



RUGRATS ACADEMY

POLICY HANDBOOK and PARENT INFORMATION

(last update July 2020)

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RUGRATS ACADEMY

WELCOME TO RUGRATS ACADEMY!

Welcome to our childcare family! Our team thanks you for entrusting your precious little one with us.

We at Rugrats Academy understand the importance of finding a responsible, efficient and trustworthy child care provider for your little ones. One that is reliable and knowledgeable working with children, one that will support their ongoing development, and one that is invested in ensuring their health and safety every time, at all times.

Rugrats Academy is a licensed childcare facility catering to children from ages 0-12 years with current enrollees ranging from ages 2-5 years old. The small team is comprised of the facility's owner/Director acting as the daily manager and meal planner, a certified ECE (Early Childhood Educator) to facilitate the teaching curriculum and manage the care and learning development of the children, as well a daycare assistant to assist with cleaning and daily routines.

The Rugrats Team:

The Manager of Rugrats Academy graduated with a Bachelor degree in Nursing in 2001 from the Philippines, holds an ECEA Certificate from BC, has had first-hand experience caring for children with ASD as well as working experience as a nurse in the Pediatric Unit many years ago.

The centre's ECE teacher holds a BC-registered ECE certificate and at least five (5) years working experience caring for/teaching children in a multi-age setting.

Lastly a Daycare Assistant completes the team who is either ECEA certified or has undergone Responsible Adult training from BC and extensive experience assisting in a childcare environment.

All Rugrats employees hold valid ECE/ECEA certificates, Childcare CPR and First Aid Certificates and receive ongoing training in the learning and development of infants and toddlers.

All staff members are passionate about working with young minds and are skilled in caregiving as well as facilitating various group/individual learning activities to support the children's learning and developmental milestones.



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Days and Hours of Operation

Open Monday to Friday, between 8:00 am to 5:30 pm except on hoidays.

Center is **CLOSED**:

<ul style="list-style-type: none"> All BC statutory holidays 	<ul style="list-style-type: none"> New Year's Family Day Good Friday Easter Monday Victoria Day Canada Day BC Day Labor Day Thanksgiving Day Remembrance Day Christmas Day
<ul style="list-style-type: none"> One (1) week in Summer 	<ul style="list-style-type: none"> Usually end of July or August Exact dates are sent out every January Tuition is due in FULL – equivalent to half the staff's 2-week paid vacation excl stats
<ul style="list-style-type: none"> From December 20 until January 2 	<ul style="list-style-type: none"> Annual christmas break Tuition is due in FULL – equivalent to half the staff's 2-week paid vacation excl stats



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Daily Program

8:00 – 9:00	Welcome children; hand hygiene; potty routines; free play
9:00 – 9:30	BREAKFAST*
9:30 – 10:00	Handwashing, cleaning and disinfection; quiet reading time
10:00 – 10:15	Table activities (puzzles, workbooks, coloring) or continue reading time
10:15 – 10:45	Morning circle (facilitated learning: cognitive, sensory, storytelling, puppetry etc)
10:45 – 11:15	Arts and Crafts; show and tell
11:15 – 11:30	Hand hygiene; potty routines; change clothes if necessary; rest and rehydration
11:30 – 12:00	LUNCH*
12:00 – 12:15	Handwashing; potty; getting ready to nap
12:15 – 2:00	Nap time while staff cleans and disinfects center, prepares for PM activities
2:00 – 2:30	Waking up; making bed; potty routines; hand hygiene; free play
2:30 – 3:00	PM SNACK*
3:00 – 3:30	Free play; book reading; table activities (clay, building blocks, sorting and maths)
3:30 – 3:40	Afternoon circle time (music and songs, competitive play, group activities or parallel learning)
3:40 – 4:00	Active Play (indoor or outdoors)
4:00 – 4:30	Rest and rehydration; potty training; LIGHT SNACK*
4:30 – 5:30	Backyard play time or table activities; getting ready for pick-up

*Meal times are always preceded and followed by hand hygiene practises, cleaning and disinfection of area



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Daycare Fees and Repayment Policy

Tuition Fee payments are due on or before the 1st day of each month. If that day falls on a weekend or holiday, the fees are due the last workday prior. We currently accept Interac payments only, use email rugratsacademybc@gmail.com

Tuition Fees

Full-time enrollment only; see website or ask center's manager (Ena Iversen) for up-to-date fee structure

Late pick-up Fees and Policy

A late fee will be collected for the following incidences of tardiness:

- Late pick-up from daycare (after closing time) unless with prior notice or arrangement with centre's manager
- Late drop-off in the morning i.e. after 10am, unless with prior notice such as doctor's appointments, extracurricular activities, or a pre-arranged drop off time with the center's manager upon registration
- Late delivery of tuition payment i.e. from the 2nd of month without prior notice

\$90/hour for tardy pick-up/drop-off or \$90/incident for late tuitions, payable the following drop-off day. Unpaid late fees may be deducted from final reimbursements, if any, or added to the next tuition due. Habitual tardiness may result in your child being removed from enrollment with 24 hours' notice.



