

Table of Contents

INTRODUCTION.....	3
OVERVIEW.....	3
PROGRAM ELIGIBILITY	6
REGISTRATION FOR PROGRAMS	7
CHILD CARE REGISTRY AND WAITLIST SELECTION POLICY.....	8
REGISTRATION FEES	10
PAYMENTS.....	11
FEE SUBSIDIES.....	12
REGISTRATION RECORDS.....	13
MANAGEMENT OF CONFIDENTIAL INFORMATION	15
PROVIDING CUSTOMER SERVICE TO PEOPLE WITH DISABILITIES	16
STAFF TRAINING AND DEVELOPMENT.....	17
(LICENSED CHILD CARE PROGRAMS).....	17
Section 2: Program Withdrawal.....	19
WITHDRAWAL NOTICE	19
REFUNDS.....	20
Section 3: Safe Arrival & Departure	21
ATTENDANCE RECORDS.....	21
LATE PICK-UP	23
Section 4: Programming.....	24
PROGRAM CONTENT	24
CLASS SIZE.....	25
Section 5: Health and Safety.....	26
COMMUNICABLE DISEASES.....	26
HAND HYGIENE POLICY.....	27
ANAPHYLAXIS POLICY.....	28
SICK CHILDREN.....	30
ADMINISTRATION OF MEDICATIONS.....	31

FOOD HANDLING	33
OUTDOOR PLAY	34
SUPERVISION	35
EMERGENCY MANAGEMENT (General)	36
Emergency Management (Licensed Child Care)	38
Phase 2: Next Steps During the Emergency.....	45
Phase 3: Recovery (After an Emergency Situation has Ended)	49
EMERGENCY COMMUNICATIONS	50
FIRE SAFETY	51
WORKPLACE VIOLENCE	52
WORKPLACE HARASSMENT	56
Section 6: Behaviour and Discipline	59
THE BEHAVIOUR OF ADULTS	59
THE BEHAVIOUR OF CHILDREN	60
BEHAVIOUR MANAGEMENT POLICY	61
BEHAVIOUR MANAGEMENT MONITORING	63
SMOKING	64
Section 7: Other	65
PHOTOGRAPHY OF CHILDREN	65
COMMUNICATION	66
VOLUNTEERS	67
SOCIAL MEDIA POLICY	68
CRISIS COMMUNICATIONS PLAN	75
Parent Issues and Concerns	79
Policies and Procedures.....	79
Procedures.....	80

INTRODUCTION

The intent of the Core Program Policies and Procedures Manual (the Manual) is to describe to employees, volunteers and participants the standards to which the Manor Park Community Council (MPCC) aims to adhere. Where applicable, additional program specific direction is provided.

OVERVIEW

The Manor Park Community Council (MPCC) is a not-for-profit organization providing quality recreational programs to participants of all ages, in addition to licensed child care before- and after-school. A combination of fee-based and free programming is provided on a year-round basis. Activities take place in and around the Manor Park Community Centre, Manor Park Public School and its surrounding recreational areas. Administrative functions are supported by employees in the MPCC office located in the Manor Park Community Centre and, for licensed child care, in the MPCC office located in the Manor Park Public School.

Updated: August 30 2018

**The Manor Park Community Council –
providing recreational programs in our community for over 35 years!**

The Manor Park Community Council (MPCC) aims to help build a strong and livable community by providing residents with activities that develop their bodies, minds, and community spirit.

The MPCC provides licensed child care and recreational programs to participants from the greater community. The MPCC manages the Community Centre and takes pride in our parks and sports sites. We draw on local talent for volunteers and employees while collaborating with others whenever possible. Through the Manor Park Chronicle and manorpark.ca, the MPCC supports the exchange of ideas in a well-connected community.

Core Values:

Fostering community spirit

Building social capital

Meeting needs

Maintaining inclusivity

Promoting healthy living

Bringing people together

Linking the community

DEFINITIONS

Board Members – The elected MPCC volunteer Board of Directors.

Children – youth aged 14 years or younger.

Management or Managers – Executive Director, Arts Supervisor, Sports Supervisor, Supervisor Manor Park Playschool, Supervisor ‘Before- and After-School in Manor Park’, and Assistant Supervisor ‘Before- and After-School in Manor Park’.

Family member – participant’s parents / guardians, offspring or spouse/partner.

Instructor – the employee or volunteer who takes the lead role in delivering the recreational activity.

Educator – the employee who delivers licensed child care

Minors – youth aged 18 years or younger.

Staff – MPCC employees.

Licensed – program licensed under the ‘Child Care and Early Years Act’

Section 1: PROGRAM REGISTRATION

PROGRAM ELIGIBILITY

Intent

MPCC programs are open on a 'first-come, first-served' basis to all interested persons meeting the eligibility criteria.

Policies and Procedures

1. Eligibility criteria for programs:
 - a) Age at Entry.
 - Age at Entry is a relevant criterion for programs where a certification is offered or a level of participant independence is required, or otherwise prescribed (eg. Babysitting Workshop, Manor Park Playschool).
 - Licensed programs: Age at entry is important to determine and maintain participant ratios in accordance with the operating license.
 - b) Toilet Training.
 - Toilet training is relevant criterion for all MPCC programs due to their recreational nature. It is recommended that a child be fully toilet trained before being admitted to a program.
2. Persons meeting eligibility criteria will be registered without prejudice. If a registrant requires a support person at school or other occasions, parents/ guardians are responsible for the needed support. Where a registrant requires the assistance of a support person or animal, they (support person or animal) will be accepted without charge. All assistive devices for persons with disabilities are permitted.
3. Should a participant no longer meet eligibility criteria after beginning a program, the MPCC will attempt to successfully integrate the participant but reserves the right to withdraw registration.

REGISTRATION FOR PROGRAMS

Intent

Maximum and minimum participant numbers are prescribed in many programs as part of the planning process. Registration policies and procedures allow effective allocation of program resources and equitable access to all participants.

Policies and Procedures

1. Registration for a program is defined as the receipt in the MPCC office of a completed registration and applicable fees.

For licensed programs: registrants must be immunized according to the recommendations of the Ministry of Health or exempted from immunization in accordance with the Ministry of Health.

2. Programs are restricted to registered participants.
3. The applicable Director is notified of new registrants.
4. A Director must approve all requests for changes in registration status. These requests may include:
 - Complete withdrawal from program;
 - Modification to the days of participation, or
 - Modification to the hours of participation.

CHILD CARE REGISTRY AND WAITLIST SELECTION POLICY

Revised June 9 2016

Approved by Board of Directors: June 15 2016

Intent

The Manor Park Community Council (MPCC) may select registrants in the 'Child Care Registry and Waitlist' (CCRAW) and accept them into 'Before- and After-School in Manor Park' (Program). In order that the selection process is both fair and transparent, policies and procedures are established.

Policies and Procedures

1. Parents will be directed to place their child on the 'Child Care Registry and Waitlist' (CCRAW) if they are seeking placement in 'Before- and After-School in Manor Park' (Program) and need a fee subsidy.
2. Parents will be directed to place their child on the CCRAW if the Program is at capacity.
3. CCRAW ranks registrants seeking placement in the Program under a fee subsidy more highly than full-fee registrants.
4. When notified by the City of Ottawa that fee subsidy funding is available, the Supervisor may initiate placement from CCRAW.
 - a. Supervisor will review the CCRAW, for registrants meeting the following ranked criteria:
 - i. A child who attended the Program with a fee subsidy in June returning to the Program in September and approved for a fee subsidy.
 - ii. A child already enrolled in the Program for whom fee subsidy has now been approved.
 - iii. A child who already has a sibling attending the Program.
 - iv. A child with special needs for whom support has become available.
 - b. A child meeting the criteria of 4a will be offered placement provided there is space available in an age-appropriate group and that transportation to the Program is available.
 - c. If no child meets the criteria of 4a, and fee subsidy funding is available, the Supervisor would offer placement to the highest ranked registrant on the CCRAW for whom space is available in an age-appropriate group and transportation to the program is available. For clarity, the highest ranked registrant is defined as the first child on CCRAW with an 'approved' status eligible to receive fee subsidy.
 - d. Once offered placement, a family has five (5) business days to complete their registration in the Program or they forfeit their spot and the selection process continues.
5. Should no fee subsidy funding be available, the Supervisor may choose to initiate placement from CCRAW.
 - a. Supervisor will sort all full-fee registrants according to the date of their registration in CCRAW.
 - b. Supervisor will review the sorted CCRAW for registrants meeting the following ranked criteria:
 - i. A child who already has a sibling attending the Program.
 - ii. A child who is returning to the Program.
 - iii. A child with special needs for whom support funding has become available.
 - c. A child meeting the criteria of 5b will be offered placement provided there is space available in an age-appropriate group and transportation to the Program is available.
 - d. If no child meets the criteria of 5b, the Supervisor may offer placement to the highest ranked full-fee registration for whom provided space is available in an age-appropriate group and transportation to the program is available. For clarity, the highest ranked full-

registration is defined as the first full-fee child listed chronologically by date of joining CCRAW.

- e. Once offered admission, the family has five (5) business days to complete their registration in the Program or they forfeit their spot and the selection process continues.
6. Families approved for fee subsidies and meeting ranked criteria will be prioritized over full-fee families meeting ranked criteria.
7. Full-fee families meeting ranked criteria will be prioritized over those families not meeting ranked criteria.
8. Families inquiring about their position for placement from the CCRAW will be responded to by the Supervisor.
 - a. Supervisor may review the selection criteria with the family.
 - b. Should another child(ren) better meet the selection criteria than the inquirer, the Supervisor may indicate this but without disclosing which of the specific ranked criteria is being met.
 - c. Should another child(ren) better meet the selection criteria than the inquirer, the Supervisor will not disclose any personal information about this child(ren).
 - d. Supervisor will remind inquirer that all placements are dependent upon the availability of funding (fee subsidies only), age-appropriate space, and transportation to the program.
 - e. Supervisor will advise the inquirer that all placements will be issued in writing.

REGISTRATION FEES

Intent

MPCC may charge a fee to process applications for registration to programs combining long term enrolment, limited registration and higher than average administration costs. Registration fees are in addition to program fees.

Policies and Procedures

1. Registration fees may apply to some programs.
2. Registration fees are non-refundable.
3. If a registration fee applies, the registration form will not be accepted unless accompanied by the registration fee.
4. If more than one family member applies for a specific program, only one registration fee is payable.

PAYMENTS

Intent

MPCC offers fee-based licensed programs, and fee-based and free recreational programs. When applicable, program payments are part of the registration process. Accessibility is promoted by making the program payment process simple and flexible.

Policies and Procedures

1. Payment methods vary by program but may include: credit card, Pre-Authorized Debit (PAD), cheque or cash.
2. For licensed programs: Receipt for payment must be provided upon request.
3. Payments that do not clear the bank upon which they were drawn will be assessed a fee.. This fee must accompany the replacement payment.
4. Families requiring financial assistance for program payments may:
 - Arrange support through a social service agency;
 - Arrange support through the City of Ottawa;
 - Request that fees be paid on an installment basis, or
 - Inquire if an MPCC subsidized spot is available.
5. Arrangements for program fee payment on an installment basis must be approved through the applicable Manager. Arrangements will include payment completion prior to the end of the program.

FEE SUBSIDIES

Intent

MPCC recognizes that not all community members find fee-based recreational programs equally accessible. The generosity of Manor Park residents makes community subsidy monies available to assist those less financially able.

