

# POLICIES



STOCKHOLM  
COMMUNITY  
DAYCARE

All policies of the Stockholm Community Daycare Board are to be contained within this document. The invalidity or unenforceability of any provision of this document shall not affect the validity or future enforceability of the remaining provisions.

All policies are to be approved by board and reviewed annually. Suggested changes to policy are welcome and may be provided to any board Member or to the Director.

Policies are published publically and shall be made accessible to anyone upon request. A copy of the Policy Manual will be kept in the Directors' office and can be accessed by staff at their request anytime. They will also be provided with a link to view the manual online any time. All daycare families will receive a Family Handbook which includes a summary of policies relevant to families.

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### **Appendices**

A	Annual Board Work Plan	Not included
B	Director Evaluation	Not included
C	Division of Duties	Not included
D	Record Keeping	Not included

## **Policy 1. Who We Are**

### **1.1. Introduction**

The Stockholm Community Daycare Inc. is a non-profit organization and registered charity governed by a volunteer Board of Directors. The Board of Directors is the licensee of the early childhood education center. The center is managed by an Executive Director.

Stockholm Community Daycare Inc. was incorporated May 18, 2021.

116 Ohlen Street, Stockholm SK S0A 3Y0  
PO Box 130

Charity number: #72989 8536 RR0001

Fiscal year: January 1 – December 31

### **1.2. Mission Statement:**

To provide high quality, child-centered early learning and care to local families.

### **1.3. Vision Statement:**

We are a holistic, child-centered space that provides opportunities for children to develop socially, cognitively, physically, emotionally, and spiritually, guided by dedicated early childhood educators.

### **1.4. Affirmations**

- Children thrive in an environment that is safe, nurturing, and rich in opportunities
- Passionate and engaging caregivers are vital to a positive childhood experience
- We will provide a warm, loving, and inviting environment where children learn and develop through play and exploration
- Programming is age- appropriate and designed to meet the needs of children in all areas of development: social, physical, intellectual, cognitive, spiritual, and emotional.
- Children are encouraged to develop independence and creativity in a balance of child-driven and adult suggested activities with emergent curriculum
- Staff will work closely with parents to include them in their child's development and the center programming
- Staff will be given continuous opportunities for professional development
- Our facility draws on the strengths and diversity of knowledgeable staff to honour children's individual needs and interests

### **1.5. Code of Conduct**

- Our Code of Conduct outlines the character and behaviour we expect from everyone associated with Stockholm Community Daycare (SCD). It is referenced in:
  - o Policy 2. Role of Board
  - o Policy 3. Role of Director
  - o Policy 4. Role of Staff
  - o Policy 6. Volunteers and Guests
  - o Policy 13. Expectations of Parents
  - o Policy 14. Communications

- Policy 18. Partnerships
  - Policy 22. Termination of Services.
- All families will be required to read and sign our code of conduct upon enrolment
  - All staff will be required to read and sign our code of conduct upon hiring

**Integrity**

Our reputation as an honest, moral, and trustworthy organization is our most valuable asset. It is up to all of us to ensure that all interactions with SCD staff, children, families, and the public maintain or increase their trust in us.

**Respect**

Everyone deserves respect and dignity. All actions and communication between staff, children, families, and the public must be respectful, equitable, and inclusive. We shall strive to be fully present, mindful of our language, and receptive to others' ideas, concerns and needs. We will support, encourage, and work collaboratively with others.

**Safety**

Personal security and physical, emotional, and social safety is vital to all of our well-being. We are all committed to providing a safe daycare environment free from physical hazards, discrimination, harassment, and violence. Everyone in the SCD facility must be treated with courtesy and respect. We shall keep our facility and items within it clean and orderly.

**Privacy**

Our daycare community will frequently be in a position of shared knowledge regarding families' personal lives. We will all respect and protect the privacy and security of that shared knowledge.

**Community**

We all have unique, important roles and will work collaboratively to ensure the success and sustainability of the SCD. Should there be conflict between the two, we will prioritize the collective good and well-being of the SCD community over any one individual's needs.

## **Policy 2. Role of the Board**

Stockholm Community Daycare Inc. is governed by a volunteer Board of Directors

### **2.1. Documents governing Board**

- Board Members must abide by Bylaws on file with Information Services Corporation; Bylaw changes must be submitted to ISC
- Non-profit act
- Acts governing Registered Charities
- All statutory requirements to implement provincial educational standards and policies

### **2.2. Duties of the Board**

- Develop and regularly review policies and procedures, including procedures for appeals as required
- Complete all annual activities per Annual Work Plan (Appendix A)
- Hire a Director or Co-Directors and provide them with clear direction and annual evaluation (Appendix B)
- Oversee and make decisions regarding operating, financial, and personnel issues
- Make evidence-based decisions which balance community values and the interests of daycare families
- Model a culture of dialogue, respect, and integrity
- Respect the authority of the Director(s) to carry out executive action and support the Director(s)' actions which are exercised within the delegated discretionary powers of the position
- Advocate for early childhood education
- Annually approve budget, including Director(s) and staff compensation, and ensure resources are allocated to achieve desired results
- Plan and implement fundraising activities

### **2.3. Role of Board Member**

- To contribute to the Board as it carries out its mandate in order to achieve its mission and goals. The Board believes that its ability to fulfill its obligations is enhanced when leadership and guidance are forthcoming from within its membership.
- The Board is a corporation. The decisions of the Board in a properly constituted meeting are those of the corporation. A Board member who is given corporate authority to act on behalf of the Board may carry out duties individually but only as an agent of the Board. In such cases, the actions of the Board member are those of the Board, which is then responsible for them. A Board member acting individually has only the authority and status of any other community member.
- Board Members may visit Daycare facility at any time but shall have no more authority than any parent or member of the public unless attending on board business and Director(s) informed of such

#### **2.3.1. The Board member shall:**

- o Become familiar with and adhere to SCD policies, meeting agendas, and reports
- o Refer queries, issues and problems not covered by Board policy to the Board for corporate discussion and decision
- o Refer administrative matters to the Director(s). The Board member, upon receiving a complaint from a parent or community member will refer the parent or community member back to the Director(s) and will inform the board of this complaint.
- o Keep the Board and the Director(s) informed in a timely manner of all matters coming to his/her attention that might affect the SCD.
- o Attend meetings of the Board; participate in, and contribute to, the decisions of the Board in order to provide the best solutions possible

- o Support the decisions of the Board and refrain from making any statements that may give the impression that such a statement reflects the corporate opinion of the Board when it does not
- o Strive to develop a positive learning and working culture both within the Board and the daycare
- o Attend significant daycare functions when possible
- o Carry out all duties objectively and consider all information and opinions presented to the board in making any decisions without bias
- o Express any contrary opinions respectfully and honestly, and without making disparaging remarks, in or outside board meetings, about other board members or their opinions
- o Report any policy violation or violation of the Code of Conduct to the Board during an in-camera session
- o Resolve disputes per Policy 21 Grievances and Dispute Resolution

#### **2.4. Conflict of Interest**

- Conflict of interest is at the discretion of the board; it is recognized that perceived conflicts of interest are inevitable in rural communities. Abuse of board power is grounds for termination per 2.6.
- Board members may not receive *special* financial benefit from the SCD; however, financial benefits may be received on a case-by-case basis if voted on in board motion. For example:
  - o Board members may serve as casual relief staff at the wage in which they are qualified, but regularly scheduled staff may not serve as board members
  - o Family members of board members may be hired as regularly scheduled or casual staff
  - o Board may purchase goods or services from a board member or business owned by board member at fair market value if agreed by board motion
  - o Under no circumstances shall a board member request or receive reduced fees or wait-list preference

#### **2.5. Board Member Eligibility**

- There must be 3-10 board members
- There is no limit to term served as a board member
- Board members may be parents, caregivers, or community members
- All but two of the Board Members must have, or must have had, a child enrolled in the Centre during the year just passed.
- Provide criminal record and vulnerable sector check within one month of joining the board

#### **2.6. Election of Board Members**

- Members of the board are elected by attendees at the Annual General Meeting
  - o Each family unit registered with the SCD is entitled to one vote
  - o Once elected, board members will remain on board until they choose to resign or are expelled
  - o Where there is a vacancy on the board and there is a quorum of board members, the remaining members may fill the vacancy until the next annual general meeting. Where there is not a quorum of board members, the remaining members shall call a general meeting for the purpose of filling any vacancies. All vacancies filled by the election shall be for the unexpired portions of the terms vacated.

## o Election of Officers

- Board members are encouraged to spend their first year on the board as a member-at-large before serving as chair, treasurer, or secretary.
- The officers of the board shall have the following duties and powers associated with their positions:
  - **Chair of the Board** - The chair of the board, shall be a board member. The chair of the board, shall preside at all meetings of the board and of the members. The chair shall have such other duties and powers as the board may specify.
  - **Secretary** – The secretary shall attend and be the secretary of all meetings of the board, members, and committees of the board. The secretary shall enter or cause to be entered in the Corporation's minute book, minutes of all proceedings at such meetings; the secretary shall give, or cause to be given, as and when instructed, notices to members, board members, the public accountant and members of committees; the secretary shall be the custodian of all books, papers, records, documents and other instruments belonging to the Corporation.
  - **Treasurer** - The treasurer shall have such powers and duties as the board may specify.
- The powers and duties of all other board members shall be such as the terms of their engagement call for or the board requires of them. The board may, from time to time and subject to the Act, vary, add to or limit the powers and duties of any board member.

## 2.7. Meetings of the board

- The board will host an Annual General Meeting (AGM) held in Spring of each year
  - o AGM may be attended by any community member; membership dues are not required
  - o Financial reports must be shared at the AGM and an auditor appointed
  - o Voting in of new board members may only occur at the AGM
  - o Notice of the time and place of AGM shall be posted at the centre and on social media at least 7 days prior to AGM
  - o AGM quorum shall be six attendees at least 50% of whom are existing board members
- Regular meetings of the board are open to board members and invited staff only.
  - o Meetings of the board may be called by the chair, secretary, or treasurer at any time
  - o Notice of the time and place of a meeting shall be given to each member by electronic or other communication no less than 36 hours prior to the meeting unless meeting date, time, and place is unanimously agreed upon by all Board members within 36 hours of the meeting
  - o All meetings must have quorum to proceed; quorum shall be 50% of voting board members
  - o All board decisions must be recorded via board motion and supported by 50% of voting board members
  - o If a parent or community member wishes to attend a board meeting or submit an item for consideration by the board, the request must be received in writing to the Daycare director or a board member.
  - o At least one Director is expected to attend regularly scheduled meetings and provide a report; board may schedule in-camera meetings as needed
  - o In the event that the chair of the board is absent, the members who are present shall choose one of their number to chair the meeting.

**o Votes to Govern**

- At any meeting of members, every question shall be determined by a majority of the votes cast on the question. In case of an equality of votes either on a show of hands or on a ballot or on the results of electronic voting, the chair of the meeting in addition to an original vote shall have a second or casting vote.

**2.8. Committees**

- The board may from time to time appoint any committee or other advisory body, as it deems necessary or appropriate for such purposes and, subject to the Act, with such powers as the board shall see fit. Any such committee may formulate its own rules of procedure, subject to such regulations or directions as the board may from time to time make. Any committee member may be removed by resolution of the board.
  - E.g., Fundraising Committee, Hiring Committee, Purchasing Committee, etc.

**2.9. Termination of Board Member**

- A board member may resign at any time; resignation must be provided to board in writing
- A board member may be expelled from the board if voted upon by two thirds of board; all board members must vote on motion of termination. Motion must include reason for termination and be included in minutes. If passed, expelled board member will cease to hold office immediately.
  - o In the event that the board determines that a member should be expelled or suspended from the board, the chair shall provide five (5) days notice of suspension or expulsion to the member and shall provide reasons for the proposed suspension or expulsion. The member may make written submissions to the chair, or such other member as may be designated by the board, in response to the notice received within such five (5) day period. In the event that no written submissions are received by the chair, may proceed to notify the member that the member is suspended or expelled from membership in the Corporation. If written submissions are received in accordance with this section, the board will consider such submissions in arriving at a final decision and shall notify the member concerning such final decision within a further five (5) days from the date of receipt of the submissions. The board's decision shall be final and binding on the member, without any further right of appeal.
- Justifications for termination include, but are not limited to:
  - o Failure to adhere to code of conduct
  - o Missing three consecutive meetings without just cause
  - o Abuse or attempted abuse of conflict of interest
  - o Abuse of another board member
  - o Any conduct which may be detrimental to the SCD at discretion of the board
  - o Criminal charge
  - o Declaration of bankruptcy



## Policy 3: Role of Director

### 3.1. Director-Board Relations

- The Board shall hire one full time Executive Director. Approximately 0.5 Full Time Equivalent (FTE) shall be spent on director duties and 0.5 FTE on childcare supervision.
- The Board may choose to hire Assistant Director(s) or Supervisor(s) as it deems appropriate. Each Assistant Director or Supervisor shall be supervised by Executive Director and assigned a specific portfolio of duties. Total FTE allocated to Director and Assistant Director(s) duties shall not exceed 1.5 FTE.
- Division of Duties shall be per Appendix C. Director may delegate their duties to Assistant Directors or other staff as appropriate. Any delegations expected to exceed one month duration should be communicated to Board in writing. Delegation of duties may be reviewed annually at discretion of the board; Board shall retain decision making duties and Director shall retain responsibility for daily operations.
- The Board shall provide the Director with an annual evaluation per Appendix B

### 3.2. Criteria for Selection of Director and Assistant Director(s)

- Provide recent criminal record check with vulnerable sector
- Valid First Aid and CPR certificate
- Must reflect qualities embodied in Code of Conduct
- Must have worked a minimum of 5 years in Early Childhood Education
- ECE Level 3 or equivalent preferred but not required

### 3.3. Duties of Director

- Director and Assistant Director(s) shall work flexible hours at their discretion but are expected to be on site a majority of the time, reasonably available to parents, and shall not jeopardize Policy 5: Staffing

The following duties are expected of the Director and should not be delegated:

- Director is accountable to the board and responsible for the day to day operations of the daycare by ensuring compliance with the *Saskatchewan Child Care Regulations, Saskatchewan Child Care Act, Saskatchewan Labor Standards* and the policies of the centre that are established in consultation with the Board of Directors.
- The Director shall provide the Board with an annual evaluation of all other employees per Policy 4.
- Management of staff, including hiring, scheduling, payroll, performance evaluation, discipline, and professional development
- Accountability to Ministry of education, including grant submission, reporting, etc.
- Primary point of contact for daycare families, community members, service providers, media spokesperson, etc.
- Director shall have access to Credit Card Per Policy 7: Budget, Finance, and Purchasing

**The following duties are expected of the Director but may be delegated:**

- Director shall attend Board meetings as requested and provide a written update report one week prior to the meeting using the Director Report Template provided. Director may delegate attendance to Assistant Director(s) or invite Assistant Director(s) to board meetings as appropriate. All meetings of the board to have an In-Camera session without Director or Assistant Director(s) present.
- Implement board developed policies and procedures; provide feedback and formative evaluation of policies as needed.
  - Management of finances, including book keeping and purchases
  - Management of new enrolments, including maintaining waitlist, responding to queries, and on-boarding new families or families whose enrolment status changes
  - Oversight of volunteer hours and opportunities, manage new volunteers
  - Formal communications
  - Special projects, including development of before-and-after-school programming and school-aged care over summer
  - Management of facilities, including preventative maintenance and renewal project
  - Consult with kitchen coordinator to develop a 6 week menu rotation following recommended best practices for the dietary needs of the children per Policy 11. Meals & Nutrition. This menu will consider special occasions, holidays, and cultural sensitivities. Menu will be approved by Director
  - Purchase and acquire food items within predetermined budget
  - Regularly inspect building envelope, interior, and outdoor play area for preventive maintenance opportunities and bring identified projects to the board's attention for completion in a timely manner; minor PMR is responsibility of Director
  - Purchase items for daycare per Policy 7: Budget, Finance, and Purchasing and Policy 17: Facility and Property
  - Ensure centre is clean and safe
  - Provide tours for new families
  - Any additional emergent and immediate issues
  -

**3.4. Director Wage and Benefits**

- Director wage to be negotiated annually in conjunction with annual performance review; primary considerations include available funding, Ministry thresholds, cost of living, and comparable positions. Wage shall not be less than provincial average for equivalent position.
- Employment benefits paid by Board include: Employment Insurance (EI), Canada Pension Plan (CPP), and Workers Compensation (WCB).
- Vacation leave will accumulate at the rate of 1.5 days per month. Vacation usage and records of vacation use must be discussed and submitted in writing to the board at least one week prior to vacation. Vacation use must not jeopardize Policy 5. Staffing
- Director shall be provided with a SCD owned laptop and printer to use for SCD duties and activities.

