release the child.

In the case that the person authorized to pick up a child appears incapable of providing care (such as the person visibly appears to be intoxicated or under the influence of drugs or alcohol, or there is not carseat in the vehicle, etc), we will ask that there be another person present that is authorized to pick up or an alternative arrangement be made. We can offer services such as calling for a cab or waiting with the child until someone, but if the person is unwilling we will contact 911 or the Ministry for Children and Family Development.

If a child is left at the daycare longer than one hour past the closing time and all attempts have been made to contact the parents or emergency contacts, educators will contact the Ministry for Children and Family Development.

Active Play

At Little Sparrows Academy, we care about the health and wellbeing of our children. Whether it may be physically, mentally and emotionally, we aim to provide a space that will nurture children holistically. We strive to build curriculum and routines that promote physically active play, alongside cognitive and social development.

We have created a space where children can actively use their bodies to their full potential. Our large backyard provides a place for big bodily movements to occur: running, jumping, climbing, skipping, dancing, and so on. As per licensing requirement, **we will be outside for a minimum of 60 minutes per day, rain or shine**, unless there is a significant reason to limit outdoor play such as dangerous weather, excessive snowfall, smoke in the air, heatwave, etc. Therefore we recommend children be equipped with gear for every weather.

Please see below for what we recommend to bring:

- During the summer/sunny days:
 - Light clothing
 - Hats
 - Sunscreen
- During rainy days:
 - Rain suit (muddy buddy) OR waterproof jacket with hood and waterproof pants
 - Rain boots
- During winter/snow days:
 - Warm jacket
 - Snow pants
 - Toque
 - Mittens/gloves
 - Boots
 - NO SCARVES (choking hazard)

Screen Use Policies

There will be no screen time directly from a device such as ipad, phone, laptop, etc. that will be available for children.

Videos or recordings projected through a wall or background may be used at times, but for educational purposes only such as using videos and photos to support curriculum. It will then be limited to 15-30 minutes when used and educators will be there to actively supervise. Educators will also make sure any images or videos shown are age appropriate.

Reportable Incident Procedure

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, families will be contacted as soon as possible.

Little Sparrows Academy will maintain a daily log of non-reportable incidents which includes a description of minor accidents (not requiring medical attention), and other unexpected events that will be shared with parents/guardians on a regular basis.

Though in some cases, an event may occur that will be considered a reportable incident. That incident will be firstly reported to the parent/guardian then reported to the licensing officer of the facility from Fraser Health. Our licensing officer would be notified through a serious incident report within 24hrs. Staff evaluations of the event will be recorded, as well as an immediate implementation of changes that will take place to ensure safety.

The following are definitions of reportable incidents:

- Aggressive/Unusual Behavior
 - Aggressive or unusual behavior by a person in care towards other person's, including another person in care, which has not been appropriately assessed in the individual's care plan.
- Emotional Abuse
 - Any act, or lack of action, which may diminish the sense of well being of a child in care, perpetrated by a teacher or staff member (e.g. verbal harassment, yelling, confinement)
- Physical Abuse
 - Any physical force that is excessive for, or is inappropriate to, a situation involving a child in care and is perpetrated by a teacher or staff member.
- Sexual Abuse
 - Any sexual behavior directed towards a child in care by any educator, volunteer or any other person in a position of trust, power, or authority.
- Neglect
 - The failure of a care provider to meet the needs of a child in care, (e.g. food, shelter, care, and/or supervision).
- Fall
 - A fall of such seriousness experienced by a child in care, as to require emergency care by a physician or to transfer to a hospital.
- Medication Error
 - An error in administration of a medicine which adversely affects a child in care or requires emergency intervention or transfer to a hospital.
- Unexpected Illness
 - Any unexpected illness of such seriousness that requires a child in care to receive emergency care by a physician or transfer to a hospital.

- Other Injury
 - An injury to a child in care requiring emergency care by a physician, or transfer to a hospital.
- Disease Outbreak/Occurrence
 - An outbreak or the occurrence of a disease above the incident level beyond that which is normally expected (if in doubt ask the local Health Authority).
- Missing/Wandering
 - A child in care who is missing from the daycare centre/field trip
 - Parents will be notified
 - Authorities called in too help find missing child
- Poisoning
 - Ingestion of a poison or toxic substance by a child in care.

From any cause, other than disease, under circumstances that may require investigation, and if necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reached. **Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. Little Sparrows Academy will not be held liable for any sickness/injury of either parent/guardian or child while on these premises.**

ABUSE REPORTING POLICY

Cameras are installed surrounding our facility and Little Sparrows Academy reserves the right to record and report occurrences that may happen within our facility. Families will not have access to the cameras but in the case that a report of abuse has been made towards a child within our childcare center by either one of our staff members or families, our licensing officer will be contacted immediately and the recordings will be reviewed. More documentations will also be made, reviewed and followed up on.

In the event that a child claims they have been abused outside our childcare facility, it is our responsibility to report to the Ministry for Children and Family Development. An investigation will follow.

Emergency Plan and Procedure

There are two exits that can be used in the case of an emergency. Each exit has a sign that says "EXIT" in bold letters that can be easily spotted. Our fire drills will be practiced once a month and our earthquake drill will be practiced once a year. We will practice going through the back door to the backyard and out the gate.

Fire Plan and Safety:

- Our program also contains wired smoke alarms and CO2 alarms to alert us in case of emergency, and a fire extinguisher within adult reach to be used if needed.
- The mounted fire extinguisher is beside the door by the entrance of the building in the case of a fire. Educators will make sure it is regularly serviced and that they know how to use one in the case of an emergency
- If the fire alarm is triggered or a fire extinguisher is used, educators will vacate the building with the children. We will take our emergency backpack that contains a first aid kit (or medications if applicable).
- We will walk together (or carry non-walkers) out the Main Exit Door, through the outdoor play area and gather by the parent parking lot until the fire department comes. Parents will be notified immediately

In the case of a bigger emergency or a disaster, please see the emergency evacuation procedure.

