

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY

1



7:00AM -6:00PM

MON-FRI

Phone: 202-621-9648

Email: storytimekidzdc@gmail.com

1301 Pennsylvania Ave Se

Washington, DC 20003

INTRODUCTION TO PROGRAM

The daycare program and its staff would like to welcome you to Story Time Daycare. Please take some time and read through this policy and procedures manual as we find it greatly beneficial to parents and our staff. Story Time Kids daycare will adhere to OSSE DC Licensing Regulations for children from Birth to five years of age.

OUR PHILOSOPHY

Children: Are entitled to a safe and nurturing environment with a schedule of routines that best meet the individual needs of each child in our care. Each child is treated with respect as a valuable individual.

Parents: Are entitled to individual respect, support, and quality care for their children.

Staff: Are entitled to work in an environment that recognizes and respects their training, skills and commitment to childcare.

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY

2

Center: Enhances the lives of the children and their parents by providing a caring and supportive environment.

OUR VISION

Our vision is to be recognized as a leading childcare center that sets the standard for excellence in early childhood education. We aspire to be a trusted partner for families, known for our commitment to providing a safe, stimulating, and caring environment. Our center will foster a sense of belonging and respect, celebrating diversity and encouraging children to embrace their unique identities. By continually innovating and adapting to evolving educational practices and technologies, we aim to empower children to become confident, compassionate, and lifelong learners, ready to contribute positively to their communities.

OUR MISSION

Our mission is to provide a nurturing and inclusive environment where children can thrive, learn, and develop to their fullest potential. We are committed to offering high-quality childcare services that prioritize the holistic well-being and individual needs of each child. Through a play-based approach and a focus on early childhood education, we aim to create a foundation for lifelong learning and a love for exploration.

OUR CURRICULUM

Our program is using Creative Curriculum, this help teachers interact with

children in ways that promote learning. The curriculum fosters

social emotional, physical, cognitive and language development, to enhance the

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY

3

learning in literacy, math, science, social studies, the arts and technology. We are determined to help our children develop their milestones through play, experiential learning and social activities while having fun.

GOAL

- 1) Provide a quality childcare.**
- 2) Foster the total development of the child by providing an environment consisting of:**
 - *A warm, friendly atmosphere with trained childcare providers*
 - *A safe and healthy facility*
 - *A child centered, non-role stereotyping setting*
 - *A variety of suitable equipment in good repair*
 - *A variety of activities that support the physical, social, emotional and intellectual needs of the children*
- 3) To help the parents enhance positive parenting skills.**
- 4) To be an emotional support system for parents when issues arise with their children.**
- 5) To assist parents in acquiring knowledge of normal child development and other child related information.**
- 6) Children will receive safe and consistent care during daycare hours.**
- 7) Children with developmental challenges will receive referrals to appropriate support and services.**
- 8) Parents will have increased knowledge of their child's development, individual needs and nutritional requirements.**

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY

4

9) Parents will have improved parenting skills, including options for managing challenging behavior.

10) Parents will have increased knowledge in health and child-care.

11) Parents will have increased contact with other parents of young children.

HOURS OF OPERATION

The daycare will operate Monday - Friday 12 months per year.

Hours of operation will be from 7:00am to 6:00pm.

Story Time Kids Daycare will be closed for all federal holidays and few others:

- **MLK Day**
- **Washington's Birthday**
- **Good Friday**
- **Emancipation Day**
- **Juneteenth**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Columbus Day**
- **Veterans Day**

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY

5

- *Thanksgiving and the Day after*
- *Christmas December 25 – resume the day after New Year (5 days)*
- *Training days/let parents know in advance*

OUR FOCUS

Our program facilitates opportunities for children to learn through play, creating a natural environment to support the individual strengths and needs of each child.

Our programming supports development in the following areas:

- *Speech and language*
- *Fine motor*
- *Gross motor*
- *Cognitive*
- *Social and Emotional*
- *Self-help*
- *Music and Arts*
- *Social Studies*
- *Mathematics*

Outdoor time will be provided daily, weather permitting. On “inside days” opportunities for gross motor development will be provided indoors.

ATTENDANCE

Regular attendance at the Daycare Centre is extremely important for your child to settle in well. Routine becomes part of your child’s day. You are welcome to visit your child in the daycare at any time, providing your presence is not disruptive to the group.

Parents need to notify the daycare before 9:00 am if the child will be absent or late by calling, messaging in the app or email.

