

Little Friends

PRESCHOOL

POLICY AND PROCEDURE HANDBOOK

Introduction

The following handbook represents the policies and procedures of the Little Friends Nursery Centre Society for the 2016 - 2017 school year. Throughout the year, the Board may be required to make changes to reflect licensing protocols or to improve our program.

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1. CHILD GUIDANCE POLICY

At Little Friends, we believe that a positive approach to child guidance is essential for building children's self-esteem. Staff strive to provide a consistent, nurturing, safe environment. All children will be treated with dignity and respect. Expectations will be clear from the start of the year for the children and parents. Staff will observe the following:

- Health and safety – is the child's behavior unsafe or unhealthy to self or others?
- Respect of others – is the child's behavior interfering with the rights of others?
- Respect of property – is the child's behavior damaging property?

GUIDELINES

Staff will create a positive environment by:

1. Providing stimulating activities which encourage children to become involved.
2. Ensuring all children and parents understand classroom expectations through the use of developmentally appropriate, clear, consistent expectations.
3. Preparing children for change by pre-warning them. Allow children time to follow through.
4. Using positive messages and a positive way of wording requests with "I" messages (e.g. "I like the way you put away your toys when you were finished playing").
5. Modeling appropriate behavior.
6. Encouraging children to problem solve for good solutions or as required, redirecting or replacing inappropriate behavior by giving choices.

Please refer to the Student Conduct Policy, Section 2 of this manual, for children who demonstrate disruptive behaviors (hitting, bad words, biting, throwing toys, etc.).

WHEN LIMITS ARE TESTED

Children ages 19 months – 3 years

- Interrupt inappropriate behavior with verbal guidance (e.g.: stop the hitting and say "no hitting, hitting hurts")
- Redirect the child to an acceptable activity by giving choices and/or suggesting an activity.
- Provide support and positive guidance to help the child follow through on age-appropriate expectations.

Children ages 3-5 years old

- Interrupt inappropriate behavior.
- Reinforce Little Friends rules (e.g. "we use inside voices in the class")
- Initiate problem solving – children involved in conflict are encouraged to think of alternative solutions.
- Present natural/logical consequences and follow through.
- Redirect as required by giving choices.

In all instances requiring intervention, staff will:

- Speak calmly and firmly
- Manage feelings acceptably
- Display positive examples to follow
- Respond to defiant behaviors appropriately

Other techniques

1. Calm Down/Time Away – used in situations when a child has lost control, is aggressive, or is unable to be reasoned with. This is NOT used as a punishment but as a time for the child to relax and calm down. This can also be a time for the staff and child to talk about feelings – after the child has calmed down. An adult presence can often help an angry child calm down.
2. Ignoring inappropriate behavior – used in situations when a child misbehaves in order to get attention in a non-harmful way.

All disciplinary action taken must be reasonable in the circumstances. Little Friends will not allow for any discipline actions that will inflict, or cause to be inflicted, any form of physical punishment, verbal or physical degradation or emotional deprivation. Little Friends will not deny, or threaten to deny, any basic necessity or use or permit the use of any physical restraint, confinement or isolation of any child.

2. STUDENT CONDUCT POLICY

At Little Friends, we encourage open communication between parents and teachers. Teachers will keep parents informed of programming and activities throughout the year both informally, through regular newsletters and the bulletin boards. Parents should feel free to approach teachers to discuss their child's activities and behavior at Little Friends. As it is not always convenient to do this during the program time, parents may need to arrange a convenient time for discussion with the teacher. Teachers, in turn, will maintain good communication with parents regarding any behavior issues that may arise.

To support these efforts a Student Conduct Policy is provided to all families along with registration packages. This Student Conduct Policy form is to be thoroughly reviewed, signed and returned at the Annual General Meeting indicating each student and family's acceptance of our conduct policies.

If there are behavior issues of a continuous nature then the following protocol will be followed:

1. The teacher will inform parents of the behavior issue and will document the behavior in a log book to be shared with and signed by parents daily.
2. If the behavior continues, a meeting will be planned with the teacher, personnel director and parent(s) at a time when children are not present, with the purpose of exploring strategies to encourage positive behavior. At this time, a Student/Parent Contact Report will be written and presented to the parent(s) outlining past behaviors exhibited and setting goals mutually agreed upon by the personnel director (or alternate board member), teacher and

parent(s). Goals will be reviewed within an agreed upon time frame to determine if the issues are improving.

