



# STAFF and VOLUNTEERS HANDBOOK and POLICIES

ENTUMBIL C/R, GHANA DAYCARE

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# **STAFF and VOLUNTEERS HANDBOOK and POLICIES**

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**Canadian charitable foundation is creating learning  
Opportunities for rural children in Entumbil, Ghana**

**Support early childhood education one town at a time**

**Play elevates Talents and Abilities**

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**Canada Revenue Agency (CRA) - Charity Business Registration #: 771608478 RR0001 [www.canada.ca/charities-giving](http://www.canada.ca/charities-giving)**

**Ghana Department of Social Welfare Registration # D.S.W. CR/AEEM/079/21, Category A**

**Ajumako-Enyan-Essiam District Assembly Registration #s 665 and 666**

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***Give the Gift Of Caring to a Rural  
Children's Daycare in Africa***

***Chairs, Tables, Toys, CDs, DVDs, Electronics and Books  
Are Needed For Two- to Six-Year-Olds***

## STAFF and VOLUNTEERS HANDBOOK and POLICIES

### Akwaaba / Welcome

One Step Learning (OSL) Daycare is a start-up daycare facility in Entumbil, Ghana, It provides Learning Through Play daycare services to children two to six years old. OSL is a Non-for-Profit organization incorporated in Canada for the purpose of establishing, maintaining, and operating a Learning Through Play daycare in Entumbil, Ghana.

The **Goal** for our daycare services is to empower rural children through playful experiences, to be happy and healthy in their lives; and develop their skills to be creative, engaged, and lifelong learners of tomorrow. OSL **Vision** is Play Elevates Talents and Abilities (PETA).

Therefore, OSL works together with donors, parents, and the community to create opportunities for rural children. We hope that your involvement with our Centre will be a positive experience for you, a child, and the various stakeholders who support the charity organization to operate and maintain this facility for results. Welcome you can make a difference in starting the possibilities.

<b>Services</b>	<b>Events</b>	<b>Staff</b>
<ul style="list-style-type: none"><li>• Learning through play</li><li>• Activity rooms</li><li>• Group activities</li><li>• Great large outdoor playground</li><li>• Healthy lunches</li><li>• Friendly place</li><li>• Creative activities</li><li>• Quality facilities</li><li>• Hours of Operation: Mon – Friday: 8:00 to 4:00 PM</li></ul>	<ul style="list-style-type: none"><li>• Birthday celebrations</li><li>• Mothers’ Day (May)</li><li>• Fathers’ Day (June)</li><li>• Entumbil Akwanbo (Sep)</li><li>• Culture Heritage Day</li><li>• Ghana Independence Day</li><li>• Canada Gratitude Day (July 01)</li><li>• Environmental field trips</li><li>• Concerts</li><li>• Family BBQ Day</li><li>• Parental engagement</li></ul>	<ul style="list-style-type: none"><li>• Dedicated team</li><li>• Professionally trained/developed</li><li>• Provide quality care</li><li>• Safety and sanitation</li><li>• Security and safety</li><li>• Enforce Code of Conduct</li><li>• Volunteers are always welcome and needed.</li><li>• We are here for the children and the community</li></ul>

### The One Step Learning GARDEN Strategy

We emphasize creative development relying on the resources available within our rural environment. The daycare is developing a special OSL Fruit and Vegetables Garden on the piece of nature property at the back of the building. Everyday the children and visitors can see from their activity classroom windows fruits and vegetables that generate questions, curiosity, conversation, and learning. Lots of topics and activities are learned from a well cared for garden. This improvisation is prior to a waterpark and playground being resourced and constructed when funds become available. Play-based themes to be learned from the OSL Garden include:

Numbers, colours, shapes, language, alphabets, arithmetic, mathematics, science, recipes,

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nutrition, health, life plants, drawings, cutting, imagination, varieties, life skills, farming community roles, etc.

It is imperative for all paid staff, also known as Educators, and volunteers as applicable, to review the information provided in this Staff and Volunteer Handbook and Policies, as well as the Parent Handbook Policy Manual. It includes the policies, practices, and philosophy of our centre. The documents when studied and adhered to will provide sound understanding of what is expected of Educators and Volunteers so OSL can provide quality care. To look after children in our care and their every need, it is up to all of us to work together to let the children play and elevate their talents and abilities. Thank you for your trust.

### Governance Oversight and Management

The founders plan to live in both Canada and Ghana. They will actively oversee the operation of the project. John a CPA, CMA, CGA, CIA, CRMA, BAccS is a chartered professional accountant and a professional certified internal auditor. He has some 30 years work experience in Canada and seven years in Ghana. Celestina has worked in dietary in Canada for over 20 years and over ten years as dressmaker and coach in Ghana. The couple has valuable experience in children's developmental skills. Their children and seven grandchildren have experienced benefits of preschool play-based concepts.

The Board of Directors will be revised to consist of the 2 subscribers, 2 or more sponsors (if any), 2 parents, and the Principal Administrator. Senior management (Executive of the Board) with signing authority shall consist of the either of 2 subscribers, 1 sponsor and the Principal Administrator as Secretary/Treasurer, based on established internal controls. Project subscribers are very open to external audits, evaluations, Partnership/Sponsorship Agreements with terms and conditions, as well as, periodic progress reports and communication with collaborators.