- Director shall use personal cellphone if necessary to complete board activities off-site. Remuneration shall be provided at \$30 per month.

### **3.5. Termination of Director**

- The Director and/or Assistant Director(s) may be terminated, demoted, or reduced hours if: the SCD becomes non-financially sustainable for any reason; unsatisfactory results of annual performance review; gross neglect or misconduct that puts SCD at financial or legal risk.
- If terminated, the Director will be informed in writing and cease to receive payments immediately.

## **Policy 4: Role of Staff**

### **4.1. Director-Board-Staff Relations**

- In addition to Director and Assistant Director(s), the Board shall hire Kitchen Coordinator and/or Cook, and Early childhood Educators; volunteers may also perform duties within the daycare (see Policy 6. Volunteers)
- In the event of an extended absence of one or more Director(s), a supervisor may be appointed
- The Director is responsible for overseeing all staff employed by SCD; this shall include an annual performance evaluation (4.6.1.)
- It is the responsibility of all staff to be familiar with and abide by board policies; suggestions for policy changes may be provided to the board anonymously or discussed with Director(s)
- All staff will be hired by the Director(s), consensus must be reached
- Open communication between all parties is encouraged to ensure positive functioning of the daycare
  - o Concerns to be addressed per Policy 21. Grievances and Dispute Resolution
  - o All staff are expected to maintain positive, timely communications with Director(s)
  - o All staff are expected to represent SCD in positive light per Policy 14. Communications
- Division of Duties shall be per Appendix C

### **4.2. Kitchen Coordinator**

#### **4.2.1. Criteria for Selection of Kitchen Coordinator**

- Valid First Aid and CPR certificate (per 4.9)
- Willingness to adhere to all Policies
- Recent criminal record check with vulnerable sector
- Reflect qualities embodied in Code of Conduct
- Food Safety Certification
- Other relevant education and/or work experience is an asset

#### **4.2.2. Duties of Kitchen Coordinator**

- Consult with Director(s) to develop a 6 week menu rotation following recommended best practices for the dietary needs of the children per Policy 11. Meals & Nutrition. This menu will consider special occasions, holidays, and cultural sensitivities. Menu will be approved by Director.
- Preparing meals and snacks per Policy 11. Meals & Nutrition
- Maintain kitchen appliances
- Maintain safe and proper rotation of back stock to ensure timely use

### **4.3. Early Childhood Educators**

#### **4.3.1. Criteria for Selection of ECEs**

- Per Child Care Regulations, 2 ECEs must meet or exceed Level 2 and all others must meet or exceed their Level 1 or equivalent training in the opinion of the Minister. Exemptions are available for individuals working toward their education.
- Valid First Aid and CPR certificate
- Willingness to adhere to all Policies
- Recent criminal record check with vulnerable sector
- Reflect qualities embodied in Code of Conduct
- Working with children is a physically demanding job. Activities include but are not limited to sitting, standing, crawling, bending down, and lifting children.

#### 4.3.2. Duties of ECEs

- Responsible for programming and implementation of daily schedules to ensure high quality childcare is provided.
- Provide a warm, nurturing environment for children in a fun, play based program.
- Strive for continuous education regarding the latest research on early childhood development and implement policies and practices that are consistent with this research to offer opportunities for optimal learning and growth.
- Model healthy eating behaviour during meal times and assist children with eating at meal times.
- Ensure proper hygiene, including diaper changes and toileting.
- Dress children accordingly to outside weather when leaving the building
- Ensure all children are accounted for at all times, including when an emergency evacuation is needed
- Maintain appropriate communications with Director, parents, and board as needed
- Address safety concerns immediately with Director
- Correct any negative behavior including but not limited to hitting, kicking, biting, and scratching per Policy 12. Behaviour Management
- Ensure delegated rooms are safe and clean for all children
- Maintain records per Appendix D
- Ensure daycare facility is safe and clean
- Regular sanitization of high-touch surfaces
- Ensure walkway and outdoor areas are clean and safe from ice, snow, and debris
- Complete daily and monthly task lists provided by Director

#### 4.4. Wages and Benefits

##### 4.4.1. Wages

- All employees will be paid hourly
- Starting base-wage for all positions will be based on table below and assessed annually in conjunction with performance review.
  - o Director and certified ECEs (Level 1, 2, or 3) will receive Ministry funded top-up as dictated by Ministry
- No wages shall be less than provincial average for equivalent position.
- Board reserves the right to offer a higher base-wage based on education and experience
- Employees will be paid via direct deposit on a bimonthly basis

	Hourly Base-Wage
Director	27.03 – 32.03
Kitchen Coordinator	17.00 - 22.00
Level 3 ECE or equivalent	22.06 - 25.43
Level 2 ECE or equivalent	18.56 - 22.06
Level 1 ECE or equivalent	15.56 – 18.56
No Training / Training in Progress	15.00 – 15.56

#### 4.4.2. Benefits of Employment

- Tuition grant is available with proof of ECE course completion provided directly from academic institution and commitment to working at SCD for a minimum of one year from date of reimbursement.
- Each full-time employee is entitled to receive two weeks of paid vacation per year
  - o Part time and casual employees are entitled to paid vacation equal to four percent of his/her gross wages (before deductions).
- Full and part-time employees will be paid for the following 13 statutory and observed holidays:
  - o New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving, Remembrance Day, Christmas Eve, Christmas Day, Boxing Day.
  - o SCD will be closed on these days
- Full and part time employees working more than 24 hours a week receive health benefits after 90 days. The cost is split 50/50 between SCD and the employee

##### 4.4.2.1. Wellness Days

- o All Staff Members-are eligible to accrue wellness days. This provides pay continuation during specific time periods to staff who are ill, injured, caring for ill or injured family members, or for their mental health.
- o Staff members accrue Wellness Days on a bi-weekly basis at a rate of .05 hours for every hour worked (not hours paid). Full time staff will earn a maximum of one Wellness Day/month. Wellness Days will vary depending on how many hours are worked.
- o Staff may accrue a maximum of 12 Wellness Days. Wellness Days may be carried over into the next fiscal/calendar year, but at no time may a staff member hold more than 12 days.
- o At no time will accrued Wellness Days be paid out and any remaining accrued days will not be paid out upon termination of employment, regardless of the amount of time accumulated.
- o
- o **Use of Wellness Days**
  - o Wellness Days may be used if a staff member is unable to work for any reason (e.g., illness, disability, medical/dental/optical appointments for themselves or a family member, or need for personal time).
  - o Staff must give Director(s) as much notice as possible before taking a Wellness Day.
  - o Director(s) have the right to deny Wellness Days if staffing ratios are at risk, but will make all reasonable efforts to accommodate requested Wellness Days.
  - o If the period of Wellness Days used extends to three (3) consecutive working days, Director(s) may request the staff

member provide proof (e.g., a medical certificate) regarding their illness or injury.

- o Director(s) have the right to request satisfactory proof of medical clearance before a staff member returns to work, if appropriate at the discretion of the Director(s)
- o Staff members shall strive to schedule appointments outside of regular work hours whenever possible, if this is impractical, Staff Members should check with the Directors in advance to adjust their work schedules
- o All Wellness Day requests must be communicated to Director(s) in writing (e.g., via text or Lillio)
- o The Directors(s) are responsible for ensuring proper approval is entered on time sheets and ensuring proper monitor of Wellness Day accrual
- o Misuse of paid Wellness Days may result in disciplinary action up to possible termination at the discretion of the Director(s)

#### **4.5. Additional Conditions of Employment**

- Minimum age for employment is 16 years
- See Policy 5. Staffing
- Employment may be full-time (40 hours/week, regularly scheduled), part-time (24 hours/week or more, regularly scheduled), or casual (0 – 40 hours/week, scheduled as required).
- Shifts will be 8 to 3 hours and allocated per Policy 5. Staffing
  - o Employees working 8 hour shifts will be allotted one 30-minute unpaid break.
  - o Employees working 4 hour shifts will be allotted one 15-minute paid break.
- Staff will be present during children's meal times and are expected to eat with the children, model healthy eating behaviour, assist children with eating, and ensure children are eating appropriately per Policy 11. Meals & Nutrition.
  - o Meals will be provided free of charge to all staff
- Smoking is strictly prohibited within 10 metres of the building and within ten metres of the outdoor play area. If a staff is smoking during their break, they are to wash their hands before returning to their classroom. Failure to comply with these rules may result in termination of employment.
- Mileage will be set at \$0.42/km; reimbursement for accommodations and paid travel time determined on a case-by-base basis. All travel must be pre-approved by board.

##### **4.5.1. Performance Evaluations**

- Performance evaluations will be completed by the Directors after 30 days, 3 months of employment, 6 months of employment and annually in October each year thereafter.
  - o Annual performance evaluations are mandatory unless an evaluation was already completed within the past 4 months.
  - o A written summary of each employee evaluation must be submitted to Board prior to November 30<sup>th</sup> each year.

##### **4.5.2. Electronics**

- Employees will be required to have a charged cell phone or tablet on them during outings. SCD electronics to be used for communications and Lillio App while in the building.
  - o The use of personal cell phone for daycare purposes should be limited to necessity
  - o The use of personal cell phones for personal reasons during work hours is discouraged and should be limited to matters requiring immediate attention and shall be conducted in a professional manner
  - o All communications using personal cellphones during work hours or conducted on daycare property must meet code of conduct
  - o Employees may use personal cellphones during work hours for any legitimate safety, security, or emergency purposes
  - o SCD is not liable for the loss or damage of personal cellphones brought into the workplace

#### **4.6. Employee Conduct and Disciplinary Action**

- Employees shall be subject to penalties ranging from a verbal warning, written warning, notice, and discharge.
  - o Director must keep record of all warnings issued.
  - o Progressive discipline is expected but may be by-passed if situation is appropriately serious.
  - o Director must inform Board of written warnings or notice, accompanied by record of verbal warnings given, within one month of administering such.
- The following will warrant disciplinary action:
  - o Tardiness
  - o Absenteeism
  - o Unsatisfactory performance
  - o Use of personal cell phone not for the purpose of job duties, including but not limited to taking photos of children
  - o Smoking in a prohibited place
  - o Defamation or slander of SCD
  - o Leaving your shift early without permission
  - o Neglect of duty
  - o Insubordination
  - o Conviction of a felony or misdemeanor or violation of Provincial/ Federal Laws
  - o Abusive, threatening, or coercive treatment to another employee, child or parent
  - o Deliberate or careless conduct endangering the safety of staff, parents and children
  - o Harassment
  - o Reporting to work under the influence of drugs or alcohol
  - o Theft
  - o Intentional destruction
- If for any reason your employment with SCD is to be terminated, you will be given a written notice stating reason for termination.

#### **4.7. Orientation**

- All staff are required to attend a paid 2-hour orientation prior to their start date. Orientation will include: expectations of staffs' performance; how to use appropriate software, including how to fill



out timesheets, attendance sheets, and incident reports; signing all necessary documents; and, becoming familiar with day to day operations.

- New staff members will be invited to visit the daycare prior to starting their first day so they can become familiar with the classrooms, locations of supplies, bathrooms, and emergency equipment.
- Staff may be asked to shadow another educator based on their education and experience. A staff may also request they have a shadow shift prior to their start date. This will be a paid shift.

#### **4.8. First Aid/CPR**

- Staff are required to have an up-to-date first aid and CPR training certificate upon hiring.
- SCD will provide free First Aid and CPR training to employees annually prior to summer relief start-date
- If a staff member fails to attend provided training, training must be completed within the respected time frame. If they cannot provide proof of enrollment in an upcoming training, board has the right to terminate employment. Staff will not be paid if they are off work due to incompleteness of their certificate.

#### **4.9. Professional Development**

- Continuous education and professional development is encouraged of all staff members regardless of ECE certification
- Learning opportunities may be made available by SCD, GSSD, referred books, or other sources and may be optional or mandatory; if mandatory, staff will be paid for attendance and sessions will be provided free of charge

#### **4.10. Probation Period**

- All hires will have a 90-day probation period in which the employee is being evaluated as a suitable fit for the position, the SCD, and employee, including overall attitude and ability to work.
- At any point within the probation period, SCD Board has the right to terminate employment for any reason without prior notice to employee.

## Policy 5: Staffing

### 5.1. Hours

- The daycare will be staffed from 5:30 AM – 6:00 PM, Monday – Friday, excluding statutory and observed holidays per Policies 4: Role of Staff and 8: Enrolment and Waitlists
  - o From 5:30-8:00 AM and 5:00 – 6:00 PM, one staff member *may* be present
  - o From 8:00 AM – 9:30 AM, a *minimum* of two staff members will be present
  - o From 9:30 AM – 5:00 PM there will be a *minimum* of four staff members present (2 in the Toddler room and 2 in the preschool room)
  - o Additional personnel will be present throughout the day as needed (Director, Kitchen Coordinator, Volunteers, one-on-one Aides, etc.).
- Director(s) may opt to reduce hours of operation on any given day due to:
  - o Anticipated low attendance of children (less than 9 children or 30%) on Scheduling App.
    - At least two weeks before anticipated closure/reduced hours, Director must confirm required hours of care for all scheduled children and warn of potential closure.
    - If decision is made to close/reduce hours due to low anticipated attendance, notice must be given to families of scheduled children within at least 48 hours via Lillio app or phone (reasonable effort must be made to ensure receipt of messaging by all families)
    - Scheduled staff will not be required to work and will not receive pay
    - Once decision of reduced hours/closure is made, it shall not be reversed
  - o Actual low attendance of children (less than 6 children or 20%) present at daycare.
    - Notice must be given to parents as soon as possible via Lillio app or phone; families should be warned of potential closure as soon as reasonably possible (reasonable effort must be made to ensure receipt of messaging by all families)
    - Parents must be given a minimum of 3 hours to pick-up children
    - Scheduled staff may remain at daycare to clean, prepare, or plan as requested by Director. Staff who opt to leave the daycare will be paid.
  - o Emergency or safety risk (see Policy 16).
    -
- ECEs and Kitchen Coordinator may be required to work anytime between 5:30 am - 6 pm Monday to Friday.