Policies and Procedures

1. Community subsidies are applied to MPCC recreational program fees only; Registration Fees must be paid by registrant.
2. Licensed programs are not eligible for community subsidy. Families must apply for fee subsidy through the City of Ottawa.
3. To be eligible for program fee subsidy for a recreational program, the participant must be a member of the community by virtue of living in Manor Park or attending a community school.
4. Financial support may range from 50 – 100% of the recreational program fees based on the cost recovery requirements of the program selected.
5. Persons interested in receiving a community subsidy of recreational program fees must provide a written request to the MPCC.
6. The MPCC may partner with community schools or service organizations to identify those who might benefit from a community subsidy for recreational programs.
7. Subsidies for recreational programs are allocated on a 'first come-first served' basis.

REGISTRATION RECORDS

Intent

Basic personal information about program participants helps protect their well-being by providing health and key contact information in the case of an emergency.

Policies and Procedures

1. Registration Records will be maintained for each program.
2. Information on the Registration Record is drawn from the registration form completed by the participant or their parent / guardian.
3. Registration Records contain the following information:
 - Participant's first and last name;
 - Date of birth;
 - Address;
 - Phone number;
 - Email;
 - Medical or other information (eg. allergies, medical conditions, medications) that would be useful in an emergency
 - Name(s) of parents / guardian, where participants are minors;
 - Contact information for parents / guardian, where participants are minors;
 - Name and phone number of emergency contact (non-parental), where participants are minors;
 - Name and phone number of those persons to whom the child may be released, where participants are minors;
 - Signature of the parent/ guardian, paper registration forms,
and
 - Program name, day and time.
 - For licensed programs: Will comply with CCEYA manual.
4. Registration Records are confidential.
5. Registration Records will be accessible to staff yet out the view of visitors or participants.
6. Information contained in the Registration Records is collected for use by the MPCC in the case of emergency, for record keeping, communication and participant databases.

7. Registration Records will be accessible to Managers at the program's activity site at any time that the program is in operation.
 - a. For licensed programs: The Registration Records will be accessible to the Ministry of Education or designate upon request.
8. Edited Registration Records for each participant (Class List) will be provided to the Instructor/Educator. The class list will include health and emergency contact information.
9. The Class List will accompany Instructors/Educators on field trips or any excursion beyond the program's activity site.
10. Outside of a program's hours of operation, Registration Records will be secured.
11. Registration Records will be held for two (2) years.
12. For licensed programs: registration records will be held for three (3) years after participants leave the program.

MANAGEMENT OF CONFIDENTIAL INFORMATION

Intent

The MPCC respects the privacy and dignity of children, adults and families participating in programs by securing confidential information.

Policies and Procedures

1. The privacy of program participants and their families is respected.
2. The MPCC will use information about participants or their families, whether received verbally or in writing, only for the purposes for which it was collected.
3. Participant information may be shared outside of the MPCC only with:
 - Written consent of the participant or, in the case of minors, their parents / guardians;
 - As required by law, and
 - As needed in the case of an emergency.

For licensed programs: As required under the license.

4. Registration records are kept in a location that is easily accessible for staff but not within the reach of children or visitors.
5. Conversations about children or families are to be limited to the child's own parent / guardian.
6. References in conversation to the children of others shall be made in a most general way (ie. "Your son/daughter really enjoyed playing with (child's name) today.>").
7. Staff must ensure that conversations amongst themselves regarding program participants are always respectful. Such conversations are not to take place in a public location or within earshot of persons visiting the facility.
8. Should staff become aware of information that suggests that a minor's welfare is at risk, they are to bring the information to the attention of their program's Director.

PROVIDING CUSTOMER SERVICE TO PEOPLE WITH DISABILITIES

Intent

The MPCC strives to give people with disabilities the same opportunity to access and benefit from our services as any other customer. While providing customer service to people with disabilities, the MPCC staff will respect their dignity and independence.

Policies and Procedures

1. Staff will be trained on the customer service standards of the 'Accessibility for Ontarians with Disabilities Act, 2005' (AODA) during their orientation.
2. Board of Directors will be trained on the customer service standards of AODA within six (6) months of election or appointment.
3. Training will include:
 - a. The purpose of AODA and the requirements of the customer service standard.
 - b. How to interact and communicate with people with various types of disabilities.
 - c. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
 - d. How to use any assistive devices on the premises that might help with the provision of services to people with disabilities.
 - e. What to do if a person with a disability is having difficulty accessing MPCC services.
 - f. Review of MPCC policies and procedures regarding customer service to persons with disabilities.
4. Training will be updated when there are changes to policies and/or procedures.
5. Communication will be in ways which take into account a person's disability.
 - a. Telephone communication will be clear, slow, and in plain language.
 - b. When necessary, alternatives to telephone communication, such as written or electronic options, will be offered.
 - c. Invoices and related billing documents will be provided in hard copy, electronic copy or large print when requested.
6. Service animals are welcomed at our programs.
7. Support persons provided by the participant are welcomed at our programs for no additional registration cost.
8. In the event of temporary disruption to facilities or services used by person(s) with disabilities, a notice detailing the reason for the disruption, and its anticipated duration will be posted at all entrances.
9. Comments on how MPCC services meet the needs of persons with disabilities are welcomed.
 - a. Comments should be directed to the Executive Director.
 - b. A response will be prepared within 5 business days.

STAFF TRAINING AND DEVELOPMENT (LICENSED CHILD CARE PROGRAMS)

Intent

The MPCC recognizes that staff enter employment with varying levels of knowledge, skill, and experience. MPCC employees understand what is required of their work and also need opportunities to upgrade and continue to improve their skills, knowledge and approaches. When staff are competent, capable, rich in experience, and are provided with opportunities to grow professionally, everyone benefits.

Policies and Procedures

1. The MPCC will endeavour to ensure that all child care employees meet regulatory training requirements. Types of training and development may include:
 - a. Orientation;
 - b. Independent learning via manuals or other learning documents;
 - c. Program observations;
 - d. e-learning;
 - e. In-house training sessions, staff meetings;
 - f. Webinars, and
 - g. Workshops, conferences, and seminars
2. All newly appointed staff are provided with an orientation to the MPCC consistent with the Human Resources Manual policy on Orientation, and with licensed child care program policies and program requirements.
3. All staff will have completed the following training requirements prior to commencing employment:
 - a. Standard First Aid, CPR Level C
 - b. Accessibility for Ontarians with Disabilities Act
 - c. Integrated Accessibility Standards Regulations
 - d. Worker Health and Safety Awareness Training
 - e. WITS Primary Program – Teacher Accreditation
4. Staff will be provided with the early learning documents, ‘How Does Learning Happen?’, ‘Think, Feel, Act’, and ‘Excerpts from ELECT’ in keeping with the Ministry of Education’s and MPCCs before- and after-school pedagogy and program statement. Staff will implement the resources into weekly emergent curriculum plans.
5. The Program Supervisor will provide resources to aid staff with the understanding of changes to the modernization of child care in Ontario and implementing programming that fosters the development of the four foundations of learning (well-being, belonging, engagement, and expression).
6. When possible, in-house training will be offered in the following areas: health and safety, program pedagogy, behaviour guidance, and specialty areas.
7. Staff will be responsible for ensuring that first aid certification is up to date. The MPCC will reimburse staff for recertification of training, provided a record of completion and receipt of training costs are submitted to the Supervisor on a completed expense report.
8. Monthly staff meetings will provide opportunity to discuss pedagogical practices, and reflect and collaborate with fellow educators on the before- and after-school team.

9. Staff are encouraged to seek professional development opportunities and training related to child care and early learning. Support is provided according to Human Resources Manual policies on professional development.
10. Should conferences or seminars in the field of child care and early learning become available through the City of Ottawa or Province of Ontario, the Program Supervisor will support the attendance of educators where possible and consistent with the Human Resources Manual policies on professional development.

Section 2: Program Withdrawal

WITHDRAWAL NOTICE

Intent

Occasionally a program is not suitable for a registrant. Where the choice to withdraw from a program is made by the participant, his/her parent / guardian or by the MPCC on his/her behalf, a withdrawal process ensures equitable treatment for all.

Policies and Procedures

1. Participants may be withdrawn from a program by providing a written request to the MPCC office.
2. The MPCC may request that a participant withdraw from a program because of:
 - Non-payment of program fees;
 - Behaviour that endangers the participant or others;
 - Abusive language;
 - Bullying;Disrespect for persons or property;
 - Inappropriate 'readiness' for the program;
 - Where the program cannot meet the needs of the participant, or
 - Late pickup (Section 3.3).
3. Withdrawals requested by the MPCC may be effective upon verbal contact with the participant or, where applicable, his/her parent/guardian. A verbal withdrawal request must be confirmed in writing by the Director.

REFUNDS

Intent

Registrants may be entitled to have their fees credited or refunded if they withdraw from a program. Equitable criteria determine if a credit / refund is due and ensures prompt processing.

Policies and Procedures

1. Credits or refunds may be made providing:
 - No fee payments are outstanding, and
 - A written withdrawal request is received.
2. The option of a credit or refund will be selected by the registrant.
3. Criteria for full credit or refund, less administration fee, are:
 -
 - Written withdrawal notice three (3) weeks prior to published start date for camps;
 - Written withdrawal notice no later than one (1) week following the published start date for sessional programs, and
 - Written withdrawal notice one (1) week prior to start day for workshops or single day programs
 - Written notice of full withdrawal from participation is received no later than the first day of the last month during which the child will attend 'Before- and After-School in Manor Park' or Manor Park Playschool.
 - Written notice for partial withdrawal from participation (frequency of attendance) is received no later than the first day of the last month of regular attendance at 'Before- and After-School in Manor Park' or Manor Park Playschool.
4. Criteria for partial credit or refund are:
 - Pro-rated refunds where the withdrawal request is made by the MPCC.
5. An administration fee is applied to all written notices of full or partial withdrawal from participation.
6. The credit or refund will be made payable, and mailed to, the participant/ parent/guardian on the registration.
7. No refunds will be made in cash.

Section 3: Safe Arrival & Departure

ATTENDANCE RECORDS

Intent

The safety and security of program participants is enhanced by ensuring that each participant is accounted for during the program's hours of operation.

Policies and Procedures

1. The MPCC is responsible for the safety of minors while on site during a program's operations.
2. Participant attendance will be recorded on an Attendance Form.
3. The Attendance Form shall contain:

- Program name;
- MPCC name and / or logo;
- Date;
- List of registered participants, and
- Blank fields on which the daily arrival and departure of each participant is noted.

4. At the beginning of every program day, the Instructor will initial the Attendance Form to indicate the presence of each participant. Late arrivals should be noted as they arrive.

For licensed programs: the time of arrival and departure are listed along with the initials of the Educator.

5. Where children are scheduled to arrive at an MPCC program directly from their school or school bus and do not arrive, and no notice of absence has been received, staff will contact the parent / guardian (or emergency contact) to confirm their child's absence.
6. The Instructor/Educator is required to total the number of attendees for the day and indicate the number on the Attendance Form.
7. The program's supervisor will periodically 'spot check' Attendance Forms to ensure that arrival and departure details are properly recorded.
8. The Attendance Form will be stored where it is accessible to staff and/or Instructors.
9. Attendance Forms will be maintained on file for one (1) year.
 - a. For licensed programs: Attendance Forms will be maintained on file for three (3) years after participant leaves the program.

RELEASE OF CHILDREN

Intent

Children may not be released into the care of any individual other than a parent / guardian or an authorized person.

