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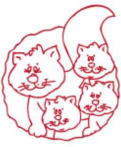
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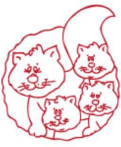
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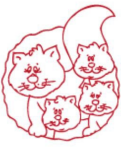
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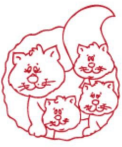
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2 Governance

- Nonprofit organization with a board of directors.
- Kool Cats applies for funding from nonprofit grants.
- Kool Cats ensures that the finances are in good order.
- Insurance will be kept up to date.
- Business license from City of PG will be kept up to date.
- Norther Health License will be maintained.

3 General Information

Mission Statement: Kool Cats is a non-profit preschool/daycare that promotes social, emotional, educational and physical growth appropriate to the different age groups. Our daycare follows the Community Care Licensing Child Care Regulations. Kool Cats endeavors to provide a safe environment for the children to explore options and choices. Kool Cats is an inclusive environment: No family will be discriminated against on the basis of race, language, socio-economic status, religion, gender or sexual orientation.

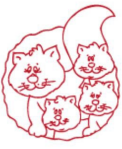
Authorized visitors and community partners will be welcomed into Kool Cats with the consent of the Facility Manager. All other visitors wishing for opportunities to view the childcare centre will be invited to attend when it is convenient for Kool Cats.

Unauthorized visitors will NOT be allowed to visit the childcare centre. The Facility Managers will be responsible for addressing the situation; however, all staff/parent/guardians are requested to inform the Manager when a visitor is on the premises, including the outdoor area.

3.1 Direct Communication with Families

At Kool Cats, the expectation, at all times, is that communication between all parties will demonstrate respect and be confidential.





3.1.1 Phone/Email

Policy:

Managers and/or staff will communicate with families by phone call or email.

Procedure:

Parents are encouraged to state how they wish to be communicated with on their registration forms.

3.1.2 Newsletters

Policy:

Monthly newsletters will be sent out to inform parents of upcoming events and relevant information regarding their child.

Procedure:

- Every month there will be an electronic newsletter for the parents to read.
- Newsletters will talk about information that could pertain to parents, what is happening in Kool Cats, events, themes and/or birthdays.

3.1.3 Communication Book

Policy:

There is a communication book available for staff to make note of any comments or concerns.

Procedure:

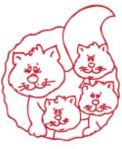
- A communication book is in each classroom.
- Parent/guardian are encouraged to notify staff directly of any significant information, and staff will write down the information in the communication book.
- Staff will read the communication book daily, initial and respond in accordance.
- If staff have been away, they are required to read the communication book to stay informed.

3.1.4 Feedback

Policy:

Open communication between staff and parent/guardian is encouraged and feedback is appreciated.

Procedure:



- Staff welcome parent/guardian to initiate respectful communication daily.
- Staff are open to parent/guardian feedback, as it helps Kool Cats to become more aware of issues and concerns of the parent/guardian, and positive occurrences regarding their child.

3.1.5 Parent-Employee Conflict

Policy:

If any conflict occurs between staff and parent/guardian, steps will be followed to resolve the issue.

Procedure:

- Open, respectful communication between staff and parent/guardian is highly encouraged.
- A comfortable and private place for discussing any concerns or issues will be available to all parent/guardian.
- Confidentiality is to be of utmost importance.
- Employees understand that issues are not to be discussed outside of Kool Cats.
- Parent/guardian are encouraged to notify managers of any issue.
- If a mediator is needed, it will be provided.
- Managers/Staff will respond to any concerns or complaints empathetically and in a timely manner.
- **See also 4.3.1 Inappropriate Behavior of Parents Towards the Centre's Employees.**

3.1.6 English as a Second Language Parent/Guardian

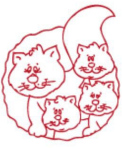
Policy:

Kool Cats will respond to multilingual needs, if requested.

Procedure:

- Written information in translation.
- Whenever possible critical verbal information through interpretation in the home language.
- If the information to be shared is considered confidential and a translator is utilized, the policies regarding confidentiality will be followed by all involved.

Kool Cats Kid Care 6989 Gladstone Drive, Prince George, BC V2N 3N7
Kool Cats Family Care 8008 Malaspina Ave, Prince George, BC V2N 4S7



3.2 Hours of Operation

3.2.1 Open hours

Policy:

Kool Cats will be open from 7:00 am to 5:30 pm Monday to Friday with the exception of statutory holidays.

Procedure:

- In the event that a statutory holiday falls on a day wherein Kool Cats is non-operational (weekend) Kool Cats will honor the holiday on the next business day, or the business day prior to the holiday.
- Notice will be given of any weekday closure via one or all these means: the electronic monthly newsletter, the website, posted notice in the building, email and verbally.
- Should the hours of operation be shortened or extended they will be approved by licensing prior to their implementation.
- Kool Cats will not take any phone calls during closures, please email and it will be returned on the first working day.

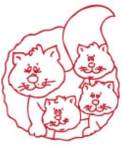
3.2.2 Centre Closures Winter Holidays

Policy:

Kool Cats will be closed from December 25th till January 1st, reopened on the day after the statutory holiday is observed.

Procedure:

- In the event that a statutory holiday falls on a day wherein Kool Cats is non-operational (weekend) Kool Cats will honor the holiday on the next business day, or the business day prior to the holiday.
- Kool Cats will not take any phone calls during closures, please email and it will be returned on the first working day.



3.2.3 Statutory Holidays

Policy:

Kool Cats is closed on all Statutory Holidays

Procedure:

- In the event that a statutory holiday falls on a day wherein Kool Cats is non-operational (weekend) Kool Cats will honor the holiday on the next business day, or the business day prior to the holiday.
- Kool Cats will observe truth and reconciliation day and may observe similar days.
- Kool Cats will not take any phone calls during closures, please leave a message and it will be returned on the first working day.
- Notice will be given of any weekday closure via one or all these means: the electronic monthly newsletter, the website, posted notice in the building, email and verbally.

3.2.4 Winter and Spring Break

Policy:

Over winter and spring break holidays the individual programs may be closed and/or combined if not enough attendance.

Procedure:

- Afterschool care requires 10 or more children in attendance to operate.
- Program rooms may combine if numbers allow, licensing Schedule E will be maintained.

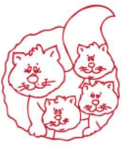
3.2.5 Preschool Closures

Policy:

Preschool will follow the SD57 calendar and does not operate on non-instructional days and/or pro-d days.

Procedure:

- Kool Cats will not take any phone calls during closures, please email and it will be returned on the first working day.



- Notice will be given of any weekday closure via one or all these means: the electronic monthly newsletter, the website, posted notice in the building, email and verbally.

3.2.6 Functional Closures

Policy:

Kool Cats may run at a reduced capacity in the event of a shortage of qualified staff.

Procedure:

- If not enough qualified staff to operate a program the program will be closed till further notice.
- Notice will be given as soon as possible as well as posted in the facility.

3.2.7 Unexpected Closures

Policy:

Kool Cats may be forced to close unexpectedly.

Procedure:

- If Kool Cats is forced to close for unforeseen circumstances families and/or staff will be notified as soon as possible.

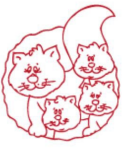
3.2.8 Group Size

Policy:

Maximum group size will keep in accordance with licensing.

Procedure:

- A maximum of 12 children aged 0-36 months per Infant and Toddler Room with a minimum of an Infant and Toddler Educator, Early Childhood Educator and an Assistant per Infant and Toddler Room.
- A maximum of 25 children aged 30 months -school age with no more than 2 children younger than 36months old in the 3-5 room with a minimum of an Early Childhood Educator and two Assistants.
- A maximum of 20 children per Preschool Class with a minimum of an Early



Childhood Educator and an Assistant.

- A maximum of 24 children in grades Kindergarten and Grade 1 with a minimum of two Responsible Adults.
- A maximum of 30 children in Grade 2 to 12yrs old, with a minimum of two responsible adults.
- School Age Care MUST divide their groups, Kindergarten and Grade 1 MUST not join the older children. The building maximum is 40 children total.

3.2.9 Child – Staff Ratio

Policy:

Kool Cats will follow licensing regulations for staff to child ratios.

Procedure:

- The ratio for Infant and Toddler is 1:4
- The ratio for 3-5 is 1:8 for ECEA and 1:9 for ECE
- The ratio for Preschool is 1:10
- The ratio for Grades K-1 is 1:12
- The ratio for Grade 2-12 years is 1:15

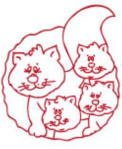
3.2.10 Fees

Policy:

Monthly fees must be paid in full by the 7th of every month, monthly fees are averaged for the year.

Procedure:

- Payment options are e-transfer only.
- A one time, non-refundable, registration fee for each new enrollee will be collected.
- Refunds will not be given for non-attendance.
- A receipt will be issued once payment is processed.
- Annual childcare tax receipts will be available by the end of February.
- We accept affordable childcare benefit that has been authorized, fees will be adjusted based on individual approval.



- If payment is declined due to non-sufficient funds (NSF), a \$50 fee will be charged and collected in CASH within a week from the original due date.
- Fees are due by the 7th of every Month, if fees are not paid by the 7th there will be a \$5 a day late charge applied for a maximum of 5 days. After that care will be terminated, fees owing are still required for the child care services that have been provided, if the outstanding balance is not paid in full, the account will be forwarded to collections.