### 5.2. Ratios

- It is the responsibility of all educators, as overseen by the Director, to ensure adequate supervision at all times as outlined in the Childcare Regulations:
  - o 1 staff per 5 toddlers
  - o 1 staff per 10 preschoolers
  - o 1 staff per 15 school-aged children

These ratios reflect the minimum amount of supervision required and may be exceeded at discretion of the Director
- In the event that a child requires one-on-one care, as determined by the Ministry, their personal care provider will not count toward room ratios
- These ratios will be held regardless if the children are indoors or outdoors
- Exceptions to staffing ratios may occur at the following times:
  - o Prior to 8:00 AM if age groups are combined
  - o During nap time

- During lunch
- Staff are to always be aware of where the children are and check on them frequently. However, supervision may be adjusted for different ages and abilities, activities and environments. Staff are to be aware of environments and capabilities, temperaments and maturity to adjust supervision; this allows children to gain a sense of independence and confidence. (ex: Children may be outside of the room to get an article, return something to another room or use the washroom as appropriate)

### 5.3. Scheduling

- Director or delegate shall prepare a work schedule and distribute to all employees by the 1<sup>st</sup> of the preceding month, or earlier
  - When preparing the regular schedule, director shall take into consideration:
    - 1. Preference of staff;
    - 2. Seniority of staff;
    - 3. Strengths and capabilities of staff.
- When a scheduled shift becomes available, it will be offered to staff in the following order. All staff have the opportunity to refuse a shift without justification and without penalty. Refusal of past shifts shall not prevent the offering of future shifts. When a shift is refused, it is offered to the next staff per the following order:
  - 1. Full-time employee who will not have worked full-time hours in the given pay period for any reason (e.g., sick or family leave, vacation, etc.)
    - If multiple employees meet this criteria, shift to be offered in order of credentialing (i.e., to ECE III, II, I, no training). If employees have same credentialing, shift to be offered in order of tenure (longest employed person offered shift first)
  - 2. Any part-time employee who will not have worked full time hours in the given pay period.
    - If multiple employees meet this criteria, shift to be offered in order of credentialing (i.e., to ECE III, II, I, no training). If employees have same credentialing, shift to be offered in order of tenure (longest employed person offered shift first)
  - 3. The casual employee with the greatest formal credentialing (i.e., to ECE III, II, I, no training).
  - 4. The casual employee with the longest tenure with Stockholm Community Daycare
    -
- Shifts may be 12, 10, 8, 4, or 3 hours; weekly hours will vary depending on full time, part time, or casual.
- ECEs will be expected to work a *maximum* of 44 hours per week. Anything over 40 hours is to be banked at regular time. ECEs are not eligible for overtime. Attendance for staff meetings, or for program planning will be included in their 44 hours per week

## **Policy 6: Volunteers and Guests**

### **6.1. General Terms**

- Volunteers and guests are welcome at the SCD. This may include parents, guardians, community members, or special presenters
- Volunteers and guests must receive permission from Director(s) prior to each presence at daycare
- Volunteers and guests must abide by all SCD policies, including Code of Conduct
- All volunteers must provide criminal record check with vulnerable sector check prior to volunteering. In extenuating circumstances, this may be waived at discretion of Director.

### **6.2. Volunteer Duties**

- Duties of volunteers/guests may include:
  - Provide extra support to educators as requested
  - Work closely with children who require one-on-one care
  - Assist with eating
  - Participate in story-time, crafts, or other activities
  - Aid with excursions
  - Plan special events in and outside of the daycare
  - Clean the facility
  - Other activities as approved by Director
- o Volunteers may under no circumstances perform any activities with children unsupervised, assist children with toileting, prepare meals, or administer medications

### **6.3. Volunteer Compensation**

- Volunteers who are present at daycare during regularly scheduled mealtimes may be provided a meal
- Volunteers may receive gifts or honorariums as appropriate; an effort must be made to ensure all volunteers are treated fairly

### **6.4. Termination of Volunteer Agreements**

- Any individual may be asked to cease volunteering at daycare at discretion of the Board. Reason for termination need not be given, but may include failure to abide by policy or procedures or violations of code of conduct

## Policy 7. Budget, Finances, and Purchasing

### 7.1. Persons Responsible

- **Esterhazy Agencies** will be contracted to provide accounting services and to ensure CRA compliance
- **Director** is responsible for operational spending and revenues (i.e., collection of user fees)
  - o Director will provide written financial reports to board prior to each meeting
- **Board** is responsible for financial oversight and approval of large one-time purchases
  - o Per Policy 2. Role of Board, the Board will elect a Chair, Secretary, and Treasurer from their voting members annually; there is no term limit for positions
  - o The Chair, Secretary, and Treasurer shall have signing authority over any deeds, transfers, assignments, contracts, obligations and other instruments in writing requiring execution by the SCD
  - o Treasurer will have online access to all accounts
  - o All paper-based transactions must be signed by Treasurer and Secretary or Chair
- The members shall, by ordinary resolution at the first annual general meeting of members, and at each succeeding annual general meeting, appoint an auditor to hold office until the close of the next general meeting. Where an auditor is not appointed at an annual general meeting of members, the incumbent auditor continues in office until the successor is appointed. When an auditor's position becomes vacant prior to the next annual general meeting, the board shall appoint an auditor to fill the unexpired term.

### 7.2. Budgeting

- Treasurer and Director will prepare an annual budget to be approved by Board by March 31<sup>st</sup> of each year
  - o Director is responsible for adherence to budget and shall inform Board of any significant overages or savings as appropriate
- SCD is a registered charity and will adhere to non-profit act. SCD recognizes that all donations were collected in good faith and is committed to responsible spending.
- Spending priorities are:
  - o 1. Minimize SCD debt
  - o 2. Recruit and retain quality staff by maintaining competitive wages and other incentives (e.g., benefits, bonuses, professional development, etc.)
  - o 3. Providing a quality experience for children including safety, nutrition, and opportunities for hands-on learning
  - o 4. Minimizing user fees

### 7.3. Finances

- The SCD banks with RBC Esterhazy and will maintain the following services:
  - o 1. Credit Cards
    - The director and kitchen coordinator will each have a credit card
    - To be used for consumable purchases (e.g., crafts, meals, etc.)
    - Each card to have a limit of \$2,500

- To be paid in full monthly
- 2. Chequing Account (operational spending)
  - To be used for all monthly operations, including:
    - Direct deposits: user fees, donations, grants, and fundraising
    - Automatic withdrawals: loan payments, utilities, etc.;
    - Routine payments: staff payments, credit card payments, etc.
  - To contain a minimum of one month's payments and maximum of three month's payments at all times
  - Excess funds to be moved to Savings Account
- 3. Savings Account
  - All funds in excess of chequing (operational) and GIC (reserve) limits will be stored here
  - To be used for large purchases or payments as needed
  - Balance to be reviewed by board annually; funds shall not accumulate per non-profit act
- 4. GIC Investment Account (Reserve Savings)
  - To contain a minimum of 3 months operating expenses or \$40,000, whichever is greater.
  - To be accessed only in emergency situations when SCD is at risk of permanent closure; funds must first be used to pay off SCD debt, with SESC loan priority.
  - If reserve accumulates above minimum value, surplus may be applied to SCD debt; if SCD has no debt, surplus may be moved to Regular Savings account.
  - Support from all voting board members required to access this account
- SCD Board will not hold debt in excess of \$160,000 total; all voting members must be in unanimous support before accumulating additional debt. This must be recorded in meeting minutes.
- The financial year end of the Corporation shall end on the 31st day of December in each year.

#### **7.4. Purchases**

- Written record and receipt of all purchases should be kept for a minimum of 6 years and stored at SCD (Appendix D). A copy should also be provided to Esterhazy Agencies.
  - Purchases greater than \$2,000 must be unanimously supported by voting members and recorded in meeting minutes
  - Purchases between \$200 - \$2,000 must be supported by majority of board members and recorded in meeting minutes.
  - Director may make purchases under \$200 without board motion but must maintain written record of such purchases.
- Purchasing decisions should favour local businesses and services whenever feasible, especially businesses which have donated to the SCD in the past

#### **7.5. Donations**

- SCD will rely on donations to balance the annual operational budget and make large one-time purchases or improvements

- SCD donations may be solicited using the donation form posted online and updated annually; e-transfers or cheques are preferred whenever possible
- All donors will receive recognition on Facebook, website, & print promotions. In addition:
  - o Bronze (\$50+): enhanced digital recognition
  - o Silver (\$100+): logo or ad on website / Facebook page
  - o Gold (\$500+): signage at daycare facility
  - o Diamond (\$1,000+): enhanced signage at daycare facility and further promotions as available
- Services provided will not be affected by individual or companies' donor status
- SCD Board reserves the right to refuse a donation for any reason
- A taxable receipt will be issued for all donations greater than \$50

#### **7.6. Fundraising**

- SCD will rely on fundraising efforts to balance the annual operational budget and make large one-time purchases or improvements
- SCD will avoid the perception of continuous funding; preference for short-term, high revenue fundraisers (e.g., annual auction, raffle, cabaret, etc. vs. MLMs)
- Daycare families will be encouraged to participate in fundraising, but will not be charged a fundraising fee; service provided will not be affected by willingness to participate in fundraising
- A taxable receipt will be issued for all donations of cash or items valued greater than \$50. Receipts will not be issued for purchase of items (e.g., raffle tickets, auction items) unless requested as these are not taxable.

## Policy 8. Enrolment, Waitlist, and Fees

### 8.0. Philosophy

- Our aim is to provide reliable, quality care to as many families as we are able and to provide our services to as many children as possible
- We recognize the local need for early and late care as well as part-time care and irregular shifts
- We strive to keep fees reasonable and scheduling as low maintenance for families and staff as possible using reliable technology

### 8.1. Waitlist

- The Director(s) will maintain a digital waitlist with children ranked in order of submission; each child is considered one “waitlist spot”.
  - o Director will also maintain a projections document indicating the date in which each child is likely to be admitted. It should be understood that this is the latest possible date that a child may be admitted and they may be admitted earlier (e.g., if existing children terminate service before aging out for any reason)
- To be placed on the waitlist, an email must be sent to [kyla@stockholmcommunitydaycare.com](mailto:kyla@stockholmcommunitydaycare.com).
  - o Date of email and payment of waitlist fee will indicate spot on waitlist
  - o Waitlist entries will not be accepted by word of mouth, text, social media, etc.
  - o Enrolment option does not need to be indicated while on waitlist
  - o Waitlist children must meet all enrolment requirements (8.2) with the exception of age
    - Parents are welcome to join the wait-list at any stage of pregnancy or while trying to conceive, we respect that this information is confidential and sensitive
- Wait-list is confidential; parents may be told their number on the waitlist, but under no circumstances shall wait-list names be shared
- SCD shall provide a letter confirming waitlist enrolment if requested.
- Prior to being placed on the wait-list, and if requested during the wait, the Director(s) shall inform parents of the latest possible month/year in which their child may be admitted
- **8.1.1. Administration Fee**
  - o An administrative fee of \$50 must be paid within 7 days of wait-list request
    - Fee is non-refundable and independent of user service fees
    - If Fee is not received within 7 days, waitlist spot shall be forfeited
    - Administrative fee entitles child to be added to casual list (see 8.5.2)
  - o If a wait-listed child is offered a spot, but declines, they will be removed from the wait-list. If they choose to remain on the waitlist, a new \$50 administrative fee is required and they will be added to the bottom of the list. This allows for accurate admissions projections.

#### 8.1.2. Exceptions to Wait-list

- o Board reserves the right to grant wait-list exceptions in special circumstances. All waitlist exceptions must be documented by board motion. Special circumstances may include:
  - In the event that SCD operations are jeopardized due to lack of staff, children of existing staff who are already on the waitlist (i.e., have paid waitlist fee), may bypass the waitlist. Reasonable effort must have been made to recruit staff.
  - In the event of a national or provincial crisis, children of essential personnel may bypass waitlist.



- In the event that SCD is approached by another agency (e.g., GSSD, PECIP, Social Services) requesting support for a child/family, the child may bypass waitlist.
- o See 8.8. Maternity Leave

## 8.2 Enrolment Eligibility

- o To be enrolled in SCD, a child must:
  - Be between 18-months to last day of Kindergarten (document confirming birthdate must be provided)
  - Complete registration package, including signed contract for services
  - Provide first and last months' payment
  - Have not had their SCD service terminated within the past 12 months
- o All criteria must be met prior to child's first day of attendance

## 8.3. Enrolment Options

- SCD will provide a maximum of:
  - o 6 Toddler spots (18 – 30 months)
  - o 19 Pre-school spots (30 months – last day of Kindergarten)
  - o 5 Flex spots (e.g., 4 overage children in toddler room; 1 underage in in pre-school room)
- Child care services will not be terminated for children who age-out of toddler room even if all flex spots are occupied; services will be terminated for children who age-out of preschool room (i.e., on their last day of Kindergarten). We do not receive Ministry funding for children after the month in which they turn 6 years and thus must charge parents the full fee.
- SCD will offer full time, priority-booking, and drop-in enrollment options for each age-group as follows:

There shall be no further	<b>FEE</b>	
	<b>Full Time</b>	20 days/month, up to 12 hours/day
	<b>Priority-booking</b>	10 days+/month, up to 12 hours/day
	<b>Drop-in</b>	1 12-hour day or portion thereof
		<b>Toddler:</b> \$823.10 ( <b>\$854.62</b> ) (Ministry portion:\$605.60, Parent portion:\$217.50) <b>Preschool:</b> \$823.10 (Ministry portion:\$605.60, Parent portion:\$217.50) <b>6 Years:</b> \$823.10 (Ministry portion: \$0, Parent Portion: \$823.10)
		<b>Toddler:</b> \$823.10 (Ministry portion:\$605.60, Parent portion:\$217.50) <b>Preschool:</b> \$823.10 (Ministry portion:\$605.60, Parent portion:\$217.50) <b>6 Years:</b> \$823.10 (Ministry portion: \$0, Parent Portion: \$823.10)
		<b>Toddler:</b> \$41.00 ( <b>\$42.57</b> ) (Ministry portion:\$31.00, Parent portion:\$10.00) <b>Preschool:</b> \$41.00 (Ministry portion:\$31.00, Parent portion:\$10.00) <b>6 Years:</b> \$41.00 (Ministry portion:\$0, Parent portion:\$41.00)

breakdown of enrolment options or prorating of fees for time attended (i.e., a child requiring care from 9am – 3pm may attend during this timeframe but must pay the full fee; a child requiring 5 days per month must pay the full part-time rate or rely on the drop-in option)

- Enrolment type must be selected at time of enrolment, but does not need to be determined when added to waitlist.
- Changes of enrolment type will require families and Director to complete a new "Agreement for Child Care Services."
  - o If a full-time user opts to change to priority-booking or drop-in, they must provide a written request at least two weeks prior to desired switch. Their fee will be adjusted accordingly . Their

days of care are not guaranteed nor is there a guarantee that space will be available should they choose to re-enrol as full-time.

- o If a priority-booking user opts to change to drop-in, they must provide a written request at least two weeks prior to desired switch. Their fee will be adjusted accordingly. There is no guarantee that space will be available should they choose to re-enrol as full-time or priority-booking user..
- o If a priority-booking user opts to change to full-time, they must provide a written request to the Director as soon as possible. They will be added to the wait-list and will become full-time only when space allows. The Director may provide an estimated admission date given their enrolment projections (8.1.).
- o If a drop-in user opts to change to full-time or priority-booking and is not already on the wait-list for full-time or priority-booking care, they must provide a written request to the Director as soon as possible. They will be added to the wait-list and enrol in regular care only when space allows. The Director may provide an estimated admission date given their enrolment projections (8.1.).