3. If behavior issues persist, a second meeting will be arranged with staff, parent(s) and two board members.
4. If a child behaves in such a way that is deemed harmful to self or others or if a child persists in disruptive behaviors following three warnings, staff will then contact the parent to request the child to be picked up prior to the end of class. Should the child be sent home early on three occasions the Board will request that the child's attendance be suspended for one week. If the situation has not been rectified by the suspension, the Board reserves the right to remove the child from the program entirely provided the child's behavior continues to be a problem that does not show signs of resolution.

The board reserves the right to suspend/remove a child from the program entirely if the child's behavior becomes a serious problem that cannot be resolved.

3. PARENTAL PARTICIPATION AND COMMUNICATION

PARENT-BOARD COMMUNICATION

The Board at Little Friends encourages parents to speak to the appropriate board member when parents have concerns or suggestions about the program. When it comes to parent/teacher communication, the board prefers that parents attempt to resolve any classroom or child interaction issues directly with the teacher but recognizes that some situations may require more mediation.

If an issue arises between a parent and a teacher, the parent should deal directly with the teacher to address any concerns. If the issue cannot be resolved between the two, then the following protocol will be followed:

1. The parent will inform the teacher that he/she is not satisfied with the resolution and would like to involve a board member.
2. The parent will call the Personnel Director and explain the situation.
3. The Personnel Director will set up a meeting with the teacher and parents (and President as appropriate) to help resolve the situation to a satisfactory level for all involved.

PARTICIPATION POLICY AND DEPOSIT

As a co-op nursery school, we depend on parent involvement to keep costs down and our programs at their best. All families will contribute to Little Friends by fulfilling **one volunteer position per enrolled child and one toy wash per family** over the school year. Examples include: craft prep, class photographer, or special event volunteer. In a casino year (every second year, beginning in the 2012 / 2013 school year), **every family must volunteer at the casino in addition to their regular volunteer position.**

*****The board reserves the right to suspend/remove a child from the program entirely if the parent volunteer obligations are not met.*****

A full description of all positions will be listed at the Annual General Meeting in June, where you will have the opportunity to ask any questions to clarify responsibilities, before signing up for a role.

At the Annual General Meeting in June, you will need to provide an undated, Duty Bond cheque, per enrolled child, in the amount of \$250, which will be deposited if you do not fulfill your volunteer jobs. In a casino year, you will also need to provide a \$500, undated, Casino Bond cheque that will be deposited if you do not fulfill your casino volunteer obligation.

SOCIAL FEE

Since we are fortunate enough to have a casino, there will be no other fundraising requirements for families. However, a \$100 social fee will be charged (per family) to help cover the cost of special events planned throughout the year.

SNACK DUTY

All members with children in the Toddler Room and Playroom are required to provide snack on a scheduled rotating basis. If you are unable to provide snack on your scheduled day, advance notification must be given to the Roster Board member. Failure to provide snack on your scheduled day will result in a \$50.00 fine for replacement of the emergency snack kit and the cost of a replacement roster person.

Students in the Playschool are responsible for bringing their own snack.
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NUTRITION

The children are given a nutritious snack each morning. Snack is to be delivered to the teacher 5 minutes prior to the start of class. According to our licensing requirements, the snack must include two food groups, cannot be homemade and must be brought in whole and apportioned on the premises. Regular apple juice is the only juice allowed. *No snacks containing nuts, peanuts, peanut butter or nut oil/flavorings are allowed.* A food allergy sheet is distributed to each parent informing them of any allergies in the class. Vegetables, such as carrots or celery sticks are unsuitable in the Toddler Room or Playroom. Sweets should be limited to special occasions.