Emergency evacuation procedure:

- In the event of an emergency that requires us to evacuate the center, we will take our emergency kit and all the children to our emergency meeting place, which is by the entrance of Clinton Elementary School. We will walk out the door by the kitchen, go down the deck, and go through the fenced gate. Clinton Elementary is approximately a 5 minute walk from the program.
- Strollers and wagons are to be stationed near the gate. Once we reach the gate, we will use the wagons and strollers to walk the children safely to our meeting place. Our first priority is to get them away from danger as safely and as quickly as possible.
- We will be doing headcounts before leaving the building, before walking using the strollers and wagons through the parking lot, and when we reach the meeting place which is by the entrance of Clinton Elementary School.
- We will be bringing a backpack with our child's records and the kit that contains each child's emergency card with their name, care card number, and parents' info which will be used to contact for pick-up as soon as possible. We will leave notes on the doors as to our location.
- We will also have with us their comfort kits that contain food that can last for at least 72 hours, and a first aid kit. While waiting for your arrival, we will be providing their comfort kits. Our emergency backpacks will be checked and updated regularly to ensure that all correct information is there.

- Our full emergency plan will be tested at least once a year.

Our program has an emergency preparedness kit that is fully equipped for different scenarios. This kit contains enough emergency supplies to take care of all the children and the staff in the daycare for at least 72 hours. All our staff are required to have a valid first aid certificate and are aware of current emergency plans and procedures.

Fire Drill

- Announce to the children to STOP what they are doing and that we are conducting a Fire Drill. Teachers/staff members are asked to use a bell & their voice.
- Instruct the children to line up at the door.
- Follow the evacuation procedures above.

Earthquake Drill

- It will be announced to the children to STOP what they are doing and that we are conducting an Earthquake Drill. Teachers/staff members are asked to use their voice.
- Children will be instructed to move quickly and take cover under the tables or to brace themselves in a doorway.
- Everyone should cover their head and face in a crouch position and face away from windows.
- Count to 60 and wait until the shaking has stopped.
- Wait 10 minutes when the earthquake is over, for aftershocks, before evacuating the building.
- Instruct the children to line up and follow the evacuation plan

Care and Supervision Policies

Illness Policy

When a child is too ill to attend Childcare

We understand that determining what is a significant illness in a child can be difficult for both parents and educators. There are four important considerations when determining when a child is too ill to attend childcare:

1. The child's ability to participate fully in the daily program routines and activities
2. The comfort and safety of the child who is ill
3. The capacity of the program educators to care for a child who is ill
4. The protection of other children and educators from communicable disease

With these considerations in mind, children who exhibit the following will need to be picked up as soon as possible:

1. Too ill to participate in normal routines and activities, as is usual for the child
2. Has a fever (37.6°C or higher)
3. Presenting with sudden onset diarrhea or vomiting

Note: Certain communicable diseases may necessitate exclusion for a period of time. In the case of diagnosed communicable diseases, you must inform the educator/director, who is then required to advise the Licensing Officer. Also, children without appropriate immunization will be excluded from care in the event of an outbreak (for example: whooping cough, measles, mumps)

Parent responsibilities when informed that their child is ill

The following actions will help the childcare minimize the overall effect of illness to the benefit of all. The parent, when contacted by their child's educator that their child is too ill to stay at childcare, will:

- arrange to pick up their child as soon as possible **OR**
 - arrange for an alternate person to pick up their child and ensure that the educators have your updated emergency contact information. Please ensure that if the emergency pick up person is not on the emergency card, the parent will contact and inform the educators.
- NOTE:** We encourage parents to consider arrangements for alternate care for their child **prior** to any illness.
- Only medications (including over-the-counter e.g. Tylenol) officially prescribed by a physician are able to be administered by educators. Please ask for the consent form.

- Please notify your educators of any medications being given to your child outside of childcare. This information may be of critical importance if your child must be taken for emergency treatment and you cannot be contacted.

Hygiene and Health Routine Policy

Educators will also be following proper hygiene and health procedures such as practicing proper hand washing routines whenever possible, regular sanitization of toys, tables, chairs, and maintaining a clean environment at all times to mitigate the risk of disease from forming or spreading.

There will also be a hygiene routine for children. Educators will help children wash hands before and after snack, after toileting, and they will also have their own beds and linens that are cleaned weekly for hygiene purposes.

Administering Medication

When administering medication, we follow the 5 rights to administer:

- Right Patient
- Right Medicine
- Right Route
- Right Dose
- Right Time

Please note that we will only administer medication prescribed by the doctor therefore we will require a doctor's note that contains the following:

- Child's name
- Type or name of medication
- Dosage needed/required
- Times to be given to child
- Doctor's name or contact information
- Other instructions

Upon administering the medication, educators will make sure there is a witness (another adult or educator) to make sure it is administered properly. Medications provided will be stored safely, away from reach of children.

Children with chronic conditions or severe allergies will require a care plan. Educators and families will create a plan of care together that lists down steps that we can take. We ask that you let us know as soon as possible if there are any changes in your child's health that can be of concern and if you have seen a healthcare practitioner.

Supervision Policy

Children are supervised at all times. Parents are to make contact with one of the educators during their child's pickup or drop off. Children will always have one of our educators with them when they use certain rooms in the childcare such as the washroom, naproom during naptime, and playrooms. We will maintain our ratio of 1 educator to 4 children at the minimum whether indoor or outdoor, and children will always be within a safe distance from educators when we go for walks. We can ensure a safe distance by making sure children are within our reach.