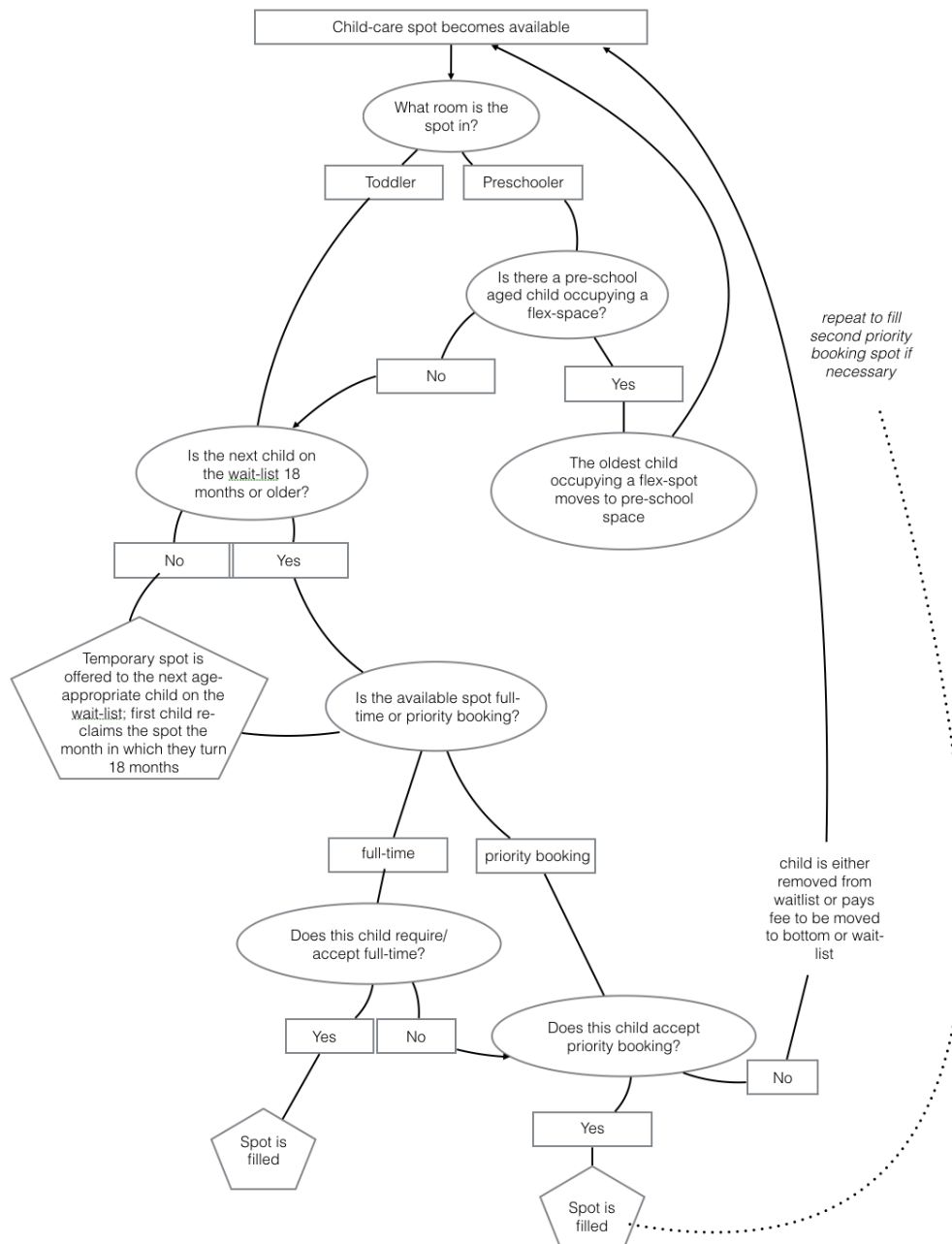
#### **8.3.1. Temporary Spaces**

- o SCD will strive to provide all children with continuous care; however, in some cases, we may only be able to provide temporary spaces. These spaces will include a known end date on the user's "Agreement for Child Care Services."
- o Temporary spaces are necessary when space becomes available for a wait-listed child who is younger than 18-months; when this occurs, the space may be offered to the next wait-listed child who is eligible to attend only until the first child becomes eligible (i.e., the month in which they turn 18 months).
- o Offering temporary spaces allows us to respect wait-list order and form accurate enrolment projections for wait-listed families.

#### **8.4. Order of Enrolment**

- Spots will be filled on a first-come, first-served basis based on waitlist order (Figure 1)
- If a wait-listed child is offered a spot but chooses not to take it, they will be moved to the bottom of the list and a \$50 administrative fee will be required. Fee to be paid regardless of type of spot offered (full-time or priority-booking).

Figure 8.4.



## 8.5. Scheduling

- All families are responsible for scheduling their child's days of attendance using the SCD Scheduling website.
- Available days are scheduled on a first-come, first-served basis with calendars opening at different times depending on enrolment time (see below). It is the responsibility of each family to select their required days as early as possible. SCD can not guarantee any day of care to any family in advance of the calendar opening.

- Families may make changes to their selected days at any time using the Scheduling website, but should be aware that calendars open for Drop-in families 5 weeks prior.
- SCD absolutely will not permit children who are not scheduled via the Scheduling App to be present at the daycare as this will put us over our staff-child ratio.

#### **8.5.1. Full-time Scheduling**

- Full time children may schedule their days on the 1<sup>st</sup> of the month three months prior (e.g., April booking opens January 1<sup>st</sup>). They may book all days in which the center is open, but are encouraged not to book days that they do not require care or to unbook these days as soon as possible so that SCD may provide care to as many children as possible.
  - o If SCD is not informed 30 minutes after expected drop-off time, a no-show fee of \$40 will be applied.
  - o The earlier we are informed of a planned absence, the more likely we are to fill the day with a drop-in child. However, once a full-time user opts out of a day via the Scheduling App, the spot becomes available for priority-booking and drop-in user selection and thus is not guaranteed to be available to the full-time user should they require it later.

#### **8.5.2. Priority-booking Scheduling**

- Differentiating between full-time and priority-booking care options allows us to offer care options to more families who only require part-time(priority-booking) care while also creating more opportunities for care and the potential for greater revenue per licensed spot.
- All priority-booking spots will have access to 10 or more days (as spots are available) per month; SCD does not guarantee that available spots will match days required by parents. Parents are encouraged to select their spots as soon as possible to ensure availability.
- Families to select from available days via Scheduling App.
- Scheduling of part-time spots will be done on a first-come, first-served basis. Calendars will open on the 1<sup>st</sup> of the month two months prior (e.g., March booking opens January 1<sup>st</sup>).
- It is the responsibility of each family to select their 10 allotted days as early as possible. If 10 days are not selected each month, the days are forfeited and will not be reimbursed or carried-over.
- Families may make changes to their selected days at any time using the Scheduling App, but should be aware that calendars open to **Drop-in families at the beginning of each week.**

#### **8.5.3. Drop-in Scheduling**

- Drop-in care (9 days or less per month) will be available only when full-time and priority-booking scheduled children are not attending for any reason.
- Drop-in families can book using the Schedule App up **to 5 weeks in** advance. Families may also message SCD to be added to a wait-list for days they need care (e.g., if they were not able to book in through the Scheduling App). If a spot becomes available, it will be reserved for the first user who is on the daily wait-list managed by Director(s).
- In the event that a full-time user attends as a drop-in, they will not be charged the drop-in fee (e.g., if they require care on a day previously opted out of that becomes available via drop-in)
- Daily drop-in fee is applied regardless of time attended.

### 8.6. Hours of Care

- SCD will be staffed from 5:30am – 6:00pm, with care provided from 5:30am – 5:30pm
- SCD is closed on all observed and statutory holidays: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, National Day for Truth and Reconciliation, Thanksgiving, Remembrance Day, Christmas Day, and Boxing Day.
  - o In December, a message will be sent to **all** families enrolled in any type of care, asking which days and hours during the week of Christmas/New Years they will require care. Per Policy 5.1. Staffing: Hours, SCD may close or operate at reduced hours during this time.
  - o Due to operational costs, although the centre is closed on these days, families do not receive reimbursements or prorated fees.
  - o If the stat day falls on the Saturday, the prior Friday is recognized as the stat. When the stat falls on a Sunday that following Monday is recognized as the stat.
- If the daycare is closed at any other time, families will be contacted of closure as well as when reopening will take place.

### 8.7. Fees and Billing Cycles

- Current fees per Table 8.1 will be re-assessed annually at the Board AGM. The parent portion of Toddler and Pre-school fees is set by the Ministry according to the *Canada-Saskatchewan bilateral childcare agreement*.
- Fees are standard for all children and non-negotiable. This includes the following special-circumstances:
  - o Children of daycare workers, board members, and donors
  - o Siblings of children also enrolled in the daycare
  - o A child who is absent for any number of days for any reason
  - o Children who do not consume provided meals for any reason
- First and last month's payment is due upon registering; subsequent payment is due on the 5th of the month. For full-time and priority-booking users, bills will be issued on the first day of each month. For drop-in users, bills will be issued on the first day of the following month.
- The following payments are accepted:
  - o E-transfer to fees@stockholmcommunitydaycare.com (auto-deposit is preferred)
  - o Cheques payable to Stockholm Community Daycare; \$50 fee for any NSF cheques
  - o Cash; to be verified by staff upon receipt
- If payment has not been received by the payment due date, the following steps will be taken:
  - o Families will receive a notification e-mail and one "strike" per Policy 22. Termination of Services
  - o If payment not received by the 15<sup>th</sup>, their "last month" payment upon registration will be applied and service will be terminated the 1<sup>st</sup> of the following month.
    - If full payment is received between the 15<sup>th</sup> and last day of month, service will be re-instated pending full payment of next month and last month.
- Monthly receipts are issued via Lillio by the 10<sup>th</sup> of each month.
- The parent/guardian who signs the contract is ultimately responsible for payment of fees. Payments may be made by more than one parent or guardian. If you prefer to have fees split between parents/guardians please specify on your registration papers.

## 8.8. Leaves and Absences

- If families do not require child care for a scheduled date, they are encouraged to contact the daycare as early as possible; the space will be open to casual users as above. Monthly rates will not be pro-rated due to missed dates.
- If care is not required for an extended period (e.g., Maternity Leave), families have the following two options:
  - o 1. Continue to pay for the enrolled childcare spot to maintain the spot during their leave. Spot may be offered to another child as a temporary space or offered as a drop-in space at discretion of the Director(s), but spot will be guaranteed upon return from leave.
  - o 2. Pay wait-list fee and be placed at bottom of wait-list. If spot becomes available during leave, family will be required to pay subsequent wait-list fee to retain position on wait-list or pay monthly enrolment fee to retain spot in daycare. Spot is not guaranteed upon return from leave.
  - o Families will have access to casual care while on leave as available
- All fees are to be fully paid regardless of child's attendance for illness, vacation, holidays, etc. Payment in full guarantees there will always be room for your child. It is up to your discretion whether your child is here or not on a particular day.

## 9. Arrivals, Departures, and Transportation

### 9.1. Arrival

- Children must be accompanied by an adult or mature minor (minimum age 16) at arrival.
- Children must be checked in by parent or guardian via the Lillio app when they arrive. Attendance reports must be signed monthly and submitted to the Ministry of Education. The Ministry uses these hours to verify our funding.
- If a child is going to be absent or late, guardian must inform SCD as soon as possible (no later than 8:00AM). This allows us to offer the spot as a drop-in, helps staff when implementing program plans for the day, and ensures we have adequate meals.
  - o If SCD is not contacted by half hour after scheduled arrival time, a late fee will be applied per Policy 8.
- Each child will have an expected arrival time indicated on their registration form.
  - o Children are expected to arrive within 15 minutes of scheduled time
  - o Arrivals are expected to be between 5:30 –9:30am
    - Under no circumstances may a child arrive prior to 5:30 am
    - Early drop off fee of \$20 per half hour for first and second offence, third offence may result in termination of service per Policy 22
  - o Drop offs between 11:30 – 2:00 should be avoided to prevent disruption of nap and lunch
  - o If a child is more than 30 minutes late from scheduled arrival time, families will be contacted
  - o Changes to expected arrival time must be approved by the Director(s) using Lillio app as soon as possible. Due to outings, there may not be staff present to accommodate drop-off.
  - o Continued failure to inform Director(s) of a late arrival may result in a “strike” per Policy 22 Termination of Services at discretion of Director(s)
- Parents are encouraged to be present, help children remove their outdoor clothing, place their belongings in their assigned locker, and escort the child to their room. Parents shall be mindful of language and respectful to staff and facility during drop-off, this includes removing outdoor footwear.
- In the event of a pandemic, daily health questionnaires shall be completed for each child prior to drop-off via Lillio App

### 9.2. Departure

- Children will only be released to adults or mature minors listed on the child’s release form.
  - o Families must notify SCD in advance using Lillio app if an unlisted person will be picking up a child.
    - Written confirmation from the parent is always required in order to release the child to someone who is not listed on the release form.
    - Anyone picking up the child may be required to show identification.
    - Ensure the alternate pick up person has your fob

- Children are expected to be picked up within 15 minutes of scheduled departure time
  - o Under no circumstance may a child be picked up later than 6:00pm
  - o Children may stay later than 5:30 only if special arrangements have been made; this may only occur once per month
  - o Late pick-up fee of \$20 per half hour for first and second offence, third offence may result in termination of service per Policy 22
- If you have not notified the centre about a late pick up and we are unable to contact you, your emergency contacts and/or in-town billet will be notified.
  - o If we are unable to reach you or the emergency contacts / in-town billet within an hour, the Department of Social Services / RCMP will be contacted to take custody of the child until the parents/guardians can be located.
- SCD will not be part of any custody battle. There will be no tolerance for any confrontations regarding custody issues. If a court order exists, a copy will need to be placed in your child's file.
  - o If your child has restricted access to another parent/guardian or family member, a copy of the court order must be provided to remain in your child's file.

### **9.3. Parking and Building Access**

- Families may access building through street-facing (West) or back outdoor entry (East) door
- Parking is permitted in front of building (Ohlen street) and on North side of building. Note that this is an "no idle" zone.
- Access per Policy 17. Facility and Property
  - o Parents may access building using key fob
  - o Designated staff and other professionals will have Master key as required at discretion of Director(s)

### **9.4. Transportation**

- SCD will not offer transportation to/from daycare. All parents and guardians are required to arrange their own transportation for pick up and drop off.
- The SCD may walk children to and from Macdonald school on scheduled Kindergarten days when staffing permits. However, on days where weather predicted is -28C with windchill or below, parents are responsible for transporting their children to and from school. Parents of Kindergarten children will be informed when transportation to Macdonald school is not possible.
- Transportation may be provided on outings. The method of transportation will vary based on location of activity, number of children attending, and cost. The board must approve all excursions requiring transportation.
- If staff transport children in their personal vehicles, proof of package policy is required.



## **Policy 10. Programming**

### **10.1. Philosophy**

- Programming must be appropriate for the age and development of the children. Programs are designed to enhance each child's growth.
- During the early years, children learn best through a play-based curriculum. A play-based curriculum is a carefully structured environment that is both stimulating and exciting.
- SCD believes that children grow as individuals and learn best through play as they explore the world around them; children thrive when they have the opportunity to emerge themselves in activities that interest them.