Quantities:

Toddler Room - provide snack for 9 children & 1 litres of apple juice

Playroom - provide snack for 16 children & 3 litres of apple juice

Snack Time:

Toddler Room - 10:00am - 10:25am

Playroom - 10:30am - 10:45 am

PLAYROOM ROSTER POLICY

Our license includes the presence of a roster parent in the Playroom (adult/child ratio). All families in the Playroom are required to work a pre-scheduled number of days calculated as fairly as possible on the basis of each family's enrollment. Extra mornings may be assigned or requested as the need arises. On your scheduled roster day, you will also be required to provide a snack for the entire class. Parents unable to attend on their scheduled days must make arrangements to have the day covered, either by switching with another member, or through substitution of another family adult (e.g.: a grandparent, aunt, nanny 18 years of age or older). The Roster Board member must be notified of any changes to the schedule.

Hours of Duty: 9:00 a.m. until all children have been picked up from the rooms. If you must rush home to other children, you must make arrangements for another member to stay until all children have been collected. Due to the nature of the duties required, no siblings will be allowed in the rooms during your roster mornings.

In the case of a roster no-show, the doors to the classroom will remain closed unless another parent volunteers to remain in the room for the morning. A fine of \$50.00 must be paid by the absent member prior to the next day that their child attends the program.

General Guidelines for Roster and/or Snack duty

If an emergency or illness arises on your scheduled roster day, you are expected to find a replacement, (e.g. another member or family adult). If you are unable to do so, you may then call the Roster Board member who will arrange for a replacement. This will result in a charge of \$50.00 for the replacement of the emergency snack kit. This fee is to be left for the Treasurer prior to the next day that your child attends the program. ***Failure to pay any outstanding fines could result in your registration being cancelled.***

DROP-OFF AND PICK-UP PROCEDURES

Doors to the Playschool and Playroom will open at 9:00 a.m. and the doors to the Toddler Room will open at 9:05 a.m. Please make every effort to drop your child off on time. Late arrival is very disruptive to the rest of the class. Doors to the class will be closed to arrivals 15 minutes after the start of class. All children **must** be signed in on the attendance sheet in each classroom with a contact name and phone number, in addition to the time of arrival. Please notify the teacher if your child is to be picked up by anyone other than the primary caregiver. All authorized people should be listed on your registration form.

Caregivers are responsible for picking up children promptly at 11:25 a.m. for the Toddler room or 11:30 for the Playroom or Playschool. All children **must** be signed out, with the time of departure, on the attendance sheet in each classroom.

The entrance door to Little Friends is open from 8:45 until 9:30 a.m. and then again from 11:15 a.m. to 11:45. At all other times, it is **locked** as a measure of security for Little Friends, the daycare and the church. If you need to get into the school during the morning and the outside door is locked, you can ring our doorbell (under the Little Friends sign at the main entrance). It rings in the Playroom / Playschool. Please let the teachers know before-hand if you are able, so that they know roughly when to expect you.

FIELD TRIPS

From time to time, playschool children may have the opportunity to participate in field trips outside of the classroom. Parents/guardians will be advised of any field trips in a letter detailing the activity, transportation to and from the activity, and supervision arrangements. A participation consent form will be required. Consent forms must be signed by the parent/guardian prior to the field trip. The staff supervisor is responsible for bringing the portable records on the field trip. In the event of an emergency, the parent/guardian will be contacted by phone. If the parent/guardian cannot be contacted, then the emergency contact will be contacted.

4. MEDICAL POLICIES

ADMINISTRATION OF MEDICINE POLICY

Parents and/or caregivers must administer all medications. No medications will be given by the staff at Little Friends. The only exception to this policy is with regard to EpiPens provided the parent(s) have given express written permission. Furthermore, there will be no medications stored on site, except for EpiPens where applicable. If your child requires on-going medications, you must indicate this on your registration form (as required by Little Friends' license). Children may not begin school until all medical forms have been completed and submitted.

ILLNESS POLICY

Sick children are to be kept at home. Please notify the teachers immediately of any contagious diseases (e.g. chicken pox). See more on this below, under "Communicable Disease Policy".

Sick children must be taken home. If a child becomes sick during the morning, the parent/guardian will be phoned and required to pick up their child home immediately. If the parent/guardian cannot be reached, the emergency contact person listed on the registration form will be phoned and asked to pick up the child.

SUPERVISED CARE FOR SICK CHILDREN POLICY

If a child becomes sick during our program the parent/guardian or emergency contact will be phoned and immediately required to take the child home. Until the parent/guardian arrives the child will be resting in a quiet corner of the room, away from the other students.