There will be No Admittance if the child comes past 9:00 without notifying the daycare.

For children under the subsidy program, parents are required to present a doctor’s note upon coming back to school when the child is out due to sickness or illness. If the child will be out for vacation, an

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY

6

excuse letter signed and dated by the parents is needed. The documents mentioned are necessary to support your child's attendance and to keep the child under the program.

ARRIVAL

Upon arrival, parents must:

- *Sign in the child using the ProCare app.*
- *Put all diaper bags and extra clothing in the child's cubby or bin.*
- *Label soothers and ensure all bottles that need to be kept cold in the refrigerator are given to staff*
- *Connect with a staff member and relate how your child's night and morning went*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY7

DEPARTURE

- *Upon departure, parents must:*
- *Sign out the child using the ProCare app*
- *Make personal contact with a staff member, ensuring safe departure*

Daycare staff will:

- *Phone parents or guardians when a daycare child has missed three consecutive days of daycare*
- *Establish with parents or guardians the reason for the absence.*
- *If after two weeks the daycare staff have been unable to reach the parents, the child will be dismissed from the program*

LATE PICK-UP / FAILURE TO PICK-UP

Late pick up is discouraged, teachers are not paid overtime for attending late picked up children. although allowances will be made for emergencies, a parent who picks up their child after the scheduled pick-up time will be charged a late fee of \$20 for the first 15 minutes and a dollar per succeeding minutes. Regardless if the child is picked up before 6:15PM, \$20 will be charged. Late fee must be given to the teacher who attends to the child on the same day. You can pay the late fee with cash or cash app (zelle or venmo). Transportation to and from Story Time Kids Daycare is the responsibility of each parent. If you have transportation difficulties, please notify staff immediately.

Child/Children must be picked up within 30 minutes of their designated pick-up time. If a child is not picked up and the parent has not contacted the childcare center the staff will implement "failure to pick-up" policy Staff will confirm no contact has been made with childcare center (check messages, check with appropriate staff)

- *Staff will make all attempts to call contact numbers including emergency contact numbers.*
- *If staff are not successful in contacting anyone authorized to pick up the child, they will call the Ministry for Children and Family Development and the child will be released into care of the Ministry.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY8

- *Story time kids Daycare staff will not take a child home.*
- *When a child is picked up late, staff will inform billing of the incident so it can be put on their next month's billing.*

FEES

Fees are to be paid on or before the first day of each week or if applying for Child Care Subsidy; it is the parent/guardian's responsibility to fulfill all the requirements of the Child Care Subsidy Branch to maintain the daycare subsidy. If not eligible for full subsidy, the parent/guardian is responsible for the fees. Fees are based on enrolment not attendance (NO fee decreases for sick/missed days or holidays). There will be a \$600 fee to hold a slot and registration which will be applied towards first week service.

- *Monthly Fees MUST BE PAID on or before the first day of the week.*
- *A \$25 late payment fee will be charged for all late payments and if the payment has not been received within 7 days, care will no longer be provided for your child.*
- *If parent/guardian is eligible for subsidy they must provide Story Time Kids Daycare with copies of application and supporting documents. Subsidy acceptance letter must be received by Story Time Kids Daycare prior to attendance*
- *If the parent/guardian becomes ineligible for any subsidy, they will be responsible for paying the full monthly fee.*
- *Parents are responsible for the parent portion of fees that is not covered by subsidy and will be billed monthly for these fees.*
- *Renewal of subsidy must be started at the beginning of the month that subsidy expires, and copies of forms must be kept on file until acceptance letter is received.*
- *If parents wish to start their child before subsidy acceptance a fee for the month will be needed.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY9

WITHDRAWAL

Story Time Kids Daycare requires 2 weeks written notice for a child to be withdrawn from the daycare. Discharge procedure will be used for every child discharged. Please use form attached to the application package.

Discharge procedure will be used for every child discharged.