### **10.2. Goals**

Our programming will emphasize the following goals:

- o Well-being
- o Play and playfulness
- o Communications and Literacy
- o Diversity and Social Responsibilities
- o Fine and gross motor skills
- o Age appropriate problem solving skills

### **10.3. Responsibilities**

- The Director is responsible for designing all programming, but may delegate to Lead Educators as appropriate
- All staff will administer and facilitate programming
- Families are encouraged to provide feedback and ideas to diversify programming as appropriate

### **10.4. Actions**

- All programs will be planned in advance to meet the capabilities, need and interests of each age group, also taking into consideration their creative, emotional, intellectual, physical and social developments.
- Staff members will support children as they explore the environment, by talking with them and extending their play through questions and ideas.
- The program provides a full range of activities to meet individual needs of children in a variety of age groups. Regular Activities include:
  - o Fine and Gross Motor: beads, lacing, painting, puzzles, art, play dough, coloring, gym, outdoors play, yoga
  - o Cognitive: Board Games, puzzles, stacking/sorting.
  - o Language: Books, circle time, music, puppet shows, flannel stories, exposure to French, Spanish, and Indigenous languages
  - o Social/Emotional: Books, encouragement, hugging, discussing feelings, breathing and meditation exercises

#### 10.4.1. Daily Routine

- o Programming is intended to be flexible and responsive to children's needs, interests, as well as staffing; however, a predictable daily routine helps to create a stable and predictable environment for the children.
  - Where programming is co-constructed by the Educators and the children, there will be flexibility to change activities according to the current topic of study, as well to allow children to initiate their own learning and to explore at their own pace.
  - Our daily routine will allow for the optimum amount of time each child needs to create, build, and play.
- o Each Daily Schedule will include:
  - indoor and outdoor play (exception: temperature is below -25 C with wind chill or above 33 C with humidity; or at discretion of Lead Educator)
  - periods of active and quiet play
  - time for free choice of play for discovery and exploration
  - gross and fine motor activities
  - child initiated and adult directed play/ activities
  - play in small groups, large groups and individual activities
  - explore arts and sciences; express creativity and interests; experience accomplishments and success; problem solving and developing trust, respectful and supportive relationships.
- o The following sample schedule outlines the daily routine and activities offered at SCD, but is subject to variability from day-to-day:

5:30	7:30	Welcome children, free play, optional sleep and/or snack
7:30	8:30	Welcome children, free play, activity
8:30	9:00	Clean up and wash hands, snack
9:00	10:00	Activity, free play, stories, and/or music
10:00	11:00	Outdoor play and/or activity
11:00	11:30	Clean up, wash hands, bathroom
11:30	12:15	Lunch
12:15	2:45	Quiet time, nap, quiet activities
2:45	3:00	Wash Hands, snack
3:00	3:45	Centre time
3:45	5:00	Outdoor play, activity, or free play
5:00	5:30	Free play, pick-up

#### 10.5. Rest Periods

- In order to provide quality care and to ensure the well being of each child, we encourage all children to have a rest period. Rest is an important part in healthy development and all children benefit from a calm relaxing time.
- Rest times take place from approximately 12:30 p.m. to 2:30 p.m. in each room. The

room will be darkened, white-noise and cots will be provided. Parents must supply their own blankets.

- Sleeping mats are disinfected after each use and blankets are washed on a weekly basis.
- Staff may sit with the children to rub their backs.

#### **10.6. Outdoor Play**

- Outdoor play is an important part of children's healthy development. Due to extreme weather conditions, some days the children will not be able to have outdoor activities, however parents should expect that the children will play outside most days and should have appropriate clothing for the weather.

#### **10.7. Outings and Excursions**

- Outings and excursions are fun and an exciting way to enhance any learning experience. These are often a starting point to encourage children to explore the world around them.
- Staff will carry a first aid kit with them whenever they leave the centre for an outing; the first aid kit will include a list of all emergency contact numbers for each child.
- Staff take regular head counts during outings/excursions, when leaving, arriving at our destination, and when returning.

##### **10.7.1. Outings**

- Outings are within walking distance and include:
  - Walk around the neighborhood
  - Macdonald school (gymnasium, park, outdoor classrooms, trails, hill)
  - Skating
  - Visit to Stockholm Library
- Notice and permission is not required for daily outings
- Strollers, wagon, or push-buggies may be used to transport children during outings

##### **10.7.2. Excursions**

- Excursions require vehicle transportation and may include:
  - Bowling
  - Swimming
  - Special tours
- Prior to any excursion, parents must sign a consent form provided by the centre. A 24hr notice will be given to the parents prior to any excursion.
- A risk assessment is conducted annually or as required for all excursions.
- Method of transportation will be decided upon the planning of an excursion.
- Parents are always welcome and encouraged to join us on any excursion. There may be a small fee to cover transportation or entrance fees. If a fee is needed, it will be included on the permission form.
- Parents and guardians may be asked to volunteer to accompany our staff for extra support.
- Board must approve field trips requiring transportation

## **11. Meals and Kitchen**

### **11.1. Meal Schedule**

- Children will be provided with a snack or meal every three hours. This will include:
  - o 5:30 – 8:00: access to optional breakfast, including fruit, dairy, and cereal options
  - o 8:30 - 9:00: snack
  - o 11:30 - 12:15 - nutritionally balanced lunch
  - o 3:00 – 3:30 – snack
  - o 5:00 – snack
- Timeline is approximate and may vary slightly from day to day; children may receive a snack at any time if necessary

### **11.2. Menu**

- All meals are prepared on-site in accordance with the Canadian Food Guidelines supporting our belief in promoting good nutrition.
  - o Menus will follow a 6-week rotation and are posted for parents to view
  - o Any changes or substitutions to the menu will be posted

### **11.3. Meal Procedures**

- Meals will occur at seated tables within each room; outdoor meals may occur from time-to-time
- Staff will be present at meal times to assist children with packaging, etc. and to model healthy eating behaviors
- Children will be encouraged to eat the meals that are prepared for them. Children will never be forced to eat, and they will decide when they are finished eating.

### **11.4. Food from Home**

- Parents may bring food from home, including breastmilk/formula etc. if desired.
- Any food must be labelled with child's name and serving instructions.
- We ask that all food being sent is healthy and that it requires no other preparation
- For special occasions, such as birthdays, parents may send in something special as long as there is enough for everyone in the centre.
- Outside food brought to SCD must be nut and shellfish free; if child comes to SCD with food containing nuts or shellfish, it will be discarded
- Food brought in from home must be inclusive to the dietary needs of the children in the room.
  - o Parents are encouraged to ask your child's educator for information regarding other children's dietary needs.

### **11.5. Food Allergies and Special Considerations**

- Food allergies are a serious concern for some children, therefore, we strive to keep our centre nut and shellfish free.
- It is the responsibility of the parent to notify the centre of any special considerations and allergies including non-food allergies your child might have.
- A current allergy list will be posted in the kitchen and all playrooms.
- If the child can not be served the posted menu meal, it is the responsibility of the parent to notify SCD at least 24 hours prior to the morning the meal is being served. If child requires special meals, a fee may be charged to offset additional costs. Parent will be informed of fee prior to meal provided.

### **11.6. Kitchen Maintenance**

- All kitchen staff will abide by safe food handling best practices
- Regular maintenance of all appliances and equipment is expected

## **Policy 12. Behaviour Management**

### **12.1. Philosophy**

- It is our belief that children need guidance, understanding, and positive direction to learn independence as well as appropriate and acceptable behavior.
- SCD recognizes families' primary role in behaviour management. We will work with families to plan a supportive approach when addressing each child's development.

### **12.2. Goals**

- SCD will provide a supportive environment that:
  - o encourages positive interactions amongst adults and children
  - o creates realistic expectations of children's capabilities
  - o ensures consequences for their behavior are positive
  - o provides learning opportunities for healthy development.
- Our goal is to help children develop their own self control and to learn problem solving skills that are appropriate.

### **12.3. Actions**

- Staff will model problem solving, understanding and then assist children with managing their own emotions and actions.
- Staff will be flexible in their practices using preventative and supporting approaches.
- Staff members use a variety of behavior management methods. These include, but are not limited to, the following:
  - o Praise
  - o Respectful Communication
  - o Establishing consistent expectations
  - o Positive Verbal Guidance
  - o Setting Appropriate limits
  - o Redirection of focus
  - o Children are encouraged to solve their differences by talking with one another under the guidance of an educator.
- Preventative and supportive approaches can include:
  - o Re-directing children in their play
  - o When appropriate, children are actively involved in solving their own conflicts and problems
  - o Engaging children in activities and programming that stimulate and challenge them
  - o Close supervision
  - o Explaining to children the behaviour that is acceptable and be sure the child understands.
  - o Comforting children who require help with controlling and expressing their emotions.
  - o Anticipating any difficulties children are having
  - o Planning transitions and routines that are consistent and regular
  - o Activities that teach social skills are part of the program, and caregiver model similar practices in their work.
  - o Setting reasonable limits
  - o Praising and encouraging children in their attempts
  - o Gentle Reminders
  - o Reflecting with children on incidents to help them understand the consequences to their words or actions

- offering choice
- ignoring negative behaviours where appropriate
- redirecting negative energy
- setting reasonable limits and guidelines

#### **12.4. Behaviour Modification Protocol**

##### **Step 1**

- Evaluate the environment
- Talk to the child about the incident or behaviour
- Try to identify what triggered the behaviour
- Engage child in problem solving conversation
- Provide alternate ways for the child to work through their problems
- Redirect the child to another activity and help them engage in another positive play activity

##### **Step 2**

- Discuss with the children again, about the incident or behaviour – try to find out what is happening for the child
- Either sit with child and work thru problem – offer encouragement and praise
- If a child needs to leave the situation, sit with the child to discuss these consequences
- Help child become actively involved in a positive play experience

##### **Step 3**

- If the behaviour continues, you may need to help the child find a different area of play, or remove the child from that activity
- Again a conversation with the child needs to occur and staff need to provide alternate ways in which a child can work through the problem

##### **Step 4**

- Some children need to be removed from an activity if safety is an issue to themselves or others. When doing so, ensure this child is kept in sight so that discussions can occur.
- Some children may need time to settle and regulate their emotions – allow time to do so.
- If behaviours continue, engage parents in discussions and problem solve together about appropriate ways to deal with this.

## Policy 13. Expectations of Parents

Note related Policies:

- 6. Volunteers and Guests
- 14. Communications
- 16. Confidentiality
- 18. Termination of Service

### 13.1. Philosophy

- The board, staff, families, and children at SCD must be treated in a respectful and professional manner. Any abuse, be it verbal, physical, or emotional, by parent may result in termination of service and the dismissal of all children belonging to the parent at the SCD.

### 13.2. Prior to Enrolment

- Families are encouraged to meet with the Director and tour of the facility before child is enrolled. It is important that families feel comfortable and that the daycare is the right choice for their child.
- Complete all intake forms accurately and completely
- Review Parent Handbook and Policy document; raise concerns with Director prior to enrolment

#### - 13.2.1. Separation Tips

- Separation can be stressful for parents as well as children. Starting a new child care arrangement can be a difficult transition. Remember that we are here to make this new adventure as easy and enjoyable as possible for both the parent and the child. We have a caring team who are trained and prepared to help you and your child during the separation process. The staff members will provide reassurance and comfort for your child once you leave the centre. Always feel free to call or stop by the centre at any time to check and see how your child is doing during the day.

### 13.3. During Enrolment

- Regularly check Lillio and use this app for daycare communications; any information for parents can be found here.
- Utilize Scheduling App for monthly scheduling
- Contact the daycare any time child will be absent due to illness, vacation, or other absences. Due to operational expenses, which remain the same regardless of the number of children in attendance, parents will be billed regular fees when their child is absent (exception: vacation per Policy 8).
- Regularly pay fees
- Parents / Guardians always have access to our facility during hours of operation unless restricted by a custody agreement or court order.
- Parents / Guardians are welcome to participate by volunteering, as well as offering their input and suggestions. This can be done directly with your child's Educator, the Director, or Board members during office hours, over the phone, or in person. We encourage you to bring any comments, questions or concerns to our attention immediately so they can be resolved accordingly.
- **Do not** leave any medication in your child's cubby all medication must be stored in the daycare's locked medication box.
- Inform the SCD immediately of any changes in your home address, phone number, and employment information. This information is vital if there is an emergency.

- Parents may setup a time to meet with the Director and tour the daycare by calling or emailing. We recommend you come prepared with a list of questions/concerns so we can answer all of your questions.
- Families must limit communications before 7am and after 5pm to urgent matters only
- In the event that a child is prescribed a new medication, families must administer the first two doses to ensure child does not have an allergic reaction. Families must inform staff of the time of most recent dosage per Policy 16.
- Respect the SCD facility and property by making an effort to keep spaces clean and tidy

### **13.3.1. Appropriate Dress**

- We offer activities that encourage children to freely explore and experiment. Sometimes the activities get messy (art projects, water, sand, and outdoor play) so children will need to wear clothes that allow them to get dirty.
- We also encourage independence; teaching children to dress and undress themselves, children's clothing should be comfortable and easily put on and removed.
- Please label your child's clothing clearly to avoid loss and confusion.
- Each child should have a change of clothing that is seasonally appropriate.
  - o Winter: jacket, ski pants, boots, toque, and waterproof mitts x 2
  - o Spring/Fall: rubber boots, splash pants
  - o Summer/Spring: hat for sun, shorts
- Providing extra clothing for changes in temperature is always a good idea. We try to spend time outside each day.
- Continually failing to provide weather appropriate clothing will result in a \$20 cleaning fee per child to offset cost of cleaning borrowed SCD items (e.g., toques, mittens, coats, etc.)

### **13.4. Items Required from Home**

- Ensure all items are labelled with child's first and last name. SCD is not responsible for lost items.
- Each child will be provided with their own cubby for personal storage.
- Each child should have:
  - o Outdoor wear per 13.4.
  - o Indoor footwear (to be left at daycare)- runners are best
  - o At least two complete changes of clothing to be kept in cubby for when clothes get wet or dirty (please send an additional set of clothing if potty training)
    - Dress child in play clothes so they feel free to participate in daily activities that may be messy or stain clothing.
    - When your child is toilet learning, please bring lots of spare clothes for those times we are a bit late.
    - In the event that a child does not have a spare change of clothes and requires one, SCD will borrow the child a donated pair to be returned
  - o A blanket for nap time.
  - o A water bottle
  - o Diapering supplies (diapers, wipes, cream)
- Continually failing to provide required items from home will result in a \$20 re-stocking fee for use of SCD items (e.g., diapers, wipes, water bottles, etc.)
- Toys from home will not be permitted other than their favorite comfort item to be used at nap.
  - o Children may bring personal items for Show and Tell, however the centre is not responsible for any lost or broken items.



### 13.5. Appropriate Behaviour

- All parents will sign our Code of Conduct upon enrolment and are expected to adhere to this code in all interactions with daycare staff and families whether on or off site
- The following behavior is completely unacceptable in the centre:
  - o Obscene or demeaning language or behavior
  - o Aggressive or overly loud voice tones
  - o Threats, intimidation or physical force
  - o Inappropriate conversations
  - o Inappropriate demands or expectations that conflict with the centre policies or procedures.

Anyone engaging in these behaviors will be asked to refrain. If the behavior continues, they will be asked to leave. If any danger is perceived by anyone, the RCMP will be notified.