Policies and Procedures

1. Parents / guardians are requested to name all persons authorized to pick-up their child(ren) on the Registration Form.
2. Parents / guardians wishing to add or delete authorized persons must do so in writing.
3. A list of persons authorized to pick up a child is available to Instructor/Educator..
4. An authorized person arriving to pick up a child may be asked to present valid, photo identification to Instructor/Educator.
5. Should the parent / guardian leave a message to advise that their child will be picked up by a person not authorized in writing, the parent / guardian will be called by staff to verify the consent before releasing the child.
6. If a person arrives to pick up a child without prior authorization, the parent / guardian must be contacted for verbal verification of the arrangements.
7. If a person arrives to pick up a child without prior authorization and the parent / guardian cannot be reached for verification, the emergency contact will be called.
8. If a person arrives to pick up a child without prior authorization and neither the parent / guardian nor emergency contact are available for verification, the child will not be released.
9. If a person arrives to pick up a child without prior authorization and a conflict develops, the police will be called.
10. A child will be held by MPCC staff for a maximum duration of one (1) hour after the termination of a program while staff attempt to make arrangements for release of the child(ren) through the parent / guardian or emergency contact.
11. If staff have not successfully arranged for the release of the child(ren) within one (1) hour after termination of the program, staff will contact the police and hand the child over to their care. Staff shall notify the program's Manager or Executive Director that the police have been contacted.

LATE PICK-UP

Intent

Programs begin and end at specified times. During these specified times, the MPCC is responsible for the well-being of children in attendance. The MPCC does not have the resources to supervise children beyond the hours of a program's operations.

Policies and Procedures

1. Parents / guardians of children will be made aware of the pickup time and location in writing.
2. Parents / guardians are required to respect the specified pick up times.
3. Children will be supervised for a five (5) minute grace period after the program has ended.
4. Beyond the grace period, and at the discretion of the program's Manager, parents / guardians may be levied an additional charge of \$1 per minute in order to discourage late pickup.
5. The program's Manager will make parents / guardians aware of any late fees levied.
6. The additional charge levied must be paid by the end of the following session in order that the child's enrollment in the program continues.
7. If late fees are not paid on time, the child may be suspended from the program.
8. After three (3) late charges have been levied, the MPCC reserves the right to withdraw the participant from the program. No refund will be offered.
9. A child will be supervised by MPCC staff for a maximum duration of one (1) hour after the specified end time of the program while staff attempt to make arrangements for the pick-up of the child through the parent / guardian or emergency contact.
10. If staff have not successfully arranged for the pick-up of the child within one (1) hour of the program's termination, staff will contact the police and hand the child over to their care. Staff shall notify the program's Manager or Executive Director that the police have been contacted.

Section 4: Programming

PROGRAM CONTENT

Intent

Successful programs are most often characterized by well-conceived and well-delivered content. Guidance on maintaining program content helps ensure the viability of MPCC programs.

Policies and Procedures

1. The MPCC will provide program content of the highest possible quality.
2. Program content will be age appropriate and inclusive.
3. Program plans, material used and concepts delivered will be monitored by each program's Manager.
4. Lesson plans will be catalogued and retained for future reference.
5. As needed, program content or lesson plans may be communicated to the parents /guardians of participants.
 - For licensed programs: Pedagogical documentation will be posted.
6. All programs developed remain the property of the MPCC.

CLASS SIZE

Intent

The MPCC works to provide each program participant the best experience possible. Class size influences this experience due to its impact on the participant's social interactions, safety and the program resources available.

Policies and Procedures

1. Class sizes for each program will be determined by the program's Director.
 - For licensed programs: class sizes will be determined according to the license
2. Class sizes will be determined in consideration of:
 - Nature of the activity;
 - Age of participants;
 - Physical space;
 - Instructors, and
 - Resources required.
3. For programs that include preschool-aged children, the adult to child ratios established in the 'Child Care and Early Years Act' will be taken into consideration.
 - For licensed programs: adult to child ratios established in the 'Child Care and Early Years Act' will be maintained.
4. Class size may be a determining factor when a deciding to cancel a program.

Section 5: Health and Safety

COMMUNICABLE DISEASES

Intent

Everyone has a role to play in eliminating the spread of diseases. MPCC provides a healthy environment for staff and participants by controlling communicable disease on its sites.

Policies and Procedures

1. 'Communicable diseases' are those defined by the Health Department of the City of Ottawa.
2. When a participant is diagnosed with a communicable disease, the MPCC office will be notified immediately.
3. Protocol set out by the Health Department of the City of Ottawa will be used to determine whether or not a participant with a communicable disease will be excluded from a program.
4. Protocol as set out by the Health Department of the City of Ottawa will be used to determine when and under what conditions an excluded participant may return to a program.
5. The MPCC will notify others with potential contact that a communicable disease has been diagnosed in one of its program participants. Personal information about the participant will not be disclosed.
6. For licensed programs: Educators will record an incident of communicable disease in the log book.

HAND HYGIENE POLICY

Approved: January 28 2015

Intent

MPCC supports the health of participants and staff through proper hand hygiene, the first line of defense against the transmission of communicable diseases.

Policy and Procedures

1. Definitions
 - a) Hand washing: Completing the following steps i) wet hands under running water; ii) apply liquid soap; iii) lather and rub hand for at least 15 seconds; iv) rinse hands well under clean running water v) dry hands using a clean towel or air dry hands, and vi) turn off taps with a towel or sleeve.
 - b) Hand cleaning with sanitizer: Completing the following steps when liquid soap and water and unavailable or when hands are not visibly dirty i) place a quarter-size drop of alcohol-based hand sanitizer in the palm; ii) rub hand together, palm to palm; iii) rub back of each hand with palm and fingers of the other hand, and iv) rub until hands are dry (15 seconds)
2. Staff will wash their hands immediately after using the washroom facilities.
3. Staff will wash their hands immediately after handling any bodily secretions (i.e. vomit, urine, blood).
4. Staff will wash their hands after handling soiled clothing.
5. Staff will wash their hands after caring for a sick participant.
6. Staff will wash or clean hands with sanitizer prior to handling or consuming food.
7. Staff will be encouraged to wash or clean hands with sanitizer after wiping her/his nose.
8. Staff will be encouraged to increase the frequency of hand washing and hand cleaning with sanitizer when there is an outbreak of an infectious disease.
9. Staff will encourage hand washing and hand cleaning with sanitizer in all participants.

ANAPHYLAXIS POLICY

Intent: MPCC aims to reduce the risk of exposure to life-threatening allergens, as well as provide a communication plan for the provision of information on life-threatening allergies of program participants and staff.

Procedures

1. Manor Park Public School, Manor Park Community Centre are designated as nut-free zones.
2. Staff will be trained in Standard First Aid and CPR level C.
3. Staff will obtain specific training in the treatment of anaphylactic allergies and the usage of EpiPens.
4. An 'Emergency Medical Procedure Authorization' as well as an 'Anaphylaxis Emergency Plan' (Plan) must be completed for each participant with a life-threatening allergy. Parents/ guardians will indicate on program registration forms if a participant has a life-threatening allergy.
5. 'Anaphylaxis Emergency Plans' shall be established by a parent/ guardian of each participant with a life-threatening allergy which includes the emergency procedures to carry out for each individual participant.
6. The 'Anaphylaxis Emergency Plan' form must contain:
 - Name of the participant;
 - Photograph of participant;
 - List of allergens for that specific participant;
 - Name of medication;
 - Dosage of medication;
 - Medication expiry date;
 - Location of medication;
 - Emergency contact information;
 - Signs and symptoms of anaphylactic reaction;
 - Procedure in the event of an anaphylactic emergency;
 - Signature of parent/ guardian or physician.
7. An EpiPen must be provided by parents/ guardians for all participants with life-threatening allergies. EpiPens will be stored in their group's backpack. Coloured backpack tags will indicate backpacks containing EpiPens..
8. Staff will review 'Anaphylaxis Emergency Plans' created for anaphylactic participant, during orientation prior to commencing employment, and annually afterwards or when an anaphylactic participant begins the program outside of these parameters. Prior to the start date of a new participant with life-threatening allergies, information will be relayed to staff via staff bulletins, as well as during staff monthly meetings.
- 9.
10. 'Anaphylaxis Emergency Plans' will be posted in a conspicuous place. in participant's classroom.
11. The Supervisor and staff will follow the procedures set out in the participants 'Anaphylaxis Emergency Plan' in the unlikely event of an allergic reaction.
12. In the event of event of an allergic reaction, the Plan will be followed, 911 will be called and the participant's parent/ guardian will be notified.
13. Staff will not accompany participant to the hospital.
14. Medication must be delivered to the Supervisor in the original container and bearing the prescription label.

15. On the participant's last day of attendance, medication will be returned directly to the participant's parent/ guardian.

SICK CHILDREN

Intent

This policy ensures that an ill participant receives proper care and that others are protected from illness by limiting or eliminating the spread of contagious germs.

Policies and Procedures

1. A participant who is ill must not attend an MPCC program.
2. Should a participant show symptoms of illness while attending a program, the Instructor/Educator will follow procedures to help the participant receive proper care:
 - Place the participant in a comfortable or quiet area under supervision;
 - When necessary, contact emergency medical personnel;
 - Administer pre-authorized medication according to procedures (Section 5.3);
 - Contact the participant's parent / guardian or emergency contact person, and
 -
 - For licensed programs: Educators will record the illness in the log book.
4. In the event of serious illness or where the participant is disoriented or slips into unconsciousness, staff will call '911' for emergency personnel and state that there is a life threatening emergency.
5. Participants may return to their MPCC program when the illness has past and they are no longer contagious. Please refer to Section 5.1, Communicable Diseases.
6. Staff will strive to reduce the spread of germs through hand washing and the maintenance of a clean activity site.

ADMINISTRATION OF MEDICATIONS

Update approved October 2016

Intent

Administering medication will help or, if mishandled, seriously harm a person. Given the serious implications, medications will not be administered unless precautions are taken to ensure that authorization, dosage, timing and storage of medications are appropriate.

Policies and Procedures

1. Under no circumstances will employees or volunteers administer prescription medication to a child without a signed 'Authorization for the Administration of Medication' form ('Authorization Form').
2. The 'Authorization Form' must contain:
 - Name of participant;
 - Photograph of participant, for anaphylaxis or severe medical condition;
 - Date;
 - Name of medication;
 - Medical condition;
 - Name and phone number of physician;
 - Dosage and frequency;
 - Medication storage instructions;
 - Possible side effects;
 - Procedures in the event that the medication is administered;
 - Signature of the participant or in the case of a minor, his/her parent / guardian, and
 - Signature of the program's Manager.
3. The 'Authorization Form' must be kept with the participant's records and posted in a location which respects the participant's privacy yet permits quick access to instructors in the event of an emergency.
4. Not all medications will be authorized.
5. An 'Anaphylaxis Emergency Plan' shall be established for each individual, if applicable.
6. The 'Anaphylaxis Emergency Plan' shall be followed.
7. Staff and volunteers shall receive training from a physician or the parent on procedures to be followed if a child has an anaphylactic reaction.
8. When medication is administered, the participant's parent / guardian will be notified and all procedures outlined will be followed.

9. Medication must be delivered to the program staff / Instructor in the original container and bearing a prescription label.
10. The prescription label must be cross referenced with the 'Authorization Form' to ensure a match. The prescription label must be examined for the date it was dispensed and the expiry date to verify that the medication is a current prescription. These dates must be recorded and initialed on the 'Authorization Form'.
11. Medication must be stored out of reach of children.
12. Neither over-the-counter medications (eg. Tylenol, cough syrup) nor preparations (eg. sun screen, insect repellent) are to be administered by staff or Instructors.
13. Leftover medication and/or medical container will be returned directly into the hands of the participant, or in the case of a child, his/her parent / guardian.

