

# **Appendix**

## **Policies & Procedures**



# GREAT LAKES CHRISTIAN PRESCHOOL

## Emergency Management Policy and Procedures

Date Policy and Procedures Established: August 2017

Date Policy and Procedures Updated:

**Purpose:** To protect the health and safety of children and staff in the event of an emergency. To provide clear direction regarding the procedures and responsibilities for management of an emergency situation.

### Definitions

*All-Clear:* A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

*Authority:* A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, high school administrator).

*Emergency:* An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

*Emergency Services Personnel:* persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

*Evacuation Site:* the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator/officer of GLCP is Don Rose).

*Meeting Place:* the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

*Staff:* Individual employed by the licensee (e.g. program staff, supervisor).

*Unsafe to Return:* A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

### Policy

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

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

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

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: **Perry Hall (Girl's Dorm)**

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: **Perry Hall (Girl's Dorm)**

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

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

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

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

All emergency situations will be documented in detail by the Supervisor in the daily written record.

### **Additional Policy Statements**

E.g. regular drills with staff for training/practice, emergency bag preparation, etc.

Staff must ensure their outside/excursion bag is prepared at all times
Ensure attendance records are kept in the same location at all times for easy access
Ensure allergy and medical conditions chart is on the attendance record clipboard
Supervisor and staff keep the emergency contact binders updated
Keep emergency contact binder in same location at all times for easy access
Staff receive training/review for emergency preparedness annually

## Procedures

### Phase 1: Immediate Emergency Response

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

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

## Immediate Emergency Response Procedures for Other Emergencies

<p>Emergency from utilities such as gas leak, electrical fire, smoke in the building.</p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the unsafe utilities emergency must inform all other staff of the threat as quickly and safely as possible.</li> <li>2) Inform staff members who are outdoors that an evacuation is necessary.</li> <li>3) Staff in the program room must immediately: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take children's attendance to confirm all children are accounted for;</li> <li>• close all windows in the program room;</li> <li>• proceed safely with children to evacuation site;</li> <li>• stay with children at all times,</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) The Supervisor must immediately: <ul style="list-style-type: none"> <li>• call 911</li> <li>• place a note on the external doors with instructions that no one may enter the child care centre.</li> <li>• evacuate immediately to evacuation site</li> <li>• call utilities company</li> <li>• contact the property manager</li> </ul> </li> </ol>
<p>Natural disaster such as a weather emergency; tornado, flooding</p>	<ol style="list-style-type: none"> <li>1) The staff member who becomes aware of the danger must inform all other staff as quickly and safely as possible.</li> <li>2) Supervisor to notify staff members who are outdoors to return to the preschool building.</li> <li>3) Supervisor to ensure everyone remains in a safe area within the stone structure of the building and/or in the play equipment room/or determine if an evacuation is necessary.</li> <li>3) Staff must: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• take children's attendance to confirm all children are accounted for;</li> <li>• close all windows;</li> <li>• provide things for children to do if appropriate; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) The Supervisor must immediately: <ul style="list-style-type: none"> <li>• keep informed about the weather threats</li> <li>• provide information to staff regarding when it is safe to return to normal</li> </ul> </li> </ol>

## **Additional Procedures for Immediate Emergency Response**

E.g. assisting other program rooms during an emergency, etc.

1. Any extra personnel on site will assist with children
2. Supervisor will call high school for additional help if safe to do so

## **Phase 2: Next Steps During the Emergency**

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

**List of Emergency Contact Persons:** [insert information (e.g. supervisor, licensee, on-site designate, board of directors, local authority)]

Preschool and High School Number: 905-563-5374 (administration office extension 200)

Local Police Department: 905-945-2211

Ambulance: 911 OR Local 905-984-5050

Local Fire Services: 911 OR Town Office 905-563-8205

Site Supervisor: Heather Moyer - cell: 905-641-5933

Licensee Contact(s): Don Rose - 905-563-5374 Extension 211

Child Care Centre Site Designate: Pauline Lacroix cell: 905-328-6568

Wayne Whitfield: Property Manager - cell 289-668-0353

- 4) Where any staff, students and/or volunteers are not on site, the supervisor or designate must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.