The Principal Administrator shall manage the day-to-day play-based learning environment. This includes development of play-oriented curriculum and stimulating materials that promote rural kids developmental progress. Her/his duties shall include the establishment of systems and procedures that meet best practices and regulatory requirements. She/he will risk manage facilities, internal controls, security, administrative management policies, and daily operations. The Principal Administrator will oversee academic and support staff; and promote capacity building and professional development. The Local Manager will assist the Principal Administrator with all management issues and be the delegated authority and liaison of the founders.

### **Recruitment**

Staffing: Emphasis will be placed on staff development and hiring qualified staff experienced in learning through play concepts and resources, such as using objects children can explore and use in learning. One Step Learning will help teachers find and create play materials that are low cost locally produced. The role of teachers and adults in the room would be to provide children with active and playful hands-on experiences that help foster and enrich learning.

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### **Our Learning Philosophy**

- Create learning opportunities for rural children.
- Provide premium-quality safe and healthy daycare.
- Provide rural children opportunity resources to play and elevate their talents and abilities. Location should not be a barrier because we all have rural roots. As Educators our contributions count wherever we are
- Encourage children to learn and develop through play and creativity.
- Nurture and encourage curiosity, social, creativity and development.
- We are big on culture and learning traditional heritage values.
- Efficiently operate a child-centre facility managed by dedicated, motivated, nurturing and well-trained staff.
- Achieve the high standards of care through the collaboration and opencommunication between parents, children, staff, and the community.
- Recruit and maintain qualified staff and provide professional development.

The ultimate expected Results and Outcomes are that the children's' preschool years' experience enables them to explore and make sense of the world around them and use play to develop their imagination and creativity in the community. Parents get a chance to pursue gainful employment or careers. *One Step Learning* will garner support from parents and the community to recognize sponsors collaboration and contributions for the benefits of learning through play.

### **Our Care Values**

OSL daycare believes that children are entitled to opportunities that support and encourage their emotional, intellectual, social, cognitive, and physical development. We believe that rural children are important individuals who develop at different rates and in their own ways. We seek partners and supporters to stimulate and develop children creative thinking and lifelong learning skills.

We encourage children's involvement in the community to help promote a strong sense of community giving children opportunities to participate in community projects and special events. We are big on cultural heritage values.

### **Parental Involvement**

One Step Learning encourages and welcomes parental involvement in the daycare. Through parent/staff interaction, we provide an environment that will benefit the children. The daycare plans and organizes special events for parents, such as Mothers and Fathers Days,



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Birthday celebration, and Cultural Days.

This is some examples of parent involvement activity:

- Share a special interest or talent with the children and/or staff.
- Teach us traditional drumming and dancing, cultural activities and symbols.
- Share a favorite snack or recipe. Donate fresh farm products and catch.
- Join your child in playing a game or finishing an activity before going home at the end of the day.
- Share your cultural experiences and celebrations with staff and children in the Centre.
- Donate materials for the program, such as art supplies (paper, yarn, foil tarttins, buttons, fabric, etc.)
- Donate toys and equipment (dress-up items, electronics etc.)
- Complete quarterly parent surveys and provide specific feedback
- Use the suggestion box
- Be a field trip volunteer
- BBQ event

### **Inclusion and Diversity**

OSL is an inclusive and diverse charitable organization, therefore we welcome children of all backgrounds and family circumstances to our programs.

OSL makes a deliberate effort to create supportive, socially inclusive and culturally sensitive environments, routines, transitions, programming and activities that are accessible, relieve stress and meet the needs of all children. OSL programs recognize and celebrate differences and unique abilities.

Inclusion is ensuring active and meaningful participation of every child in the program, regardless of gender, physical, cognitive, developmental, behavioral, social or emotional need. Educators will demonstrate positive attitudes when making program changes to accommodate all the children. Educators enable children to understand one another better by using materials like books, puzzles and toys, which address a full range of diversity (e.g. age, ability, culture, ethnicity, family composition, gender).

Programmed activities are open ended and can be adapted to meet all children's exceptionalities.

Directors and Educators ensure that children can express and share these qualities within their peer group. Educators will promote peer interactions, relationship building and play so all children are successful in the program.

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The Program is responsive to individual needs and will work in partnership with families and children (and relevant stakeholders, when necessary) to allow for the success for all children in our programs. When it is recognized that children require additional support, steps will be taken, with family assistance, to foster this success. These steps may include, but are not limited to:

- Educators being aware of individual children's goals  
agreements and fulfilling these during play experiences with peers
- Educators will understand their role in regards to the children's individual success
- Educators will attend relevant professional development and training
- Parent/Guardian/Teacher/OSL meetings
- Parent/Guardian/OSL Educator open communication (in person, email and/or phone)
- Partnerships with External Agencies for resources for children and families
- Sharing explanations of children's needs to Educators, children and families, without disclosing personal information, to foster understanding, appreciation, acceptance and respect of individual differences
- Assessing, adjusting and preparing environments, routines, transitions, programming, equipment and activities to foster success

To demonstrate the diversity in our programs, we may display children's work, celebrate and recognize culturally significant holidays and provide opportunities for children and families to share their abilities.

Upon registration parent/guardians are asked to share with us about their child and family's heritage (familial, cultural, and spiritual), so we can incorporate it into our program.

### **Focus on Girls**

OSL recognizes the challenges rural children face and the limited opportunities due to a variety of reality reasons e.g., location, and lack of resources, among others. OSL strongly believes in human rights, gender equality and the importance of traditional values and humanity. For historical global perceptions, biases and sometimes traditional views, girls and women have been subjected to limited opportunities that should be open to all genders and humanity without exception. This can improve.