FOOD HANDLING

Intent

The safety and well-being of program participants is enhanced with safe food handling practices.

Policies and Procedures

1. MPCC programs endeavor to be 'Peanut and Nut Free Zone'.
2. Where participants are required to bring a meal or snack from home, the food must be kept in their lunch boxes / backpacks until consumed and cannot be shared amongst participants.
3. Proper hygiene will be followed by everyone in contact with food.
4. Food will be stored at appropriate temperatures.
 - For licensed programs:
 - i. each lunch bag and container stored shall be marked with the participant's name.
5. Food will not be kept or used past its expiry date.

OUTDOOR PLAY

Intent

Outdoor activities are a foundation for healthy bodies and minds. The MPCC encourages a variety of outdoor activities conducted with the safety of its participants as a priority.

Policies and Procedures

1. When possible, children's programs feature outdoor activities.
2. Instructors/Educators will ensure that children are dressed appropriately for the weather before going outdoors to play.
3. Instructors/Educators must always precede the children into the outdoor play area and check for hazards (eg. syringes, broken glass).
4. Only outdoor toys or equipment in good working order are suitable for play.
 - i. For licensed programs: Refer to the age designation for each playground structure to ensure that it is age appropriate for use.

For licensed programs: Structures with H1 or H2 defects are excluded from use until evidence of repairs and inspection are provided by OCDSB.

For licensed programs: Supervisor or designate, will conduct daily and monthly visual inspections of play structure equipment. Records of these inspections shall be kept in the office.

5. When playground equipment is being used, one staff must be supervising.
6. Toys, when used, shall be age-appropriate and provided in sufficient number as to provide accessibility for all participants.
7. Children may not leave the supervised area.
 - a. For licensed programs:
 - i. Play is restricted to OCDSB property.
 - ii. Excursions to non-OCDSB property (tennis courts, skating rink, FireEngine Park, splash pad) are deemed to be 'field trips'.
8. Outdoor activities will be curtailed during extreme weather conditions. These include:
 - Heavy rain;
 - Hail;
 - Extreme cold, or
 - Extreme heat.

SUPERVISION

Intent

The MPCC is responsible for the safety and well-being of children while they participate in its programs.

Policies and Procedures

1. Instructors/Educators are responsible for supervising program participants during the program's normal hours of operation and for up to one (1) hour past the program's hours (see sections 3.2 and 3.3)
2. The Supervisor may be assisted by other staff or volunteers.
3. Children will be supervised during all aspects of programming, free play and breaks (eg. lunch).

EMERGENCY MANAGEMENT (General)

Intent

Emergency situations require quick reaction, clear thinking and good judgment. Procedures and training enhance these reactions and reduce participant risk.

Policies and Procedures

1. Evacuation procedures include, when possible:
 - Participants should wear shoes while participating in programs to ensure safety and comfort in the case of evacuation;
 - When evacuating a building, ensure that everyone leaves the building promptly without stopping to retrieve personal items;
 - When applicable, one staff should lead the evacuation and another follow the evacuees;
 - The Head Instructor/Educator will bring the children's records when evacuating;
 - Calls for emergency assistance will be placed after everyone has left the building;
 - The group shall assemble at the central meeting place currently designated;
 - Staff will do a headcount to ensure that everyone has left the building, and
 - Doors will be closed, but not locked, as staff exits the building.
 - In the event of a fire, directions in the Fire Safety Plan should be followed provided that it is safe to do so.

2. Lockdown procedures (used in extreme situations such as bomb threat or dangerous person on site), include:
 - Initiated through MPCC staff, Manor Park Public School administration, or emergency personnel through an announcement to secure the rooms;
 - Participants stop whatever they are doing and wait quietly for instructions from MPCC staff or emergency personnel;
 - MPCC staff check hallways and washrooms for participants and bring them into the room and lock the door (when possible);
 - Windows and blinds (where applicable) are closed;
 - Participants remain seated as far out of sight as possible;
 - MPCC staff count the number of persons in each room. ONLY this number is recorded on a blank piece of paper. If it is safe to do so, the paper is mounted in window.
 - Announcement of the end of the lockdown routine will be initiated by MPCC office or emergency personnel.

3. Instructors are aware of the location and operation of the nearest telephone.
4. An injured person is not to be moved unless remaining at the scene will put him / her at further risk (eg. fire, gas leak or other danger.)
5. Should emergency personnel be summoned, staff or other responsible person will be sent to the facility entry to direct emergency vehicles to the scene.
6. If necessary, the Manor Park Public School OR Manor Park Community Centre will act as an emergency shelter.
7. Employees will be instructed in procedures for emergency evacuation and Fire Safety prior to beginning work.
8. Employees will review emergency evacuation and Fire Safety once annually.
9. Evacuation and Fire Safety Plan shall be reviewed annually.

Emergency Management (Licensed Child Care)

Approved: January 31 2018

Intent: This policy aims to provide clear direction to follow when dealing with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved, resulting in the safest possible outcomes.

1. Definitions

- **All-Clear:** A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.
- **Authority:** A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, MPCC supervisory staff).
- **Emergency:** An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the entire child care program (e.g. child-specific incidents) and where 911 is called.
- **Emergency Services Personnel:** persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services).
- **Evacuation Site:** the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.
- **Meeting Place:** the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or before returning to the child care centre if evacuation is not necessary.
- **Site designate: Supervisor, Assistant Supervisor, Designate Supervisor**
- **Staff:** Individual employed by the licensee (e.g. program staff, supervisor).
- **Unsafe to Return:** A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

2. Staff will follow the emergency response procedures in the phases outlined: 'Immediate Emergency Response', 'Next Steps during an Emergency' and 'Recovery'.
3. Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.
4. For situations that require evacuation of the child care centre, the meeting place to gather immediately will be located at: The Manor Park Community Centre at 100 Thornwood Road.
5. If it is deemed 'unsafe to return' to the child care centre, the evacuation site to proceed to is located at: St. David & St. Martin Presbyterian Church at 444 St. Laurent Road.

Note: all directions given by the emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

6. For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.
7. If any emergency situations happen that are not described in this document, Site Designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.
8. If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

9. All emergency situations will be documented in detail by staff in the daily written record.

Procedures

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
<p>Lockdown When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location. 3) Staff inside the child care centre must: <ul style="list-style-type: none"> • remain calm; • gather all children and move them away from doors and windows; • take children's attendance to confirm all children are accounted for; • take shelter in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space; • turn off/mute all cellular phones; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) Site Designate will immediately: <ul style="list-style-type: none"> • close and lock all child care centre entrance/exit doors, if possible; and • take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</p>
<p>Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • take children's attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. 4) Site Designate must immediately: <ul style="list-style-type: none"> • close and lock all entrances/exits of the building, if safely possible; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the building. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>

<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<p>1) The staff member who becomes aware of the threat or Site Designate must:</p> <ul style="list-style-type: none"> • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children's attendance to confirm all children are accounted for. <p>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</p>
<p>Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children's emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; and • take children's attendance to confirm all children are accounted for; • keep children calm; and • wait for further instructions. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. <p>4) Designated staff will:</p> <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. <p>5) If possible, the Site Designate must conduct a walk-through of the building's child care areas to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>

<p>Disaster – External Environmental Threat An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) Site Designate must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on external front door with instructions that no one may enter or exit the child care centre until further notice; and • ask custodian to turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the child care program to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
<p>Natural Disaster: Tornado / Tornado Warning</p>	<p>1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</p> <p>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>3) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children; • go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways; • take children’s attendance to confirm all children are accounted for; • remain and keep children away from windows, doors and exterior walls; • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.

Natural Disaster: Major Earthquake	<ol style="list-style-type: none">1) Staff in the program room must immediately:<ul style="list-style-type: none">• remain calm;• instruct children to find shelter under a sturdy desk or table and away from unstable structures;• ensure that everyone is away from windows and outer walls;• help children who require assistance to find shelter;• for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck;• find safe shelter for themselves;• visually assess the safety of all children.; and• wait for the shaking to stop.2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop.3) Once the shaking stops, staff must:<ul style="list-style-type: none">• gather the children, their emergency information and emergency medication; and• exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building.4) If possible, prior to exiting the building, staff should also:<ul style="list-style-type: none">• take a first aid kit; and• gather all non-emergency medications.5) Individuals who have exited the building must gather at the meeting place and wait for further instructions.6) Designated staff will:<ul style="list-style-type: none">• help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.• wait for further instructions.7) The Site Designate must conduct a walkthrough of the building to ensure all individuals have evacuated, where possible.
---	---

Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, Site Designate must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the building has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee (Executive Director, MPCC Chair) not on site, the Site Designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

Emergency Information & Important Phone Numbers

Emergency Information

Location: Manor Park Public School, 100 Braemar Street, Ottawa

Nearest Intersection: St. Laurent Blvd & Hemlock Rd

Location: Manor Park Community Centre, 100 Thornwood Road, Ottawa

Nearest Intersection: St. Laurent Blvd. & Hemlock Rd.

Important Phone Numbers:

911 – for life threatening emergencies or crime in progress

OCDSB Emergency Line - 613-596-8765

Children's Aid Society (CAS) – 613-747-7800

Ottawa Police (other emergencies) – 613-230-6211

CHEO – 613-737-7600

Ambulance Service – 613-580-4771

Poison Control – 613-737-1100

Taxi – West Way - [\(613\) 727-0101](tel:6137270101)

Blue Line - [\(613\) 238-1111](tel:6132381111)

Manor Park Community Council

613-741-4776 (Before- and After-School office)

613-741-4753 (Recreation office)

Manor Park Public School – 613-746-8131 (office)

St. David and St. Martin Presbyterian Church – 613-745-1756

Note: Cell phone numbers below deleted from public posting. Will be provided to employees.

Nancy Carisse – BAS Supervisor (cell) –

Meagan Noonan – BAS Assistant Supervisor (cell) –

Lana Burpee – MPCC Executive Director -- (cell)

Allison Seymour – Co-Chair B.O.D. – (cell)

Tom Golem – Co-Chair B.O.D. -

Merhnaz Riazi – BAS Supervisor Designate –

To place an outgoing call in the classroom: Pick up phone, press 9...7... when the dial tone changes, proceed to dial the number.

- 4) Where any staff, students and/or volunteers are not on site, Site Designate must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the building.
- 5) Site Designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given	
Procedures	1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the building.

	<p>2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the building.</p> <p>3) Staff must:</p> <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. <p>4) Site Designate will determine if operations will resume and communicate this decision to staff.</p>
Communication with parents/guardians	<p>1) As soon as possible, staff must notify parents/guardians by phone or email of the emergency situation and that the all-clear has been given.</p> <p>2) Where disasters have occurred that did not require evacuation of the child care centre, Supervisors must provide a notice of the incident to parents/guardians by email.</p> <p>3) If normal operations do not resume the same day on which an emergency situation has taken place, Supervisors must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</p>

8b) Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) Site Designate will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, staff will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, staff will update the child care program’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include details of the evacuation site location and contact information in the message.

Phase 3: Recovery (After an Emergency Situation has Ended)

Procedures for Resuming Normal Operations will take place:	<ol style="list-style-type: none">1. Where applicable to:<ul style="list-style-type: none">• reopening the child care centre• contacting the Ministry of Education Program Advisor• responding to media and community inquiries• contacting the insurance company• temporarily relocating, etc.2. Support to children and staff who experience distress3. Procedures for debriefing of staff, children and parents/guardians will take place after the emergency by the Site Designate
---	--

EMERGENCY COMMUNICATIONS

Intent

Instructors/Educators are responsible for the safety of participants while in attendance at their MPCC program. In cases of accidents, illnesses or emergencies, this may require the assistance of emergency services. Access to communication tools ensures timely calls for emergency assistance.