3.2.11 Refunds

Policy:

If fees are paid in advance and Kool Cats is closed unexpectedly due to an event out of Kool Cats' control a refund and/or credit for the time of closure will not be applied.

Procedure:

- No refunds and/or credits will be applied.

3.2.12 Pets

Policy:

Being in the company of pets is beneficial for mental, emotional, and physical wellbeing, Kool Cats may have classroom pets and/or visiting animals.

Procedure:

- Interaction with the pets /animals is always closely supervised.
- Visiting animals should be immunized.
- Children and families are always informed of visiting animals/pets.
- The health and safety of the children/staff is always the priority.

4 Programs Enrolment

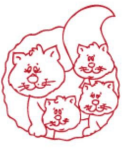
4.1 Registration

Policy:

Registration forms are available, and Kool Cats maintains a waitlist.

Procedure:

- Registration forms will be given out when a space is offered.
- Child's name will be added to wait list when requested, if the waitlist is open.



- Waitlists will be reviewed on a yearly basis.
- While we strive to ensure there is room for children in the next age group/program and give precedence to already enrolled children, we cannot guarantee there will be space for your child in the next age group/program. This may require Management to request a temporary placement with Northern Health Licensing and it will be up to a Licensing Officer to approve or deny any requests.

4.2 After School Care Pro-D Days/Spring Break

Policy:

The centre will post a sign-up sheet for Pro-D Days 1-2 weeks before the Pro-D Day and/or Spring Break. We are limited to the number of spaces we have available for these days.

Procedure:

- If you sign your child(ren) up for such days you will be charged for it whether they attend or not.
- If you give 7 days written notice that you no longer need care, then you will not be charged and we will offer the spot to someone else.

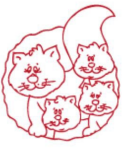
4.3 Registration Form

Policy:

A registration package must be completed in full and updated regularly.

Procedure:

- In order to register a child, a registration package must be completed.
- Registration packages are available through Kool Cats.
- Parent/guardian will have to complete the application package, provide all required documents: photo, immunization record, care card, emergency contacts, allergies and court orders if applicable, and all other required documents.
- When the program is full, a wait list will be kept.
- Once a year parent/guardian will be reminded to review/update their registration package.



4.4 Court Order/Custody

Policy:

Parent/guardians are required to provide a copy of any court order, custody agreements, peace bonds, or restraining orders.

Procedure:

- Parent/guardian may bring in original documents for copying.
- All documents will remain confidential to Kool Cats.
- All documents will be kept in the child's file.
- All staff will adhere to the guidelines outlined.
- Parent/guardian are responsible for notifying the Manager/ECE if photographs are allowed.
- It is the parents/guardian's responsibility to update the status of any court order, custody agreements, peace bonds, or restraining orders.

4.5 Family Orientation

Policy:

An open-door policy is in place for parents/guardian prior to enrolling their child.

Procedure:

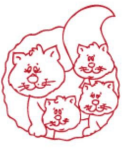
- Appointments are necessary.
- Centre tours are offered, time permitting.
- Registration packages are emailed when a space is offered to a family.
- Phone calls are welcome at any time to clarify questions or seek further information.
- Parent/guardian will be supplied with an electronic parent handbook outlining policies and procedures of Kool Cats.

4.6 Gradual Entry

Policy:

Staff will plan and implement a gradual entry plan for new children, if required.

Procedure:



- Staff will help parent/guardian to arrange a gradual entry plan that helps the child feel comfortable in Kool Cats, begin a trusting relationship with the staff, and experience a positive start at Kool Cats or new program.
- A gradual entry consists of; the child and or parent/guardian coming for a tour and an orientation to familiarize themselves with Kool Cats as well as modified hours(gradual entry schedule) for parent/guardian and child to attend together.
- When gradual entry is not possible, staff will adapt the day to allow more individual time with the child.
- If the child is on the case load of supportive child development or aboriginal supportive development, their gradual entry plan will be done in collaboration with parent/guardian and/or support worker.

4.7 Withdrawal

4.7.1 Entry Period Withdrawal

Policy:

During the first month of the child attending Kool Cats, parent/guardian may withdraw their child without a month's notice.

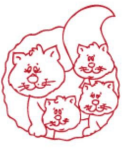
Procedure:

- Parent/guardian will inform Kool Cats of the reason for departing during this probationary period.
- Written notification is required.
- The staff will help families have a smooth and positive transition from Kool Cats.
- If the parent/guardian withdraws their child before the 15th of the month, they will be refunded half of the month. If the child is withdrawn after the 15th of the month no refund will be given.

4.7.2 General Withdrawal

Policy:

One month's written notice is required before the parent/guardian withdraws their child from Kool Cats.



Procedure:

- Parent/guardian will give written notice to Kool Cats, Kool Cats will confirm withdrawal with all parent/guardian unless court order is effect.
- Parent/guardian will be responsible for the full fee of that month.
- If notice is given on the 15th of the month or later then Parent/guardian will be responsible for the fees for remainder of that month plus the next month.
- In lieu of notice, one month fee will be charged.

4.8 Outstanding Fees

Policy:

If fees are outstanding parent/guardian will be contacted to discuss further.

Procedure:

- The Business Manager will notify the parent/guardian of outstanding fees.
- A payment schedule will be agreed upon or discontinuation of care will occur, and a collection agency will be contacted to collect outstanding fees.
- Fees are due by the 7th of every Month, if fees are not paid by the 7th there will be a \$5 a day late charge applied for a maximum of 5 days. After that care will be terminated until fees are paid in full.

4.9 Discontinuation of Services

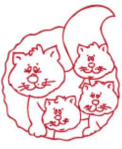
Policy:

Under extraordinary circumstances a family may be asked to withdraw their child from Kool Cats.

See also 4.3.1 Inappropriate Behavior of Parents Towards the Centre's Employees.

Procedure:

- Parent/guardian will be asked to be involved in creating a behavior plan to try to reach a resolution, as per our guidance and discipline policy.
- All efforts will be made to accommodate children's needs.
- 30-day notice will be given unless the safety of others requires an immediate withdrawal of the child.



- A refund cheque will be sent to the address on the file within one week of discontinued services.

4.10 Wait Lists

Policy:

Kool Cats will maintain and update the wait list regularly.

Procedure:

- Parent/guardian wishing to apply for childcare must fill out a waitlist form; no payment is necessary until space is available and accepted.
- Children will be placed onto waitlist based on a first come basis.
- Families will be contacted as appropriate space becomes available.
- Waitlists are reviewed annually and updated accordingly.
- Priorities for admission and readmission are:
 - (i) Children currently enrolled in one age group and moving to the next age group, if space is available and the setting is suitable for the child.
 - (ii) Children currently enrolled part time and increasing to full time.
 - (iii) Siblings of children already enrolled.

4.11 Arrival and Departure

It is imperative that staff know when children arrive and leave each day, as it is a Licensing Requirement. If your child is not signed in, Kool Cats staff will do so.

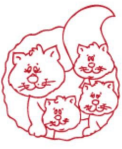
4.11.1 Sign In/Sign Out

Policy:

Parent/guardian and/or staff are responsible for signing children in and out of Kool Cats each day.

Procedure:

- Daily sign in and out sheet is provided.
- Time must be recorded when the child is dropped off and picked up.
- Parent/guardian and/or staff must initial the sign in and out sheet.
- It is the courtesy of parent/guardian to call in or email and let the staff know if their child will be late or absent that day.



4.11.2 Authorized Pick Up (Safe Release of Child)

Policy:

Children will only be released to those listed on the child's registration form as an authorized pick-up unless prior notice is given in writing and signed by a parent/guardian.

Procedure:

- If staff do not recognize the person picking up a child, government photo identification will be requested, and name verified with the pick-up list before the child is released.

4.11.3 Alleged Impaired Authorized Pick Up (Safe Release of Child)

Policy:

If the adult picking up the child appears unable to safely transport the child home staff will assist in ensuring the safety of the child by doing the following:

Procedure:

- Staff will assist in alternate pick-up by contacting people on the alternate pick-up list or offering to call a taxi.
- If the parent/guardian picking up appears intoxicated/unable to drive safely and chooses to leave with child, authorities will be called.

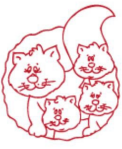
4.11.4 Late Pick Up

Policy:

All children are to be picked up at the end of the program.

Procedure:

- If an emergency arises, it is expected that Kool Cats will be notified as soon as possible and alternate arrangements for pick up will be made.
- Late fees may be charged at \$5 per minute. Late fees will be invoiced if not paid at the time of pick up.
- If a child has not been picked up by 5 minutes after the program ends and Kool Cats has not been notified, staff will try and contact someone from the



authorized list for that child. If these efforts are unsuccessful, the Ministry of Children and Family will be called.

- If late pick up is a repeated problem, the Facility Manager and the enrolling parent/guardian will meet to try and address the problem. It will be brought to the Board for further penalties or termination of services. If unresolved, one month's notice may be given, and termination of services required.

4.12 Parking

Policy:

Due to the limited number of parking spaces, please be mindful of the time it takes you to pick up and drop off your child. Our parking lot is one directional, please adhere to this.

Procedure:

- Please do not park in front of the gates.
- Handicap, bus, and other designated spots are only to be used by the designated individuals.
- Be mindful of the environment and always turn off the engine.