Therefore, OSL will consciously work to close the gender gap through opportunities, policy, leadership, participation, and our Educators commitment in all relevant activities. One Step Learning Opportunities Centre makes it a priority objective to empower rural children, especially girls and women needs. OSL will manage, direct, and control the project in Entumbil, Ghana, to advance literacy, prosperity, and equal opportunity in the community especially for girls and women.

### **Outdoor Play Policy**

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Children will be expected to participate in a daily outdoor physical activity as part of the daily program. We believe that the outdoor learning environment has much to offer children and that outdoor play is central to young children's learning. We will visit nearby farms, orchards, the neighborhood forestry environment, parks, and playgrounds as permitted. Therefore, if the child is feeling too unwell to go outside and participate in our daily outdoor program, we kindly ask parents to keep their child home for that day. Educators shall keep reminding parents.

### **Outside play and park rules**

Before we go outside with kids, staff will make sure of following:

- Inspect play yard before taking the children outside.
- Ensure that the gate is closed, always locked while children are outside, and that security is informed.
- we will make sure that staff and volunteers always supervise children at the park or at Centre's outside play area.
- Ensure that staff set up different kind of outside activity according to weather for children and participate in that activity.
- Staff must include variety of physical and movement activity for outside in their program planning.
- Kids must wear weather appropriate clothes.
- Ensure to follow all the safety rules.
- Ensure that staff take the portable records and emergency kit with them when going outside as well as any emergency medications.
- Provide first aid for any injury that may arise while at the park or playground outside.
- Communicate with the daycare Principal (in her/his absence, the Local Manager) regarding any incidents, accidents or child parent pick up while at the park or playground.
- Provide a name list of all children leaving to the park or play-yard before you leave and submit to the Principal (or Local Manager in her/his absence) and call out the names with the Principal (or Local Manager in her/his absence) before you leave

### **Child Discipline Policy**

OSL daycare centre ensure that Child discipline methods utilized in the program are communicated to Parents, Staff, and Children.

- Be a model of good behavior and encourage the use of manners.
- Treat children and colleagues with respect.

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- Explain rules, limits and consequences with straight forward explanations using simple words.
- Be an active listener.
- Model/teach problem solving skills and teach respect for others.
- Teach the children to use their words to explain how they feel about the situation.
- Gain the child's attention in a respectful way, such as eye contact and getting down to their level.
- Respect the child's feelings.
- Increase self-esteem and give the child social skills to interact positively with others.
- Talk with the children not at them.

### The Following are prohibited

- Hit, spank, beat, shake, pinch, or any other measure that produces physical discomfort.
- Cruel, harsh, unusual, humiliating, or frightening methods of discipline including threatening the use of physical punishment.
- Placement in a locked or dark room
- Public or private humiliation, yelling, or abusive or profane language.
- Staff shall not associate disciplinary action or rewards with rest, food, or toileting.
- Staff shall not use time out for any child.
- staff shall not use time out for any purpose.

### **Off-Site Activity Safety Policy**

OSL centre will notify the parents of an off-site activity (i.e., defined as three kilometers from the daycare Centre) by sending a consent form with the child for parents to read and sign. Parents are welcome to join us on field trips (also defined as three kilometers from the daycare Centre). Notices may also be posted in the rooms and on the front door. We have field trips checklist that our staff check off before every field trip.

Daycare staff will ensure safety by completing a head count from the attendance list at the beginning, the end and few times during the field trip. To ensure the safety of our children, we will ensure that the daycare name and phone number is pinned on the children's clothing

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using safety pins. We will ensure that minimum ratios are met at all times and increase ratios by providing extra support staff and/or ask for parent volunteers to join our outings. we may take a child to an activity off the program premises only where:

- The child's parent has been advised of the activity, including the transportation and supervision arrangements, address, and time with respect to the activity, and
- The child's parent has consented in writing to the child's participation in the activity. We will ensure that in the case of an activity off the program premises or an emergency evacuation a staff member takes the portable record in respect of each child to be taken off the program premises.

### **Clothing**

Part of our daily program will also include taking the children for the neighborhood walk. It will not be considered field trips but are part of our daily program to encourage physical activity and movement. We encourage parents to send appropriate clothing for the weather.

### **Emergency Evacuation Policy and Procedure**

We will ensure that children's safety is maintained at all times. Security at the premises is paramount to OSL. In case of an emergency all children, staff and visitors are expected to leave the building. For a start, everybody will assemble within the compound by Muster Point, (i.e., the fence towards Ajumako, southside of the facility). Staff will help children leave the building in an organized manner. Staff and Principal (or Local Manager in her/his absence) will ensure that a head count is done before and after all children have left the room to ensure total evacuation of the building.

Our meeting location for parents to pick up their children will be the Muster Point **at outside the fence going towards Entumbil Community Hall by the Roman Catholic church, i.e. climbing the hill road.**

In order for Children and staff to be prepared for a real emergency, a drill will be practiced quarterly at the Centre.

- The staff must take the attendance book, first aid and portable Emergency record
- Go together to the meeting place (muster point). Do a head count and make sure all the children are accounted for by calling their names from the attendance list.
- A staff may be appointed to do a final sweep of the premises
- .Call the children's parents to come pick up their children in the case of a real emergency. Never go back to the Centre.