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General Guidelines on Fees

Registration fees / initial payments (no post-dated cheques allowed)

- One-time registration fee of \$150/child - *due upon registration*
- First month's tuition – *due at least two weeks prior to start date*
- A security deposit equivalent to half a month's regular tuition fee (see below) - *upon registration*

*NOTE: The center participates in the ministry's Child Care Fee Reduction Initiative (CCFRI) to be applied on the child's first full month i.e. CCFRI is **not** applied to prorated or partial fees such as mid-month start or the security deposit – these are calculated against the regular tuition (without the fee reduction)*

Security Deposit

The security deposit is equivalent to half the regular tuition fee (without CCFRI) payable upon registration and will ensure that the spot is confirmed for the child enrolling. It is to be used as partial payment towards the final month's fee, during the "withdrawal period" explained below, regardless if child attends their final month or not.

The security deposit is non-refundable. If child does not use up their last month i.e. left earlier than final month; the security deposit is forfeited and no reimbursement is due.

If paying the initial fees with cheque, the security deposit must be separate from the cheque for the first month's tuition or registration fee, all cheques *must be dated current (not post-dated)*.

Succeeding payments and tuitions must be transferred using Interac payments to email rugratsacademybc@gmail.com on or before the 1st of each month enrolled.



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Withdrawal Period and Cancellation of Enrollment

If a child's enrollment is withdrawn/cancelled within the first month, considered "Trial Period", either parties may give at least 24 hours' notice of withdrawal of enrollment, for any reason.

After the first month, the center requires a written notice from a parent 30 days prior to withdrawing their child from enrollment. The Security Deposit, by default, will be used as partial fee payment for the final month.

If a parent gives notice within the month i.e. after the 1st of the month, the succeeding month is considered to be the "final month" of enrollment from which the security deposited will be calculated whether child attends daycare on their last month or not. Example: notice given January 5th, last month will be February, where February tuition is prorated to include the security deposit.

For notices less than 30 days

Any family giving less than 30 days notice will forfeit their security deposit in that it will not be refunded for unused/ partially used final month

Childcare Subsidy

The process begins with the child's parents applying for the Affordable Childcare Benefit (ACCB) from the Ministry of Children and Family Development (MCFD). Once approved, Rugrats Academy will receive notification from the Ministry of your daily subsidy rate and term of agreement. Once the subsidy cheque has been received in the mail, you will then be informed your new monthly fee which takes the subsidy into account. Meaning, if you are in the process of applying for ACCB or have yet to apply or with an application pending, you will temporarily be charged the full tuition rate until we receive the confirmation letter from the ministry. Your subsidy rate will be backdated where a credit/reimbursement will be issued to you once the subsidy cheque clears the bank.

Parents are responsible for keeping track of their term periods and applying for renewals accordingly.



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Repayment of Fees

Refunds can be processed for instances of overpayment of fees or pre-paid tuitions excluding the security deposit

NO repayment or refund of fees in the following scenarios:

- Security Deposit is non-refundable (either in full or partially)
- If a child was sent home ill or is currently sick at home
- If the child goes on vacation or is absent from daycare for personal reasons
- Monthly fees will include all BC statutory holidays and all closure dates in Summer and Christmas break (see Days and Hours of Operation page)



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HEALTH AND ILLNESS POLICY

(updated July 2020 following CoVID-19 Safety Plan)