4.13 Routine

Policy:

We have a pre-set schedule, to maintain consistency in the daily routines.

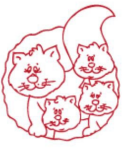
Procedure:

- Daily schedule has the same format and is posted for parents and children to become familiar with it.
- Schedule is flexible to meet the needs of all children, but consistent so that children know what is expected of them.

4.14 Curriculum

Policy:

Curriculum is prepared weekly with input from all classroom staff. It is based on the children's needs and interests.



Procedure:

- Staff will observe children's behaviors weekly and note their strengths, needs, interests and create programming based on these observations.
- Kool Cats will focus on inclusion of all children.

4.15 Field Trips

Policy:

Going on fieldtrips and having special guests at Kool Cats are seen as great opportunities for learning.

Procedure:

- Parent/guardian must sign written permission before a field trip takes place for their child to participate.
- Only children 18 months + will be permitted to ride the Kool Cats Bus, with a signed permission slip.
- Parent/guardian can view upcoming field trips and events on the calendar.
- Parent/guardian will be notified and reminded of field trips well in advance.
- Staff members will ensure that all emergency contact forms, attendance sheets, cell phones and emergency first aid kit are brought along on each trip.
- Staff members will wear Red Kool Cats T-Shirts or Pinnies so that they are easily identifiable.
- In the event that a child becomes lost local RCMP will be called along with parent/guardian and a serious incident report filed within 24 hours.

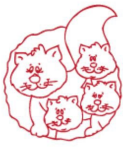
4.16 Outdoor Play/ Walking Field Trips

Policy:

Children will be transported by the safest mode possible.

Procedure:

- When walking, the route will be planned out ahead of time to ensure the safety of all children.
- Small children will be offered a stroller or wagon.



- Staff to child ratio will be maintained.
- One staff member will lead, and another will be at the end of the line and all children will be visible by the end staff member.
- Staff members will wear Red Kool Cats T-Shirts or Pinnies so that they are easily identifiable.
- Before playing at a neighborhood park an outdoor safety check will be done by a staff member to ensure the safety of all.

4.17 Supervision

Policy:

Children are always supervised by qualified staff.

Procedure:

- All staff and volunteers working in Kool Cats will need a criminal record check, vulnerable sector check, 2 references (character reference only for volunteers) and first aid training and appropriate certification.
- Staff to child ratio is maintained in accordance with licensing regulations.
- Head counts are done before leaving, upon arrival, frequently throughout the fieldtrip and upon returning to Kool Cats.

4.17.1 Nap/Rest Time

Policy:

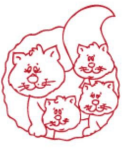
All children will be supervised at all times by qualified staff during rest/nap times and all children will be provided with the opportunity to rest to allow for decompression and emotional regulation. Infant and Toddler rest/nap rooms will be closely supervised by qualified staff.

Procedure:

- Supervision may include staff sitting in the nap rooms with children, and/or leaving the top half of the barn door open for staff to view the sleeping children.
- Staff will not leave the classroom unattended while children are napping.

4.17.2 Bathroom Supervision at Kool Cats Kid Care Location

- 3-5 year old children will be accompanied to the bathroom by a staff member and offered assistance of the individual child needs.



- 5-12 year old children will be accompanied by a staff member to the cubby room and given privacy and supervision.

4.17.3 Bathroom Supervision

- 0-5 year old children will be accompanied to the bathroom by a staff member and offered assistance of the individual child needs.
- Any and all children who require personal care needs to be attended to on a change table will be adequately supervised by a staff and/or support staff and a hand will be on them at all times to prevent rolling, falling or any other injury.

4.17.4 Cubbies at Both Locations

- Any child wanting to go to their cubbies to collect any items will always be adequately supervised by a qualified staff member at all times while maintaining staff to child ratio.
- Staff will accompany and supervise children out to the hallways when gathering their items.

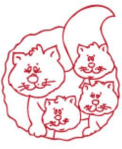
4.18 Kool Cats Transportation

Policy:

Children are transported using the designated bus over longer distances.

Procedure:

- Kool Cats will provide safe transportation, within their capabilities to and from College Heights elementary schools and to any field trip destination.
- Kool Cats will ensure the bus drivers will have Class 4 driver's license and a clean driver's abstract.
- To ensure the safety of the Kool Cats bus is in keeping with the Commercial Vehicle regulations, regular inspections and a 6-month schedule for the Commercial Vehicle Inspection will be completed.
- Regular maintenance will be kept within the recommendation of the Bus Manual.
- Any problems found during pre-trip inspection will be reported to the facility manager and dealt with promptly.



- The inside of the bus will be kept clean, and any repairs needed will be reported and dealt with by the facility manager.
- Children are accompanied by staff in ratios laid out by Licensing.
- If more than 7 children are transported in the Kool Cats bus, there will be a responsible adult and the driver.
- Only transportation provided by the Kool Cats bus is the responsibility of Kool Cats. Any other transportation arranged by the parent/guardian will be the responsibility of the person providing the transportation.
- Only children 18 months + will be permitted to ride the Kool Cats Bus, with a signed permission slip.

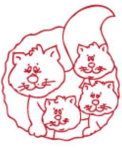
4.19 Inclusion

Policy:

We welcome all children and are committed to ensuring all children are respected and seen as unique, capable individuals regardless of abilities, race, gender, ethnic background, and religion.

Procedure:

- The environment will be suitable for all children's needs, and special equipment will be supplied when needed.
- Staff will work in partnership with families/ and other professionals involved with the child to provide the support every child needs to reach their full potential.
- We require full disclosure of children's developmental needs, abilities, concerns, as well as medical and/or other conditions, and diagnoses.
- Kool Cats will accommodate and adapt Kool Cats' environment to specific needs of the children to the best of our abilities.
- If we are not able to meet the needs of the child, we have the right to terminate care and will make the transition as easy as possible for the child and family.
- The staff will treat all families equally.
- Staff will invite families to share their traditions with the children.



4.20 Observation of Development

Policy:

Staff will use information observed from daily interactions to provide the best possible care for the children and families in Kool Cats.

Procedure:

- Staff will observe and note information on each child during activities in the developmental areas of social, physical, intellectual, creative, and emotional.
- Observations will be used to plan and implement meaningful experiences for the children based on each individual's strengths, needs and interests.
- ASQ's will be done periodically on ALL children.

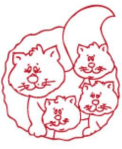
4.21 Active/Outdoor Play

Policy:

Children will be provided opportunities for active/outdoor play every day.

Procedure:

- Safety checks of all playground equipment and grounds will be done daily prior to children going outside and any waste will be cleaned up and disposed of accordingly.
- Depending on weather conditions, time spent outside may be broken up into the morning and afternoon.
- Parent/guardian will be notified of appropriate clothing when needed.
- Should your child not have appropriate clothing, Kool Cats may provide temporary clothing as needed.
- Kool Cats will plan developmentally appropriate activities for the healthy development of children in outdoor play.
- Parent/guardian are to supply their child with a water bottle to stay at Kool Cats, water will always be available for children.
- During seasonally nice periods, snacks and lunch may be consumed outside.
- Emergency first aid kit, attendance sheet and phone will accompany staff during outdoor play.



- In the event of extreme weather (lightning, hail, temperatures, rain) the children will remain inside and alternate plans for physical activity provided.

4.22 Media/Electronics/Screen Time

Policy:

Media and electronics will be used appropriately in Kool Cats as we believe in hands on active learning.

Procedure:

- A computer is available for staff in each room. This is used for planning, newsletters, attendance forms, and other administration duties.
- Children must leave electronic devices at home and/or in their backpack. (i.e., iPads/tablets, cell phones, portable DVD players, and other gaming devices.)
- A white noise machine is used daily at nap time.
- Sometimes a CD player is used for active movement activities.
- Special activities that may be a demonstration/science activity can be used (under 30 minutes) for occasional, educational purposes.
- Screen time (i.e., T.V. Computer, electronic games) is limited to 30 minutes or less a day.
- Screen time is not offered to children under 2 years of age.

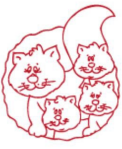
4.23 Celebrations

Policy:

Kool Cats will celebrate most major holidays as well as other cultural events throughout the year.

Procedure:

- Parent/guardian ideas for celebrations are welcomed.
- We will inform parents/guardians well in advance of any celebrations taking place in Kool Cats.
- Parent/guardian ultimate wishes regarding their child's participation in celebrations will be respected. Kool Cats will accommodate as much as possible.



4.24 Referrals for Further Support

Policy:

Managers and/or staff will inform parents of any developmental concerns regarding their child.

Procedure:

- All referrals will be based on records taken over periods of time.
- Managers and/or staff will raise their concerns to the parents respectfully and work together to help the child.
- Parental consent is required before any referral is made.

4.25 Health Prevention

4.25.1 Universal Precautions

Policy:

Staff will take necessary actions to maintain the health and safety of all children and staff members.

Procedure:

- When dealing with bodily fluids (i.e., blood, urine, saliva) staffmembers will always wear rubber gloves.
- A mixture of 1 ½ tsp or 7.5 ml of Noriquat to 500ml of water will be used to sanitize any areas soiled by bodily fluids.
- A mixture of ½ tsp or 2.5ml of Noriquat to 500ml of water will be used to sanitize food surfaces.
- Any soiled material will be in a sealed container or bag so that children do not have access to it.