### **Security/Strangers/Kidnap Avoidance**

- No unauthorized or non-registered persons including parents, guardians, adults, children, pastors, clergy, Imams, or strangers are permitted beyond the fencing around the premises

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- Notify security (including the volunteer security on daily duty) as soon as you notice any stranger or non-familiar person on the premises
- Notify security if you see or notice the fence has been breached (including unusual holes, people jumping over fence or gates, unusual objects, fights beside the fence)
- Security (and volunteer security on duty) will deal with all breaches, including keeping the Principal (and/or Local Manager in her/his absence) at all times of the measures being taken or performed.
- Security calls back up of volunteers, staff and/or police as soon as it is reasonable to do so
- Security informs police or law enforcement as quickly as the situation is assessed and police involvement is warranted.

### **Code of Conduct Policy**

OSL as an international establishment recognizes international legal norms and standards, and align with Ghana, Canada, and United Nations commitment to human rights. As and when Global Affairs Canada and other international organizations funding become available, OSL will pledge on preventing and addressing sexual misconduct. OSL is part of the civil society sector.

Global Affairs Canada's civil society partners (including OSL i.e., when funded) are committed to addressing sexual exploitation and abuse in the delivery of international assistance. The department works closely with Cooperation Canada Steering Committee to Address and Prevent Sexual Misconduct. This partnership aims to share best practices and increase partner capacity for prevention and response, especially among smaller organizations.

Many Canadian development and humanitarian organizations have signed Cooperation Canada's Leaders' Pledge on Preventing and Addressing Sexual Misconduct. In signing the pledge, these organizations commit to implementing policies and practices that protect their own staff, volunteers, and the communities they serve from sexual exploitation and abuse.

### **Sexual exploitation and abuse**

We are committed to creating safe and respectful workplaces and programs that promote gender equality and are free from gender-based violence, by addressing and responding to all abuse of power, holding people to account, and protecting the vulnerable.

While standards and legal frames already exist, this pledge is our promise to take additional steps to improve policy and practice with respect to sexual misconduct (including sexual abuse, sexual exploitation, and sexual harassment), including within our organizations and throughout our interactions with the partners, communities, and people with whom we work.

As the Leaders of Cooperation Canada Members and other organizations, we commit to:

- Establish a culture of zero tolerance to all forms of sexual misconduct in all the work that we do.
- Improve our collective ability to recognize and tackle power imbalances and gender inequalities that can enable sexual misconduct, including intersecting forms of discrimination.
- Strengthen existing organizational policies and practices to prevent and address sexual misconduct.

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- Aim to create work environments free from sexual misconduct by and of civil society organization (CSO) staff and volunteers within our organizations and the countries in which we operate.
- Support survivors/victims of sexual misconduct.
- Ensure all allegations are investigated, and that perpetrators are held to account, including through prosecution and/or dismissal where appropriate.
- Encourage greater sectoral cooperation and transparency on the development of measures aimed to prevent perpetrators of sexual misconduct from gaining re-employment within the sector.
- Benefit from each other's experiences and strengths, and identify joint solutions, including by sharing and building knowledge and capacity around survivor/victim-centred approaches; and
- Promote this pledge and provide support to ensure that its commitments are met by the entire community and stakeholders.

### **Anti-terrorism**

OSL hereby declares and guarantees that any funding for the purposes of the daycare will not knowingly be used either directly or indirectly to benefit terrorist groups, or individual members of those groups, or for terrorist activities, as defined.

### **International Sanctions**

OSL declares and guarantees that any funding for the purposes of the daycare will not knowingly be used either directly or indirectly to do business with countries or persons subject to sanctions imposed by Ghana, Canada, or the United Nations; and all other international conventions related to sanctions to which Ghana or Canada has adhered.

### **Accident Policy**

In the case of an accident or serious illness involving a child at our centre

- The child's parent is notified immediately.
- The child receives medical attention if necessary, we will follow these steps once the Principal (or Local Manager in her/his absence) are notified or made aware of an accident/incident. Staff will call emergency agency (911 equivalent) or health clinic for serious injury immediately
- Accident and injury will be assessed on individual basis.
- We may provide health care in the form of a first aid only
- If the injury is serious, the Principal (or Local Manager in her/his absence) will call an ambulance (or taxi) then will attempt to contact the parents or emergency contacts of the child. one staff will accompany the child to the clinic.
  - In the event an ambulance (or taxi) is called, it is the parent's responsibility to pay for the full ambulance (or taxi) fees
- An accident report form will be completed by the staff who witnessed the occurrence.

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Both the staff member and the Principal (or Local Manager in her/his absence) will then sign the accident report form. The accident report form will be presented to the parents at the end of the day. The parent will be required to sign the form.

### **Illness**

In order to provide the most positive daily experience for each of the children, licensing regulation, and ethics require that all children be observed for any signs and symptoms of illness. If a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness, the parents or emergency contact for the child will be contacted upon which:

- That child's parent arranges for the immediate removal of the child from the daycare premises, and
- That the child does not return to the daycare until the daycare Principal (or Local Manager in her/his absence) is satisfied that the child no longer poses a health risk to children/staff in the program.
- The child must be free from signs and symptoms for 24 hours or Parents must bring a physician notice indicating the child does not pose a health risk to other personnel before a child is allowed to return to the daycare.
- Child is not allowed to attend program if he/she exhibits any of the following symptoms:
- Vomiting, having a fever. (For reference, normal temperatures are: forehead is 36.6-38.0c (97.9-100.4 F)), diarrhea, new or unexplained rash or cough, flu, pink eye, chicken pox or lice If your child arrives exhibiting any previously listed symptom, we will not accept them for care that day. If your child develops any of these symptoms while in our care, we require parents to arrange for the immediate removal. A sick child will be placed in the office or on a mat until the parent or guardian arrives. The child will be supervised during this time.