General Guidelines

- Anyone who is feeling sick or is in self-isolation must not drop-off or pick-up
- Any child or staff member (regular or substitute) who has fever, cough, colds or experiencing body fatigue or respiratory symptoms of any kind will not be allowed at daycare
- Any child or staff member who develops signs and symptoms of illness while at daycare will be sent home immediately, see return to daycare below
- *Signs and symptoms that child or staff must be temporarily excluded from the childcare center:
 - Fever of 37.6 °C and higher, or
 - Persistent coughing, runny nose or sneezing not related to allergies
 - Flu-like symptoms: fever, chills, headache, muscle or body aches, cough, sore throat, fatigue, nausea, vomiting, or diarrhea, or
 - Rashes, swelling and redness that cannot be explained, or
 - Emotional distress that cannot be resolved, or
 - Physical pain/discomfort/difficulty speaking or swallowing, or
 - Has CoVID-19 symptoms; a positive CoVID-19 test result; or in quarantine/self-isolation due to or related to CoVID-19
 - *CoVID-19 symptoms include fever, dry cough and tiredness; may manifest flu-like symptoms as above; in serious cases show difficulty breathing and chest pains*
- Return to daycare:
 - Anyone with of the signs and symptoms* above and especially CoVID-19 symptoms must be assessed by a healthcare provider to exclude COVID-19 or other infectious diseases, AND until their symptoms have resolved (doc note or covid test result)
 - Anyone showing fever and/or flu-like symptoms listed above but did NOT undergo CoVID-19 testing must self-isolate for 10 days or until asymptomatic, whichever is longer
 - Anybody who returns from self-isolation and becomes symptomatic again within 48 hours MUST test for CoVID-19 or other infectious disease before returning



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- A child or staff with MILD clear runny nose or non-persistent coughing may remain in daycare as long as:
 - they practise respiratory etiquette and hand hygiene all times
 - symptoms do not worsen i.e. becomes yellow or white runny nose, coughing with phlegm (sent home immediately)
 - able to participate in daycare activities; no other symptoms such as fatigue or loss of appetite
- Routine Daily Screening
 - During drop-off, a verbal confirmation from parents that verifies their child is healthy to attend daycare i.e. has:
 - No signs and symptoms* of illness listed above for the past 24 hours
 - Not travelled outside the country for the past 14 days or has not been in close contact with someone who has travelled the recent 14 days
 - No CoVID-19 or not waiting for a covid-19 test result or has not been in close contact with a CoVID-19 infected person the last 14 days
 - Temperature of staff and children are taken before they enter the center, using a touchless forehead thermometer. A second check is done in the afternoons or anytime there is a need
 - Perform visual physical assessment during drop off and throughout the day such as presence of rashes, runny nose, diarrhea, coughing, unexplained bruises, change in energy level and body malaise



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Protocol for child or staff with symptoms of COVID-19 in a childcare setting

Child with Symptoms of COVID-19	Staff with Symptoms of COVID-19
<p>IF CHILD DEVELOPS SYMPTOMS AT HOME: Parents or caregivers must keep their child at home until they have been assessed by a health care provider to exclude COVID-19 or other infectious diseases, AND their symptoms have resolved.</p> <p>IF CHILD DEVELOPS SYMPTOMS WHILE AT CHILD CARE:</p> <ul style="list-style-type: none"> • Parents or caregivers must pick up their child promptly once notified that their child is ill. • Staff must take the following steps: <ol style="list-style-type: none"> 1. Identify a staff member to supervise the child 2. Identified staff member should immediately separate the symptomatic child from others in a supervised area until they can go home 3. Contact the child’s parent or caregiver to pick them up right away 4. Where possible, maintain 2 metres distance from the ill child. If this is not possible, the staff member may use a mask if available and tolerated or use a tissue to cover their nose and mouth 5. Provide the child with tissues, and support as necessary so they can practice respiratory hygiene 6. Open outside doors and windows to increase air circulation in the area 7. Avoid touching the child’s body fluids. If you do, wash your hands 8. Once the child is picked up, wash your hands 9. Clean and disinfect the space where the child was separated, and any areas used by the child 10. If concerned, contact the local public health unit to seek further advice 	<p>IF STAFF DEVELOPS SYMPTOMS AT HOME: Staff must be excluded from work, stay home and self-isolate until they have been assessed by a health care provider to exclude COVID-19 or other infectious diseases, AND their symptoms have resolved.</p> <p>IF STAFF DEVELOPS SYMPTOMS WHILE AT WORK:</p> <ol style="list-style-type: none"> 1. Staff should go home right away where possible 2. If unable to leave immediately, the symptomatic staff person should separate themselves into an area away from others and maintain 2 metres distance from others 3. Use a tissue or mask to cover their nose and mouth while they wait for a replacement or to be picked up. Dispose of mask and tissue properly 4. Remaining staff must clean and disinfect the space where staff was separated and any areas used by them 5. If concerned, contact the local public health unit to seek further advice <p>STAFF SUBSTITUTES:</p> <ul style="list-style-type: none"> • When ECE teacher is absent, will utilize subbing agencies such as Educators on Call or ECE Substitute groups on Facebook for the duration of the ECE’s absence • When a daycare assistant is absent, or where there is no ECE certified substitute, the daycare’s manager Ena (Nursing degree + ECEA certificate) will take over the roles of the ECE or Daycare Assistant for the duration of the absence



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Safety and Nutrition Policy

Rugrats Academy maintains a safe and comfortable environment that will accommodate the abilities and needs of each child in its care. One of our crucial goals is to promote overall well-being through health, safety and proper nutrition.