EMERGENCY HEALTH CARE POLICY

In case of a medical emergency, measures will be taken to ensure the child receives immediate medical attention as necessary regardless of whether the staff are able to contact the parents or an emergency contact. If necessary, the child will be transported by ambulance at the parent's expense. All parents sign consent for emergency treatment on the registration form.

INCIDENT REPORTING

In the event of a serious illness or injury to a child or any other incident that occurs that may seriously affect the health and safety of the children attending our program, an incident report will be filled by a staff member and signed by the president. Accident reports are filled out and signed by the President, staff member and parent. The President will report the incident immediately to our licensing staff.

Incidents of an emergency evacuation, program closure due to an emergency, an intruder on the program premises, a child removed from the program by a person without the consent of the parent/guardian, an injury requiring medical attention, a lost child or a child left on the premises after operating hours, will be reported to the President and licensing staff immediately. An incident report will also be filled out and signed by a staff member and President.

COMMUNICABLE DISEASE POLICY

If a staff member knows or has reason to believe that a child may be suffering from any of the diseases attached to this policy, the child's parent/guardian will be required to remove their child from the program premises immediately. An incident report will be filed by a staff member and signed by the President. The President will notify the licensing staff immediately.

Public Health Act

Schedule 1 (Notifiable Communicable Diseases)

(Section 6(1) of this Regulation Sections 20(1) and 22(1) of the Act)

Acquired Immunodeficiency Syndrome (AIDS), Amebiasis, Anthrax, Arboviral Infections (including Dengue), Botulism, Brucellosis, Campylobacter, Cerebrospinal fluid isolates, Chickenpox, Cholera, Congenital Infections (include Cytomegalovirus, Hepatitis B, Herpes Simplex, Rubella, Toxoplasmosis, Varicella-zoster), Dengue, Diphtheria, Encephalitis, specified or unspecified, Enteric Pathogens (See note below), Food borne Illness (See note below),

Gastroenteritis, epidemic (See note below), Giardiasis, Haemophilus Influenzae Infections (invasive), Hemolytic Uremic Syndrome, Hepatitis A, B, Non-A, Non-B, Human Immunodeficiency Virus (HIV) Infections, Kawasaki Disease, Lassa Fever, Legionella Infections, Leprosy, Leptospirosis, Listeriosis, Malaria, Measles, Meningitis (all causes), Meningococcal Infections, Mumps, Neonatal Herpes, Nosocomial Infections, Ophthalmia Neonatorum (all causes), Pandemic Influenza, Paratyphoid, Pertussis, Plague, Poliomyelitis, Psittacosis, Q-fever, Rabies, Reye Syndrome, Rickettsial Infections, Rocky Mountain Spotted Fever, Rubella (including Congenital Rubella), Rubeola, Salmonella Infections, Severe Acute Respiratory Syndrome (SARS), Shigella Infections, Smallpox, Stool Pathogens, all types (See note below) Tetanus, Toxic Shock Syndrome, Trichinosis, Tuberculosis, Tularemia, Typhoid, Typhus, Varicella, Viral Hemorrhagic Fevers (including Marburg, Ebola, Lassa, Argentinian, African Hemorrhagic Fevers), Waterborne Illness (all causes)(See note below), West Nile Infection, Yellow Fever.

NOTE: Enteric Pathogens, Food borne illness, Gastroenteritis, epidemic and waterborne illness include the following and any other identified or unidentified cause: Aeromonas; Bacillus cereus; Campylobacter; Clostridium botulinum and perfringens; E. Coli (enteropathogenic serotypes); Salmonella; Shigella; Staphylococcus; Viruses such as Norwalk and Rotavirus; Yersinia.

SMOKING POLICY

Smoking is prohibited on program premises. Furthermore, no staff member shall smoke at any time or place where childcare is being provided.