### **Incident**

In this section, "incident" means a serious illness of or injury to a child that occurs while the child is attending a program, and any other incident that occurs while a child is attending a program that may seriously affect the health or safety of the child. Our program will maintain an onsite incident/accident reporting form to report any occurrence for any child. Descriptors on form will include name of child, date of birth, time at which incident/accident happened, what was the incident or accident, where it happened, how it happened, form of first aid applied if applicable, who administered first aid treatment, time parents were notified of incident or accidents. Reporting staff will sign and date form, program Principal (or Local Manager in her/his absence) will read, sign and date form, and parent/guardian will read, sign and date form as well. Parents will receive immediate telephone call to inform them about any bodily harm or injury to their child before arrival. Any serious incidents will be reported immediately using prescribed form to our licensing office or appropriate designated agency.

Serious incidents include any of the following:



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1. Emergency evacuation
2. Program closure due to an emergency
3. Intruder on the program premises
4. A child removed from the program by a person without parent/guardian consent
5. An injury requiring medical attention
6. A lost child or a child left on the premises after operating hours. Centre

will call parent and emergency (911 equivalent) immediately.

We will report the following:

- Neglect and abuse
- Parent arrives under the influence of alcohols or drugs.

In the event that we suspect neglect or abuse we may contact the authority to ensure the child's welfare is met. In that event an incident report will be filled.

### **Biting Incident**

This particular kind of incident is documented separately for children 4 and under. All other ages should use a Behavioral Incident form instead. As with the previous form, the Biting Incident will be documented for both children, withholding the identifying information as noted above. If the bite draws blood, the Principal (or Local Manager in her/his absence) will be notified immediately, regardless of the age of the children involved.

### **Potential health risk**

Where a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness, we must ensure that the child's parent arranges for the immediate removal of the child from the program premises, and that the child does not return to the program premises until our Centre is satisfied that the child no longer poses a health risk to persons on the program premises. Signs or symptoms of illness exhibited by a child include the:

- child vomiting, having a fever, diarrhea or a new or unexplained rash or cough,
- requiring greater care and attention than can be provided without compromising the care of the other children in the program, or
- having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises. To assess if a child is ill within our program, a Program staff will take or feel child's body temperature using a thermometer or arm, to assess for fever, observe child's general temperament and play pattern, observe child's bowel movement type and frequency, and

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vomiting if any and observe child's eating during meal times.

- Our program will record and document on file children who are removed because of an illness. Form will provide information about name of child, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program, and the date the child returned to the program and evidence provided to warrant return to the program. Document will also include where symptoms/traits have changed if applicable, including where parents are not called to pick up child. This documentation may not apply in full if the child's parent provides written notice from a physician indicating the child does not pose a health risk to persons on the program premises.

### Care for sick children

OSL must ensure that a sick child is kept as far away as is practicable from the other children, and directly supervised by a primary staff member

- Parents are expected to arrange for the immediate removal of their child from the Centre.
- Parents will be informed if their child has been in contact with a confirmed case of communicable disease.

### Medication Policy

Our centre may administer or allow the administration of medication to a child only where:

- the written consent of the child's parent has been obtained,
- the medication is in the original labeled container,
- the medication is administered according to the labeled directions. Where medication is administered to a child,
- all medication is stored in a locked container that is inaccessible to children,
- Medication that may be needed in an emergency is stored in a place that is inaccessible to children. Parent/guardian(s) must complete a form and send all medications for their child in the original container, clearly labeled with the physician's name, child's name, and date of issue, and instructions for administration. The Principal (or Local Manager in her/his absence) or Room Supervisor will only administer oral medications prescribed by a doctor. Non-prescribed medications will not be administered at the centre. Medications are kept in a locked cabinet (or locked container in fridge if appropriate). Once medicine has been given, the staff will watch for any reactions that could occur from the medication taken. Parent/Guardian will provide on medical form when medicine was last administered at home. All

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medication when finished will be given back to the parent for proper disposal

### **Health care policy**

OSL daycare may provide or allow for the provision of health care to a child only if (a) the written consent of the child's parent has been obtained, or (b) the health care provided is in the nature of first aid.

### Hand Washing

- Staff: The staff practices thorough hand-washing routines, using warmwater and soap at the following times:
  - Before and after eating and food preparation and handling
  - Before and after feeding a small child
  - Before and after giving medication
  - After diapering and toileting.
  - After wiping noses
  - After cleaning of blood and body fluids.
  - After coughing or sneezing into hands
  - Whenever hands are soiled
- Children: Children practice thorough hand-washing routines using warmwater and soap at the following times:
  - ✓ Before and after eating and food preparation and handling
  - ✓ After diapering and toileting.
  - ✓ After playing outdoors, the sand and/or indoors
  - ✓ After wiping noses, sneezing or coughing into hands.
  - ✓ Whenever hands are soiled

### Reducing Cross Contamination

Rooms must remain clean and organized at all times. We strive to maintain healthy environment by:

- Encouraging the children to cover their sneezes and coughs and to wash their hands frequently, especially before and after eating and using the washroom.