Safety Policy

Safety is a number one priority in Rugrats Academy. All staff members at Rugrats Academy are certified in First Aid & CPR and receive ongoing training to better prepare for and handle emergency situations. Safety measures are in place to allow for a conducive environment for children to play, learn and explore, which include:

- A monthly Emergency Preparedness Drill to practice, record and monitor safety drills in an event of a fire, earthquake and other emergencies
- A Safe Release form/policy is in place to ensure that only authorized persons will pick up the children from care
- Child-proofing the centre and its furniture; ensuring that harmful materials are kept away from the children's reach (medications, scissors, cleaning products)
- Providing activities for children to develop self-help skills e.g. how to climb stairs or the toilet safely, properly opening lids, how to eat with utensils, proper use of toys and materials
- Including curriculum that informs children about Stranger Danger, clothing for different weathers and other teachings that help understand safety, well-being and potential dangerous situations

Nutrition Policy



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Eating nutritious food is an important part of each person's day. Healthy eating is important to provide the energy and essential nutrients children need to grow, develop and be active. In Rugrats Academy, we promote acceptance and enjoyment of different foods by creating fun food games and food-themed activities in our circle and art times.

Food Servings:

The center provides the children their nutritious food and snacks in between morning and afternoon programs as well as lunch and early breakfast. Food will be served on plastic plate/bowl container/s that will be washed and sterilized daily at the centre using a dishwasher on highest setting. The daily meals will be prepared by the centre's manager on-site daily, on the day, using a variety of foods following the Canada Food Guide to ensure children are eating from all four food groups: grains, vegetables/fruit, dairy and meat alternatives. As well, parents will be informed/reminded of any changes or updates to the guidelines, as necessary.

Guidelines:

We will not force a child to eat but will offer encouragement and sufficient support. Food will neither be used as a form of reward/punishment; nor will we at Rugrats Academy force a child to eat or take anything s/he does not want. As well as to promote safety while eating, no child will be left unattended during meals and snack time. The center will offer clean purified drinking water to the children throughout the day (hydration breaks and during meals).



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Rugrats Academy will stock-up on nutritious foods that may be given to children who did not eat well during lunch, or if the child requires more food during the day. Unless otherwise permitted by the parents, or if the child is in a Care Plan that does not allow for such food group, the snacks may include any of the following variety:

- Homo milk and water
- Crackers, bagels, breads, muffins
- Yoghurt, cheese
- Fruits
- V egetables
- Multigrain cereals
- Pancakes, waffles
- Oatmeal or oat bars

There will be special treats on birthdays and celebration days such as cupcakes/cakes. Parents are instructed to bring peanut-free, pre-packaged, unopened pack of cupcakes or a cake to celebrate the child's birthday with their daycare classmates after their PM snack, a few photos taken of the celebration will be shared. The food will be in respect to children's allergies if there are any, always peanut-free and given in small servings in order to avoid high sugar intake.

See updates on Meals and Snacks under our CoVID-19 Safety Plan, updated July 2020



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Medications Policy

Administration of medications in childcare centers is regulated by the Child Care Licensing Regulations (CCLR). Early Childhood Educators (ECE) are not formally qualified to make “judgment calls” as to when medications are appropriate. This policy is in place to protect the children, parents and staff from errors in receiving/giving medication.

Guidelines and Best Practices

- Only medicines prescribed by a doctor will be administered in Rugrats Academy. Parents must provide a copy of the prescription bearing the right medication, right name, right dosage, right time and right day. Label must clearly show the following information:
 - Child's name
 - Name of medication
 - Dosage
 - Route (oral, nasal, rectal, eye, ear, etc)
 - Physician's name and contact information
 - Care of medication (shake well, refrigerate)
 - End date of administration of medication
- Parent completes and signs a Medication Consent Form (acquired from manager) for each prescribed medicine
- Medication must be brought to the centre in its original container with instructions on how to administer it
- All medications are kept in a locked container or the refrigerator out of children's reach
- Parents must inform staff of any side effects or reaction that medication may cause in a child e.g. diarrhea
- The centre's manager or ECE will maintain a Medications Sheet attached with the consent form, indicating date and time of administration daily, including side effects noted, to be posted on the centre's bulletin board