Policies and Procedures

1. Instructors/Educators will have access to telephones at indoor activity sites.
 2. For licensed programs: Educator will carry two-way radios to all activity sites.
 3. Instructors/Educators will carry cellular telephones at all sites not served by telephone or two-way radio.
 4. Staff will be aware of telephone locations.
 5. At each telephone location in the Manor Park Community Centre and at MPCC activity sites in the Manor Park Public School, a notice will be posted, outlining:
 - The location, street address and phone number;
 - The nearest major intersection;
 - Instructions on how to place an outgoing call, and
 - How to place a call to request emergency service support.
 - i. Emergency number –‘911’ -- for Fire Department, Ambulance, Poison Control, Police
 - ii. Address of nearest hospital
 - iii. Phone number of taxi service
5. In the event that services are unavailable, all participants with disabilities shall be notified as required by provincial ‘Ontarians with Disabilities Act’ legislation.

FIRE SAFETY

Intent

The MPCC seeks to ensure the safety of children, visitors, and staff by following guidelines regarding fire safety.

Policies and procedure

For licensed programs:

1. A fire drill is conducted six (6) times per year.
2. A written record shall be kept for all drills, and made available for inspection for three (3) years.
3. An emergency evacuation procedure shall be posted in a conspicuous place in each programming room.
4. A place of emergency shelter is designated in the event of an evacuation.
5. Written fire procedures approved by the local fire department specify each staff member's duties in the event of a fire.
6. Staff shall be instructed as to his/her responsibilities in the event of a fire before beginning work.
7. Registered participant's contact information is taken upon evacuation.

WORKPLACE VIOLENCE

October 14 2016

Intent:

The MPCC is committed to the prevention of workplace violence and is responsible for worker health and safety. Established policies and procedures will help to protect workers from workplace violence.

Policies and Procedures:

1. Workplace violence includes:
 - a. the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
 - b. an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or
 - c. a statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in the workplace, that could cause physical injury to the worker.
2. The MPCC will take whatever steps are reasonable to protect its workers from workplace violence from all sources.
3. Workplace violence may originate:
 - a. Between workers;
 - b. Between workers and program participants;
 - c. Between workers and visitors to the workplace;
 - d. Between workers and those with whom they have a domestic/intimate relationship; or
 - e. When violence between two visitors spills over to include the worker.
4. The MPCC considers the following to be clear examples of workplace violence, regardless of whether or not the violent individual has the capacity to appreciate that their actions could cause physical harm:
 - a. verbally threatening to attack a worker;
 - b. leaving threatening notes at, or sending threatening e-mails to, a workplace;
 - c. shaking a fist in a worker's face;
 - d. wielding a weapon at work; hitting or trying to hit a worker;
 - e. throwing an object at a worker;
 - f. sexual violence against a worker;
 - g. kicking an object that the worker is standing on (ie ladder); or
 - h. trying to run down the worker using a vehicle or equipment.
5. The MPCC shall assess the risk of workplace violence including risks that may arise from the nature of the workplace, type of work or conditions of work, taking into account the circumstances of the workplace.
6. The MPCC shall review the risk assessment annually, or as often as necessary to ensure that the workplace violence policies and procedures continue to protect workers from workplace violence.
7. The MPCC may take action to change the nature of the workplace, type of work or conditions of work to reduce the potential risk of workplace violence.

8. The MPCC shall post the risk assessment in the workplace and advise the Joint Health & Safety Committee of the risk assessment results by providing a copy of the assessment in writing.
9. The MPCC shall develop procedures to control identified risks that are likely to expose a worker to physical injury.
10. The MPCC shall communicate procedures to control identified risks to a worker during their orientation.
11. Measures to control identified risks include:
 - a. Rink workers must work in teams between 6pm and 7am;
 - b. Rink workers shall carry a communication device such as cell phone or walkie-talkie;
 - c. Lock-down procedures shall be developed and communicated to each worker during orientation;
 - d. Workers shall be informed of a person with a history of violence or potentially violent situations, as appropriate to their program, and
 - e. Contact information for MPCC employees shall be distributed to workers electronically and posted in each place of work.
12. The MPCC shall review their procedures to control identified risks annually, or as often as necessary to ensure that the workplace violence policies and procedures continue to protect workers from workplace violence.
13. The MPCC shall maintain procedures to implement the workplace violence policy.
14. Every worker must work in compliance with these policies and procedures.
15. Workplace violence policies and procedures will be reviewed with workers during their orientation, and after any change to the policy or procedures.
 - a. Workers shall sign off on each policy and procedural review.
16. When workplace violence occurs, or is likely to occur:
 - a. Immediately, workers should summon assistance by calling '911' on a cell phone, or land line;
 - b. Workers should notify their team members, where applicable, by walkie-talkie or cell phone;
 - c. Workers should report the workplace violence or concern to their supervisor, or MPCC Chair should management be the source of the violence; and
 - d. Supervisor should report to the Executive Director by phone call.
17. In the event of workplace violence which results in a person being critically injured or killed, the MPCC shall:
 - a. Immediately notify the Ministry of Labour inspector by phone call;
 - b. Immediately notify the Joint Health & Safety Committee;
 - c. Within 48 hours notify, in writing, a director of the Ministry of Labour giving circumstances of the occurrence.
18. In the event of workplace violence which a worker is disabled or requires medical attention, the MPCC shall:
 - a. Within four (4) days, notify the Joint Health & Safety Committee.
19. In the event of workplace violence or when there is concern about workplace violence, workers should record: the name of the individual in question; the date/ place/ time of the incident; name(s) of witnesses and their contact information, where possible; events that led up to the incident, and what was heard or observed.

20. Supervisors shall advise workers of any actual or potential occupational health and safety danger of which the supervisor is aware, appropriately tailoring the type and amount of information disclosed based on the specific job and associated risks of the workplace.
21. Workers may refuse to work if he/she has reason to believe that he/she may be endangered by workplace violence.
22. All reports will be investigated in a prompt, objective and sensitive manner. The privacy of all concerned will be respected as much as possible.
23. When an investigation confirms workplace violence, the MPCC will take action including but not limited to exclusion or dismissal.
24. When the MPCC becomes aware of the existence of any actual or potential danger to the safety or health of a worker, the worker will be advised.

Adopted: October 26 2016

Risk Assessment: WORKPLACE VIOLENCE

1. Nature of the Workplace

Location		Lighting	Sight Lines	Entrances/ Exits	Potential Weapons	Other
Manor Park Public School	Licensed Child Care office			building entrances secured; swipe cards		
	Gym: large					
	Gym: small					
	Library					
	Classrooms					
	Kindergarten yard					
Manor Park Community Centre	Upper level: Recreation office					
	Upper level: North Room					
	Upper level: South Room / kitchen					
	Lower level: Change room / sports storage			Single egress		

2. Type of Work

Job Title	Handle money	Process registrations	Care for the vulnerable	Interact with the Public	Interact with Parents
Executive Director				x	x
Supervisor (BAS)	x		x	x	X
Ass't Supervisor (BAS)	X	x	x	x	x
Educators (BAS)			x		X
Supervisor (Playschool)	X	x	x	x	x
Supervisor (Arts)	x	x		x	X
Supervisor (Sports)	X	x		x	x
Instructor (recreation)			x		X
Rink maintenance				x	
Camp Counselor			x		x

3. Conditions of Work

Job Title	Early or late hours	Isolated / dangerous location	Work alone
Executive Director			
Supervisor (BAS)			
Ass't Supervisor (BAS)			
Educators (BAS)			
Supervisor (Playschool)			
Supervisor (Arts)			
Supervisor (Sports)			
Instructor (recreation)			
Rink maintenance	x		X
Camp Counselor			

WORKPLACE HARASSMENT

Adopted: October 26 2016

Intent

The MPCC is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including other employees, supervisors, program participants and their families, or other members of the public.

Policies and Procedures

1. The workplace harassment policies and procedures apply to all workers including managers/ supervisors, temporary employees and contractors.
2. Workplace harassment means:
 - a. Engaging in a course of vexatious comment or conduct against a worker in a workplace because of race, creed, age, ethnic origin, marital status, physical disability, sex, sexual orientation, gender identity or gender expression where the course of comment or conduct is known, or ought reasonably known, to be unwelcome;
 - b. Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant, or deny a benefit or advancement to the worker and the person knows, or ought reasonably known, that the solicitation or advance is unwelcome.
3. Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.
4. Workers are encouraged to report any incidents of workplace harassment, explicit or implicit.
 - a. Incidents or complaints can be reported verbally or in writing. When submitting a written complaint, the worker should use the 'Workplace Harassment Complaint Form'. When reporting verbally, the report contact along with the worker complaining of harassment will fill out the complaint form together.
5. A report of the incident should include the following:
 - a. Name(s) of the worker who has allegedly experienced workplace harassment, and contact information;
 - b. Name(s) of the alleged harasser(s), and contact information (if known);
 - c. Name(s) of the witness(es) (if any) or other person(s) with relevant information to provide about the incident, and contact information (if known);
 - d. Details of what happened including date(s), frequency, and location(s) of the alleged incident(s);
 - i. Any supporting documents the worker who complains of harassment may have in his/her possession that may be relevant to the complain;
 - ii. List of documents which a witness, another person, or the alleged harasser may have in their possession that are relevant to the complaint.
6. Workplace harassment incidents or complaints should be reported to the worker's supervisor. If the worker's supervisor is engaging in the workplace harassment, contact the Executive Director. If the Executive Director is the person engaging in workplace harassment, reporting should be done to the MPCC Chair.
7. The MPCC will ensure that an investigation appropriate to the circumstances is conducted when the employer, or supervisor becomes aware of an incident of workplace harassment or receives a complaint of workplace harassment.
8. The Executive Director will determine who will conduct the investigation into the incident or complaint of workplace harassment. If the allegations of workplace harassment involve the Executive Director or Directors on the Board, the employer will refer the investigation to an external investigator to conduct an impartial investigation.
9. The investigation will be completed in a timely manner, and generally within ninety (90) days, unless there are extenuating circumstances.