5. ADMINISTRATIVE POLICIES

CHILDREN'S RECORDS AND PORTABLE RECORDS

An up-to-date record for each child will be kept on the premises. Each record will contain the following information:

- a) The child's name, date of birth and home address
- b) Completed enrollment/registration form
- c) Parent's names, home address and telephone numbers
- d) Name, address and telephone number of a person who can be contacted in case of an emergency
- e) The particulars of any health care provided to the child, including written consent of the child's parent for emergency treatment
- f) Any other relevant health information about the child provided by the child's parent/guardian, including immunizations and allergies
- g) The telephone numbers of the local emergency response services and poison control centre

All children's records will be maintained in the portable records for emergency information.

ADMINISTRATIVE RECORDS

Up-to-date administrative records will be maintained on the premises containing the following information:

- A. Daily attendance of each child, including arrival and departure times.
- B. Arrival and departure times of each staff.
- C. Each staff members:
 - I) evidence of childcare certification
 - II) Current first aid certificate
 - III) Current criminal record check and vulnerable sector search

Note: All records will be retained for a minimum of two years.

6. REGISTRATION AND FINANCIAL POLICIES

PROGRAM REGISTRATION

We are licensed for a **maximum of 36 children per morning** who are distributed between the Toddler Room, Playroom and Playschool. Only registered children may attend the program. Registration for each program is based on the following:

TODDLER ROOM: Children must be 19 months (before November 1st) - 3 years of age. All children must be walking and able to go up and down on stairs independently (holding only the rail for assistance). Children may be enrolled one or two mornings per week. Any child in the process of toilet training must wear pull-ups/diapers while attending class.

PLAYROOM: Children must be 3 years of age on or before March 1st, 2017. The Playroom program runs Tuesday/Thursday mornings. Any child in the process of toilet training must wear pull-ups/diapers while attending class.

PLAYSCHOOL: Children must be 4 years of age on or before March 1st, 2017. The Playschool program runs Monday/Wednesday/Friday mornings. All children must be potty trained to attend.

It is strongly recommended that if it is necessary for your child to repeat a year in one class that this happens in either the Toddler Room or the Playroom. The Playschool program focuses on pre- Kindergarten readiness skills to help prepare your child for the transition to Kindergarten. If you have any questions about the placement of your child, please discuss them with your child's current teacher.

REGISTRATION PRIORITY

The programs at Little Friends are of a high caliber and the first choice for many families throughout the Edmonton area. As a result, there is often a greater demand than there are spaces available. The following criteria will be considered during the placement process:

***Current child seniority**

Note how this works for the different programs:

- (a) If registering for the Toddler Room, a returning Toddler Room student has seniority.
- (b) If registering for the Playroom or Playschool, a child has seniority based on when that child was first registered in the Playroom or Playschool*.

***Family seniority** (when your first child was registered, not including the Toddler Room*, going back up to five years)

***Current board members**

***Residents of** Crestwood, Parkview, Laurier Heights, Jasper Park, Sherwood and West Jasper Place, and then others in a ring of proximity

***Former Little Friends families** (greater than five years past)

***Little Friends Volunteer Participation**

**The Toddler Room is a separate program from the Playroom and Playschool and therefore, attendance in the Toddler Room does not guarantee placement in the Playroom or Playschool.*

Any time that there are fewer spaces than there are eligible applicants, the above criteria will determine both the placement for those spaces and the order of the waiting list. Current members of Little Friends are provided an opportunity to pre-register for the coming school year in the second term. The Registrar must receive completed registrations by the specified deadline in order to secure a space. Following this deadline, registration may be made available to families already on the wait list for the current school year. Following that, registration will be open to new families. These new families will be admitted on a “first come, first served” basis.

Every effort is made to place children in class days according to parent’s first choice. However, parent ranking of Toddler Room class days does not guarantee a first choice class day or priority on the waitlist.

WITHDRAWAL POLICY

To withdraw from a program, 4 weeks written notice must be given to the Registrar. **The 4 week notice period is non-refundable.** It is recommended that before you consider withdrawing you discuss your concerns with your child’s teacher.

- If you are planning to withdraw prior to September 1, 2016 and not attend Little Friends for the 2016-17 school year, you must do so before August 1st, 2016. If you withdraw after August 1st, 2016, your first month tuition cheque will be cashed.
- If notice is given prior to November 1st, 2016, 100% of your remaining fees will be returned.
- If notice is given between November 1, 2016 and February 28, 2017, 100% of remaining fees will be returned IF the spot is filled within those 4 weeks. If the spot is not filled within the 4 weeks, 50% of the remaining fees will be returned.
- If notice is given after March 1st, 2017, 0% of remaining fees will be returned.