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Non-prescription medication

- Only teething gels for the relief of pain in teething children will be given that is a non-prescription medicine, along with parent's written authorization
- Children requiring other over-the-counter pain medications such as Tylenol or Gravol will be considered too sick to be in daycare, and parents will be informed accordingly, Health & Illness policy will be followed
- Any baby/feeding bottles already containing any medicine will not be given to the child at the daycare and returned to the parent at the end of the day

Care Plans and Epi-pen

For each child requiring extra support or services that are additional to, or distinct, from other children, a written document called a Care Plan will be required. The Care Plan will be created after taking into consideration the centre's Health and Illness Policy to ensure the plan will not contradict with the centre's policies and cause confusion and errors. A Care Plan includes special considerations of a child's daily care, including physical activities, nutrition, safety and medications. It also provides details of the relevant medical diagnosis and the specific course of actions recommended by the medical team

If a child requires a Care Plan, a parent meeting will be conducted. The Care Plan **must** be developed with the parents/guardians and community professionals involved in the child's care to ensure that the caregivers fully understand the plan and provide the right care at all times.



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Care Plans continued...

Care Plans are signed by the parent and all caregivers of Rugrats Academy, kept on record and shall be revisited each year to ensure up-to-date information and care instructions. If a care plan remains the same (no changes) for the following year, the parent may initial and date the same document with the same instructions

Epi-Pen Care

Certain Care Plans requiring the use of Epi Pen or other injectable medications will require a signed Authorization from the parent beforehand, as well as special instructions on administering. If the child suffers from any of the following adverse reaction to Epipen, the parent will be immediately contacted and instructed to bring the child to the doctor/emergency, and the Care Plan revisited afterwards:

- pain, swelling, warmth, redness or other signs of infection on the injection site
- any symptoms of breathing or circulation issues such as shortness of breath, seizures, tremors
- depending on severity and especially when consciousness or breathing is compromised, caregiver shall contact 911, administer first aid if necessary and phone parents immediately



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Behavioural Guidance Policy

Daycare staff will adhere to Community Care Licensing Regulations Division 2 – Sections 51 & 52 on Discipline and Behavioural Guidance. Activities within the program will be monitored and adjusted accordingly, in consultation with parents, guardians and other involved professionals to promote ongoing development.

Positive guidance techniques will be used to encourage appropriate child behavior at all times. These include:

- Clear, consistent, and achievable limits
- Communicating guidelines in a positive way
- Focusing on the behaviour or act
- Stating what is expected, rather than challenging or questioning behaviours
- Providing achievable, timely choices
- Allowing time for children to respond to expectations or manage strong emotions
- Reinforcing appropriate behaviour with words and gestures and modelling behaviours
- Encouraging self-help skills in a positive, rewarding manner

Inevitably there will be occurrences of inappropriate behaviour. Any serious concerns will be discussed with the family so in order to work together to achieve positive behaviour. Consistency of care is key for children during their developing years and a good partnership with parents in aligning care strategies in school and home settings is paramount.

The following intervention strategies, or combination of the strategies, will be used to help ensure that guidance is supportive, rather than punitive.

- Gain attention in a respectful way
- Remind children of more appropriate behaviour
- Acknowledge feelings before setting limits
- Redirect or divert from what is causing their stress, when appropriate
- Model problem-solving skills
- Offer appropriate and timely choices
- Use natural and logical consequences
- Provide opportunities for children to make amends e.g. encourage opportunities for children to restore relationships after an incident



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Active Play

An advisory from the Canadian Pediatric Society in 2016 about the prevalence of obesity in children has identified lack of physical activity and sedentary behavior in their daily lifestyle as determining factors. Rugrats Academy is committed to supporting the children's optimal growth and development and prevent childhood obesity by having Active Play as an ongoing part of their daily programs.

What is ACTIVE PLAY?

Active play is a form of physical movement that includes moderate to high energy activities which help raise the children's heart rate, such as running, jumping or dancing. Active Play supports a child's balance coordination, development of gross and fine motor skills, and help build strong bones and muscles. For an infant or young toddler, active play includes reaching over to get a toy, rolling over, balancing in a sitting position and crawling/walking.

Free Play and Facilitated Play are NOT considered Active Play

Active play is any physical activity, indoors or outdoors, with regular bursts of moderate to vigorous pace, such as running, jumping, climbing, to help increase children's heart rate and promote circulation through "huffing and puffing".