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- We shall post hand washing posters in each washroom to encourage children and staff to wash their hands properly.
- We will teach children the importance of handwashing by stories, songs, craft, culture and some other science activity.
- We have sinks available in the washrooms.

### Cleaning schedule

- Toys and surfaces used by children are disinfected regularly as per health requirement, and any toys that are mouthed are to go in wash me bucket and staff will wash it and disinfect toys at nap time and end of the day.
- Tables and countertops must be disinfected before and after eating or foodpreparation.
- Paper towels are used for drying hands and discarded after each use.
- Children's bottles and sippy cups must be labeled with the child's name and stored in the clean place
- Each child uses his or her own personal grooming items.
- The staff is required to regularly clean and disinfect the furnishings, equipment, and play materials, and to note the date and initial on a checklist.
- Bed linens are laundered at minimum weekly.
- Floors are swept after lunch and mopped daily as needed
- Washrooms are cleaned as needed and at least once a day.
- Soiled linen and garbage are stored and taken out daily.

### Children with Allergies

Parents wishing to enroll their child(ren) in our program must discuss the child's allergies with the program Principal (or Local Manager in her/his absence) in advance of registration to determine if the centre can manage the child's allergies To determine manageability we look at the following factors: a) type of allergy, b) number of allergies, c) level of severity, d) can exposure to allergen be managed safely and reasonably?, e) are staff and parents comfortable with level of risk that is inherent. Once it is determined that the allergy is manageable, the parent will be able to meet and discuss this information with the centre's staff

- The parent will give written consent to advise other parents in the centre about their child's allergies and to allow us to post the child's Allergy Alert form in the centre
- The parent will demonstrate the administration of the medication/treatment to the

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program staff

- The Principal (or Local Manager in her/his absence) and the parent will prepare a plan that outlines who will provide the food for the child (the centre or the parent or a combination of the two)
- The parent and Principal (or Local Manager in her/his absence) will review the plan and the child's needs on a regular basis
- It is the parent's responsibility to notify the Principal (or Local Manager in her/his absence), staff and cook of any changes to the child's allergy
- Any changes to the child's allergies must be noted and signed by the child's physician

### Smoking

In accordance with child care regulation, our staff will ensure that no person smokes on the program premises. Also, no staff member shall smoke at anytime or place where child care is being provided. As children are not always able to move away from a smoker as adults are able to, we will strictly adhere to the smokefree environment policy. The objective of this policy is to protect all persons from the effects of environmental tobacco smoke, including passive smoking. Parents, family members or relatives of children enrolled at the daycare will not be permitted to smoke on the premises and will adhere to our Smoke Free Environment Policy

### Nutrition

Morning\_Snack:

N/A

Lunch: 12:00- 12:30 pm

Nap Time around lunch or so

Afternoon\_Snack

N/A

- The staff members will monitor all children for any special diet needs. Food preparation and serving utensils and surfaces are sanitized after each use.

### Food Handling & Safety

OSL is licensed to provide lunches and snacks. The staff follows food handling policies and procedures that comply with regulated government agency Services requirements.

### Child Development observation

- Staff will closely Observe Physical development/Wellbeing, social/Emotional, Language/communication skill, Cognitive skill

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- To develop above skill staff will include variety of activity in their weekly program planning which focus to develop their skill.
- As a part of the registration process, parental permission will be obtained to monitor children's development
- Ongoing communication between the Centre, the family and professionals will enable us all to work together to promote the child's optimum development. The Centre welcomes participation of outside agencies to support the child, the family and the staff.
- The Centre will provide play experiences that support the child's development.
- Ongoing communication between the Centre, the family and professionals will enable us all to work together to promote the child's optimum development. The Centre welcomes participation of outside agencies to support the child, the family and the staff.

### **Supervision policy**

#### **Observation of children play indoor and outdoor**

- directing and closely monitoring children when carrying out activities that may involve some risk, such as playing near water, near doorways, or during transition times when children may gather in larger groups;
  - observing play and anticipating what may happen next in order to provide staff with the opportunity to assist children and intervene in the event of potential danger;
  - listening closely to children, even those who are not in the staff's direct line of sight (such as those in outdoor play spaces)
  - positioning staff to allow for the supervision of the entire group of children;
  - monitoring children's health to identify early signs of fever, illness, or unusual behavior;
  - watching and participating in children's play to ensure that children are playing in a safe manner
  - maintaining reasonable staff to child ratios at all times.
- reviewing policies on a regular basis with all staff, including volunteers, particularly when there are programming changes

We have open door policy so Parents and guardians are welcome to drop in for a visit anytime. When parent register a child for the program we will discuss about staff and kids ratio.

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### **Social Media Policy**

The posting of confidential and identifying information about the children, parents, or staff at the Centre on social media is strictly prohibited. As with the use of social media, the publication of photos is prohibited without prior approval from the Principal (or Local Manager in her/his absence) and written permission from parents when photos include pictures of children.

### **Technology/Movie Viewing Policy**

We will use technology for learning, music and movement for example, dance on music, yoga, drums, cultural instruments, band instruments, games, exercise.

Movies and/or videos: will play as part of children learning and we will make sure the following

- Only movies rated "G" and/or educational are to be viewed.
- Movies must be screened by staff prior, to ensure they meet the developmental needs of the Children and are appropriate
- Other supervised activities are to be made available for children who do not wish to watch the movie
- Staff are to sit with the children while they are watching the movie, still being able to supervise any children who do not wish to watch the movie.
- The theme or content of the movie must be related to what is being discussed/planned in the room.