FINANCES

Little Friends is a non-profit organization and is funded primarily through fees. Fundraising projects are held to augment fees. The financial statements are audited and are available upon request.

FEES

Our annual non-refundable registration fee is \$75.00 per child (paid online at time of registration). For members already registered for the upcoming school year, all remaining fees are due at the Annual General Meeting. At this meeting members will be asked to:

1. Provide post-dated cheques to cover your child's fees for the 2016-2017 school year.
2. Provide a \$250 Duty Bond cheque, per enrolled child, with the date left blank.
3. Sign up and commit to a volunteer position.

If fees are not received at or before the AGM, your child's registration will be cancelled and the spot made available to a child on the waiting list.

Cheques should be made payable to <i>Little Friends Nursery Centre Society</i>

NSF CHARGE

The NSF charge is \$50.00 per returned cheque. After two returned cheques you will be required to pay the rest of your fees in cash.

FEE SCHEDULE - Per child (no combined cheques for siblings)

Toddler Room Tuition (One Day): \$1,150

1 st Month (Sept)	Sept 1, 2016	\$115
2 nd Cheque (Oct-Dec)	Oct 1, 2016	\$345
3 rd Cheque (Jan-Mar)	Jan 1, 2017	\$345
4 th Cheque (Apr-Jun)	April 1, 2017	\$345

Toddler Room Tuition (Two Days): \$2,300

1 st Month (Sept)	Sept 1, 2016	\$230
2 nd Cheque (Oct-Dec)	Oct 1, 2016	\$690
3 rd Cheque (Jan-Mar)	Jan 1, 2017	\$690
4 th Cheque (Apr-Jun)	April 1, 2017	\$690

Playroom Tuition (Tuesday/Thursday): \$1,500

1 st Month (Sept)	Sept 1, 2016	\$150
2 nd Cheque (Oct-Dec)	Oct 1, 2016	\$450
3 rd Cheque (Jan-Mar)	Jan 1, 2017	\$450
4 th Cheque (Apr-Jun)	April 1, 2017	\$450

Playschool Tuition (Monday/Wednesday/Friday): \$1,850

1 st Month (Sept)	Sept 1, 2016	\$185
2 nd Cheque (Oct-Dec)	Oct 1, 2016	\$555
3 rd Cheque (Jan-Mar)	Jan 1, 2017	\$555
4 th Cheque (Apr-Jun)	April 1, 2017	\$555

In addition to the above fees, please submit cheques for the following:

1. Duty Bond Undated (per enrolled child) - \$250.00 (undated)
2. Casino Bond - \$500 (Required for the 2016-17 school year) (undated)
3. Social Fee (per family) - \$100 (dated Sept 1 2016)

7. STAFF PLANNING/POLICIES

- I. Teachers/Supervisors: We have one person acting as the primary teacher in each room (Toddler Room, Playroom and Playschool Room). Each room also has one assistant. All staff hired will either have or within 6 months will have to receive their Level 1 certification. Four staff members have bachelor degrees in Education. All staff must have a current criminal records check and vulnerable sector search. All staff must have their first aid certification.

RESPONSIBILITIES OF THE TEACHERS:

- Program Planning and Preparation
- Plan units themes for the year
- Ensure that required materials are available to carry out themes/units either through meeting with supplies director and or through petty cash
- Coordinate Scholastic book orders

- Organize classroom/decorate
- Monitor children's library and notify supplies director of needs
- Record daily snack as per Health regulations

A. Program Delivery

- Provide a program that is age appropriate and stimulates children socially, physically, intellectually and emotionally
- Provide a program that is consistent with Little Friends' philosophy
- Organize daily centers
- Supervise and encourage play at various centers/areas
- Carry out teacher directed activities (story time, craft, etc.)
- Assist children in learning acceptable and appropriate behaviors (sharing, positive assertiveness and communication)
- Carry out child guidance as per Little Friends' policy
- Record snacks
- Plan and schedule special events, such as seasonal activities, special guests and field trips

B. Communication

- Prepare and distribute monthly newsletter to parents
- Prepare bulletin board and change as required
- Provide positive feedback to children
- Provide feedback and be available to discuss child's progress and behavior with parents
- Direct concerns / give information to appropriate Board members
- Attend staff meetings
- Facilitate open house
- Prepare and put out daily attendance sheets
- Maintain portable records

C. Administration

Maintain current CPR

Complete incident reports and follow protocol

II. Teacher Assistants: Our teaching assistants have their childcare certificate, current first aid and a current criminal record check and vulnerable sector search prior to being hired for employment. There is one teacher assistant in each room.