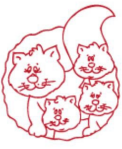
4.25.2 Hand washing

Policy:

Frequent handwashing is encouraged throughout the day to reduce the spread of sickness.

Procedure:

- Children will be taught proper hand-washing procedures.



- Staff will model proper hand-washing procedures.
- Children will be provided with time and reminded to wash their hands before and after mealtimes, as well as after bathroom use.

4.25.3 Sanitization

Policy:

Staff will sanitize Kool Cats using Noriquat water regularly.

Procedure:

- A mixture of 1 ½ tsp or 7.5 ml of Noriquat per 500ml of water will be used to sanitize areas soiled by bodily fluids.
- A mixture of ½ tsp or 2.5ml of Noriquat to 500ml of water will be used to sanitize food surfaces.
- Toys will be sanitized on at least a weekly basis.
- Tabletops will be sanitized throughout the day before/after meals and during transitions.
- Mouthed toys will be set aside to be sanitized during nap time or at the end of the day.

4.25.4 Non-Smoking

Policy:

Smoking and vaping are prohibited on site.

Procedure:

- Staff and families are prohibited from smoking and vaping on the property.

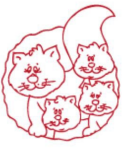
4.26 Sickness of Child

4.26.1 Eligibility to Be at Centre

Policy:

Parent/guardian are encouraged to keep their child at home according to the Childhood Illness Chart. (http://www.bccdc.ca/schools/Documents/EN_Guide_Childhood_Diseases.pdf)

Procedure:



- Parent/guardian will be given a copy of the Childhood Illness Chart and encouraged to follow this guide and available on the website.
- Parent/guardian must notify Kool Cats if their child is too sick to attend that day, along with symptoms.

4.26.2 Sickness While at Centre

Policy:

Staff will notify parent/guardian if their child is showing any symptoms listed in the Childhood Illness Chart or if the child is complaining of discomfort for an extended period of time.

Procedure:

- Parent/guardian will be notified and asked to pick their child up from Kool Cats within 30 minutes.
- If a parent/guardian is unable to pick up their sick child, the child will be supervised and given a quiet and comfortable place to rest away from all of the other children.

4.27 Immunization

Policy:

Kool Cats must have records of all children's immunization status.

Procedure:

- Upon registration, parents/guardian must note their children's immunization status.
- If a child is not immunized, during an outbreak a medical health officer will advise on their ability to attend.

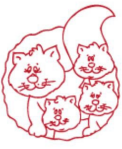
4.28 Medication

4.28.1 Prescription and Non-Prescription

4.28.1.1 A. Consent

Policy:

Medications are only administered under predetermined procedures, along with written parent/guardian consent.



Procedure:

- Medication will be administered if the prescription label is clearly visible, and in its original packaging/container.
- Staff will follow directions given on the prescription label of medication at appropriate time.
- If nonprescription staff will follow written directions given from parent/guardian and in accordance with the direction on the label of the medication.

4.28.1.2 B. Records

Policy:

Any medication administered to the child by a staff member must be recorded using the medication administration form.

Procedure:

- The dose of medication and the time at which the medication was administered must be recorded.
- The administrator of the medication will be noted in writing and attached to the record.

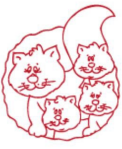
4.28.2 Storage

Policy:

All medications (prescription and non-prescription) will be stored somewhere inaccessible to children.

Procedure:

- Staff are aware of where these medications are kept, and they will be readily available.
- It is easily accessible to staff and out of children's reach.
- Refrigerated medications are stored in a container in the fridge.
- Any medications that need to be readily accessible to a child or staff such as an epi-pen or an asthma inhaler will be kept non-accessible to children and brought along outside, on field trips, etc.



- Epi-pens and/or asthma inhalers may be carried in mini back packs, fanny packs or in/on first aid kits.

4.29 Injuries

4.29.1 Minor

Policy:

Minor injuries and incidents will be recorded in a separate minor accident, illness, and unexpected events form.

Procedure:

- Staff will record any minor incidents in the communication book along with in house incident reports be filled out.
- All staff are made aware of the incident.
- Child is observed by a staff with first aid training, and staff will keep a close eye on the child for further changes or complications.
- Parent/guardian are informed of the incident either at the end of the day during pick-up time or contacted during the day.

4.29.2 Reportable

Policy:

Major injuries and incidents are recorded in the communications book as well as a written report.

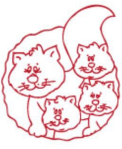
Procedure:

- Managers will keep a copy of any incident report that is filled out.
- Staff involved must write up an incident report immediately after the incident occurs. This report must be sent to the licensing officer within 24 hours of the time of the incident. (licensingconnect@northernhealth.ca 1- 844-845-4200)
- Parent/guardian must be notified immediately after the incident occurs.

4.30 Rest

Policy:

We provide all children with the opportunity to rest each day to allow for decompression and



emotional regulation. All children will be supervised by qualified staff during rest/nap times. Infant and Toddler rest/nap rooms will be closely supervised by qualified staff.

Procedure:

- Children are required to be on their individual cots/cribs.
- Children must be placed on their backs unless they can roll over without assistance.
- Children whose families would prefer they didn't sleep or who do not nap will still be required to have quiet time on a rest mat and are provided with quiet activities (puzzles, books, etc.). This allows them some calm time for decompression and emotional regulation as well as time to cool down from the summer heat.

4.31 Nutrition

Kool Cats Kid Care located at 6989 Gladstone Drive is a Nut and Shellfish FREE zone. Kool Cats Family Care located at 8008 Malaspina Ave has no allergies at this time. Both centre's encourage children to eat fresh choices before eating treats.

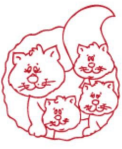
4.32 Meals and Snacks

Policy:

Kool Cats will follow and encourage the Canada Food Guidelines.

Procedure:

- Snacks to be served will be posted.
- Children will have time and be encouraged to have a healthy snack in the morning and afternoon as well as time for lunch.
- All children are encouraged to eat but the choice is theirs.
- Food is not to be used as a reward or punishment.
- No child will be forced to consume any food or drink.
- No child will be left unsupervised while consuming food or drink.
- All children will have access to drinking water throughout the day.



4.33 Food Preparation

Policy:

Anyone in Kool Cats preparing food for the children will have their food safe certificate.

Procedure:

- All staff are made aware of children's food allergies/intolerances, and they will be posted with a picture of the child inside a cupboard in each classroom.
- When preparing food, all food safe as well as licensing regulations will be followed.
- All food will be prepared on a clean, sanitized surface.
- All counter tops are sanitized before and after preparing food.

4.34 Food Storage

Policy:

All food will be stored following food safe guidelines.

Procedure:

- A thermometer is in the refrigerator and the temperature does not exceed 5 degrees Celsius.
- Daily temperature checks are completed and recorded.
- All food will be stored and labeled appropriately.

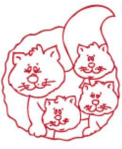
4.35 Informing Parents of Food Intake

Policy:

Parents will be encouraged to send healthy lunches and snacks with their child to Kool Cats.

Procedure:

- All families and children will be informed of food allergies within Kool Cats.
- Canadas Food Guide will be encouraged.
- Afternoon Snack is provided, consisting of a minimum two food groups.
- An alternative snack will be provided if the child is unable to eat the planned snack because of cultural, religious reasons or allergies.
- All children will have access to drinking water throughout the day.



4.36 Hygiene

4.36.1 Toileting

Policy:

Each child will be encouraged to use the toilet and will be given regular opportunities to do so.

Procedure:

- Children will be asked regularly if they need to use the bathroom or taken often.
- There will be a staff member supervising any child in the bathroom when needed.
- Children are encouraged to be independent during bathroom duties.
- Staff are available to assist the children during toileting when needed.

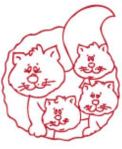
4.36.2 Diapering

Policy:

Any child requiring a diaper will be monitored closely and staff will act appropriately and attend to them accordingly.

Procedure:

- Any child who is toilet training will also be asked if they need to go to the bathroom or taken often.
- Staff will take children into the bathroom to change their diaper when necessary.
- No child will be left in a soiled diaper/clothing.
- No child will be left unattended while on a change station.
- Any and all children who require personal care needs to be attended to on a change table will be adequately supervised by a staff and/or support staff and a hand will be on them at all times to prevent rolling, falling or any other injury.
- Staff will follow universal precautions when diapering and/or assisting with toileting.
- Staff will never leave a child unattended at the change table. And must keep one hand on the child at all times.
- Parent/guardian are to provide diapers and wipes for their child as needed.



- Surfaces used to change diapers will be cleaned with soap and water mixture and then with the bathroom Noriquat solution 7.5 ml of Noriquat to 500mls water.

4.36.3 Clothing

Policy:

Parent/guardian are required to supply their child with 1-2 extra changes of clothes at Kool Cats.

Procedure:

- When spare change of clothes is used, the soiled clothing will be sent home in a plastic bag and another change of clothes will be required.
- Parent/guardian will be verbally notified that their child must have a full change of clothes brought with them to the daycare. (Pants, shirt, underwear, and socks)

5 Guidance

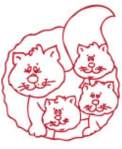
5.1 Prevention

Policy:

Staff will work together to prevent unwanted behaviors from all children and create an environment that fosters positive social behaviors.