### **Hours of Operation**

Our hours of operation are Monday to Friday 7:30 am to 4:00 pm. Children may attend for a maximum of 8 hours per day unless individual arrangements are made with the Principal (or Local Manager in her/his absence).

There may be an additional charge for additional staffing if children are attending over the maximum hours per day.

### **Holidays and Daycare Closures**

OSL Daycare will be closed on regular statutory & civic holidays, as well as, take vacation breaks at Christmas, Easter and Summer (end of year). Those days will be recognized by OSL as off-days, and non-instructional days. Parents will be notified in advance accordingly and/or through government notifications.

### **Daycare Absences**

Parents are responsible for providing notification each day/daily in advance to Daycare Centre of all non-school attendance days, for whatever reason.

### **Privacy and RTI Policy**

All information that is provided on your child's registration form and during your child's enrollment will be confidential and shared in accordance with the Government daycare licensing

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requirements.

### **Release of Children Policy**

Only the authorized parent(s) or others identified by the parents can pick up a child. Parents can provide the names of authorized pick-up persons on the child's enrollment form. Parents are asked to call the Centre when an alternate person will pick up their child, even when they are listed on the enrollment form. Parents may provide written notice of alternate pick-up persons at any time. If written notice cannot be provided, we will accept a phone call from parents. Staff are required to ask for identification if they do not know the person picking up the child. Under no circumstances can a child be released to an alternate person unless the parent has informed the Centre. Daycare children will not be released to anyone under the age of 18 years unless the individual is the parent of the child, or the parent has given special permission (e.g., the child's minor siblings under 18 years).

If a staff member suspects the person picking up the child is under the influence of alcohol or drugs, the parent/guardian will be referred to the designated person in charge who will offer suggestions for alternate transportation (i.e. a taxi). If the parent/guardian is uncooperative, the police will be called to make a report of a person suspected of driving under the influence of alcohol or drugs.

Children will be released to parents and emergency contacts listed on the child's registration form. Parents are required to inform the Centre of any custody and access arrangements that are relevant during the hours the child is at the centre. If parental access is restricted in any way during daycare hours, legal documentation must be provided. Without a copy of a legal document detailing parental access, we cannot deny access to children by parents. It is important that parents have regular and clear communication with the Principal (or Local Manager in her/his absence) regarding custody and access. If one parent or a guardian has sole custody of a child and provides a legal document that clearly defines that the non-custodial parent does not have access during our operating hours, we will not release the child to a non-custodial parent. Should the situation arise where the non-custodial parent comes to pick the child up, we will ask for supporting documentation for access and contact the sole custodial parent and the police if necessary.

### **Enrollment & Orientation Process**

- Complete the registration form prior to your child's start date.
- Pay the GHC20 (twenty Ghana cedis) registration fee to secure a spot and be enrolled.
- Participate in an orientation process prior to child attendance as informed/arranged with the Daycare.
- Read the Parent Handbook. The Principal (or Local Manager in her/his absence) can answer any questions you may
- have and will review some important policies with you.
- Acknowledge that you read, understand and agree to comply with the Centre's policies by signing the acknowledgment form



## STAFF and VOLUNTEERS HANDBOOK and POLICIES

### Child Care Fees

#### Payments:

The daily attendance fee for each day is GHC3 (three Ghana Cedis). The attendance fee is due daily upon entering the daycare. The registration fee of GHC20 is a one-time fee payable upon your child being accepted for registration upon enrollment. This method of payment is important for OSL quality planning for the care of your child.

Credit cards cannot be accepted for payment at this time. Please speak with the Principal (or Local Manager in her/his absence) if you cannot pay fees on time.

#### Part Time Care:

This option is currently not available. It will be considered when demand arises and resources become available to accommodate requests.

#### Notice of Change of Child Care Fees

A fee schedule is available in the office. At least 3 months' notice will be provided of any change to the child care fees. Normally any changes would occur at the beginning of the calendar year.

**No Refunds:** We do not provide refunds for absenteeism, sick days, or vacations.

**Subsidy:** Check with your Government/Assembly representative if you qualify for subsidies. Then arrange for your full registration fees and daily fees to be paid on time.

#### Tax Receipts if applicable:

An official tax receipt is issued when cash is paid and in early January for the preceding year or when the child is withdrawn from the centre. Please talk with the Principal (or Local Manager in her/his absence) if receipts are required at different times.

#### Withdrawal by Parent:

Parents are required to provide one full calendar months' notice if you intend to withdraw your child from care. This means that notice must be provided on the 1st of the month or prior to the 1st for withdrawal.

#### Termination of Care by Centre:

- Care may be terminated by the Centre under the following circumstances:
- unpaid childcare registration and/or daily fees;
- failure to comply with the Centre's policies;
- unreasonable or unacceptable behavior that could be to the detriment of the children, the staff or the Centre; and

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- the Centre is unable to meet the needs of your child.

### **Late Pick-Up Policy**

- If a child is not picked up by 4:00p.m., the parent will be charged a late fee of GHC2.00 (Two Ghana Cedis) per every one hour or less. This fee is payable immediately directly to the staff member that stayed late to care for your child.

### **Transportation**

- We are not providing transportation at this time to or from the daycare centre. Prior to registering your child please check with and familiarize yourself with the Daycare Child Release and transportation policies and make your own arrangements.