Children will be discharged for the following reasons:

- *Parents or guardians have removed child.*
- *Child ages out of designated program*
- *A Discharge Notification Form will be filled out for all children being discharged from the program.*

COMMUNICATION

Story Time Kids Daycare supports an “Open Door” Communication Policy

- *We are using ProCare app to keep parents updated with their child’s daily activity.*
- *Parents are welcome to drop in and observe the program at any time. If consultation with a childcare provider is desired, please let us know ahead of time so that the childcare provider can give you their undivided attention.*
- *Telephone communications is encouraged.*
- *Parents can expect an open communication with staff concerning*
 - 1. Their child’s progress*
 - 2. Program activities*
 - 3. Centre Operation*
- *Parents can expect information regarding community resources to be available to them at the center.*
- *Parents-Teacher conference will be conducted Quarterly to track child’s progress.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY10

- *Parents are asked to make themselves familiar with the Parent Handbook which states the Centre Policies and Procedures which apply to:*
 - 1. The care of the children*
 - 2. The program*
 - 3. The general operation of the Centre*
- *Parents concerned with the care of their child, or any incidents at the center are urged to speak with a childcare provider, and if not satisfied talk to the Childcare Manager, then the Executive Director.*

PROGRAM OF ACTIVITIES

Our Center has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety and nutrition. We will comply with OSSE DC Licensing Regulations.

Centre staff will provide:

- *A clean, well-maintained and safe environment*
- *Nutritious food for snacks and lunch*
- *Opportunities for learning how to take care of their bodies and develop self-help skills*
- *Opportunities for both rest and exercise*
Opportunities for indoor and outdoor activities

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY11

BOTTLE FEEDING

- *All babies will be held during bottle feeding.*
- *Toddlers are required to sit when they have a bottle.*
- *Staff will discard any unused liquid in bottles or cups to prevent the spread of germs.*
- *Staff will allow children time to eat and drink at their own pace. Bottle feeding should be an enjoyable interaction between child and care provider*

SEMI-SOLID FOODS

Staff will respect the parent's decision as to when and what solid foods will be introduced, while working within the guidelines of the CACFP "Baby's First Foods"

DIAPERING AND TOILETING POLICY

As the diapering of infants and the toileting of toddlers involves close adult-child contact, the care providers will be responsible for changing diapers and assisting with toileting. As this is an opportunity for one-to-one time with the child, the care providers will involve the child by explaining what is being done and encouraging the child to interact/help as much as possible.

Centre staff will:

Follow OSSE DC recommendations for diapering and toileting procedures.

- *Record of the diaper changing and toileting activities can be found in the daily report through the ProCare app.*
- *Encourage independence for dressing and toileting. Assistance and support will be given to the children to encourage these new skills.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY12

- *Encourage the development of healthy personal habits by ensuring that children wash their hands after using the bathroom.*
- *Decide with the family when a child is physically and emotionally ready to start to learn to use the toilet.*
- *Be patient, supportive and understanding during this learning process.*
- *Be respectful of the child's needs.*
- *Sanitized the changing station after each use*

Toileting

- *Ensure clean private washroom facilities are always available to children*
- *Ensure discretion is used and child feels supported should toileting accidents occur.*
- *Potty training needs to be introduced at home first before doing so in the daycare.*

NAPPING / RESTING

Infants and toddlers and children all come with their individual sleeping patterns. Story Time Kids Daycare will try to meet the patterns while getting them into the routine of the daycare.

Each day after lunch will be rest time. The length of naps depends on the individual child. Other naps are provided as needed.

- *During the nap, infants will sleep on their backs until they can reposition themselves during sleep.*
- *Infants will be put to sleep in Sleeping Sleepers or sleep sacks for added warmth instead of blankets for infants to reduce the risk of SIDS, nothing will be added to sleep area that could potentially interfere with breathing.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY13

- *Blankets (for toddlers), Teddy Bears and other comfort items may be brought from home to be used at nap time to help a child adjust to the Centre. Children who have outgrown naps will have quiet time, read books, and do puzzles or other appropriate activities.*
- *Safe and age-appropriate rest practices will be practiced throughout the facility.*

CLOTHING AND POSSESSIONS

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for the weather.

For infants, please provide:

- *Three changes of clothes*
- *An adequate supply of diapers, wipes and butt cream.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY14

Warm outdoor clothes such as mittens, hat, and boots in the Fall and Winter

- *Sun hats, boots and raingear in the Spring and Summer*

For toddlers, please provide:

- *Two changes of clothes*
- *An adequate supply of diapers & wipes, pull-ups, or underpants*
- *Skid-proof, non-marking indoor shoes*
- *Warm outdoor clothing such as mittens, hat, and boots in the Fall and Winter*
- *Sun hats, boots and raingear in the Spring and Summer*

The daycare does not hold responsible for any missing accessory or jewelry.