Procedure:

- Preventative strategies that are used include consistency between all staff members, clear limits, expected behavior, arrangement of the environment (limiting open spaces to prevent running, etc.), using positive reinforcement, proximity and redirection before a behavior happens.
- Relationships are based on respect for the child, mutual trust, concerns and appreciation of the individual child.
- Encourage children to take responsibility for their own behavior and the natural consequences that may follow.
- Provide positive opportunities for each child to make choices/decisions.
- Teach and model self-respect, respect of others and respect for the community.
- Staff will comply with childcare licensing regulation sections 51 and 52 when it comes to behavioral guidance (a copy is on site).



(https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/332_20_07#section19)

5.2 Intervention

Policy:

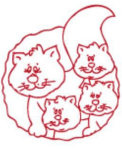
Staff will intervene in any situation where any child's health or safety is of concern.

Procedure:

- Intervention styles include positive reinforcement, redirection, active listening, problem solving, choices, natural and logical consequences, clear limits, and proximity.
- Staff will approach the child(ren) in a caring manner to assist the child express their feelings using their words and provide support by explaining appropriate behavior.
- Recognize and respond to all feelings of children, recognizing the importance of emotional expression as a healthy habit
- More intensive techniques are only used when needed if other techniques have not been successful (i.e., time away from certain toys, spaces, or activities). Children will be provided with healthy opportunities to expel energy generated by strong emotions.
- Physical restraining (holding) is only used as a last resort when a child is in danger to themselves or others and/or authorized in a child's care's plan.
- If the care plan includes instructions respecting behavioral guidance. Physical restraints include, grabbing a child's arm or jacket, holding them in a safe position, etc. on a child will only be used in the case of an emergency situation such as bolting into traffic, self-harm or harm to others and is clearly outlined in a care plan and conducted by someone with adequate/appropriate training to do so, it will be a reportable incident. Adequate/appropriate training includes Non-Violent Crisis Intervention Training.

5.3 Guidelines for Intervention

Policy:



Staff will follow these guidelines if there is a child being uncontrollable, hitting another child(ren) and/or staff member or any other incidents. The following steps will be taken, in order, when major incidents occur. After any of the first 4 steps, there will be a 3-month probation period. If the child's behavior improves with the absence of instances, during this time, then the procedure will start at Step 1

Procedure:

- Talk with the parents to come to a solution or work out a plan of action for staff, child and parent.
- Written warning detailing consequences if behavior does not improve or incidents happen again.
- 2 day suspension after Emergency Board decision. The parent will be informed of this decision later that evening.
- 5 day suspension after Emergency Board decision. The parent will be informed of this decision later that evening.
- Expulsion from the program.

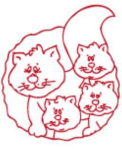
5.4 Bullying & Harassment

Policy:

Kool Cats Kid Care and Kool Cats Family Care has **Zero** tolerance towards bullying or harassment of any nature directed towards a child or staff member by another child, staff or parent. Kool Cats has an Incident Reporting form, Complaint form and an Investigation form to address any situation that may arise.

Procedure:

- Any offensive behavior towards another child or staff will not be tolerated.
- Any vindictive, cruel, malicious, or humiliating attempts to undermine an individual or group of children or staff members will have consequences.
- Staff will endeavor to provide a positive and safe environment for all children and other staff members
- Staff will be aware of all actions of the children as well as listen to complaints from children



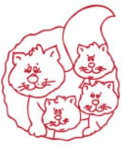
regarding their safety and other's safety.

- Staff play a strong role in accepting or not accepting negative behavior within the groups.
- Children and staff are encouraged to speak out about any issues of bullying, staff will provide a safe place for children or staff to report any incidents.
- All reports will be taken seriously, documented and reported to the Facility Manager.
- If anyone feels bullied by the Facility Manager and/or the Business Manager, they are to report it to the Child Care Operating Board by emailing Board@koolcatskidcare.ca
- Kool Cats will have an annual review which will include the staff, managers and the Child Care Operating Board, to discuss and provide input on what's working and what needs improvement.
- See also 7.1.6 Bullying & Harassment if the incident is towards a staff.
- Staff see also separate file "Bullying & Harassment Full Policy & Appendix".

5.4.1 Bullying & Harassment if the incident is towards a child:

If a child feels they are being bullied or harassed and are comfortable approaching a staff member, the staff member the child confides in will continue to be available to support the child through the procedure.

- If comfortable the staff can confront the situation and emphasize the comment and/or behavior was inappropriate.
- The incident must be documented in detail in the communication book by the staff member who witnessed the incident.
- The incident must also be reported immediately to the Facility Manager and Floor Supervisor.
- If the staff member is uncomfortable about confronting the situation they must report it to the Facility Manager and Floor Supervisor immediately so that they can talk with the victim and the bully in question. The staff member must still document it in detail in the communication book.
- The correct forms will be used for the situation, such as Incident Reporting Form, Complaint



Form or Investigation Form.

- The parent or guardian of the victim and the bully in question will be called immediately to take part in the discussion.
- If the child chooses, they can discuss the incident with the staff member they approached or the staff member who witnessed the incident.
- Staff will document what the child has described that makes them feel bullied.
- The bully in question will have a chance to discuss the situation and staff will document and listen to their side of the story.
- Staff will explain what was observed, if applicable.
- Management will talk with the staff member who witnessed the incident and find out what they know about the relationship between the two children.
- Management and staff will find out if there were any other witnesses to the incident or camera footage if available.
- An Incident report will be sent to Licensing and copy will be kept in each child's file.

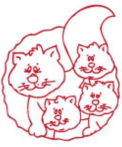
5.4.2 Follow Up

If the bully in question is a child and both children agree on what happened or if the investigation proves a child was bullied by another child:

- The Facility Manager will follow the discipline guidance procedure.

If the bully in question is a staff member and both the child and staff agree on what happened or if the investigation proves a child was bullied by a staff member:

- The Facility Manager will review with the staff member the Kool Cats Policies and Procedures.
- The staff member in question will make amends towards the child and the parents and/or guardians. A written apology will be requested.
- The situation will be written up and signed by the staff member and the Facility Manager and placed in the staff member's file.
- The incident will be reported to the Child Care Operating Board in a timely manner.



- If possible, the staff member will be required to attend any programs or workshops that have a focus on bullying and harassment.
- Any record or evidence of the situation including the findings and corrective measures will be in a separate confidential file in the office.
- If the bullying continues and the staff member is not willing to address their behavior the Child Care Operating Board will be made aware of the situation, and they will make the decision to dismiss the staff member.
- The Facility Manager will report any complaint of bullying or harassment by staff towards either other staff members or children to Work Safe BC along with the necessary information.
- If the bully in question is either the Facility Manager or the Floor Supervisor, the Child Care Operating Board will appoint an investigator to interview and do the investigation and provide the information to the Board with recommendations.

5.4.3 Inappropriate Behavior of Parents towards the Centre's Employees Policy:

To ensure a safe and respectful environment for all employees of the Centre. The centre is committed to addressing any inappropriate behavior from parents and/or guardians towards employees through a gradual response system, ensuring fairness and clarity in handling such incidents. This policy applies to all parents and guardians of children enrolled in either centre. If the parent and/or guardians becomes violent the RCMP will be called.

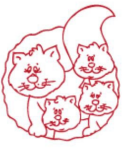
5.4.4 Procedure of Gradual Response System:

5.4.4.1 Verbal Warning (First Incident)

- Upon the first incident of inappropriate behavior, the parent(s) will receive a verbal warning from the Centre's director or designated staff member.
- The incident will be documented, noting the date, time, and nature of the behavior, but no formal action will be taken beyond the warning.

5.4.4.2 Written Warning (Second Incident)

- If a second incident of inappropriate behavior occurs, the parent will receive a written warning.



- The written warning will detail the nature of the inappropriate behavior, reference the prior verbal warning, and explain the consequences of further incidents.
- This warning will be placed in the client's file.

5.4.4.3 *Notice of Termination of Services (Third Incident)*

- Upon the third incident of inappropriate behavior, the parent will receive a notice of termination of services.
- The notice will explain that due to repeated incidents of inappropriate behavior, the daycare centre will no longer be able to provide services to their child.
- The termination will be effective immediately or as specified in the notice.

5.4.4.4 *Immediate Termination of Services (Exceptional Circumstances)*

- Certain behaviors will result in immediate termination of services due to their severe nature. These include, but are not limited to:
 - Threats or acts of physical violence
 - Racist comments and/or hate speech
- In these cases, the parent will receive a written notice of termination of services, detailing the nature of the behavior and the immediate cessation of services.

5.4.4.5 *Procedure*

Documentation

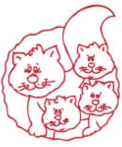
- Each incident will be documented, including the date, time, individuals involved, and a detailed account of the inappropriate behavior.
- Documentation will be kept confidential and stored securely in the client's file.

Communication

- All warnings and notices will be communicated clearly and professionally to the parent(s).
- For verbal warnings, the discussion will be followed by a brief written summary for the record.
- Written warnings and notices of termination will be delivered in person or via registered mail to ensure receipt.

Support for Employees

- The daycare centre will provide support to employees who experience inappropriate behavior from parents.



- Employees will be encouraged to report all incidents of inappropriate behavior immediately.
- Counselling or additional support may be offered to employees affected by severe incidents.