### **Parent Concern Policy**

- Although the Centre makes every attempt to offer quality care to all children and families, there may be occasions when parents have concerns. We encourage parents to bring their concerns to us so that we can work together to determine solutions. The Centre will take appropriate actions to resolve all parent concerns in a timely manner.

### **Parent Complaint Procedure**

- Parents are encouraged to talk to their child's room staff or caregiver as a first point of contact.
  - If parents have tried talking with the room staff without satisfactory results, or if the concern is serious enough to warrant immediate administrative review, parents are encouraged to contact the Principal (or Local Manager in her/his absence).
  - The Principal (or Local Manager in her/his absence) will schedule meetings as necessary with appropriate parties to gather relevant information before deciding on a course of action.
  - Parents will be informed, as appropriate within confidentiality requirements, as to the result of the Principal (or Local Manager in her/his absence)'s inquiry and action taken.
  - All concerns will be dealt with in a timely manner.
- If the concern is serious and/or was not resolved within the Centre, parents have the option of contacting licensing

### **Related Matters**

#### **Family Involvement and Events**

At the OSL we strongly believe that Child Care must be a shared responsibility between

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parents/guardians and Child Care Educators. Programs will host special events throughout the year and families are encouraged to participate. Opportunities are available for families to volunteer in various components of the program.

### **Community Involvement**

Children will be given the opportunity to identify activities to support within the local and global community. Educators will work with the group to determine the nature of the program's involvement with that organization and ensure that it is framed within the lifelong learning skills and Play elevates Talents and Abilities statements.

### **Offsite excursions**

Off-site excursions are an important part of our programming as they provide children with the opportunity to take an active role in differing areas of our community. Suitable opportunities are identified based upon the community in which the program is located and the children's interests.

As with other aspects of the planning process, children will have the opportunity to suggest fieldtrip destinations and activities to engage in off site. There may be different off-site activities planned to meet the different developmental needs of the children. Therefore, not every child may be able to participate in every off-site activity.

A permission form will be available in advance of the excursion informing families of the location, address, method of transportation, phone number, supervision arrangements with respect to the activity, and departure and return times and requiring a signature. The permission form must be completed and signed by the parent/guardian to ensure children's participation. All permission forms must accompany the program on the off-site excursion.

Off site excursions take place in all weather conditions and children should be prepared accordingly.

### **Items from Home**

We recommend personal items from home (i.e. hats, mitts, jackets, blankets, cups, bottles etc.), be labeled with children's names to prevent cross contamination.

It is recommended that parents ensure the child has two change diapers or pads in their backpack every day so that could be used in case the child has a toiletry accident.

Each program has developed guidelines surrounding toys from home as we recognize that comfort items are important to children and families. Any items brought from home are the responsibility of the child and not the program.

### **Programming and Child Involvement**

Various activities are offered each day, depending on the emergent and stated interests of the

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group.

Each program's planning allows for children to experience both independent and Educator directed activities in both large and small groups. Planning is flexible to allow for spontaneous activity to develop.

Educators will work to ensure that toys, equipment and planned activities are available to the children that reflect their ages, interests and abilities. This will be based upon observations as well as the stated preferences of the children.

Each program has an established means of allowing their children to be involved in programming which also gives Educators an understanding of the children's current interests, ideas and strengths. For example, observations, daily conversations, surveys, programming clubs, and/or suggestion boxes.

All children are given leadership opportunities in programs.

Educators will work with the children in each component of their care to develop a set of behaviour expectations for inside and outside of the program.

All Educators need to prepare a program list of things they would need for programming.

### **Documentation of Programming**

Programming is documented for each component of the program by Educators with prominent involvement from the children – directly or through observation. Accurate documentation of observations and weekly plans is kept to maintain consistency and allow for emergent interests to be identified.

### **Gross Motor Activity**

Each program will offer a compulsory daily component of gross motor activity, to promote a healthy lifestyle for those in our care. Children will experience gross motor activity outdoors weather permitting.

Children will have the opportunity to experience co-operative games in an outside or gym environment.

Portable sports and recreational equipment may be available to the group during the gross motor component. This equipment will facilitate physical activity that promotes both group and independent play.

We value family feedback on our programs and invite you to share them with us. Please contact us at [contact@onesteplearning.org](mailto:contact@onesteplearning.org) with your comments on our handbook and policies.

**STAFF and VOLUNTEERS HANDBOOK and POLICIES**

**Agreement to Comply with One Step Learning Opportunities Centre (OSL) daycare Policies:**

- The Staff and Volunteers Handbook and Policies has been created to help you understand our policies and practices.
- It is important that you read this entire handbook before you serve at the Centre.
- Please note that we reserve the right to make changes at any time to our policies and practices.
- Staff and Volunteers will be notified of any changes that affect them.
- After you finish reading the Handbook and Policies, please return the sign this page and give it to the Principal (or Local Manager in her/his absence), prior to or on your child's first day of attendance.
- By signing below, you acknowledge that you have read and understood the policies outlined in the OSL Staff and Volunteers Handbook. You agree to comply with the policies contained in this handbook and to read and comply with updated policies.
- You understand that this handbook is intended only as a general reference and is not intended to cover every situation that may arise at the Centre.
- Please speak with the Principal (or Local Manager in her/his absence) to clarify any questions you may have about our policies. Your feedback on our policies is welcomed!

Staff/Volunteer Full Name \_\_\_\_\_

Staff/Volunteer Signature \_\_\_\_\_

Staff/Volunteer Name (Printed) \_\_\_\_\_

Date Signed \_\_\_\_\_

Comments : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_