### 13.6. Fundraising Option

- Fundraising dollars allow SCD to provide a higher quality of care than our regulated minimum (e.g., higher staff-child ratios, homemade meals, etc.) and allow us to keep revenues within our community by shopping local
- Each childcare spot is responsible for bringing in \$400 in fundraising per year up to a maximum of \$1,000 per family. Specifically:
  - o Full time and priority booking children - \$400/year
  - o Drop-in - \$200/year
- Minimum half of fundraising dollars must be provided by June 30th, with the remainder due Dec 31st of each year.
  - o Families who enrol mid-year will be pro-rated for months they did not attend.
- Fundraising dollars may be provided in any combination of the following ways:
  - o 1. Direct monetary donation (we will issue charitable receipts; donor must indicate which child it is going toward)
  - o 2. Item donation for daycare use or for further fundraising (auction, raffle, etc.); proof of item retail value may be requested
  - o 3. Raffle ticket sales
  - o 4. Board involvement (\$50 per meeting attended, \$500 executive)
  - o 5. Volunteer at fundraising event (\$15/hour)
  - o 6. Donation of additional item or service that benefits daycare community upon approval from board (e.g., yoga instruction, fence install, snow removal, etc.).
- Families are encouraged to let Director know how they intend to contribute fundraising dollars as soon as known

**Table 13. Summary of Potential Fees**

- Fees must be paid within 30 days of accrual

<b>Fee</b>	<b>When applied</b>	<b>Amount</b>	<b>Policy for Reference</b>
User fees	Monthly; First and last months' fee required upon enrolment	See Policy 8	Policy 8, Table 1
Administration fee	Upon addition to drop-in list or wait-list and/or to retain spot on waitlist if passing up an offered spot	\$50	Policy 8
NSF Cheque fee	When NSF cheque is received	\$50	Policy 8
No-show fee	Half hour after expected drop-off if SCD not informed of absence	\$40	Policy 8
Late fee	If SCD is not contacted by 30 minutes after scheduled drop-off	\$20	Policy 8
Late pick-up fee	If picked up more than 15 minutes later than scheduled time	\$20 / half hour late	Policy 9
Early drop-off fee	If dropped off more than 15 minutes earlier than scheduled arrival time	\$20 / half hour early	Policy 9
Illness fee	Knowingly bringing a sick child or failure to arrange for a quarantined child to be picked up within one hour of being notified; fee covers additional cost of cleaning	\$50	Policy 16
Tylonel/Advil Dosage Fee	If child develops a fever 38.5C or greater and parent consents to administering medication	\$2/dosage	Policy 16
Mask fee	In the event of a masking mandate	\$5 / month	Policy 16
Excursion fee	In the event that family opts to participate in a special daycare excursion on a case-by-case basis	Amount required to cover cost of transportation and/or entrance	Policy 10
Fundraising Fee	Optional fee in lieu of contributing to fundraising activities. 50% of fee or contribution required by June 30 <sup>th</sup> , remainder by Dec 31 <sup>st</sup> of each year.	See Policy 13.6; maximum \$400/child or \$1,000/family	Policy 13.6
Meal Fee	In the event child can not be served posted menu meal and special ingredients are required	At Director's Discretion	Policy 11
Clothing Cleaning fee	In the event that child is continually sent without weather appropriate dress and relies on SCD supplied outdoor clothing	\$20 per incident	Policy 13
Re-stocking fee	In the event that child continually fails to provide required items (diapers, wipes, etc.)	\$20 per incident	Policy 13

## **Policy 14. Communications**

- The following pertains to all communications including:
  - o Communications between board, Director(s), and staff
  - o Communications with parents, families, and children
  - o Communications with community and public
- All of the above communication shall be respectful. Abuse, harassment, and discrimination of any nature is unacceptable. Staff members and families will not tolerate abusive or obscene language.
  - o See Policies:
    - 1.5 Code of Conduct
    - Policy 19. Discrimination and Harassment
    - Policy 22. Termination of Service
- All communications shall respect the confidentiality of children, staff, guests, volunteers, and families (Policy 15. Confidentiality)
- The SCD logo shall be present on all paper SCD communications
- Director will maintain reasonable communications with daycare families from 5:30 AM to 6 PM if required; families required to limit communications before 7am and after 5pm to urgent matters only

### **14.1. Methods of Communication**

- o Board
  - Email address: [stockholmcommunitydaycare@gmail.com](mailto:stockholmcommunitydaycare@gmail.com)
  - Box 130 Stockholm, SK S0A 3Y0
- o Director
  - Lillio App (preferred)
  - Email address: [scd.director1@gmail.com](mailto:scd.director1@gmail.com)
  - Phone: 306-793-3033
  - During regular office hours
- o Educators
  - Lillio App (preferred)
  - By appointment
- Formal communications to the Board and/or Director(s) must be received in writing per email, Lillio message, or letter. These will be considered by the Director(s) and/or Board and response provided. Communications received via conversation or on social media may be addressed at discretion of Director(s) and/or Board.

### **14.2. Communication Devices**

- Director(s) will be provided with an SCD owned integrated laptop/tablet and docking station with mouse, keyboard, and monitor
- SCD will maintain 2-6 additional tablets (e.g., for toddler room, pre-school room, kitchen, floating)
- Director(s) and staff will be asked to use personal cellphones if necessary to complete SCD activities off-site during working hours

### **14.3. Chain of Communication**

- Board and Director(s) shall maintain regular communications
- Staff are encouraged to communicate directly with their lead or Director(s); if the issue is not resolved, they may raise it with the Board
- Families are encouraged to communicate directly with the staff immediately supervising their children; if they are uncomfortable or the issue is not resolved, they may raise it with the Director(s); if a satisfactory solution is still not achieved, parents may raise the issue with the Board

### **14.4. Photos**

- Upon registration, all parents/guardians and staff will be asked to sign a photo release form indicating the degree to which photos of their children may be shared (e.g., Lillio, Facebook, media, etc.).
- Educators will regularly photograph children for whom they have consent per photo release form
- Photos of daycare activities in which no child may be identified may be publically shared without explicit consent.

### **14.5. Social Media**

- Board, Director(s), and Staff shall maintain a Facebook page
- All social media communications shall be positive and general with confidentiality of families, staff, and community members respected (see Policy 15).
- If a comment/post may be perceived as negatively representing the SCD, it will be deleted and the poster may be contacted privately by the Director(s) to discuss the issue.
  - o If the poster is a community member and the issue can not be resolved, he/she may be blocked from posting on the SCD page
  - o If the poster is a user of the daycare and the issue can not be resolved and/or the post was made with malicious intent, their service may be terminated (see Policy 17).
  - o If the poster is an employee of the daycare and the issue can not be resolved and/or the post was made with malicious intent, their employment may be terminated (Policy 4).

## **Policy 15. Confidentiality**

Related policies: 14. Communications

- All child, family, and employee information is considered confidential. Access to a child's information records is given only to the legal guardians of the child and the Staff of the center responsible for the child.
- In case of an emergency or injury to a child, information may be released to the proper authorities, medical staff attending to the child, or in the case of suspected abuse, the appropriate child protection agency.
  - o An early childhood educator who has reason to suspect that a child has suffered from abuse has a legal responsibility to report abuse to the proper authorities. Such reports are not deemed a breach in confidentiality.
- Upon termination of service or employment, confidential information acquired through service or employment will continue to be held in confidence and not be disclosed to unauthorized individuals.
- Under absolutely no circumstance will private information be shared with other parents
- Deliberate or serious violations of confidentiality are terms for termination of employment or service

### **15.1. Photos and Media**

- Photographs of children may be taken during activities in the daycare and field trips. These photos may be displayed around the centre for parents and the children to view.
  - o The media may also visit the center or take pictures of the children.
  - o Photographs taken of the children may be posted on our Facebook page, Lillio, our website or sent to parents
  - o If, for any other reason, a child's photograph may be released somewhere not listed above, parents will be notified for further permission.
- A media release and photo consent form must be completed by each parent upon enrollment, whether agreed to allow child to be photographed or not. Form to remain in child's file.

## **Policy 16. Health, Safety, and Emergency Preparedness**

### **16.1 Administration of Medication**

- Medications will remain secured in Director's office or kitchen (if refrigeration required) and administered only as prescribed by a doctor or manufacturer directed dosage.
  - o A tracking sheet for each child with their name, date, dosage, medication administered, staff who administered the medication and a signature will be filled out each time a child receives medication. Form must be completed by the staff who administered the medications. Parents and guardians have the right to view the sheet and their child's medication at any time.
  - o In no circumstances should medications be stored in a child's back-pack or locker (cough drops are considered medication and should not be sent with a child); violation may result in termination of service.
- In no circumstances will medication be administered in excess of the stated dosage or if expired.
- No child will receive medication without written permission from a parent or guardian
  - o If a child becomes ill at daycare, a parent may give written consent for the daycare to administer medication (Tylenol or Advil) via email or Lillio App. A dosage fee of \$2/dose will be charged if daycare supply is used.
- All medications must be in the original container. It must be clearly labeled by the pharmacist with the child's name, drug, and dosage.
- Families must administer the first two doses of medication to ensure child does not have an allergic reaction. Families must inform staff of the time most recent dosage.
- Medication may only be administered by a Director or regular educator. Volunteers, guests, and summer students will not administer medications.

### **16.2. Illness**

- To ensure the well-being of all children and staff members, a sick child cannot attend daycare. A child is considered too ill to attend daycare if they are unable to participate in all components of the centre's program.
- In accordance with Saskatchewan Child Care regulations: Section 16(3) "If a child is showing or developing symptoms of a communicable disease, the licensee shall A) Separate the child from the other children in the facility; and B) immediately notify the child's parents or designate for pick up." This policy is for the comfort and wellbeing of all the children and staff.
- Children should be able to fully participate in daily program, outdoor play, walks, etc. If a child is too ill to comfortably participate in the regular day, they should remain at home until they are feeling better. If a child becomes ill while at the centre, the parents or emergency contacts will be notified immediately to come and pick up their child. The following chart identifies symptoms for which children will be sent home as well as when they can return. Director(s) may ask families to provide a doctor's note stating child's readiness to return to daycare.
- If a child becomes ill while attending SCD and the nature of the illness is not clear (stomach ache, headache and/or listlessness), the director and staff members will use their best judgment as to

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whether or not the parents, emergency contact, or in-town billet need to be contacted to pick up the child. Sometimes children are simply over tired or emotionally upset, and need to rest.

- If deemed medically necessary, the child will be transported to the hospital by ambulance and the parent will be contacted immediately per 16.5.2. Serious Injuries or Illness
  - **Sudden Onset of Fever:**
    - A child can develop a fever for a variety of reasons, whether it be sickness, teething, etc.
    - If a child's temperature reaches 38°C or higher, a Staff Member will contact the parents, emergency contact, or in-town billet requesting that the child be picked up.
    - If a child's temperature reaches 38.5°C or higher, a Staff Member will contact the parents or emergency contacts asking if they have permission to administer medication to help relieve the fever.
      - If the parent or emergency contact approves, medication will be administered to the child and dosage fee of \$2/dose applied. If within one hour of receiving medication the fever is reduced, the child can remain at daycare. If the fever has not improved or has increased from the original temperature reading, the parents, emergency contact, or in-town billet will be contacted to pick up the child.
    - If the parent or emergency contact does not approve of the administration of medication, the parent, emergency contact, or in-town billet will need to pick up the child immediately.
  - **Vomiting**
    - Should a child begin to vomit while attending SCD, the parents or emergency contact will be notified and the child must be picked up immediately.
    - A child may return to daycare after twenty-four (24) hours from the last case of vomiting.
  - **Diarrhea**
    - Should a child have more than two cases of diarrhea (i.e., 2+ runny/loose or green stools in a day that can not be contained in a diaper) in one day while attending SCD, the parents or emergency contact will be notified that the child may need to be picked up.
    - A child may return after 48 hours from the last case of diarrhea. Diarrhea may indicate a bacterial or viral illness that is easily passed from one child to another
  - **If a child displays any of these symptoms while at SCD, they will be isolated and parents contacted. Children must be picked up within 1 hour by parent, emergency contact, or in-town billet.** Failure to do so will result in an Illness Fee per Policy 13 and the potential for a strike per Policy 22 at discretion of the board.
- For some illnesses, there is a required time period where your child will not be allowed to attend. These rules are developed by health care professionals across Canada to ensure children are fully recovered in order to prevent the spread of infection to other children. If a child is diagnosed with any of these illnesses, the parent will be asked to fill out a Return After Illness Form in order for your child to return to SCD.
- Knowingly violating illness policy (i.e., dropping off a visibly ill child or failing to arrange for pick-up within 1 hour) will result in a \$50 Illness Fee due to increased cleaning and sterilization required. Repeat violations may result in termination per Policy 21. Termination of service

<b>A child with these symptoms is not able to be at SCD:</b>		<b>Child can return to centre when:</b>
A fever of 38°C taken under the arm or in ear		Fever remains below 38°C without medication
<b>Diarrhea:</b> 2+ runny/loose or green stools in a day that can not be contained in a diaper		48 hours has passed since last case of diarrhea
<b>Vomiting</b> at centre		24 hours has passed since last vomited
<b>Loss of appetite, nausea, abdominal cramps</b>		24 hours has passed since last case
<b>Antibiotics</b> have been prescribed.		Child has taken 2 full doses with no reactions.
<b>Chicken Pox</b> <b>Measles</b> <b>Mumps</b> <b>Rashes</b> <b>Pink Eye</b>  <b>Whooping Cough</b> <b>Strep Throat</b> <b>Impetigo</b> <b>Scabies</b> <b>Head Lice /Nits</b>  <b>Other infections, infestations, rashes, severe itching and/or unusual skin color</b>		Following the guidelines of Public Health/Physician for incubation period.

### 16.3. Communicable Disease

- If it is suspected that a child has/may have a communicable disease while in the care of SCD, the child will be placed in an isolated area, away from the other children. The parents or emergency contact will be notified and the child must be picked up immediately.
- Parents are required to inform the daycare of a positive diagnosis within twenty-four (24) hours.
- No child shall be brought to SCD with a communicable disease, until the period of contagion is over (this will vary with different diseases). Prior to the child's return, Director(s) may request a note from the child's physician stating that the child is no longer contagious and is in their opinion healthy to return to daycare.
- If and when there are known communicable diseases that have entered SCD, the director will advise families with the information regarding the disease (signs/symptoms, contagious period, etc.) and the steps we are taking to minimize the potential risk of further contamination. Notices will also be posted around the facility with the same information.

#### 16.3.1. Covid-19

- o SCD will adhere to all national and provincial health guidelines regarding Covid-19; we recognize these are frequently changing and will inform families promptly of all changes.
- o Staff are encouraged to complete a rapid screening test if they have symptoms or a household member has tested positive

#### 16.3.2. Isolation Protocol

- Children who show any symptoms of illness will be required to isolate immediately in the Director's office; child will be monitored while in isolation
- A parent or emergency contact will be contacted and child must be picked up within one hour

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#### **16.4. Head Lice**

- SCD has a no-nit policy to control the spread of lice. If a child has been found to have lice and/or nits, the parents or emergency contact will be notified and the child must be picked up immediately.
- The child cannot return until he/she has been properly treated.

#### **16.5. Injuries**

- Regardless of type of injury, a report will be completed by the staff, signed by the Director and the family before being placed in the child's file. Any time a mark may be left on a child, staff will complete a report.
- First Aid box to be stored in Director's office
- All staff required to have up-to-date first aid training

##### **16.5.1. Minor injury**

- Examples of minor injury: scratch, fall that may cause a bruise, blister, bite from bug, blood nose.
- Staff members will administer simple first aid in the treatment of minor injuries.
- Families will be notified at pick up time.

##### **16.5.2. Serious Injuries or Illness**

- In the case of a serious injury, the child will be transported to the hospital by ambulance and the parent or emergency contact will be contacted immediately.
- The Director or delegate will accompany the child to the hospital. If the parent is unable to be reached the Director will remain with the child at the hospital.
- All accidents and injuries are recorded and investigated.
- Costs of ambulance will be family responsibility.
- The Early Learning and Child Care Consultant must be notified within 24 hours and the serious occurrence report must be submitted within 7 days.

#### **16.6. Incident reports**

- Staff are required to complete an incident report immediately after an incident occurs and the child has recovered.
- It is the staff's responsibility to have the child's parent/guardian read and sign the report at the end of the day. All incident reports will be kept on file.