10. The persons conducting the investigation, whether internal or external to the workplace, will, at minimum, complete the following:
 - a. Ensure that the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator(s) should remind the parties of this confidentiality obligation at the beginning of the investigation.
 - b. Thoroughly interview the worker who allegedly experienced the workplace harassment and the alleged harasser(s), if the alleged harasser(s) is a worker of the employers. If the alleged harasser(s) is not a worker, the investigators should make reasonable efforts to interview the alleged harasser.
 - c. Opportunity must be given to the alleged harasser(s) to respond to the specific allegations raised by the worker. In some circumstances, the worker who allegedly experienced workplace harassment should be given reasonable opportunity to reply.
 - d. Interview any relevant witness(es) employed by the employer who may be identified by either the worker who allegedly experienced workplace harassment, the alleged harasser(s), or as necessary to conduct a thorough investigation. The investigators must make reasonable efforts to interview any relevant witness(es) who are not employed by the employer (if any).
 - e. Collect and review any relevant documents.
 - f. Take appropriate notes and statements during the interviews with the worker who allegedly experienced workplace harassment, the alleged harasser(s), and any witness(es).
 - g. Prepare a written report summarizing the steps taken during the investigation, and complaint, the allegations of the worker who allegedly experienced workplace harassment, the response of the alleged harasser(s), the evidence of any witness(es), and the evidence gathered. The report must set out findings and come to a conclusion about whether workplace harassment was found or not.
11. Within ten (10) days of the investigation being completed, the worker who allegedly experienced workplace harassment and the alleged harasser(s), if he/she is a worker of the employer, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address workplace harassment.
12. Information about complaints or incidents shall be kept confidential to the extent possible. Information obtained about a complaint or incident of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action, or otherwise as required by law.
13. When an investigation is on-going, the worker who has allegedly experienced workplace harassment, the alleged harasser(s), and any witness(es) should not discuss the complaint or incident or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. The investigators may discuss the investigation and disclose the complaint- or incident-related information only as necessary to conduct the investigation.
14. The employer will keep records of the investigation:
 - a. The complaint or details about the incident;
 - b. Record of the investigation notes;
 - c. Copy of the investigators' report, if any;
 - d. Summary of the results of the investigation that was provided to the worker who allegedly experienced workplace harassment and the alleged harasser(s) if a worker of the employer;
 - e. Corrective action taken to address the complaint or incident of workplace harassment.
15. All records of the investigation will be kept confidential.
 - a. Records will be kept for three (3) years.
16. After a complaint is received, and during an investigation, the MPCC may take interim measures to ensure the workers safety.
17. In the event that investigation reveals an incident of harassment, the MPCC may take action, including but limited to:
 - a. Discipline of an employee;

- b. Termination of an employee;
 - c. Exclusion of a participant from a program, or
 - d. Referral of the incident to authorities.
18. Employees will receive training in this workplace harassment policy during their orientation, and through an annual review.
 19. Supervisors and workers are expected to adhere to their policy and will be held responsible by the MPCC for not following it. Workers will not be penalized for responsible for reporting an incident or participating in an investigation involving workplace harassment.
 20. The policy shall be reviewed annually.

Adopted: September 26 2016

Section 6: Behaviour and Discipline

THE BEHAVIOUR OF ADULTS

Intent

Adults involved with an MPCC program contribute to its success through their behaviour.

Policies and Procedures

1. Adults are required to speak and act with respect and courtesy towards children, program participants, staff, and all other persons.
2. Adults are prohibited from engaging in illegal or unethical behaviour while in a program or at an activity site.
3. Adults who are unable or unwilling to act respectfully and courteously during programs or while at activity sites will be asked to leave. If they do not leave when requested, police will be called to escort them from the site. They will be asked to make arrangements such that they will not need to return to the program site.
4. Adults engaging in illegal or unethical behaviour in a program or at an activity site will be escorted from the site by the police. They will be asked to make arrangements such that they will not need to return to the program site.
5. An adult appearing to be under the influence of alcohol or drugs will not be permitted to participate in a program. If necessary, the police will be called to remove them from the activity site.
6. A child will not be released to an adult appearing to be under the influence of alcohol or drugs. The police will be called, ('911'), to assist with the removal of the child and adult from the activity site.
7. Adults registered in a program who have been asked not to return will have their registration cancelled and a refund processed.
8. Where the program registrant is a child and the adult's behaviour is unacceptable and the adult is unable or unwilling to avoid MPCC activity sites, the child's registration in the program will be cancelled and a refund processed.

THE BEHAVIOUR OF CHILDREN

Intent

To create an atmosphere of respect to oneself, others and the environment, staff must promote positive behaviour and deal with inappropriate behaviour in a consistent manner.

Policy and Procedures

1. Staff and participants are required to:
 - Show courtesy to one another;
 - Demonstrate respect for property, equipment and the environment;
 - Ensure that one's behaviour is not disruptive;
 - Behave in a manner which avoids injury to oneself and others, and
 - Exercise self-discipline.
2. Methods for promoting positive behaviour shall be age appropriate.
3. Methods for promoting positive behaviour strive to be consistent across all programs.
4. Methods for promoting positive behaviour strive to be consistent with those adopted by the Manor Park Public School.
5. Corporal punishment is not permitted.
6. Deliberate or harsh measures used to humiliate a child or to undermine his/her self-respect are not permitted.
7. A child shall not be deprived of their basic needs: food, shelter, bedding or clothing.
8. A locked room shall not be used to confine a child.
9. Policies and procedures are reviewed with employees prior to their first day of work.

For licensed programs: Written policies and procedures with respect to discipline are reviewed annually.
10. The behavior management practices of staff shall be monitored.

BEHAVIOUR MANAGEMENT POLICY

(Approved Jun 10 2015; rev 1 October 28 2015)

Intent

To create an atmosphere of respect to oneself, others and the environment, promoting positive behaviour and handling inappropriate behaviour in a developmentally appropriate and consistent manner.

Procedures

1. Staff and program participants are required to:
 - Show courtesy to one another;
 - Demonstrate respect for property, equipment and the environment;
 - Ensure that one's behaviour is not disruptive;
 - Behave in a manner which avoids injury to oneself or others, and
 - Exercise self-discipline.

2. The Supervisor will review behaviour management policies and procedure with employees prior to their first day of employment and annually thereafter.

3. Methods for promoting positive behaviour shall be age appropriate and consistent. Methods include but are not limited to the following:
 - Involve participants in the development of "classroom rules",
 - Guide children by setting clear examples,
 - Instructor focus on 'what to do' rather than 'what not to do',
 - Approach child at eye level,
 - Use of effective praise that is immediate, sincere and specific,
 - Use of positive reinforcement. Instructor may introduce positive reinforcement program,
 - Use of natural and logical consequences,
 - Redirect children to a more acceptable behaviour or activity,
 - Methods of behaviour management should be consistent with those adopted by Manor Park Public School.

4. Behaviour management practices that are not permitted include:
 - Corporal punishment
 - Deliberate or harsh measures used to humiliate or undermine a participant's self-respect.
 - Depriving the child of basic needs including , food, shelter, bedding or clothing.
 - Locking the exits of a child care centre premises for the purpose of confining the child;
 - Using a locked or lockable room or structure to confine the child if s/he has been separated from other children
 - Abusing a child physically, verbally or emotionally.

5. **Disciplinary Action Procedure:**

When disruptive or dangerous behaviour continues and further action is required, Before- and After-School staff will carry out the following the behavioural management actions:

- a. Participants will be redirected to engage in more appropriate behaviour or staff will encourage participants to remove themselves from the situation until they can regain control of their behaviour.
 - b. Verbal or written communication shall be provided to parents/ guardians regarding the child's behaviour.
 - c. If the participant is a Manor Park Public School Student, then the school principal will be consulted about how the behaviour is being dealt with during school hours.
 - d. If the incident is of a serious nature or disruptive behaviour persists, a meeting will be set-up to consult parents/guardians for a solution.
 - e. If a participant's behaviour puts their well-being or the well-being of other at risk, he/she will be ineligible to participate in the program, and will be dismissed from the program.
6. Incidents will be recorded in the daily log books.
 7. The Supervisor shall monitor and evaluate the behaviour management practices of staff once per annum. Evaluation will be kept in instructor personnel files.
 8. Failure to comply with the Behaviour Management Policy may result in one or more of the following:
 - a) Verbal Warning – A specific verbal notification to an employee that their behaviour is unacceptable. Details of the unacceptable behaviour will be recorded in the Supervisor's daily log.
 - b) Written Warning - A specific written notification to an employee that their behaviour is unacceptable. A written record of such notification is retained in the employee's personnel file.
 - c) Immediate Dismissal – Staff's Employment Agreement will be terminated.
 9. Support and guidance will accompany verbal and written warnings, providing staff reasonable opportunity for correction. Immediate dismissal will occur if the contravention of the policy is considered to be of a severe nature, such in cases of gross misconduct and gross negligence. This will be up to the discretion of the Executive Director.
 10. The Supervisor will review Behaviour Management Policy annually.

BEHAVIOUR MANAGEMENT MONITORING

Intent

To ensure that staff manage the behavior of children with emphasis on discussion, encouragement and positive reinforcement, consistent with existing policies.

Policy and Procedure

1. Before commencing employment, staff and volunteers are required to attend an orientation which covers behavior management techniques that are deemed acceptable and unacceptable.
2. The behavior management policy will be reviewed annually with Instructors/Educators.
3. For licensed child care:
 - A behavior management monitoring evaluation will take place once per annum for each Educator.
 - Behaviour management monitoring evaluation will occur randomly and unannounced. Evaluation will take place with the assistance of a checklist and observations. Results will be included in the applicable personnel file. The evaluation criteria will include and not be limited to the following:
 - Does not use corporal punishment, deprivation of need, deliberate or harsh measures when interacting with children;
 - States expectations clearly focusing on child 'what to do' instead of 'what not to do';
 - Follows through with expectations and if expectations are not met, appropriate action takes place;
 - Does not avoid or overlook conflict, and
 - Approaching a child at eye level.
4. Following the behavior management monitoring evaluation, the Supervisor will provide feedback regarding the checklist and observations.
5. If specific behavior management problems are observed during monitoring, the Supervisor will carry out corrective action appropriate to the severity of the issue.

SMOKING

Intent

The MPCC promotes health and well-being of its participants, employees and volunteers.

Policies and procedures

1. The Manor Park Community Centre, Manor Park Public School and all other programming locations are smoke free zones.
2. Smoking is not permitted adjacent to the entrances of programming buildings.
3. Smoking is not permitted in parks adjacent to children's play areas.
4. All city of Ottawa smoking by-laws will be respected.

Section 7: Other

PHOTOGRAPHY OF CHILDREN

Intent

The dissemination of photographs through the mass media may make some children vulnerable to the unscrupulous behaviour of others. It is necessary to safeguard our children and families.

Policies and Procedures

1. Each registration shall require a parent / guardian to indicate whether or not they authorize that his / her child(ren) be photographed.
2. Photographs taken by staff may only be used for room decor or for the promotion of the MPCC and its programs.
3. Photographs in which individual children are recognizable may only be published in the newspaper with written permission from the parent / guardian.
4. Parents / guardians wishing to photograph during a program must identify themselves to the staff before taking photographs.
5. Staff will record all visitors taking photographs.
6. Policies and procedures outlined extend to all photographic mediums (eg. conventional, digital, phone and video cameras).

COMMUNICATION

Intent

The MPCC supports a well-connected community.

Policies and procedures

1. When communicating with participants, visitors, staff or volunteers, every effort will be made to provide communication in a method that is most effective.
2. Communication methods will consider the person's disability, where applicable.
3. Requests to have an email address deleted from electronic communications databases will be respected.
4. Electronic databases will not be sold or distributed.
5. Feedback shall be welcomed from persons wanting to provide feedback on any aspect of service delivery.
6. Feedback shall be accepted in the format best suited to the communicator.

VOLUNTEERS

Intent

Volunteers are members of the community actively contributing to the success of the MPCC. The MPCC aims to encourage community participation, develop the skills of volunteers and recognize the value of volunteer contributions.

Policies and Procedures

1. Persons interested in donating their time and skills will be screened by a manager so that their interests may be matched to a volunteer position. Volunteers will not be refused unless their participation poses a risk to MPCC participants, programs or assets.
2. Training and orientation for volunteer positions should be developed and delivered by the manager of the program in which the volunteer participates.
3. Volunteers will wear identification to indicate that they are a volunteer of the MPCC, except at special events or while doing maintenance at the rink.
4. Volunteers will not be left unaccompanied with children or the elderly.
5. For licensed programs: Volunteers cannot be counted toward staff – child ratio.
6. The program's manager will monitor and support the volunteer involvement in MPCC programs.
7. The contribution made by volunteers will be recognized. Employees are encouraged to regularly thank volunteers for helping with their program. Volunteer contributions may be highlighted in local newspapers or on the Manor Park website.