- 5) The supervisor or designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
  
- 6) Throughout the emergency, staff will:
  - help keep children calm;
  - take attendance to ensure that all children are accounted for;
  - conduct ongoing visual checks and head counts of children;
  - maintain constant supervision of the children; and
  - engage children in activities, where possible.
  
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

<b>8a) Procedures to Follow When “All-Clear” Notification is Given</b>	
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.</li>   <li>2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.</li>   <li>3) Staff must:               <ul style="list-style-type: none"> <li>• take attendance to ensure all children are accounted for;</li> <li>• escort children back to their program room(s), where applicable;</li> <li>• take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and</li> <li>• re-open closed/sealed blinds, windows and doors.</li> </ul> </li>   <li>4) The supervisor or designate will determine if operations will resume and communicate this decision to staff.</li> </ol>



<p><b>Communication with parents/guardians</b></p>	<ol style="list-style-type: none"> <li>1) As soon as possible, the supervisor must notify parents/guardians of the emergency situation and that the all-clear has been given.</li> <li>2) Where disasters have occurred that did not require evacuation of the child care centre, the supervisor must provide a notice of the incident to parents/guardians by the end of the day of the disaster.</li> <li>3) If normal operations do not resume the same day that an emergency situation has taken place, the supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</li> </ol>
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**Additional Procedures for Next Steps During an Emergency**

E.g. documenting children’s accidents/injuries, providing water and/or snacks, etc.

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| <p>1. A full report must be written in the daily log by the supervisor. Injuries should be recorded in the log and appropriate injury reports submitted to parents and child files.</p> |
| <p>2. Provide safe snacks and water to children</p>                                                                                                                                     |
| <p>3. Contact Program Advisor and inform the MEDU of the emergency situation.</p>                                                                                                       |

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

<p><b>Procedures for Resuming Normal Operations</b>  E.g. where, applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.</p>	<p>The Supervisor shall:</p> <ol style="list-style-type: none"> <li>1. Work in conjunction with Great Lakes Christian College to contact the appropriate services to provide recovery; social agencies, restoration, utilities etc.</li> <li>2. Work in conjunction with Program Advisor to establish a temporary plan and/or return to regular program.</li> <li>3. Work in conjunction with High School Administration and MEDU to create a temporary location on campus for the program to continue till centre is safe to return.</li> <li>4. Work in conjunction with the above personnel to develop a timeline for the return to program.</li> <li>5. Supervisor prepare consistent information to provide to all media. Assign a spokesperson if deemed necessary.</li> <li>6. Assign consistent voicemail message outlining; return to school, contact information.</li> <li>7. Insurance - business office to make contacts.</li> <li>8. High school kitchen - supervisor notify kitchen of any changes</li> </ol>
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<p><b>Procedures for Providing Support to Children and Staff who Experience Distress</b></p>	<p>Supervisor to arrange for community services and agencies to provide support. Resources may include: Pathstones, FACS, Local church resources. Based upon the recommendations of these agencies, support will be provided.</p>
<p><b>Procedures for Debriefing Staff, Children and Parents/ Guardians</b>  <small>Include, where, applicable, details about when and how the debrief(s) will take place, etc.</small></p>	<p>Supervisor must debrief staff, children and parents/guardians after the emergency by:</p> <ol style="list-style-type: none"> <li>1. providing debriefing on campus as soon as possible after the emergency,</li> <li>2. arranging for an administrator from high school to assist with debriefing,</li> <li>3. arranging for outside agencies to provide support during the debriefing where needed.</li> </ol>



# GREAT LAKES CHRISTIAN PRESCHOOL

## **Parental Issues and Concerns Policy and Procedures**

Date Policy and Procedures Established: August 2017

Date Policy and Procedures Updated:

**Purpose:** To provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues or concerns. To outline the timeframe in which initial responses to parents will be provided. To provide guidelines which assist in creating positive outcomes and the avoidance of issues being escalated. To promote mutual resolutions and demonstrate integrity for all parties.