WALKS & FIELD TRIPS

The daycare will take the children off premises for walks or nearby playground. Staff will ensure appropriate ratios for supervision are always maintained. Any area used by our childcare will be assessed for any potential dangers or hazards, and staff will ensure the environment is safe for the children. Any off-site playground equipment will be used with caution and age appropriateness will be always maintained.

PHOTOGRAPHS

Pictures taken in the daycare will be for the enjoyment of the program participants, and for program promotion as needed. A consent form must be signed by the parent prior to the child being photographed.

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY15

HEALTH, SAFETY & NUTRITION

Our Centre has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety and nutrition. Eating nutritious food is an important part of each child's day. Food provided by the Centre will be selected in accordance with CACFP Food Guide requirements.

Centre staff will provide

- *Offer a clean, well-maintained, safe environment with nutritious food for snacks and lunch. Food surfaces will be sanitized before and after each use.*
- *Opportunities for learning how to take care of their bodies and develop self-help skills*
- *Opportunities for both rest and exercise with indoor and outdoor activities daily.*
- *Welcome mothers to breast-feed their child and provide support for breastfeeding.*
- *Provide a comfortable and relaxed environment for the children & parents Formula must be provided by the parent*
- *Encourage children to eat a variety of foods but be sensitive to individual food preferences and cultural preferences. Menus will be posted for parents to observe food being offered.*
- *Post children's allergies in the kitchen. Parents must make staff aware of any food allergies.*
- *Inform parents of any significant changes in the eating habits of their child.*
- *Model healthy attitudes towards food and mealtimes, staff will sit with the children during meals*
- *Model healthy attitudes towards washing hands before and after meals and brushing teeth after eating.*
- *Discourage candy, gum, pop or other "junk food".*
- *All babies will be held during bottle feeding.*
- *Toddlers are required to recline or sit when they have a bottle.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY16

- *Staff will discard any unused liquid in bottles or cups to prevent the spread of germs.*
- *Staff will allow children time to eat and drink at their own pace.*
- *Water will be available throughout the day, and offered at snack times, milk will be served with breakfast, snack and lunch.*

ALLERGIES: WE ARE NO NUT FACILITY

Parents/guardians need to inform the daycare staff in writing if their child has any allergies.

- *Required forms will be provided by staff as soon as an allergy is reported.*
- *Allergies will be posted in the kitchen for all staff to see.*
- *A Care Plan card will be written up on the steps to take if the child has an allergy attack.*
- *Extra training will be provided by Interior Health or parent if deemed necessary.*
- *Parents will be informed immediately of any allergy attack and the steps taken.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY17

SICKNESS

We value our clients' health as well as the health of the staff, without healthy staff we are unable to provide effective care.

You will need to keep your child at home, or make alternate arrangements for the following conditions:

- *Fever over 38.3° C (101° F) The child needs to be fever free for 24 hours with no medication before coming back to school.*
- *Infected eyes or skin.*
- *Any type of contagious or communicable disease such as flu, measles, mumps, rubella, or chicken pox.*
- *Immediately report to staff any contagious or communicable disease.*
- *Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps.*
An acute cold with fever, runny nose and eyes, a "croupy" cough or congested to the point that he/she has heavy breathing.

If a child or staff member is determined to have head lice, they will be unable to return to the center until "NIT" free and must be inspected upon return to verify they are indeed "NIT" free. Staff will provide parents with information for lice removal, and discuss precautionary measures utilized by the Centre.

If a child becomes sick at daycare, the parent or if parent is unable to be reached the person authorized to pick up in the case of an emergency will be called and asked to pick up the child. The staff will isolate the child from the other children and make him/her as comfortable as possible but will not administer medication.

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY18

Please keep the child at home until he/she is well enough to attend. Any medicine required to treat above symptoms will mean the child is too sick to attend daycare. Example of medicine: Graval, Tempera, Tylenol and the like.

Doctor's note needs to be presented upon coming back.

NON-PRESCRIPTION & PRESCRIPTION MEDICATIONS

Early Childhood Educators are not formally qualified to make "judgment calls" as to when medications are appropriate. Only medication prescribed by a doctor will be administered.

All medications are kept in a locked container in the kitchen out of children's reach.