#### **16.7. Allergies**

- All known allergies must be posted for all staff members to see.
- If a child requires completely different meals, it is the family's responsibility to provide the child with snacks and lunches from home. This does not entitle families to rebate on fees.
- All staff will complete anaphylaxis course per 16.16.
- Families with children who have life threatening allergies must provide SCD with up-to-date epipen annually to be kept at SCD

## 16.8. Vaccinations

- It is recommended, but not required, for staff to be vaccinated for TB, Hepatitis, Covid-19, and TDAP, MMRV
- It is recommended, but not required, for all children to be up to date on their vaccinations. Below is a list of required vaccinations for children under 5 as per Public Health:

<b>Saskatchewan Ministry of Health Routine Immunizations</b>										
	2 months	4 months	6 months	12 months	18 months	4 years	Grade 6	Grade 8	Adult	65 yrs
<b>Rotateq-5</b> – Rotavirus (2 or 3 doses)	●	●	●							
<b>DTaP-Polio-Hib</b> Diphtheria, Tetanus, acellular Pertussis, Polio, Haemophilus Influenzae type b	●	●	●		●					
<b>PC-Pneumococcal Conjugate 13</b>	●	●		●						
<b>Influenza*</b>	October – March – 6 months and older									
<b>MMRV</b> – Measles, Mumps, Rubella, Varicella				●	●					
<b>MC-C-</b> Meningococcal Conjugate-C				●						
<b>Tdap-IPV</b> -Tetanus, Diphtheria, acellular Pertussis, Polio						●				
<b>Hep B</b> -Hepatitis B							2 doses, 6 months apart			
<b>HPV</b> -Human Papilloma Virus							2 doses, 6 months apart			
<b>MC-ACYW-135</b> -Meningococcal Conjugate A,C,Y, & W-135							●			
<b>Var</b> -Varicella							●			
<b>Tdap</b> -Tetanus, Diphtheria, acellular Pertussis								●	1 time dose as an adult	
<b>Td</b> -Tetanus, Diphtheria									Every 10 years	
<b>Pneumo 23</b> -Pneumococcal Polysaccharide-23										●

**Note:** This schedule does not include vaccines recommended for those with medical risk factors or catch-up schedules for children who are behind.

For more information visit: [www.saskatoonhealthregion.ca/publichealth](http://www.saskatoonhealthregion.ca/publichealth) or call your local Public Health Office.

## 16.9. Emergency Closure of Daycare

- Emergency circumstances may result in closure of the SCD at the discretion of the Director(s). Examples include, but are not limited to:
  - Weather related emergencies
  - Power and water outages
  - Flooding
  - Fire
  - Pandemic
- In the event that the power is off for more than 3 hours, the center will be closed and families notified to pick up their children (Power failure results in loss of lights, heat, and hot water creating unsanitary setting).
- In case of an emergency requiring closure and emergency evacuation of the building, the children will be evacuated promptly and safely to Stockholm Communiplex. Families will be notified as soon as possible.
  - Staff will take attendance to ensure every child is present

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- A key to the Stockholm Communiplex shall be stored in the Director's office for emergencies
  - A copy of up-to-date contact information for all children registered with the daycare will be stored in the First Aid kit and Lillo App
  - Parents will be notified to pick up children at Communiplex within one hour should there be any reason we cannot safely return to the SCD
  - One staff will lead the children outside and the second staff will be the last one out of the room. They will ensure everyone has left the room and all windows and doors are closed.
  - Staff and children will undergo a quarterly evacuation drill that will be documented by the Director. Educators may be notified of the drill the day of but will not be given an exact time.
- Staff will undergo a series of training during their orientation which will include going over emergency evacuation plans and how to handle other emergency situations. Staff will practice emergency situations such as fire drills with the children. Staff will be provided with first aid kits, and posted fire evacuation plans in each room.

#### **16.10. Lock Down**

- Should there be reason to believe a potentially dangerous person may enter the building, staff will escort children into each bathroom, Directors office, basement, and/or kitchen as appropriate.
- Exterior doors will be locked. Educators will place a large item in front of the doorways if appropriate.
- When the centre is cleared, staff will be notified via phone that it is safe to unlock their doors.
- Parents will be notified of lock down as soon as it is safe to do so and may be advised to refrain from picking up or dropping off during lock down at discretion of Director

#### **16.11. Fire**

- Fire drills are conducted at least four times per year. During fire drills, children are taught the procedures required to safely evacuate the building. The children are taken outside the centre, weather permitted, to the Stockholm Communiplex parking lot.
- Stockholm Fire Department will tour the daycare at least once every three years
- Functional fire extinguishers and smoke detectors will be kept on site

#### **16.12. Extreme Weather**

- The children will enjoy opportunity to be outdoors both summer and winter. In case of extreme weather, shorter periods or no outdoor access will occur at discretion of room supervisor.
- Parents must supply appropriate dress for the various temperatures.
- It is the parents' responsibility to notify the Director(s) if their child is at risk or has a medical condition, this should be posted on the allergies and medication signs posted throughout the center.

##### **16.12.1. Air Quality**

- Director(s) will use the AQHI Scale to determine if the air quality is a risk to children per [www.theweathernetwork.com](http://www.theweathernetwork.com) . Directors will determine whether it is appropriate to be outside or evaluate the length of time it is safe to be outside.

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### 16.12.2. Extreme Heat

- Outdoor temperatures more than +35 C.
  - o staff will use their discretion for time spent outdoors when temperatures are between 28-35 degrees and ensure they are monitoring children's health and weather conditions using the UV report.
  - o children will not be out during key hours of sunlight ( 11:00am-3:00pm) when temperatures exceed 28 degrees.
  - o If the UV index is low (from 0-2), the risk of getting too much sun is low, and no protection is needed. If the UV index is between 3 and 7, you need protection. A UV index higher than 8 calls for extra protection and children will be kept indoors. Please review the UV report prior to heading outdoors. [UV Report - The Weather Network](#)
    - sunscreen must be provided.
    - shade must be provided.
    - frequent water breaks/offerings must be provided.

### 16.12.3. Extreme Cold

- Outdoor temperatures below -28 C including wind-chills children will not be outdoors

### 16.12.2. Blizzard

- o If blizzard conditions or extreme cold warnings exist, SCD families and staff are encouraged to delay travel. Thus, SCD's ability to operate is likely to be impacted by lack of staff.
- o Director or delegate will be on site and keep close communication with families and staff via Lillio app to relay impact on services.
- o If severe weather develops while already at the center, or is expected to develop, staff will contact families announcing intent to close, requesting children be picked up by families, emergency contacts, or in-town billet.

### 16.12.3. Tornado

- In the event that a tornado warning is issued, the children will be taken to the basement and instructed to sit low, along the walls.
- A copy of the emergency contact list will be stored in the basement
- Staff will monitor the weather and follow directions provided.

### 16.13. Equipment

- SCD will maintain the following; all will be kept in proper working order and updated per manufacturer requirements:
  - o Fire Alarm
  - o Smoke Detectors
  - o Carbon Monoxide Detectors
  - o Two Fire Extinguishers
  - o Two First Aid Kits (one portable and one to remain at centre)
  - o Surveillance cameras

### 16.14. Training

- In addition to drills mentioned above, all staff will receive the following training:

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- CPR and First Aid Training per Policy 4. Role of Staff
- Annual online Epipen training
- Mental Health First Aid (within two years of hire)
- Duty to report training
- Anaphylaxis in childcare settings online course

## **Policy 17. Facility and Property**

### **17.1. Daycare Facility**

- SCD will maintain and operate 116 Ohlen street and adjacent lot (corner of Angus St. and Assiniboia Ave)
- Before-and-after school programming will be provided by SCD in partnership with Macdonald School (see 18. Partnerships); Macdonald school will house this program
- In the event that facility is sold due to expansion of SCD, revenue will be put toward new SCD facility; if facility is sold due to termination of SCD, revenue to be used to pay existing SCD debt and any additional revenue to be donated to Macdonald School Community Council

#### **17.1.1. Access to Facility**

- A Master Key will be provided to:
  - o Director
  - o Kitchen Coordinator
  - o Lead educators responsible for first arrivals and closing
- In special cases, a Master Key may be provided to others by board motion (e.g., contractors, maintenance, etc.)
- Families will access building via electronic code or key fob

#### **17.1.2. Access to Outdoor Play Area**

- Outdoor play area will be locked after hours and on weekends
- Outdoor storage area will be locked; Director shall have key and share per his/her discretion

### **17.2. Property**

- SCD owns all equipment, material, consumables, and other property within facility and outdoor play area
- In the event that property is sold, revenue will be used at discretion of Director per Policy 7.
- In the event that property is recalled for safety concerns, it will be immediately removed from daycare usage and returned or destroyed per manufacturer recommendations. It will not be re-sold.
- Items will be purchased per Policy 7. Finances
  - o Donated items will be accepted; duplicate or unusable items may be sold with profit going toward daycare

#### **17.2.1. Exceptions**

- Families are expected to supply items listed in Policy 13. Expectations of Families
- Crafts and other items created by children at daycare become property of the child and may be taken home
- Staff may bring in appropriate items to personalize their space and will retain ownership of these items; if employment ceases for any reason, staff must remove all personal items on their last day of employment.
  - o Any items remaining at daycare after last day of employment become property of SCD.
  - o To avoid discrepancy regarding ownership, staff are encouraged to keep a list of valuable items that are personally owned but housed at the daycare and review list with Director from time to time. List may be shared with board email for transparency.

### **17.3. Preventative Maintenance**

- Director will regularly inspect building envelope, interior, and outdoor play area for preventive maintenance opportunities and bring identified projects to the board's attention for completion in a timely manner
  - o Professional inspections will be conducted regularly as needed
- Director is responsible for minor PMR projects; Board is responsible for major PMR projects

### **17.4. Utilities**

- SCD has an account with the following companies; these accounts are maintained by the Director and paid in full monthly
  - o SaskEnergy
  - o SaskPower
  - o SaskTel
  - o Village of Stockholm

### **17.5. Rentals**

- Facility may be rented in special circumstances at discretion of the board and/or director(s)

### **17.6. Surveillance**

- SCD board may maintain video and/or photo surveillance of any public daycare space to deter vandalism and maintain public trust
- Video will be released to proper authorities if requested or deemed necessary by Board motion

## **Policy 18. Partnerships**

### **18.1. Philosophy**

- We believe that strong partnerships with community organizations and other initiatives will expand the opportunities for children who attend SCD and their families with reciprocal benefit to our partners
- Partnerships must reflect true collaboration; donors may be partners, but the two are not mutually inclusive

### **18.2. Actions**

- SCD will actively seek to form reciprocally beneficial partnerships with other organizations
- Written Partnership Agreements will be created and signed by both parties and reviewed regularly as necessary; agreements to include expectations of both parties, especially when financial commitments exist
  - o Under no circumstances will a financial relationship exist with any partner without a written partnership agreement accepted by Board motion
- We will strive to utilize local services and make local purchases whenever possible

### **18.3. Existing Partnerships**

#### **18.3.1. Good Spirit School Division**

- o Opportunity for shared professional development opportunities
- o Participation in “Thrive to Five” program
- o Access to Early Childhood Coach, Indigenous Achievement Coach, and Trauma Intervention support
- o May include monthly family events supporting early childhood development and promoting awareness of pre-reading and early numeracy skills, age-appropriate social emotional development, activities which promote fine motor and gross motor muscle development, and self-care skills such as toileting and getting dressed.

#### **18.3.2. Macdonald School**

- o Our facility will be integrated with Macdonald School wherever possible. This will allow us to make connections with families much earlier than Kindergarten and to communicate more effectively about skills that can be nurtured in support of Kindergarten readiness.
  - E.g., participation in assemblies, concerts, etc.
- o The daycare will have access to the school's gym, new playground structure, outdoor classrooms, learning commons, sports court, and nature trail.
- o Opportunities for children to be referred to outside agencies where beneficial; to form buddy relationships with older students; and to break down barriers in communication in the transition between early childhood stages and beginning formal schooling.

#### **18.3.3. Public Health**

- Access to initiatives such as flu shot clinics, the fluoride varnish program, and oral health education.

#### **18.3.4 Saskatchewan Early Childhood Association (SECA)**

- We have also been in close communication with neighbouring daycares which are supportive of our facility and will provide their knowledge and advice in developing our daycare.



**18.3.5. Stockholm library**

- Access to resources, transport for story hour

**18.3.6. Stockholm Communiplex Committee**

- Access to rink and stage

**18.3.7. Stockholm Manor**

- Intergenerational learning opportunities

**18.3.8. Stockholm Arbor**

- Heritage education

**18.3.9 Bock and Company**

- Legal services

**18.3.10. Village of Stockholm**

- Donation of surrounding green space for daycare use
- Waive of property taxes

**18.3.11. Stockholm Ball Park Committee**

- Usage of Ball Park area

**18.3.12. St. Elizabeth Catholic Church**

- Usage of large basement space

## Policy 19. Harassment and Discrimination

### 19.1. Background

- Staff members and families will not tolerate abusive or obscene language or any threatening behaviour. Anyone who encounters harassment must ask offender to stop, document the incident including date, time, place, witnesses as well as exact words used, notify the Director and/or the Board.
- SCD recognizes the right of all children, parents, and staff members to be cared for and work in an environment free from personal, discriminatory or sexual harassment. SCD, all staff members, children, parents, and people within the SCD have a responsibility to promote, monitor and maintain daycare environments and workplaces that are free from harassment.
- Pursuant to The Occupational Health and Safety Act, 1993 (OHS Act): Harassment means any inappropriate conduct, comment, display, action or gesture by a person that constitutes a threat to the health or safety of the staff member that is either:
  - o Based on race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin; or
  - o Adversely affects the staff member's psychological or physical well-being and that the person knows or ought reasonably to show would cause a worker to be humiliated or intimidated.

### 19.2. Definitions

- **Personal harassment** is defined as repeated, objectionable conduct or comment directed towards a specific person, or persons and has the effect of creating an intimidating, humiliating, hostile or offensive working or learning environment. It can also be a single, serious occurrence of conduct, or a single serious comment, display, action or gesture that has a lasting or harmful effect on the worker. Personal harassment does not include conduct or comments made in good faith in the exercise of supervisory rights and responsibilities.
- **Discriminatory harassment** is defined as discrimination contrary to the Human Rights Act and includes:
  - o Discriminatory acts against a child or parent with respect to the daycare environment or any program or service provided to the child because of race, color, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, or sexual orientation; and
  - o Discriminatory acts against a staff member with respect to the work environment or any term or condition of employment because of race, color, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, or age of that staff member or because that staff member has been convicted of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person.
- **Sexual harassment** is defined as unwelcome sexual advances, comments, looks, suggestions, audio and visual material of a sexual nature, requests for sexual favors and other verbal or physical conduct emphasizing sexuality, sexual identity or sexual orientation when such conduct:
  - o Either explicitly or implicitly is a term or condition of an individual's daycare, employment, or any opportunity for training or promotion;
  - o Is used as a basis for education or employment decisions affecting another individual
  - o Interferes with an individual's daycare or work performance or creates an intimidating, hostile, offensive or uncomfortable daycare and work environment.

## 19.3. Procedures

### 19.3.1. Informal Complaint Process

- Complainants are encouraged but not required to immediately tell the harasser when conduct is considered inappropriate and unwanted and ask that the inappropriate or unwanted conduct stop.
- Before proceeding with a formal complaint, a staff member who believes he or she has a complaint of harassment may approach his/her supervisor or board of directors to discuss the potential means of resolving a complaint and to request assistance in resolving the matter on a formal or an informal basis.
- Before proceeding with a formal complaint, a child or parent who believes he or she has a complaint of harassment or who does not know how or is unable to confront the harasser, shall approach an educator, director, parent or trusted adult to obtain advice, support and skills or strategies to halt the harassment.
- Children, parents, and staff members are requested to record pertinent facts which detail alleged incidents.