SOCIAL MEDIA POLICY

Adopted: June 15 2016

INTENT

Social Media has emerged as a powerful communication tool for business and personal use. Using a variety of social media platforms can fundamentally change how we spread news about events and programs, exchange ideas and build our community. As the borders between actively participating in social media as an individual and as a representative of an organization become blurred, the MPCC seeks to clarify expectations for use and participation in social media.

Policies and Procedures:

1. Employees are expected to follow the procedures outlined when using social media, understanding that in this quickly changing environment it is impossible for one policy to cover all circumstances.
2. This policy covers MPCC hosted platforms, and non-MPCC hosted platforms where the employee's affiliation with the MPCC is known.
3. All conventions that apply to other forms of communication apply to social media.
4. Notice of updates to this policy will be posted on the website (manorpark.ca).
5. The MPCC will engage in social media for the purpose of: marketing and promotion; fundraising/sponsorship; connecting with others; building relationships and an online community; collaborating with others, exchanging ideas, supporting community events, and collecting feedback.
6. Employees participating in social media must be aware of areas of potential conflict, including privacy protection and disclosure of proprietary information.
7. Those participating in social media should follow these guiding principles:
 - a. Stick to your area of expertise;
 - b. Post meaningful, respectful comments;
 - c. Do not offer advice;
 - d. Ensure the accuracy of a post;
 - e. Double check statistics and facts;
 - f. Always pause before posting;
 - g. Respect proprietary information and content;
 - h. Respect the privacy of others;
 - i. When disagreeing with others' opinions, keep comments appropriate, polite and respectful;
 - j. Avoid extensive debates and arguments;
 - k. Don't spam
 - l. Know and follow MPCC's policies in 'Human Resources Manual', and 'Core Policies Manual', including policies on 'Conflict of Interest', 'Use of Internet and Email', and 'Harassment'.
 - m. Do not delete comments or opinions of others, unless defamatory or attack someone directly by name.
8. An employee responding on social media to a post connected to the MPCC must identify themselves and their relationship to the MPCC.
9. An employee engaging in social media on a personal platform inconsistent with the MPCC and its values may not reference any connection to the MPCC.
10. Social media participants who contribute to their own site should include a disclaimer such as, 'The views expressed on the [blog, website, twitter, etc.] are mine alone.'
11. On personal social media accounts, employees should use a personal email address, not @manorpark.ca, as their primary means of identification.

12. Official posts on behalf of the MPCC are limited to management and identified social media coordinator.
13. MPCC logos may not be used without prior permission from the Executive Director.
14. Intellectual property rights, including copyrights, will be respected by seeking the owner's permission to use the material, where possible; using only short excerpts of someone else's work; crediting the author, and when possible linking to the original source. If in doubt of the confidential nature of information, consult the Executive Director of the MPCC before posting.
15. MPCC's confidential and proprietary information, such as participant data, employee / volunteer data, partner data, financial data, or other information not generally available to the public, must be protected from disclosure on social media.
16. Posting photographs of program registrants is restricted to official MPCC posts and only with written permission.
17. Employees may not post a photograph of other staff without discussing it with them first, and if requested, the photograph must be removed.
18. Those participating in social media are responsible for their actions, including posting anything which could potentially tarnish the MPCC's reputation.
19. In the event of content posted by mistake, the author should offer an apology to the social media network as soon as possible, the content should be corrected, and the MPCC Executive Director notified.
20. Use of social media online activities must not interfere with one's job.
21. Violations of the social media policy may result in disciplinary action by the MPCC, up to and including dismissal.
22. Any questions about the application of this policy, consult the Social Media Coordinator.

Serious Occurrence Policy

Approved: April 23 2014; amended: September 17 2014

Intent: MPCC supports the safety and well-being of the program participants by providing a greater transparency for families about serious occurrences that occur in the program. The MPCC seeks to remain in compliance with the Ministry of Education.

Policy: For Licensed programs.

1. Definitions

- a) Serious Occurrence: An incident affecting a registrant in which there is an injury or issue in the quality of care or safety, AND requires immediate action of reporting to the Ministry of Education, Ministry of Child and Youth Services and/ or the Ministry of Community and Social Services.
- b) Serious occurrence incidents include, but are not limited to, the following:
 - Death of a child while participating in the program;
 - Serious injury to a child while participating in the program;
 - Alleged, witnessed or suspected abuse;
 - Missing participant (Note: An incident in this category IS NOT reported if the incident has been solved);
 - Disaster or/ disease on premises (i.e. fire, gas leak);
 - Complaint regarding the operational, physical or safety standards;
 - Complaint made by, or about, a participant which is considered by the MPCC to be of a serious nature, and
 - Restraint of a child.
- c) Enhanced Serious Occurrence: *Note: The purpose of this definition is to aid in Serious Occurrence reporting.* An incident that requires the response of emergency services, and/or may attract media attention or has possibly dangerous consequences.

2. Actions in the event of a Serious Occurrence or Enhanced Serious Occurrence:

- a) Staff will provide immediate medical attention to participants involved and/ or contacts emergency personnel, as required.
- b) Staff will address any continuing risks to the health or well-being of the other participants present.
- c) Staff will ask individuals having witnessed or having knowledge of the incident to remain on the premises until their recount of the incident is recorded and their involvement is no longer required.
- d) Staff will report the incident to the Supervisor.
- e) The Program Supervisor for 'Before- and After-School in Manor Park' or designate when the supervisor is off site (Supervisor) is responsible for determining whether an incident is deemed as a serious occurrence, and will call for emergency personnel if required.
- f) If child abuse is suspected and/or a child is in need of protection, the Supervisor will immediately contact the Children's Aid Society, and Police.

- g) The Supervisor will contact parents or guardians of participant(s) involved in the serious occurrence in cases not involving suspected child abuse at home.
- h) The Supervisor will notify the Executive Director.
- i) The Supervisor will phone the OCDSB Emergency Response Line.
- j) The Supervisor will gather information from witnesses and/or those involved in a serious occurrence, which will be used to complete the Serious Occurrence Initial Notification Report. Where possible, the information should include:
 - Names of all people involved.
 - Description of incident.
 - Allegations by participants or staff.
 - Day, time and place of occurrence.
 - Time occurrence was reported.
 - Reason for occurrence (if known).
 - Action taken.
 - Current status.
 - Parties notified (EMS, police, CAS, parents).
 - Further action recommended, related to potential underlying factors (e.g. Review of policies and procedures, staff training).
- k) The Program Supervisor shall endeavor to protect personal information and the privacy of all party involved. Persons shall be specified by identifiers. (ie initials).

3. Reporting Procedures

- a) The Supervisor is responsible for reporting a serious occurrence with a Serious Occurrence Initial Notification Report using the Child Care Licensing System (CCLS).
- b) The Supervisor will notify the Advisor from the Ministry of Education within 24 hours of a serious occurrence by email.
- c) Serious occurrences, with the exception of allegations of abuse or unverified complaints, will be reported via CCLS within 24 hours of the incident. See *4A) and 4B) for abuse and complaints*.
- d) Enhanced Serious Occurrences must be reported via CCLS within three (3) hours of an incident taking place.
- e) In CCLS, the Supervisor will complete a Serious Occurrence Notification Form to communicate information to parents / guardians that an incident had occurred.
- f) The Serious Occurrence Notification Form will be posted in a conspicuous place for a minimum of ten (10) business days.
- g) Within seven (7) business days of submitting the Initial Notification Report, the Supervisor will complete and submit an Inquiry Report through CCLS, stating 'No injuries' where necessary.
- h) The Supervisor will post an updated Serious Occurrence Notification Form as additional information or investigations are completed.
- i) An updated Serious Occurrence Notification Form will be posted for a minimum of ten (10) days from the date of the update.

- j) Serious Occurrence Notification Forms will be kept for two (2) years from the date of the occurrence.
- k) Serious Occurrence Notification Forms must be available for current and prospective parents, licensing and municipal children's services staff upon request.

4. ADDITIONAL INSTRUCTIONS

A) Allegations of Abuse

- a) Any alleged, suspected or witnessed abuse of a child that may constitute a criminal offence will be immediately reported to the Children's Aid Society (CAS) and Police.
- b) Any alleged, suspected or witnessed abuse of a child will require reporting by Enhanced Serious Occurrence Report via CCLS within three (3) hours.
- c) Information to be included in a Serious Occurrence Notification Form intended to inform parents of allegations of abuse should include:
 - Clear and concise information for parents / guardians.
 - Whether an investigation had been conducted by CAS. Identify whether:
 - CAS verified the allegation.
 - CAS has not verified the allegation.
 - If applicable, the MPCC has taken action on any other directions given by CAS.
 - Identify that the Ministry of Education / Ministry of Child and Youth Services had conducted an investigation into licensing requirement compliance.
 - If applicable, that the MPCC addressed any associated licensing non-compliances identified by the Ministry of Education.
 - When the following conditions have been met, the Serious Occurrences Notification Forms will be posted to inform parent / guardians:
 - i. The Children's Aid Society (CAS) has concluded its investigation and the allegation is either verified or not verified, **OR**
 - ii. The CAS has determined that an investigation will not be conducted; **AND** the Ministry of Child and Youth Services / Ministry of Education has investigated any associated licensing non-compliances.

B) Complaints

1. When a complaint is reported to the Supervisor or staff:
 - a) Staff shall advise the Supervisor;
 - b) The Supervisor will file and submit a Serious Occurrence Initial Notification Report (INR) within twenty-four 24 hours of the complaint being made.
 - c) The Supervisor will notify the Community Program Director or Executive Director of the complaint.
 - d) The Supervisor will investigate to verify the complaint and identify if the complaint constitutes a Serious Occurrence.

- e) Action(s) to rectify the issue will be issued by the Supervisor.
 - f) If the complaint is regarding a Serious Occurrence, a Serious Occurrence Notification Form shall be posted in a conspicuous location within twenty-four (24) hours of the occurrence via CCLS.
2. When a complaint is reported directly to the Ministry of Education / Ministry of Child and Youth Services:
- a) If a complaint has been reported to the Ministry of Education in regard to the program, the Supervisor will be notified.
 - b) The Supervisor will advise the Community Program Director or Executive Director.
 - c) The Supervisor will submit a Serious Occurrence Initial Notification Report (INR).
 - d) An investigation will be made by the Ministry of Education / Ministry of Child and Youth Services into the complaint.
 - e) Action(s) to rectify the issue will be issued by the Supervisor.
 - f) Only once the complaint has been investigated and deemed to be verified or not verified, will a Serious Occurrence Notification Form be posted.

5. Parent Handbook Statement

- a) A statement of the Serious Occurrence policy will be included in the 'Parent Handbook'.

In the event of a serious occurrence, the priority of the staff will be to ensure the health, safety and well-being of the children, including contacting emergency services, if necessary. The MPCC will report serious occurrences as required by our license. Notice of a serious occurrence will be posted for the reference of parents. For addition information on our Serious Occurrence Policy, please contact us at mpcc@manorpark.ca.

6. Serious Occurrence to Enhanced Serious Occurrence Reporting Guide

Serious Occurrence Category	The incident may be enhanced if...
1. Death of a participant	<ul style="list-style-type: none"> • This incident is always 'Enhanced'
2. A serious injury to a participant: <ul style="list-style-type: none"> a. An injury caused by the service provider. b. A serious accidental injury. c. A serious non-accidental injury. 	<ul style="list-style-type: none"> • When emergency services are called • The injury is currently life-threatening. • Suspicious circumstances or negligence could be perceived to have contributed to the cause of the injury.
3. Any allegations of the abuse of a participant.	<ul style="list-style-type: none"> • This incident is always 'Enhanced'
4. A missing participant.	<ul style="list-style-type: none"> • The client's age or mental capacity makes him/her especially vulnerable. • A crime is suspected to have occurred in conjunction with the client going missing (i.e. abduction, assault on staff).