Parents must inform staff of any side effects or reaction that medication may cause in a child. (i.e.: hives, drowsiness, diarrhea)

- *Authorization for the Administration of Prescription Medication form must be completed by parents.*
- *Doctor authorization must be provided before staff can administer nonprescription and over the counter medications such as Tylenol, Graval, teething gel etc.... "Authorization for the Administration of Non-
Prescription Medication" form must be completed by parent and physician.*
- *A "medical consent" form will be filled out by a parent for each prescription required*
- *Medication must be brought to the Centre in its original container with instructions from your doctor on how to administer it.*
- *Label must clearly show the following information: Child's name, Name of medication, Dosage, Route (oral, nasal, rectal, eye, ear, or injection), □ Physician's name, Care of medication (shake well, refrigerate), and Date to end administration of medication.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY19

- *Any baby bottles containing medicine will not be given to the child at the daycare. If the child comes in with a baby bottle containing medicine, it will be locked up and returned to the parent at the end of the day.*

IMMUNIZATION

Parents are asked to give us an updated immunization record every time the child gets vaccinated

For children who starts seeing a dentist, a dental record needs to be submitted as well. This is required for our licensing compliance.

Story Time Kids Daycare is required to note the status of each child's immunization status in case an outbreak should occur.

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY20

Upon enrollment the daycare staff will ask for the current immunization status completed form by the child's physician for every child.

- *Story Time Kids will NOT accept unvaccinated children.*
-

EMERGENCY TRANSPORTATION / MEDICAL ATTENTION

For children who require immediate medical attention, staff will call emergency services to respond.

- 1. Staff at Story Time Kids Daycare will phone for emergency transportation and/or medical attention when they deem it necessary for a child or children in their care.*
- 2. The staff at Story Time Kids Daycare will notify parents or emergency contacts of situation.*
- 3. Story Time Kids Daycare staff will complete appropriate incident reports.*

EMERGENCY PREPAREDNESS PLAN

In case of emergency, each program room at Story Time Kids Daycare has an Emergency Preparedness kit. These kits contain enough emergency supplies to take care of all the children in the daycare and the staff for at least 72 hours as per OSSE DC Licensing Regulations.

- 1. In the event of an emergency that requires us to evacuate the neighborhood, we will take our emergency kits and all the children to our emergency meeting place at Watkins Elementary School at 420 12th Street. South East Washington DC, 20003*
- 2. We will walk with children to the school, younger children will be transported via strollers and wagons. In extreme weather, Staff will contact OSSE to assist in transport Via staff vehicles with qualified staff all who have clear criminal record checks.*

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY21

- 3.** *Children will continue to be supervised with staffing ratios that meet or exceed licensing requirements. All staff are trained and adequately prepared to support and care for children during emergency situations.*
- 4.** *Each classroom will bring emergency contact cards for their children located in our emergency packs and parents will be contacted for pickup as soon as possible. We would also leave notes on the doors of Story Time Kids Daycare as to our location.*
- 5.** *You, as the parent, will be asked upon enrollment in the daycare to prepare an EMERGENCY COMFORT PACK for your child consisting of a family photo, small stuffy, extra set of clothing & baby formula or food, if needed.*
- 6.** *Our emergency plan will be tested at least once a year.*

GUIDANCE AND TREATMENT OF CHILDREN

Daycare personnel will adhere to OSSE DC Licensing Regulations.

Activities within the program will be monitored and adjusted accordingly, in consultation with parents, daycare staff and other involved professionals to promote ongoing development. Positive guidance techniques will be used to encourage appropriate behavior. Guidance strategies include:

- a.** *Establishing clear, consistent, and simple limits*
- b.** *Stating limits in a positive way*
- c.** *Focusing on the behavior, rather than on the child*
- d.** *Stating what is expected, rather than pose questions*

Signature of Provider _____

Signature of Parent _____

e. Providing real choices

f. Allowing time for children to respond to expectations

g. Reinforce appropriate behavior, with both words and gestures

h. Encourage children to use the teachers as a resource when they cannot resolve issues on their own.

Inevitably there will be occurrences of inappropriate behavior. It is at these times that there may be a need for intervention by the care giver. The following intervention strategies, or combination of the strategies, will be used to help ensure that guidance is supportive, rather than punitive.

a. Gain attention in a respectful way

b. Remind children of more appropriate behavior

c. Acknowledge feelings before setting limits

d. Redirect or divert when appropriate

e. Model problem-solving skills

f. Offer appropriate choices

g. Use natural and logical consequences

h. Relocation to a "time in" activity (removal of child from an area of conflict by walking away with a care provider to an alternative space within the group, until the child can compose themselves and rejoin the original activity in a safe manner or choose a new activity)

i. Provide opportunities for children to make amends. Rather than demand a superficial apology, encourage genuine opportunities for children to restore relationships after an incident of hurt or

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY23

harm. Any serious concerns will be discussed with the family so that we might work together to encourage appropriate behavior.