### 19.3.2. Formal Complaint Process

- If you are unable to resolve the problem informally, proceed with a written or verbal formal complaint as outlined below:
  - **Procedures For Children and Parents**
    - Children and parents shall seek assistance from an educator, director, parent or other trusted adult.
    - Child and parent complaints shall be referred to the director or the board of directors.
  - **Procedures For Staff Members**
    - Staff members shall seek assistance from a colleague or director.
    - Staff members shall inform the board of directors.
- The board of directors will discuss options to resolve the complaint with the complainant. Where conflict cannot be promptly resolved in a matter satisfactory to the complainant, the board of directors will notify the alleged harasser, staff member or parent, with the information concerning the circumstances of the complaint and undertake a confidential investigation. A staff member, child, or parent accused of harassment will be notified in writing at the earliest opportunity by the board of directors.
- Staff members may choose a person(s) for moral support during any proceedings relating to the investigation of the complaint, providing no costs are incurred by the daycare.
- Children, parents, and excluded staff members may be accompanied by a person(s) of their choice for moral support during any proceedings relating to the investigation of the complaint, providing no costs are incurred by the daycare.
- No child, parent, or staff member shall be subject to reprisal, threat of reprisal or discipline as a result of filing a bona fide complaint of personal, discriminatory, or sexual harassment.
- It is recognized that false or malicious complaints may damage the reputation of, or be unjust to, children/parents or staff members and therefore disciplinary action will apply to any individual making a malicious claim.

#### **19.4. Responding to a Formal Complaint**

- A confidential investigation in accordance with due process will be undertaken, expeditiously, under the direction of the board of directors to substantiate and/or resolve the complaint.
- If the complaint is substantiated a written, confidential report is to be filed with the board of directors within one month after receiving a formal complaint.
- Appropriate disciplinary action will be taken within one month of receiving the written, confidential report. This action may include counseling and/or courses that develop an awareness of harassment, a verbal warning, a written warning, termination of childcare agreement, suspension and/or dismissal. Appropriate remedies toward the complainant may be cited in the written report.
- Harassers who take retaliatory action against children, parents, or staff members who have filed complaints will be subject to additional discipline.
- All unsubstantiated complaints will be reviewed with both parties and documentation provided to the individual falsely accused.
- Following the conclusion of the investigation, the employer will inform the complainant and the alleged harasser of the results of the investigation.

#### **19.5. Supervisory Responsibility**

- All staff members are responsible for promoting and maintaining a daycare environment free from personal, discriminatory or sexual harassment. Those staff members with supervisory roles are required to exercise supervisory rights and responsibilities either in the care of children and/or the work of staff. This policy does not take away the right to supervise, which may include verbal reminders, verbal warnings, written warnings, child, parent, or staff suspensions, termination of a childcare, or dismissal of staff member.

#### **19.6. Confidentiality**

- SCD will not disclose the identity of the complainant or alleged harasser or the circumstances of the complaint, except where disclosure is necessary for the purposes of investigating or taking disciplinary action in relation to the complaint, or where such disclosure is required by law.

#### **19.7. Complaint to Human Rights Commission (Other Options for Complainants)**

- The foregoing does not prohibit a person being harassed from making a complaint directly to the
- Saskatchewan Human Rights Commission. Nothing in this policy prevents or discourages an
- employee from referring a harassment complaint to OHS or The Saskatchewan Human Rights
- Commission. An employee also retains the right to exercise any other legal avenues available.

## **Policy 20. Inclusiveness**

- SCD strives to be inclusive and accommodating of all families and individuals, including but not limited to:
  - o Gender and sexually diverse families and children
  - o Racial and ethnic minorities
  - o Religions
  - o Chest-feeding individuals
  - o Family composition
  - o Differing abilities
  - o Differing socio-political ideologies
- Staff will respect chosen name of child and will refer to child by said name regardless of legal name; staff will make an effort to properly pronounce all names.
- Staff will engage children in age-appropriate discussions of individual differences if such discussions emerge.
- Children will be encouraged to learn about a variety of family compositions, cultures, and ways-of-life that may be different from their own. This may include age-appropriate books, songs, and games.
- SCD may celebrate any holiday to the extent deemed appropriate by the Director(s); families and staff are encouraged to share their holiday traditions.
- Prayer or other forms of worship will not be a part of regular programming (i.e., not recited in the morning or before meals). However, these elements may be incorporated into other activities as appropriate. This may include Christian stories, Indigenous teachings, Yoga chants, etc.
- Parents are encouraged to participate in inclusiveness discussions with their children; any concerns should be raised with the Director(s).
- Staff will be aware of gender neutral language and will avoid gender stereotypes regarding play, dress, or other activities
- SCD is dedicated to providing the best quality of care for all children, including children with special needs. All activities will be inclusive to all children, with modifications if necessary, to meet the needs of the child.
- Regular professional development opportunities will be provided to staff.

## **Policy 21. Grievances and Dispute Resolution**

- Related Policies: 14.3. Chain of Communication

### **21.1. Minor concerns or complaints**

- Parents are welcome to discuss any concerns with the staff and/or Director(s) at any time. We have an open door and encourage you to ask questions.
- Any complaints will be directed to Director(s) to discuss what can be done to rectify or correct the situation. Open and honest communication helps to clear up concerns. Working together, with the child/children's best interest in mind, most concerns or complaints can be cleared up.

### **21.2 Disputes or Controversies**

- All grievances must be received in writing per email or letter. All grievances must be signed by the griever. Grievances received via hearsay, conversation, or on social media will not be addressed.
  - Board E-mail address: [stockholmcommunitydaycare@gmail.com](mailto:stockholmcommunitydaycare@gmail.com)
  - Director E-mail address: [scd.director1@gmail.com](mailto:scd.director1@gmail.com)
  - Mail: Box 130 Stockholm, SK S0A 3Y0
- If a staff, parent, or community member has a complaint or concern, they are to follow the outline below:
  - o 1. Arrange a meeting with Director(s) to discuss concern or complaint
  - o 2. If not satisfied, they may contact the Board outlining their complaint. Board shall respond in writing within 7 days from next regularly scheduled Board meeting.
  - o 3. If not satisfied, they may request to attend next regularly scheduled Board meeting to discuss their concern.
- The Director(s) and Board will work to have concerns resolved in a timely manner

#### **21.3.1. Mediation**

- o In the event that a dispute or controversy among families, staff, Director(s), board members, or volunteers is not resolved in private meetings between the parties, then without prejudice to or in any other way derogating from the rights of those involved as set out in the articles, by-laws or the Act, and as an alternative to such person instituting a lawsuit or legal action, such dispute or controversy shall be settled by a process of dispute resolution as follows:
  - a. The dispute or controversy shall first be submitted to a panel of mediators whereby the one party appoints one mediator, the other party (or if applicable the Board) appoints one mediator, and the two mediators so appointed jointly appoint a third mediator. The three mediators will then meet with the parties in question in an attempt to mediate a resolution between the parties.
  - b. The number of mediators may be reduced from three to one or two upon agreement of the parties.
  - c. If the parties are not successful in resolving the dispute through mediation, then the parties agree that the dispute shall be settled by arbitration before a single arbitrator, who shall not be any one of the mediators referred to above, in accordance with the

provincial or territorial legislation governing domestic arbitrations in force in the province or territory where the registered office of the SCD is situated or as otherwise agreed upon by the parties to the dispute. The parties agree that all proceedings relating to arbitration shall be kept confidential and there shall be no disclosure of any kind. The decision of the arbitrator shall be final and binding and shall not be subject to appeal on a question of fact, law or mixed fact and law.

- d. All costs of the mediators appointed in accordance with this section shall be borne equally by the parties to the dispute or the controversy. All costs of the arbitrators appointed in accordance with this section shall be borne by such parties as may be determined by the arbitrators.

## Policy 22. Termination of Service

### 22.1. Termination by Family

- Last month's fee is paid upon registration and will be applied to the last calendar month in which the child is in attendance. Users will not be "double-charged" for their last month and will be reimbursed.
- Parents are encouraged to give as much notice as possible when withdrawing their child from SCD. At minimum, notice must be given by the last day of the month prior to their last month. If this is not provided, the pre-paid last month user fee is forfeited.
- If a family chooses to withdraw their child from SCD for any reason, there is no guarantee that the space will be available should they wish to re-enroll. Unless the family has continued to make payments during the child's absence, the child will need to re-join the wait-list.

### 22.2. Termination by Board

- SCD reserves the right to terminate the contract for child care services for just cause.
  - o The final decision to remove a child from the centre rests with the Board.
    - Director(s) may issue up to 3-day suspension of service to any family at their discretion. The matter must be brought to Board for final decision within three days.
  - o In most cases, notice of termination will be given one month prior to termination; in extreme cases, termination of service may go into effect immediately after board meeting
- The Board will use a "three strikes" model in determining termination. If a family receives "three strikes" within a six month period, their case will be presented to the Board with grounds for termination. Family will be informed of a strike in writing by the Director(s) within two days of occurrence. Strikes are cumulative among all children in a family.
- - o Examples of a strike include, but are not limited to, the following:
    - Failing to inform Director of an absence at least 30 minutes after expected arrival
    - Greater than 15 minutes late for pick-up without notifying the centre
    - Drop-off 15 minutes or earlier from scheduled drop-off without prior permission from the centre
    - Knowingly attending while ill or contagious
    - Failure to arrange for a quarantined child to be picked up within one hour of being notified
    - Failure to pick-up child within one hour of contact when ill
    - Failure to pay or late payment of monthly or incurred fees
    - Abuse of staff member, board member, or another SCD family be it verbal, physical, or emotional
    - Obscene or demeaning language or behavior



- Aggressive or overly loud voice tones
  - Threats, intimidation or physical force
  - Inappropriate demands or expectations that conflict with the centre policies or procedures.
  - Violation of code of conduct
  - Any other policy violation at discretion of Director(s) or Board
- In extreme cases of misconduct, Board may terminate service in absence of strikes
  - It is the Board's discretion whether previously terminated families may re-enrol on the waitlist to be eligible for drop-in services. This will be decided on a case-by-case basis.
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### **22.3. Fees and Belongings**

- All fees must be paid prior to the child's last day of attendance.
- As "last month" fee is paid upon enrolment, families will not be charged for their last month of service; if payment has already been made, it shall be reimbursed less any fees.
- All items belonging to a terminated child must be removed from the facility on their last day of attendance; items left at daycare upon termination become property of SCD.

## **Policy 23. Special Circumstances**

### **23.1. Custody**

- SCD will only communicate with the guardian(s) who completed the Service Agreement form.
- In the event where one guardian does not have legal access children, a copy of the court order must be provided to the Director(s). Only then can staff members refuse to release the child into the care of the other parent. It is the responsibility of the parent(s) to provide SCD in writing with any changes to the information given at the time of registration.

### **23.2. Child Abuse or Neglect**

- Child abuse and neglect is not tolerated. If staff have concerns about the safety or wellbeing of a child, including but not limited to physical, emotional, or sexual abuse or neglect, they are required by law to report this to the Department of Social Services per the The Child and Family Services Act. Staff must also inform Director(s) in a timely manner.
- In a suspected case of child abuse or neglect, staff members must inform Social Services of the situation immediately by calling 1-888-99-ABUSE (1-888-992-2873), in-province calls only, or After Hours Emergency Services at 1-800-442-9799. Staff will be relieved from their classroom by another staff member to call Social Services in private. Staff will then follow the direction of Social Services. Staff will not discuss their phone call with any other educators and confidentiality will be followed.
- All Staff members are encouraged to document any incidents that they may feel indicate a child at the centre is at risk.

### **23.3. Impaired Guardian**

- In the event that the person picking up the child is intoxicated or indicates a potential threat to the child, staff members will immediately contact an alternate emergency person listed on the child's file and request that the emergency contact pick up the child.
- Safe transportation to and from the daycare is important for all children. If staff suspects anyone who has dropped off or picked up a child while under the influence of drugs or alcohol, the staff will offer the caregiver to call someone else to assist with pick up. If caregiver refuses, the staff shall immediately notify the RCMP and Child Protection of this unsafe and illegal practice.
- Staff will ensure that Director(s) are informed of any such calls and will maintain confidentiality around such situations.

### **23.4. Diapering and Toilet Learning**

- It is the expectation that families will initiate toilet learning prior to attendance at SCD or, in the case of young toddlers, during a period away from the centre (e.g., long weekend, vacation). This allows consistency for an easier transition for the child.

## **Policy 24. Workplace Violence and Prevention**

### **Related Policies:**

Policy 12. Behaviour Management,  
Policy 16. Health, Safety, and Emergency Preparedness  
Policy 19. Harassment and Discrimination  
Policy 22. Termination of Service  
Policy 23.2. Impaired Guardian

### **24.0. Philosophy**

- SCD is committed to being a safe place for all staff and families. While our facility is not considered high-risk for violent incidents, it is imperative that we have policies and procedures in place should such situations arise.
- The SCD Board recognizes the potential for violent acts in various ways (e.g., children towards staff, staff towards staff, parents towards staff, etc.) and is committed to protecting the health and safety of everyone at Stockholm Community Daycare.
- We recognize that all staff are potentially at risk of violent incidents.

### **24.1. General**

- This policy is to be reviewed annually, by the board. Following the Board's review of the policy, staff will also review the policy and provide any feedback. The Director and Board will ensure the original policy and revised versions are dated.
- The Director will ensure all workers are aware of potential incidents of violence and how to report any incidents.
  - o The Director will ensure workers receive a copy of this policy statement during orientation and training.
  - o The Director will ensure all workers know a copy is stored in the office and on the SCD website where they can easily find and read it.
- Incidents of violence must be reported immediately to the Director(s)
  - o A violent incident report shall be completed as soon after the incident as possible.
  - o Violent Incident Report Forms (Appendix E) can be found in the Preschool and Toddler rooms.
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### **24.2. Violence Prevention (Facility Appearance, Lighting, Organization, and Signage)**

- SCD has clear signage and is located on the main road through Stockholm. While opening/closing, shift staff are to enter/exit through the main front door only.
- Indicated lights are to be left on each night to allow for well lit entrances/exits.

- The main SCD door is accessible only through use of the keypad/fob entry during operating hours (5:30am-5:30pm).

#### **24.3. Dealing with Potentially Violent Persons**

- Avoid escalating the situation.
  - o Remain calm. This may prevent the situation from escalating.
- If at any time you feel uncomfortable or threatened, inform the aggressor that you feel unsafe and, if necessary, ask them to leave the Centre immediately.
  - o Inform them that they may contact the Director or Board with their concerns.
  - o If the individual refuses to leave and becomes increasingly agitated, or threatening, call 911 or the Director as appropriate.
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- If appropriate, consider Policy 16. Health, Safety, and Emergency Preparedness regarding lockdown for the safety of all persons while waiting for emergency services
- If appropriate, consider **Policy 22. Termination of Service**
- If the perpetrator of violence is a child, see Policy 12. Behaviour Management

#### **24.4. Seeking Medical Aid for Injury and Post-Traumatic Stress**

- If a worker seeks medical aid or counseling, injury reports must be filed with the Saskatchewan Workers' Compensation Board (WCB). The worker must submit a W1 form and the employer must submit an E1 form. These forms are available on the WCB's website at [www.wcbask.com](http://www.wcbask.com).
- Workers have a right to refuse medical aid and/or counseling at any time.

#### **24.5. Investigating Violent Incidents**

- All violent incidents will be investigated by the Board and Directors
- The Board, Director, or staff will make recommendations for corrective actions to prevent similar incidents from recurring.
- The Director will document deficiencies and the appropriate changes will be made, consulting with the Board as necessary.
- Impacted employees will be informed of the results of the investigation and of any changes in the policy and prevention plan that result; all employees will be informed if necessary at the discretion of the Director(s)
- If changes require employee retraining, the training will be provided by the Director.