	<ul style="list-style-type: none"> The service provider contacted the police and an amber alert is put into place. <p>Do not report incidents in this category if incident has been resolved.</p>
5. Disaster/Disease	<ul style="list-style-type: none"> The incident is a lockdown relating to a serious incident occurring in the location of the program. The incident is an outbreak of a serious contagious disease or virus. The incident caused major damage to the program location and will significantly disrupt the delivery of services. <p>Do not report incidence in this category if the incident has been resolved.</p>
6. A complaint about the program.	<ul style="list-style-type: none"> The individual or group who complained has contacted the media. A staff member has been arrested for a serious occurrence that may have affected the participants. The complaint is about a topic that is often covered in the media.
7. A complaint made by or about a participant which is considered by the MPCC to be of a serious nature	<ul style="list-style-type: none"> The MPCC would consider act of sexual contact, assault, inappropriate discipline, hospitalization or needing assistance of emergency services as an incident of serious nature
8. Restraint of a participant.	<ul style="list-style-type: none"> Program staff applied a physical restraint that result in a life-threatening injury.

CRISIS COMMUNICATIONS PLAN

Adopted: October 26 2016

Intent: In the event of an emergency or controversial issue which threatens the integrity or reputation of the MPCC, a crisis communications plan will provide the guidelines to minimize damage.

Policies and Procedures:

1. A crisis situation that threatens the integrity or reputation of the MPCC may include: legal dispute, theft, accident, fire, flood, manmade disaster or a situation where, in the eyes of the media or the public, the MPCC did not react in an appropriate manner.
2. When a worker, supervisor, or director learns of a potential crisis situation, they must contact the Executive Director and/or Chair by phone immediately.
3. A Crisis Communication Team (CCT) will be established and will include the Executive Director, Chair, lawyer and anyone else who has relevant information, such as a witness.
4. The CCT shall come up with a plan for dealing with the crisis and appoint a spokesperson.
5. The CCT shall provide a statement to be used by any person answering telephone enquiries or electronic enquiries.
6. An appropriate position or message to address the crisis shall be determined following these principles:
 - a. Protect the integrity and reputation of the MPCC;
 - b. Do not lie, deny or hide MPCC involvement, and
 - c. Do not ignore the situation.
7. The position may fall into a category, such as:
 - a. Human error;
 - b. Clerical error;
 - c. Unauthorized procedures;
 - d. Inadequate supervision;
 - e. Inadequate quality control;
 - f. Misuse of confidential information;
 - g. Errors of judgement, or
 - h. Inadequate standard operating procedures.
8. The designated spokesperson shall make official statements and answer media questions throughout the crisis.
9. The criteria for the spokesperson includes:
 - a. Comfort in front of a TV camera or radio microphone;
 - b. Comfort with a reporter;
 - c. Skills in handling media;
 - d. Skills in directing responses to another topic;
 - e. Skills in identifying key points;
 - f. Ability to speak without jargon;
 - g. Respectful of the reporter(s);
 - h. Knowledgeable about the MPCC;
 - i. Projects confidence in diction, appearance, charisma, and
 - j. Able to remain calm in stressful situations.
10. The CCT shall identify the spokesperson of other parties involved in the crisis, (ie police, fire, health officials) and coordinate statements and contact with the media wherever possible.
11. The CCT shall select a media centre location away from the MPCC office or location of the crisis.
12. The CCT shall decide on the locations for interviews or press briefings.
13. All interview requests shall be restricted to the spokesperson.

14. All media shall be treated equally.
15. The spokesperson shall rehearse prepared statements and answers to possible questions which may be asked by reporters. Information shall not be volunteered unless it is a point which the MPCC wishes to make and the question has not been asked.
16. The CCT may prepare and distribute news releases, the first of which should be provided immediately and include the 'who', 'what', 'where' and 'when' of the crisis. Sample follows:

SAMPLE NEWS RELEASE

A (what happened) at (location) involving (who) occurred at (time). The incident is under investigation and more information is forthcoming. Additional information, if available and verifiable, may be added.

An explosion at 1210 Market Street, the main plant for Acme Toy Company, occurred today at 3pm. The incident is under investigation and more information is forthcoming.

17. Prepared statements may be read over the telephone or distributed electronically.
18. No one shall speak 'off the record'.
19. A generic fact sheet about the MPCC shall be created and made available for distribution.
20. Key audiences shall be identified, including the most effective method of communication with them:
 - a. Employees and their families;
 - b. Communities including where employees live;
 - c. Customers/ clients/ participants;
 - d. Governments, ie local or provincial, or
 - e. Special interest groups.
21. A contact log, to record all telephone calls from the media or other parties during the crisis, shall be maintained:
 - a. Date of contact;
 - b. Name of caller, including organization;
 - c. Telephone and/or other contact information;
 - d. Questions asked;
 - e. Person responsible for follow-up, and
 - f. Follow-up needs.

CHECKLISTS

When preparing to give a speech

- Use a full script with large type for easy reading;
- Leave wide margins for notes;
- Leave pages unstapled for ease at the podium;
- Highlight and mark the script to guide delivery;
- Time the speech to fit the audience;
- Practice reading aloud using a mirror;
- Have facts about your audience size; contact person's name, facility, etc.;
- Determine what, if any, audio visual equipment is required;
- Arrive 15 minutes early;
- Check audio visual equipment;
- Check lighting in the room;
- Check microphone, and
- Check podium lighting to be sure one can read.

When delivering a speech

- Stand erect;
- Direct voice at the audience;
- Speak loudly and distinctly;
- Establish eye contact;
- Stay within allotted time;

When answering questions

- Remain friendly, cool-headed and confident;
- Answer only the questions asked;
- Answer succinctly and as clearly as possible;
- If the answer is not known, respond, "I will have to check that out for you. Please see me after this meeting."
- Do not allow on person to dominate the questions.

Handling Media Interviews

- Prepare 'talking paper' on points you want to make;
- Anticipate questions and prepare responses;
- Practice answering questions;
- Control controversial areas ahead of time;
- If possible, know who will be interviewing, and
- Determine how much time is available.

During the interview

- Build bridges;
- Use specifics;
- Use analogies;
- Use contrasts, and comparisons;
- Be enthusiastic and animated;
- Be one's casual likeable self;
- Listen;
- Be cool;
- Be anecdotal;
- If an answer isn't known, admit it and move to the next topic;
- Don't fall for A or B dilemma;
- Don't accept 'what if' questions;
- Don't accept 'laundry list' questions;
- Do not speak off the record;
- Don't think that you have to answer every question, and
- Don't speak for someone else.

During TV interview

- If makeup is offered, accept it;
- Sit back in the chair, erect but lean forward to appear enthusiastic;
- Be calm
- Use hand gestures if possible;

- Keep eyes on the interview rather than the camera;
- Smile, be friendly;
- Avoid wearing stripes, checks or small patterns;
- Choose grey / brown/ blue or mixed coloured suits, and
- Grey/ light blue/ off-white or pastel shirts are best.

For Newspaper interview

- Obtain questions in advance;
- Prepared detailed responses;
- Begin interview by making major points in a statement;
- Try to maintain control of the interview;
- Don't let reporter wear you down;
- Set a time limit in advance;
- Avoid jargon or professional expressions;
- Don't answer inappropriate questions, respond with "Not an appropriate topic for me to address at this time."
- Be prepared for interruptions with questions;
- Don't speak 'off the record', and
- Remember that the interview lasts as long as the reporter is there.

After an interview

- You may ask to check the technical points of a story;
- You may not ask to see an advance copy of the story;
- Never go over the reporter's head to stop a story, and
- Do not send gifts to a reporter.

Adopted: October 26 2016

References:

Royal Ottawa Health Care Group: 'Corporate Policy & Procedure, Use of Social Media by ROHCG Staff'

My Charity Connects: 'Setting the Boundaries: Developing Social Media Policies for Your Organization', <http://www.slideshare.net/MyCharityConnects/setting-the-boundaries-developing-social-media-policies-for-your-organization-kirstin-beardsley>

TechSoup Canada, 'How to Write Social Media Policy' https://www.techsoupcanada.ca/community/blog/write_social_media_policy

Social Media Policy Templates, <http://www.socialmediapolicytemplates.com/sample-social-media-policies/sample-social-media-policy/81/>

Social Media Best Practices (blog), <http://www.bethkanter.org/trust-control/>

Social Media Policy Tool, <http://socialmedia.policytool.net/>

30 Tips for Using Social Media in Your Business, <http://www.inc.com/articles/2010/01/30-tips-for-using-social-media.html>

Dovercourt Recreation Association, Social Media Policy

GNAG, Social Media Policy

Old Ottawa South, social media guidelines

Parent Issues and Concerns

Approved: January 31 2018

Intent: This policy will provide a transparent process for addressing issues or concerns of parents/guardians.

Policies and Procedures

1. Parents/guardians will be encouraged to regularly discuss their child's experience in our program.
2. Supervisors and staff will support positive interactions among the children, parents/guardians and staff by engaging in conversation, maintaining ongoing communication, and supporting a positive experience during every interaction.
3. Issues and concerns raised by parents/guardians will be taken seriously by Supervisors and staff, and will be addressed with an effort to resolve them to the satisfaction of all parties as quickly as possible.
4. Issues or concerns may raised verbally or in writing.
5. Responses and outcomes will be provided verbally, or upon request, in writing. Care will be taken to respect and maintain the confidentiality of the parties involved through the details provided in the responses.
6. An initial response to an issue or concern will be provided to parents/guardians within three business days. The person who raised the issue/concern will be kept informed throughout the resolution process.
7. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.
8. Each issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).
9. The highest standards for positive interaction, communication and role-modeling for children will be maintained. Therefore, harassment and discrimination will not be tolerated from any party.
10. Any parent/guardian, Supervisor or staff feeling uncomfortable, threatened, abused or belittled may immediately end the interaction and report the situation. Parents/guardians and staff should report to the Supervisor; Supervisor should report to the Executive Director.
11. Members of the public and professionals who work closely with children are required by law to report suspected cases of child abuse or neglect.
12. A parent/guardian expressing concerns that a child is being abused or neglected, will be advised to contact the [local Children's Aid Society](#) (CAS) directly. The person(s) who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps in responding to issue or concern:
Program Room-Related E.g: schedule, indoor/outdoor program activities, snack arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or <ul style="list-style-type: none"> - the Supervisor 	<ul style="list-style-type: none"> - Where possible, address the issue or concern at the time it is raised or <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within three (3) business days. Document the issues or concerns in detail, including: <ul style="list-style-type: none"> - the date and time the issue or concern was received;
General, or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the Supervisor 	<ul style="list-style-type: none"> - the name of the person who received the issue or concern; - the name of the person reporting the issue or concern; - the details of the issue or concern; - any steps taken to resolve the issue or concern; - information given to the parent/guardian regarding next steps;
Staff-, or Supervisor-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the Supervisor <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - in the event of a referral of the issue or concern, information provided to the parent/guardian; - contact information for all parties involved, including the referral. <p>Ensure the investigation of the issue or concern is initiated by the appropriate party within three (3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the Supervisor <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to all parties involved.</p>

MANOR PARK COMMUNITY COUNCIL

CORE PROGRAM POLICIES MANUAL

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.