Staff: All staff will receive an orientation to Little Friends administrative policies and procedures. Each staff will receive a copy of our policies and administrative procedures. The Personnel board member will review the policies with staff. They will also be given an orientation in the room they are working, with other staff members and the Personnel board member.

Records: Prior to hiring, all staff must have a criminal record check and a vulnerable sector search. We will repeat this process within six months of commencement of our program and every three years after that date. There will be no volunteers who have unsupervised access to the children. In the event we do have a volunteer who will have unsupervised access that person will have to first have a criminal records check and vulnerable sector search prior to working with the children. We have two staff members in each room and the children will always be supervised by one of our staff who has an up-to-date criminal records check, vulnerable sector search and current first aid.

Substitutes: In the event that a staff member is away we have a list of substitutes who are willing to fill in. All substitutes who are not current parents/caretakers at Little Friends will have a criminal records check and vulnerable sector search. In the event that we cannot find a qualified substitute, then Little Friends will not operate until we meet the licensing qualifications.

8. EMERGENCY PROCEDURES

FIRE DRILLS - EMERGENCY EVACUATION PROCEDURES

Playroom / Playschool

Supervisor

1. Instructs children to line up behind the assistant.
2. Checks room for children.
3. Closes doors and windows.
4. Picks up and removes portable records. Brings phone.
5. Counts children in line.
6. Follows children out.

Assistant

1. Pulls fire alarm.
2. Waits at door while children line up behind her.
3. Leads children outside.

Toddler Room

Supervisor

1. Instructs children to line up behind the assistant.
2. Checks room for children and helps them line up as required.
3. Closes doors and windows

4. Picks up and removes portable records. Brings phone.
5. Counts children in line.
6. Follows children out. May need to carry a child depending on ability of children.

Assistant

1. Pulls fire alarm.
2. Waits at door while children line up behind her
3. Leads children outside. May need to carry a child depending on ability of children.

Please note:

- No running. Everyone should WALK on their way out if able.
- In case of FIRE use exit door away from fire.
- Staff in washrooms or in the basement should proceed out the safest route with the children in their care.
- Everyone should proceed to the southeast corner of the block (muster point) for attendance sheet checks by the supervisors. Once all students and all staff are accounted for the group will walk to nearby Crestwood Arena (9940 147 Street).
- Once everyone is at Crestwood Arena, supervisor should call the Board President to advise. The Board President will then initiate emergency fan out procedure to notify parents. If the president cannot be reached, the supervisor will call the next board member on the list until someone is reached.
- Return to the building only when given clearance by an appropriate authority.
- Over the next few days, the President will continue to provide updates to families via the method that is the best.

EMERGENCY LOCKDOWN

Playschool, Playroom and Toddler Room

Staff in the Classrooms:

1. Will confirm all children are accounted for
2. Lock doors and windows and closes window coverings
3. Have children sit quietly (no speaking) in designated area
4. Keep portable records on hand
5. Wait quietly until they are advised that the situation is resolved while keeping children calm and quiet
6. Follow instructions from appropriate authorities either keeping the children in the classrooms for pick up by parents or evacuating the children if so instructed

Staff in the Washroom:

1. Will remain in washrooms and remain quiet and calm until they are advised that the situation is resolved

Staff in Gym:

1. Staff/Parents in gym should direct children into the church kitchen, out of view, while remaining quiet and calm until they are advised that the situation is resolved.

The following telephone numbers will be posted in each classroom and maintained in the portable records:

- A) Emergency medical service
- B) Ambulance service
- C) Fire department
- D) Police service
- E) Poison control
- F) Nearest hospital
- G) Child abuse hotline