REPORTABLE INCIDENTS

Aggressive or unusual behavior, attempted suicide, choking, death, disease outbreak or occurrence, emergency restraint, emotional abuse, fall, financial abuse, food poisoning, medication error, missing or wandering person, motor vehicle injury, neglect, other injury, physical abuse, poisoning, service delivery problem, sexual abuse, unexpected illness is subject to be reported.

How can incidents be reported?

Complete the incident report form. The completed form can be faxed, e-mailed or hand delivered to your OSSE DC licensing office. If faxed, it is not necessary to send the original form. Retain a copy of the incident report for your records.

INTOXICATION

If a parent/guardian or emergency contact who appears to be intoxicated arrives at the Centre to pick up a child:

Daycare staff will:

- *Offer to call a relative or friend to pick up the parent and child.*
- *Offer to call a cab.*
- *Inform the parent that if he/she chooses to drive with or without the child, the educator will inform the police immediately.*
- *Call Authorities and Family Development if they believe the child needs protection.*
- *Refuse release to any person appearing to be intoxicated that is not the parent and call parents for alternate pick-up to be arranged.*

Signature of Provider _____

Signature of Parent _____

CHILD ABUSE

STAFF RESPONSIBILITIES

- *We are obligated by law to report suspected or disclosed abuse.*
- *We are legally obligated to report suspicions and/or disclosures, staff DO NOT determine if abuse has occurred.*
- *Failure to report abuse can result in prosecution under the Family and Child Service Act.*
- *Staff is NOT permitted to contact the parent, unless specifically directed to do so by OSSE.*
- *Reporting procedures are designed to protect the child. Our concern is the safety and well-being of the child*

Stuff will do:

- 1. Inform Team Leader and/or Supervisor of your call and the reasons.**
- 2. Call the police or OSSE to report any child that looks like they have been abused, mentally, physically or emotionally.**
- 3. Document the reasons why you felt you had to make the call.**
- 4. Do Not contact the parents of the child you have concerns about.**

RELEASE OF CHILDREN

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY 25

A child will be released only to the parent or his/her legal guardian unless otherwise indicated on the registration form.

- 1. The staff must be notified in writing of any alternate arrangements.*
- 2. Picture identification will be required if that person is not known to the daycare staff.*
- 3. Children will not be released to anyone under the age of 12.*

NON-CUSTODIAL PARENTS

Parents must provide a copy of any custody order and photo of non-custodial parent. If the non-custodial parent insists that the child be released to them, the caregiver will:

- Calmly state the daycare's release of children policy*
- Ensure all children and staff are safe*
- Contact custodial parent*
- Call DCPD if parent tries to leave with the child*

MISSING CHILD POLICY

In the event of a missing child from the daycare, the daycare staff will remain calm and follow the procedures below.

If a child goes missing:

- Centre staff will stay calm and call the DCPD and give them a complete description of the child.*
- The remaining children will stay together with daycare staff*
- Centre staff will notify the parent/guardian and inform them of the steps that are being taken to locate their child.*

Signature of Provider _____

Signature of Parent _____

- Any extra staff outside child ratio will search area for missing child.
-

STAFFING

Daycare personnel will adhere to OSSE DC Licensing Regulations.

Our child-care staff are trained and certified in a variety of specialized fields which include the following: Infant and Toddler Educators, Early Childhood Educators, Early Childhood Educators Assistants and Responsible adults. Each class fully meets or exceeds the educator requirements as defined by OSSE DC Licensing Regulations. Each staff member, maintain clear criminal record, a valid First Aid and whenever possible Food Safe Certificates. Many of the staff have worked in the childcare field for many years. Our team of educators, continuously upgrade their education through workshops, conferences, independent study, and researching topics of interest.

VOLUNTEERS

An interview is carried out by the Supervisor. This includes a criminal record search of all possible volunteers. To ensure that security is maintained, the number of volunteers and students will be limited.

SUBSTITUTES

Qualified substitute childcare staff will be called in when regular staff are away to maintain the staff/child ratio required by provincial licensing.

Signature of Provider _____

Signature of Parent _____

STORY TIME KIDS DAYCARE AGREEMENT AND POLICY
STORY TIME KIDS DAYCARE AGREEMENT AND POLICY27



Signature of Provider _____

Signature of Parent _____