Oversight

- The board of directors will oversee the implementation and adherence to this policy.
- The board will review all documentation related to incidents and ensure that the policy is applied consistently and fairly.

By implementing this policy, the daycare centre aims to foster a safe and respectful environment for all employees, ensuring that inappropriate behavior from parents is addressed promptly and fairly.

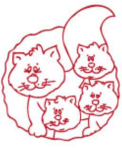
5.5 Intervention by social worker/MCFD

Policy:

When a social worker from Ministry for Children and Family Development and/or RCMP comes to interview, question or apprehend a child, the managers will respond to the situation.

Procedure:

- The social worker/RCMP must provide ID proving they are who they say they are and possible the case # along with court orders or other legal documents. The manager will record all of this information. The manager will then phone the Ministry office and verify with the supervisor that the Social Worker/RCMP has authorization to apprehend this child PRIOR to the child being removed from Kool Cats.
- Legally the child protection act supersedes any and all of our policies.
- Refer to the B.C. Handbook for Action on Child Abuse & Neglect.
https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/public-safety/protecting-children/childabusepreventionhandbook_serviceprovider.pdf?fbclid=IwAR3xi FxC2e-9-E3Tqa HyXarT4NE6FGEGOCtCIC4Sh3eUWUBa0KMMV mVnw
- Social worker along with possible police officers can apprehend a child



- Social workers along with possible police officers may come in to interview a child or multiple children.
- Necessary information from the Social Worker/RCMP will be given to the parent/guardian when they arrive.
- A serious incident report will be written up to record the incident, time and persons involved, reactions, etc. After any serious incident, a serious incident report will be filled out within 24 hours of the injury occurring and sent to the licensing office.
(licensingconnect@northernhealth.ca 1-844-845- 4200).

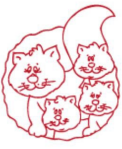
5.6 Intervention if Abuse is suspected NOT at Kool Cats

Policy:

Staff will intervene in any situation where any child's health or safety is of concern. The Act requires that anyone who has reason to believe that a child may be abused, neglected, or is for any other reason in need of protection, must report it.

Procedure:

- If a child is in immediate danger, call police (call 9-1-1 or your local police) to intervene and a child protection social worker should be contacted to determine whether the child is in need of protection.
- If you think a child or youth under 19 years of age is being abused or neglected, you have the legal duty to report your concern to a child welfare worker. Phone 1 800 663-9122 at any time of the day or night.
- The Child, Family and Community Service Act (CFCSA) requires that anyone who has reason to believe that a child or youth has been or is likely to be abused or neglected, and that the parent is unwilling or unable to protect the child or youth, must report the suspected abuse or neglect to a child welfare worker.
- Legally the child protection act supersedes any and all of our policies.
- Refer to the B.C. Handbook for Action on Child Abuse & Neglect.
<https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/public-safety/protecting->



[children/childabusepreventionhandbook_serviceprovider.pdf?fbclid=IwAR3xi FxC2e-9-E3Tqa_HyXarT4NE6FGEGOCtCIC4Sh3eUWUBa0KMMV_mVnw](#)

5.7 Care Plans

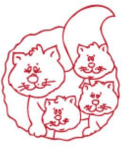
Children who require extra support will be welcomed according to the enrollment policy.

Policy:

Care plans will be written and implemented when necessary for either behavioral, and/or medical reasons.

Procedure:

- Care plans must be written by managers and will follow licensing guidelines.
- Care plans are to be read and signed by parent/guardian as well as all staff that may work with the child.
- Physical restraining (holding) is only used as a last resort when a child is in danger to themselves or others and authorized in a child's care's plan. If the care plan includes instructions respecting behavioral guidance. Physical restraints include, grabbing a child's arm or jacket, holding them in a safe position, etc. on a child will only be used in the case of an emergency situation such as bolting into traffic, self harm or harm to others and is clearly outlined in a care plan and conducted by someone with adequate/appropriate training to do so, it will be a reportable incident. Adequate/appropriate training includes Non-Violent Crisis Intervention Training.
- The child's behavior will be closely observed, and the care plan will only be implemented when the behaviors are ongoing and extreme.
- Extra support children will have an orientation with the parent/guardian and an orientation will be arranged with the support caregivers from the other agency providing support on site. A care plan will be brought in place after a meeting with the parent/guardian, support workers, facility manager and staff.
- To eliminate or reduce the possibility of a child bolting (running away) from the program, managers will endeavor to evaluate the degree of risk involved for the children and especially for identified behaviorally challenged children. At time of admission into the program, care plans will be developed with the parent/guardian to ensure the safety of the



child.

- Care plans will be reviewed and revised as necessary with a minimum of yearly review signed by parents/guardians and staff.

5.8 Emergency Procedures

5.8.1 Emergency Records (Children and Staff)

Policy:

Emergency records for children and staff will be kept in each classroom's backpack. Registration Files and Staff files will be kept in a filing cabinet in the office and will be easily accessible.

Procedure:

- Emergency records will include gender, date of birth, dates of enrolment, parent/guardian contact information, emergency contact numbers, allergies, medical conditions, physician contact information, medical disabilities, medications, photo of the child, copy of court documents and/or care plans, etc.
- All records will be kept at least 2 years after the child is no longer at Kool Cats.
- There will be copies of all emergency records readily available in the first aid backpack.

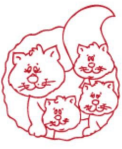
5.8.2 First Aid

Policy:

All staff will have valid childcare first aid certification.

Procedure:

- Children will always have immediate access to a staff member with first aid certification.
- Staff will respond appropriately to any first aid needs of the children (minor cuts, bruises, scratches).
- Any minor incident is recorded in the incident book and parent/guardian will be informed verbally at pick-up time and parent response will be recorded.
- In the event of a serious injury occurring, 911 may be called and staff will call parent/guardian promptly.
- After any serious incident, a serious incident report will be filled out within 24 hours of the injury occurring and sent to the licensing office. (licensingconnect@northernhealth.ca 1-



844-845-4200)

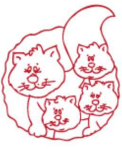
5.8.3 Emergency Response Plan

Policy:

In the event of a serious emergency such as a natural hazard or any threat to the children and staff's safety, the emergency response plan will be followed.

Procedure:

- The business manager is responsible for gathering their computer, phone, and picture of the staff sign-in board.
- Business manager will proceed safely through the main corridor and do a safety sweep of and close the doors to the following: Main Office, Storage Room, Assisted Washroom, Quiet Room 1, Quiet Room 2, Kitchen/Staff Room, Staff Washroom, Custodial Room, once done the Business manager will proceed out the Exit at the back of the building.
- Staff will shout "FIRE" and staff nearest the primary exit will lead the children outside to the assembly area if deemed safe.
- Another staff member will help direct the children out of the building.
- Last staff in classroom will be the last to leave as they sweep the classrooms for any children in washrooms, cubbies in hallway, nap rooms. They will shut doors and turn off the lights as they go. This staff will grab the attendance, first aid and phone as they leave the building if safe to do so.
- Support staff will assist children if/when necessary.
- All children and staff will meet at the assemble point as deemed safe, where attendance will be taken by Manager and/or room Leader.
- Once all children and staff are accounted for the staff will lead the children to our other location at 6989 Gladstone Drive, Prince George, BC V2N 3N7 via the safest route possible at the time.
- No Staff or Child will re-enter the building under any circumstances until the "all clear" has been given.
- Once everyone has arrived at the designated location parent/guardian will be contacted.



- Emergency Evacuation Drills will be practiced at least once per year.

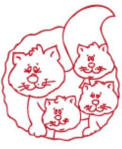
5.8.4 Fire Drills

Policy:

To ensure all staff and all children have the knowledge and skills to be able to react accordingly to an emergency such as a fire, fire drills are a monthly occurrence.

Procedure:

- Staff will shout “FIRE” or Managers will pull a fire pull after notifying Security and Fire Department that one will be pulled.
- Staff nearest the primary exit will lead the children outside to the assembly area if deemed safe.
- Another staff member will help direct the children out of the building.
- Last staff in classroom will be the last to leave as they sweep the classrooms for any children in washrooms, cubbies in hallway, nap rooms. They will shut doors and turn off the lights as they go. This staff will grab the attendance, first aid and phone as they leave the building if safe to do so.
- Support staff will assist children if/when necessary.
- All children and staff will meet at the assemble point as deemed safe, where attendance will be taken by Manager and/or room Leader.
- No Staff or Child will re-enter the building under any circumstances until the “all clear” has been given.
- Business manager is responsible for gathering their computer, phone and picture of the staff sign-in board.
- Business manager will proceed safely through the main corridor and do a safety sweep of and close the doors to the following: Main Office, Storage Room, Assisted Washroom, Quiet Room 1, Quiet Room 2, Kitchen/Staff Room, Staff Washroom, Custodial Room, once done the Business manager will proceed out the Exit at the back of the building.
- There will be written documentation of monthly fire drills.
- These documents will include the date of the fire drill and emergency evacuation, how



many staff and children along with how the children responded.

5.8.5 Equipment

Policy:

Kool Cats will have emergency equipment readily available and prepared in case of emergency.

Procedure:

- Kool Cats will have enough food and water to sustain all staff and children for 72 hours.
- First aid kit and records will be included in the emergency kit.
- Any medications will be added into the emergency kit.
- A cell phone will always be accessible.

6 Facility

Kool Cats Kid Care has a building maintenance contract with School District #57 (SD57).