Facilitated play is play that is directed by adults/ECE and has a set of rules with specific objectives. Many games fall under the category of facilitated play, such as board games and organized sports/activities.

Free Play or Unfacilitated Play is child chosen and self-directed, self-led movement, is open ended and not directed by an adult. This method encourages children to use their imagination, discover their interests and tap into their creativity. Free Play does not include screenbook/electronic toys as those are teacher-directed at all times.



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Screen Time

There will be no screen time at daycare for the children. Only ECE staff are allowed to navigate the centre's Ipad and only for playing music or audio background for certain circle activities i.e. children will NOT watch on the screen at any time

Care Plans - Active Play

A child suffering from medical conditions which prevent him/her from playing outdoors or whose physical capabilities are limited due to disability will include Active Play methods in their Care Plan, detailing instructions and recommendations from the child's doctor and parents pertaining to physical activities, nutrition, safety and medications. The care plan will be thoroughly discussed in a face-to-face meeting with the child's parents to ensure that appropriate care is provided.

Abuse and Incident Reporting Policy

Purpose

The incident reporting policy is the first step to having a conversation with a Licensing Officer about a Reportable Incident which occurred within the premises of Rugrats Academy. It is important that this conversation takes place soon after the incident in order to ensure that an appropriate response/action plan is in place if necessary, as well as implement preventative measures for future care.

The goal of this process is to document and report the details of the incident within 24 hours of its occurrence, with the objectives of providing immediate response/action on the situation and taking measures to prevent similar incidents in the future.



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What is a Reportable Incident?

Reportable incidents include, but not limited to, an event where a child in care has become ill or injured, has been seriously or adversely affected; or has gone missing while under the care or supervision of the staff. A detailed list of reportable incidents can be found in Schedule H of the Child Care Licensing Regulation.

Notification of Illness, Injury and other Reportable Incidents

Section 55 of the Child Care Licensing Regulation sets out the requirements for notification of illness, injury and reportable incidents in licensed care facilities. The center's staff must immediately notify a child's parent or emergency contact if the child becomes ill or injured or is involved (or may have been involved) in a reportable incident. In addition, it must notify the Medical Health Officer (MHO) within 24 hours of all reportable incidents; and/or if it becomes aware that a child in care has a reportable communicable disease as listed in Schedule A or B of the Health Act Communicable Disease Regulation.

Despite the legislated reporting time-frames as noted above, Rugrats Academy shall contact the Fraser Health Licensing Officer by telephone to review if the incident is considered high risk or urgent. Incidents considered to be of urgent nature will include allegations of abuse (sexual, physical, emotional, neglect), unexpected deaths, outbreaks, attempted suicides and service disruptions. For these urgent incidents, Rugrats Academy shall immediately call the parents of the children involved, its licensing officer, and within 24 hours submit a Serious Incident Report to the licensing office.

In addition to reportable incidents, Rugrats Academy will maintain a daily log of non-reportable incidents, which can include a description of minor accidents and illnesses which did not require medical attention, or behavioral observations and unexpected events that need to be shared with parents. Although these incidents are not required to be reported to the licensing officer, the licensing officer may ask to review these documents upon inspection or as follow up to a reportable incident.



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Information Included in an Incident Report

Any staff member who has witnessed, or was involved in the incident must complete an incident report in order for the details of the matter to be reported first hand. The facility manager can review the report and provide any additional details and follow-up actions prior to signing the report. The manager may complete the incident reporting form and include in detail the staff notes regarding the incident to ensure that all relevant details and contributing factors are included.

Guidelines for completing a Serious Incident Report:

- Provide as much descriptive detail as to Who, What, Where, When, Why and How the incident happened.
- Note the sequence of events that led to the incidents and identify any precipitating factors that may have contributed.
- Describe the strategies implemented to mitigate the circumstance.
- Describe the immediate steps taken, safety measures, corrective and preventative responses.
- Note the persons involved as well as the persons notified.

- Include the current status of the person/s who were adversely affected and mention any changes made to their plan of care.