### **Definitions and explanations for the purpose of this policy:**

*Minor Incidents: Most incidents are considered minor and can be handled by verbally sharing the information with staff and reaching a desired outcome "on the spot."*

*Documentation: Staff are required to document issues and information shared by parents in classroom logbooks. If an issue or concern is deemed to require more discussion, confidentiality or a plan to reach the outcome, the parent will be asked to follow the steps outlined in this policy.*

*Licensee: The agency licensed by the Ministry of Education responsible for the operation and management of a child care centre. The licensee of Great Lakes Christian Preschool is Great Lakes Christian College under the administration of Mr. Don Rose.*

*Supervisor: The individual employed by Great Lakes Christian College to conduct the daily operations of the preschool.*

*Staff: Individual employed by the licensee (e.g. program room staff).*

*Issue: a problem or difficulty with the service being provided*

*Concern: significant harmful situation effecting someone or something that should be addressed in order to improve or change a situation.*

## **Policy**

### **General**

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

All issues and concerns raised by parents/guardians are taken seriously by Great Lakes Christian Preschool and Great Lakes Christian College and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 2 business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

### Confidentiality

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

### Conduct

Great Lakes Christian Preschool maintains high standards for positive interaction, communication and role-modelling for children. Harassment and discrimination will therefore not be tolerated from any party.

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

**Concerns about suspected child abuse or neglect** is the responsibility of all members of the public and professionals who work with children. Suspected cases are to be reported to Family and Children’s Services (FACS). If a parent expresses concerns that a child is being abused or neglected the parent will be advised to contact FACS directly. Reports must be made by phone or in person and calls can be taken 24 hours a day, 7 days a week, anonymously or confidentiality.

Phone: 905-937-7731. Toll Free: 1-888-937-7731 [facsniagara.on.ca](http://facsniagara.on.ca)

### Procedures

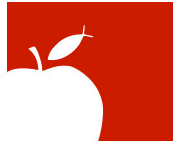
Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/ outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/ guardian within 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the</li> </ul>

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

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to: Mr. Don Rose - Chief Administrator of Great Lakes Christian High School.

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

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



# GREAT LAKES CHRISTIAN PRESCHOOL

## **Waitlist Policy and Procedure**

Date Policy was Established: January 28, 2017

Date Policy and Procedure was updated: April 22, 2020

**Purpose:** To provide a practice that is transparent, fair and consistent in regard to the use and development of a waitlist for Great Lakes Christian Preschool. To ensure that families gain access to the spaces as they become available or as deemed appropriate for the child/family.

### **Waitlist Management:**

1. A prospective child list is kept by the supervisor as parents make contact regarding a placement for the current and/or following year or future years.
2. We utilize OneHSN Niagara Region's Child Care Registry to fill spaces and do not currently use any other waitlist to fill spaces.
3. Parents on the list are invited to attend a Spring Open House in April or come to the preschool for a visit with their child.
4. Returning families are given first priority to register for the next year. This registration is open in March and parents are required to complete and return the form provided in the March newsletter.
5. Parents whose child is on the prospective list may register their child in April for the upcoming school year.
6. Parents waiting for a space in the current year will be contacted based on where they are on the list and their need. In other words, families at the top of the list will be given first opportunity to take a space that becomes available. However, if that space is not within their specifications and they reject the offer the next family in line will be contacted.
7. Children attending in the current year will be given priority to extend their program with us requested. Upon registration parents must indicate their desire for a full time space that will start at a different time in the school year. For example: parents who want their child to attend full time in January must hold that space in order to do so. We agree to hold that placement for them until the date specified. If the family chooses not to use the placement it will be offered to another family.
8. A "held" spot for the upcoming year is identified once a registration form and a copy of immunization or conscientious objection form is received.
9. A spot on the waiting list is "held" once a registration form and a copy of the immunization or conscientious objection form is received.

10. If a family decides not to take a space they have registered for, but they would like the registration to hold for the following year, it is highly likely this will be accommodated and the supervisor will remain in touch with the family.
11. Registrations are numbered once appropriate paperwork has been received as described above.