Kool Cats Family Care has its own building maintenance contract.

6.1 Maintenance

6.1.1 Regular

Policy:

Staff will be surveying the environment daily and checking equipment for repairs and replacements needed.

Procedure:

- Every week, a staff member will inspect equipment and appliances and make sure all is running correctly.
- Managers will be sure to stock all materials as necessary. (Toilet paper, Kleenex, light bulbs, soap, etc.)

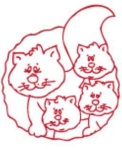
6.1.2 Renovations

Policy:

Any renovations planning to be made must be approved by licensing prior to starting the renovation.

Procedure:

- The manager must submit a plan for change to a licensing officer and receive written



approval from the licensing officer prior to implementation.

- All plans must be submitted to SD57 or City of PG for approval and implementation.

6.1.3 Sandbox

Policy:

The sandbox will be inspected and maintained daily.

Procedure:

- The sandbox will be covered when not being used with a weighted tarp.
- The staff members will rake and maintain the sandbox during Kool Cats' routine safety check.

6.1.4 Gates

Policy:

The outdoor play area will be enclosed with a fence and will have a gate with a latch or crash bar.

Procedure:

- Gates will be latched and a carabiner may be used while children are playing outside.
- Padlocks will also be used to secure the play yards after hours.

6.1.5 Fencing

Policy:

All outdoor play areas will be enclosed by a fence.

Procedure:

- Children will be taken to an enclosed outdoor play area for outdoor play time.
- The property's green space may also be utilized even though it is only partially fenced.

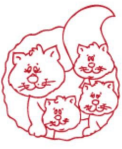
6.2 Indoor

6.2.1 Equipment and Furnishings

Policy:

Indoor play area is safe, clean and age appropriate.

Procedure:



- The play equipment is age appropriate and safe. This means it is sturdy, durable, and free from hazards.
- Equipment and furnishings are in a place which does not block any emergency exits.
- All play equipment and furnishings will be in good repair and replaced when necessary.

6.3 Safety

Policy:

All emergency exits and pathways are clear of obstruction.

Procedure:

- Staff will ensure that all exits are clear and accessible.
- Staff will ensure exit gates are unlocked at the start of the day and locked at the end of the day.
- Staff will perform safety checks and will be continuously aware of the environment.
- Staff will check toys and the environment weekly for any repairs or replacements needed and recorded.
- Indoor and Outdoor toys will be sanitized in a Noriquat solution.

6.4 Inspections

6.4.1 Fire

Policy:

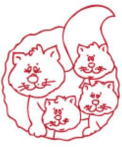
Kool Cats will have fire inspections done annually.

Procedure:

- SD57 does monthly fire inspections at KCKC.
- KCFC is responsible for having yearly fire inspections done at their location.
- Fire inspections include checking exits, fire extinguishers and overall fire hazard risk of Kool Cats.
- A Fire Marshall will come annually for inspection and issue a report.

6.4.2 Health/Licensing

Policy:



Kool Cats will be inspected by a Northern Health licensing officer annually or when deemed appropriate.

Procedure:

- A health inspector will be contacted in the event of any health or safety concerns.
- A licensing officer will come to Kool Cats (planned or unplanned) for a routine inspection.
- The facility managers will address any changes required within the prescribed time indicated in the report.
- Staff will maintain regulations.

7 Records

7.1 Children

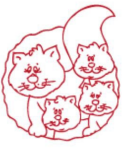
7.1.1 Attendance

Policy:

Parent/guardian are responsible for signing their child in and out of daycare. Staff are to ensure daily attendance is maintained.

Procedure:

- Daily sign in and out sheet is provided.
- Parent/guardian must write and initial time of drop off and pick up.
- Time must be recorded when the child is dropped off and picked up.
- Parent/guardian and/or staff must initial the sign in and out sheet.
- It is the courtesy of the parent/guardian to call in and let the staff know if their child will be late or absent that day.
- To ensure staff have time to communicate with parents/guardian and ensure the children are supervised during time, the staffing plan will reflect this with enhanced ratios at the busiest arrival and departure times during the day.
- Staff are required to ensure that daily attendance is maintained, both for signing in and out the children. Such as reminding parents are filling it in for the parent.



7.1.2 Confidentiality

Policy:

Children's records will be kept in a safe place and will only be available to staff, licensing officer and to the parent/guardian of the child, unless further consent has been given.

Procedure:

- Children's records will be stored in a filing cabinet and will only be accessed by authorized staff and parents.
- Staff will refrain from sharing information on records publicly.
- Children's personal information remains private.

7.2 Staff

7.2.1 Confidentiality

Policy:

Staff records will remain private and will be kept in a safe place.

Procedure:

- Upon hiring an employee, the employee will provide centre with all necessary information such as resume, emergency contact information, social insurance number, and other personal information that will only be viewed by management and the licensing officer, or the employee involved in the records.

7.3 Facility Inspections

Policy:

Records of annual facility inspections will be kept.

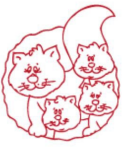
Procedure:

- Records of facility inspections will be kept in a drawer in the office and will be accessible to all staff members.
- Records will be kept for 5 years.

7.4 Consent Forms

7.4.1 Photography

Policy:



Consent forms must be signed by parent/guardian for Kool Cats to be authorized to take photographs of the child.

Procedure:

- Consent forms for parent/guardian to sign and are included in the registration package.
- Any child without consent will not have their picture taken or they will be blurred or cropped out of the picture.

7.4.2 Sunscreen

Policy:

All children must have written consent from a parent/guardian before sunscreen can be applied to their child.

Procedure:

- Consent forms are included in the registration package.
- Parent/guardian are asked to supply their child's own sunscreen (for allergy reasons).
- If not given authorization, the children will be kept in a shady area.

7.4.3 Insect Repellent/Relief

Policy:

If entering an environment where there is a risk of insect bites, repellent will be administered upon consent of the parent/guardian.

Procedure:

- Consent forms will be sent out when applicable.
- Parent/Guardian is to supply insect repellent.

8 Human Resources

8.1 Staff

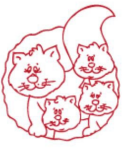
8.1.1 Hiring

Policy:

All staff will go through an interview process prior to being hired.

Procedure:

- All candidates will be interviewed by a panel of program managers.



- All applicants will be considered.
- Priority will be given based on education/training and experience.
- When submitting a resume, you need a minimum of two references.
- Similar questions will be used for all applicants during the interview.
- On site volunteer observation will be asked of applicants with adequate notice for at least one, 1–3-hour period.
- Applicants should share a similar view on Kool Cats' philosophy.

8.1.2 Qualifications

Policy:

All staff hired must be suitable and qualified for the position.

Procedure:

- All staff must provide the required documents.
- Required documents may include: a valid license to practice if applicable, up to date childcare first aid, valid food safe, resume, immunization record, two references, and training documents.
- Clear criminal record check and clear vulnerable sector check.

8.1.3 Job Description

Policy:

Each employee will receive a job description upon hiring.

Procedure:

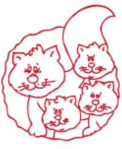
- Employees will sign an acknowledgement of having read the job description.
- If changes are made to the job description the manager will inform all staff and current copies redistributed and an updated acknowledgment will be signed.

8.1.4 Posting of Credentials

Policy:

All credentials will be posted in the childcare facility.

Procedure:



- Have staff credentials posted e.g. first aid, food safe, license to practice, training documents.
- Ensure that all credentials are up to date.

8.1.5 Allegations of Misconduct

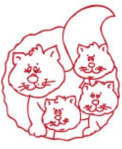
Policy:

Any allegations of suspected misconduct directed towards a staff member will be dealt with in a professional, respectful, and prompt manner by the Managers and the Board of Directors.

Definition:

In a licensed childcare facility in British Columbia, "misconduct" by employees generally refers to behavior that violates the policies, ethical standards, or legal requirements governing childcare, potentially compromising the well-being, safety, and development of children in their care. It includes, but is not limited to:

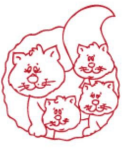
1. **Neglect of Duty:** Failure to provide proper supervision, care, and protection for children as required by the facility and provincial regulations.
2. **Abuse or Harmful Conduct:** Any form of physical, emotional, or verbal abuse, including actions or language that intimidates, discriminates, or humiliates children or coworkers.
3. **Breach of Professional Boundaries:** Engaging in inappropriate personal relationships or interactions with children or their families that compromise professional boundaries or ethical responsibilities.
4. **Violation of Safety and Health Protocols:** Disregarding established procedures that ensure a safe, healthy, and clean environment for children, including failure to follow sanitation or emergency protocols.
5. **Dishonesty or Fraud:** Falsifying records, misrepresenting qualifications or experience, or providing misleading information in matters related to the facility or children's care.
6. **Harassment or Bullying:** Engaging in behavior that constitutes bullying, harassment, or discrimination toward coworkers, children, or parents, contrary to provincial standards and workplace policies.
7. **Substance Abuse:** Use of alcohol, illegal drugs, or impairment from any substance while on duty or in the presence of children or arriving at work under the influence.



8. **Confidentiality Breach:** Sharing or mishandling sensitive information regarding children or families without consent, violating confidentiality protocols.
9. **Failure to Comply with Licensing Standards:** Not adhering to the Child Care Licensing Regulations set forth by the province, including regulations concerning ratios, reporting requirements, and staff-to-child interactions.