WHAT TO DO - Step by Step

Reportable Incidents:

- Is it a reportable incident?
 - Refer to Schedule H of the Child Care Licensing Regulation
 - Inform your manager
 - Report the incident thoroughly in the Daycare Logbook and submit this to your manager before the shift ends or as soon as possible



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- Is it an urgent reportable incident?
 - Center's manager will immediately inform the Fraser Health Licensing Officer (LO) as well as the Medical Health Officer (MHO) for high-risk or urgent matters for further instructions and recommendations
 - Fraser Health Authority may pursue further investigations and require child's information on file to proceed
- If a reportable incident is identified:
 - Center's manager will complete a Serious Incident Report form, taking into consideration the first-hand report from the logbook (attach original/signed notes if necessary)
 - Submit the form to the Licensing Officer within 24 HOURS of the incident
 - Follow consequent instructions from the LO/MHO e.g. inform parents of any helpful information; formulate action plans and preventative measures as necessary
 - If abuse is suspected in the home, the facility's manager has the obligation to report to the Ministry of Children and Family Development



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Non-reportable / Minor Incidents

- Is it a "minor incident"? check with your manager
- Child's parents will always be informed whether incident is minor or reportable, for the purpose of:
 - sharing behavioral observations/unexpected events/red flags
 - advising to keep sick child home, if appropriate
 - gathering information to formulate an action plan, as necessary
 - to inform if a child had "minor head trauma" such as bumps or falls, which may not have required medical attention, or the child shows no symptoms, however, the child must be taken to the doctor as soon as possible to check for concussions

What can be considered minor incidents:

- no medical attention was required after the incident
- the incident is not reportable, high risk or urgent in nature (see above)
- the LO or MHO has confirmed that the incident is non-reportable

Any member or staff of Rugrats Academy who have questions regarding reportable and non-reportable incidents are advised to speak to their manager or a Fraser Health Licensing Officer.



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Emergency Preparedness

• Emergency Kits	--> One per child and staff member
• Record of Drills / Drill Data	--> Completed after each drill to record time and other important data
• Fire, earthquake and evacuation drills	--> Fire drills monthly; earthquake drills quarterly
• Fire extinguishers, smoke and carbon monoxide detectors in the center	--> extinguishers maintained, inspected and replaced yearly
• Evacuation meeting place	--> Center's front yard, by main house
• Relief center (discussed below)	--> Bramblewood Elementary School
• Drill leader/monitor	--> Manager of Rugrats Academy

EMERGENCY POLICY

In order to ensure the children's safety in an emergency situation such as fire or an earthquake, we require a complete and unopened Emergency Kits from each family/per child. These kits can be purchased at convenience stores or pharmacies in BC such as London Drugs and Walmart. We encourage parents/guardians to drop the kits off as soon as their child is enrolled in the program. These packets must be renewed on a yearly basis. In case of an emergency we are required to maintain a supply of food and water for three (3) days to cover needs for all children and staff at our facility. Our emergency supplies will be kept in a secure, portable container near the designated meeting place. We will practice and record Fire, Earthquake and Evacuation Drills at least once a year. See below for more information on the drills and planning.

Guidelines

- Earthquake drills will be conducted at least once a year
- Fire drills will be practiced once a month
- Both earthquake drill and fire drill are recorded and monitored on the Record of Emergency Drills
- The Record of Emergency Drills will be kept in the emergency binder found inside the Emergency Kit.



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- Children will be shown options for hiding spots, tips to calm down, etc after each drill.
- Fire extinguishers will be tested once yearly and maintained accordingly.
- Fire alarms and carbon monoxide alert devices will be tested once a year.
- The emergency binder contains a profile of each child currently enrolled in the center including their photo, allergy information and emergency contacts. The binder also includes an updated site plan showing exit points and meeting area as well as a list of food and supplies included in each Emergency Kits.

Fire, Earthquake and Evacuation Drills

Earthquake Drill and Evacuation Plan:

- The manager or a designated teacher will shout "Earthquake Drill!!!" very loud in order to get each child's attention
- Lights/Power will be turned off by the adult person nearest the switch, while another adult calmly orders the children to crouch low, cover heads and gather safely in the Interest Area
- Both manager and caregiver will gather smaller babies in their arms and lead everyone towards the Interest Area
- The Interest Area will be the designated temporary meeting place during an earthquake, where children can hide underneath the table, behind the cushions, or in the reading nook until the shaking stops
- The manager and teacher will continue reassuring/soothing the children and reminding them to keep low and cover their heads (teachers will roll call the children while in hiding)
- After all children are accounted for in the roll call, instruct children to carefully come out of their hiding spots and proceed to the front yard (the Meeting Place)
- For practice purposes, each of the two exits will be used interchangeably during drills
- Ensure that all children are safely in the meeting place and accounted for; grab the Emergency Kit located on the front yard premises



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In a real earthquake emergency, the manager or teacher will