Procedure:

- The following will be notified immediately, by the manager responsible, of any and all allegations of abuse by a staff member towards a client of Kool Cats Child Care.
 - The clients parents
 - Licensing 1-844-845-4200 licensingconnect@northernhealth.ca
 - The Child Care Operating Board. Call Tim Thompson, 778-281-1108 and follow up with an email to Board@koolcatskidcare.ca
 - There will be the need to determine if the employee involved in the allegation is to be permitted to continue reporting to work or if they are to be placed on a temporary leave of absence until the investigation has been concluded. Licensing will typically require a safety plan as a first step, this will potentially impact the employee.
 - If there is no direct evidence supporting the allegation the employee may likely be able to continue reporting to work, while the allegation is investigated.
 - If there is direct evidence such as video footage, employee reporting, credible witnesses etc. the employee will likely need to be restricted from reporting to work for the duration of the investigation.
- RCMP non-emergency line. 250-561-3300
- ECE Registry. 1-888-338-6622 (Option 3 for the ECE Registry, then option 2 for the Investigations Team) email, ECERegistry.Intake@gov.bc.ca
- All allegations will be handled impartially and taken seriously until proven otherwise.
- Refer to B.C. Handbook for Action of Child Abuse and Neglect – for service providers. (



https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/public-safety/protecting-children/childabusepreventionhandbook_serviceprovider.pdf)

8.1.6 Bullying & Harassment of Staff

Policy:

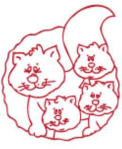
Any allegations regarding a staff member made by a staff member or parent/guardian will be dealt with in a professional, respectful, and prompt manner by the Managers and/or the Board of Directors. Kool Cats Kid Care and Kool Cats Family Care has **Zero** tolerance towards bullying or harassment of any nature directed towards a child or staff member by another child, staff or parent. Kool Cats has an Incident Reporting form, Complaint form and an Investigation form to address any situation that may arise.

Procedure:

- Any offensive behavior towards another child or staff will not be tolerated.
- Any vindictive, cruel, malicious, or humiliating attempts to undermine an individual or group of children or staff members will have consequences.
- Staff will endeavor to provide a positive and safe environment for all children and other staff members
- Staff play a strong role in accepting or not accepting negative behavior within the groups.
- Children and staff are encouraged to speak out about any issues of bullying, staff will provide a safe place for children or staff to report any incidents.
- All reports will be taken seriously, documented and reported to the Facility Manager.
- If anyone feels bullied by the Facility Manager and/or the Business Manager, they are to report it to the Child Care Operating Board by emailing Board@koolcatskidcare.ca
- Kool Cats will have an annual review which will include the staff, managers and the Child Care Operating Board, to discuss and provide input on what's working and what needs improvement.
- See also 8.1.5 Allegations of Misconduct.

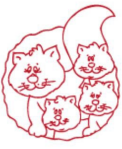
8.1.7 Bullying & Harassment of Staff by Another Staff

All complaints will be taken seriously and investigated promptly and thoroughly. The person



investigating will be impartial and fair, listening to both sides of the situation without making any judgements. Confidentiality will be of the utmost importance during these proceedings. The Investigations will include interviews of both parties involved and any witnesses, as well as looking into the facts and evidence. The investigator will keep in mind the needs of the individual and provide any support if required. The correct forms will be used for the situation, such as Incident Reporting Form, Complaint Form or Investigation Form.

- If a staff member feels bullied or harassed and feels comfortable approaching another staff member, Floor supervisor or Facility Manager to express their feelings of being bullied, the staff member will then continue to be available to support the staff member through the procedure if requested.
- The supporting staff member will encourage the bullied staff to report the incident to the Facility Manager or the Child Care Operating Board. If the bullied staff is uncomfortable doing so, the support staff will inform the Facility Manager or Child Care Operating Board of the situation for Investigation.
- If/when a staff member witnesses a bullying incident towards another staff member, if comfortable can confront the situation and emphasize the comment and/or behavior was inappropriate.
- The incident must be documented in detail by the staff member who witnessed the incident and given to the Facility Manager or the Child Care Operating Board.
- The incident must also be verbally reported immediately to the Facility Manager and Floor Supervisor so that they can report it to the Child Care Operating Board to assist.
- Management and/or the Child Care Operating Board and/or the person appointed to investigate will talk with the staff member who witnessed the incident.
- Management and/or the Child Care Operating Board and/or the person appointed to investigate will find out if there were any other witnesses to the incident, camera footage if available and ask if there is any other evidence to support the allegations, such as emails, text messages or any other evidence.
- If the bully in question is either the Facility Manager or the Floor Supervisor, the victim must notify the Child Care Operating Board by emailing Board@koolcatskidcare.ca and the



Board will appoint an investigator to interview and do the investigation and provide the information to the Board with recommendations.

- See also 8.1.5 Allegations of Misconduct.

8.1.8 Follow Up

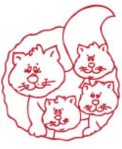
If the bully in question is a staff member and both staff agree on what happened or if the investigation proves a staff was bullied by another staff member:

- The Facility Manager and/or Child Care Operating Board will review with the staff member the Kool Cats Policies and Procedures.
- The staff member in question will make amends towards the staff. A written apology will be requested.
- If the victim feels able and is willing to have a meeting with the bully this will be facilitated by the Facility Manager and/or the Child Care Operating Board as soon as both parties are available.
- The situation will be written up and signed by the staff member and the Facility Manager and placed in the staff member's file.
- If possible, the staff member will be required to attend any programs or workshops that have a focus on bullying and harassment.
- Any record or evidence of the situation including the findings and corrective measures will be in a separate confidential file in the office.
- If the bullying continues and the staff member is not willing to address their behavior the Child Care Operating Board will make the decision to dismiss the staff member.
- The Facility Manager and/or the Child Care Operating Board will report any complaint of bullying or harassment by staff towards either other staff members or children to Work Safe BC along with the necessary information.

8.2 Volunteers

8.2.1 Requirements

Policy:



Before commencing at Kool Cats, the volunteer must have up to date and specific paperwork for Kool Cats to file.

Procedure:

- Volunteers must have an up-to-date criminal record check.
- Volunteers may be required to pay for the criminal record check fee.
- Proof of immunization and tuberculosis status.
- Written Character reference to ensure safety of children.
- Individuals will be contacted when the above information comes in.

8.2.2 Role

Policy:

Volunteers will have designated functions within Kool Cats.

Procedure:

- Staff will give the volunteer an orientation to Kool Cats and to the children the day they come.
- Volunteers must fulfill the same requirements as employees with the exception of toileting and being left alone with a child.
- Volunteers cannot be counted in staff ratio.
- Volunteers are responsible to the Managers or their designate.

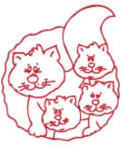
8.3 Practicum Students

Policy:

Students observe staff and children, interact with children and abide by the guidelines of program attending and centers policies and procedures and report to their mentor.

Procedure:

- Students must show any information for program planning or information to mentor before being implemented.
- Students will not be left alone with any child/ren.
- Students will be closely supervised in any role to do with personal hygiene. i.e., toileting, hand washing, redressing and their Mentor must be with them.



- All students must have a copy of an up-to-date criminal record check and vulnerable sector check through their training institution and be in their binder while on site.
- All practicum students will be informed of the policy and procedures of Kool Cats.
- The student must abide by these rules.
- Managers and/or staff and/or Mentor will often ask if there are any questions of the student.
- Parents are entitled to see any observations of their child.

8.4 Child Care Spaces for Children of Staff

Policy:

Kool Cats will strive to provide a childcare space in the appropriate age program for staff children.

Procedure:

- Staff and children will be on a case-to-case basis.
- All Staff and children will be considered.

8.5 Termination of Staff

Policy:

In the event that a staff member ends their employment at Kool Cats or is terminated from Kool Cats their child will no longer be eligible for placement in the centre.

Procedure:

- Written notice will be given.
- The staff member(s) will be given 30 days to find alternative childcare as per our policies.

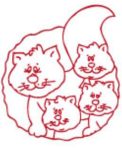
9 Finance

Policy:

The Business Manager will manage all the financial transactions for Kool Cats Child Care programs.

Procedure:

- The business manager will manage the invoicing of fees for Kool Cats Family Care and Kool Cats Kid Care.
- Maintain Accounting program, keeping accounts in order and enter deposits on a timely



basis.

- Submit the CCOF, Affordable Child Care funds, Wage Enhancement, and the CCFRI.
- Ensure payroll, Receiver General and WorkSafe are done on a timely basis.
- Maintain the City of Prince George Business License and a Public Health Food Permit.
- Ensure all insurances are in place: Child Care Spaces, Tenant, Director's Insurances.
- Ensure the Lease and other operating billing is in good financial standing.
- Purchase supplies as requested by Program Managers and Facility Managers.
- Ensure the Kool Cats bus is maintained and in good working order and has CVI done twice a year.
- Ensure the College Heights Community Association is in good standing Society status.
- Prepare budgets with Program Managers, other Facility Managers and a CHCA representative.

10 Review

All policies will be reviewed annually by the board of directors to ensure they remain effective and relevant. Any changes to the policy will be communicated to all parents and guardians.

11 Approval

This policy has been approved by the daycare Centre's Board of Directors and is effective as of November 4th, 2024.

Updated November 4th, 2024