- Wait until a full 10 minutes without any more shaking before ordering everyone to come out and proceed to the meeting place
- Grab the Emergency Kit which includes the roster of children under the care, located on the front yard near the front door to the main house;
- Ensure that all children are outside and accounted for (one adult leads children to the meeting place and one leaves last to make sure everyone is out)
- The manager or caregiver will phone 911 if possible without leaving the children
- If it's impossible to return to the facility or stay in the premises of the house/basement suite, the designated Relief Center will be Bramblewood Elementary School, 1.2 km South of Rugrats Academy
- The manager of Rugrats Academy will phone the children's parents accordingly and inform of pick-up details

Fire Drill

- The fire alarm will sound, a teacher will shout "fire drill" and everyone will evacuate the center to gather at the front yard of the house (the meeting place)
- For practice purposes, the manager will alternate exit routes in order to familiarize the children/teacher to evacuating from both exits
- Both manager and teacher will conduct a roll call to account for all children
- Either manager or teacher will grab the portable Emergency Kit and provide blankets and other necessities to children as appropriate

In a real fire emergency,

- If the meeting place is also on fire or if smoke is reaching the yard, children will be taken to the neighbor's front yard located across the main house
- 911 will be contacted as soon as everyone is outside in safety
- the manager or teacher will proceed to contact the parents accordingly
- provide first aid as necessary; comfort children until help or parents arrive



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Safe Release of Children Policy

A child will be released only to the parent/s or his/her legal guardian indicated on the child's Registration Form and signed Safe Release Form.

Procedure

Parents are asked to fill-out a Registration Form per child upon enrollment and sign the Safe Release Form which lists the authorized person/s to pick-up their child/ren

- The staff must be notified in writing of any alternate arrangements
- Picture identification will be required if a person listed on the release form, or an alternate person, is not known to the daycare staff
- Children will not be released to anyone under the age of 12

Special Considerations

Parents on "altered state"

If a parent comes to pick-up a child and is believed to be under the influence of drugs or alcohol, the center will calmly ask the parent to stay until the alternate parent or the emergency contact arrives. If the parent under an "altered state" is irate and insists on leaving with the child, we are legally prohibited to keep the parent from leaving with his/her child, however the Center may contact RCMP for assistance. Any measures to keep the situation peaceful and safe for the children and staff will take priority.



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Non-Custodial Parents

Parents must first provide a copy of any custody order and a recent photo of the non-custodial parent. Without these, the child will not be released to the person. If the non-custodial parent insists that the child leaves with them, the caregiver will:

- Calmly state the daycare's Safe Release Policy
- Ensure all children and staff are safe
- Contact custodial parent
- Call RCMP if parent tries to leave with the child

Missing Child Policy

The staff of Rugrats Academy's crucial goal is your child's safety at all times. For any unfortunate incident such as a child missing, the center has instituted the following procedures:

- As soon as a child is deemed missing from care, the manager or caregiver will secure the other children with a responsible adult and begin a search of the immediate area, calling out the child's name
- After the first two (2) minutes, expand the search area. Get as many people involved in the search. If in a public building, we will have the child paged if possible.
- After 10 minutes: Or as soon as child is confirmed missing, call the police and provide the child's name, age, weight, height, clothing, and footwear and record the file number that the police will provide. When required, provide law enforcement with the child's profile including photograph.



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- After calling RCMP to report, the manager of the center will phone the parents to inform of what has happened, what is being done, and how we can coordinate for updates.
- When the child is found: The parent/guardian will be informed immediately, alert RCMP and everyone involved in the search, hold a debriefing as soon as possible, report incident to Fraser Health
- Report Incident to CCFL: As this is a reportable incident, it must be reported to CCFL licensing officer within 24 hours (whether child was found or still missing)
- As a follow up: Rugrats Academy will vigilantly assess the situation, the precipitating factors, cause of disappearance (if staff is negligent) and make necessary plan of action to avoid the risk of a similar incident in the future. This will also call for programs for the children related to Safety Precautions to further educate and express the importance of keeping close by.

Confidentiality Policy

It is the policy of Rugrats Academy to be fully aligned with the Confidentiality of Information and Protection of Privacy Act of BC in that any information or records held regarding your family and child will be kept confidential.

It is also appreciated that any information you become aware of regarding other children or families at child care be kept confidential.

The only two events that your information or records may be released to a third party would be:

- A legal matter where disclosure of personal records is requested or required by law
- An undergoing investigation conducted by the RCMP, Fraser Health Licensing Office, or the City of Coquitlam