

## **SMALL STEPS EARLY LEARNING CENTRE INC.**

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** BG-01

**REVISED:** 2020-03

**SECTION:** Board Governance

### **LEGISLATION**

#### **PURPOSE FOR THE POLICY**

It is the Board of Director's mandate to direct the company according to governing legislation and regulations and Small Steps Early Learning Centre's bylaws and/or rules.

#### **POLICY**

1. The Board will provide each Director with a copy of SSELC's Bylaws and/or rules.
2. The Board will review local bylaws, code of ethics, staff manual, parent handbook and policies annually.
3. Minutes of each Board meetings will accurately reflect decisions during any meeting and copies are made available to Directors at the next Board meeting.
4. Minutes of all Board meeting will be signed by the Secretary who recorded them and the Meeting Chairperson at the next meeting when the minutes are adopted.
5. The Board of Directors will exercise the degree of care and skill that may reasonably be expected from persons of their knowledge and experience.
6. The Board will at all times act honestly and in the best interest of Small Steps Early Learning Centre.
7. The Board will not place themselves in a position which gives rise to a conflict between their interests and those of SSELC.
8. Any members of the Board will not use any property, information or opportunity belonging to SSELC for their own profit.
9. The President of the Board will prepare a comprehensive report for the official Annual General Meeting.

## **SMALL STEPS EARLY LEARNING CENTRE INC.**

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** BG-02

**REVISED:**

**SECTION:** Board Governance

### **BOARD OF DIRECTORS**

#### **PURPOSE FOR THE POLICY**

This policy The Board of Directors is the governing arm of Small Steps Early Learning Centre Inc. The membership elects the board members and the Board subsequently elects officers to oversee and direct the major aspects of SSELC's operations. This policy will help develop Board Members into effective leaders who can work together in guiding SSELC.

#### **POLICY**

1. The Board will elect a member to the positions of President, Vice-President and Secretary through secret ballot at the Re-Organizational Meeting following the Annual General Meeting. Every effort should be taken to ensure that all Board Members are present for this meeting.
2. Terms of reference for each position on the board and for each committee will be as per Small Steps Early Learning Centre's Bylaws.
3. Special committees comprised of board members and perhaps staff or parents (if applicable) may be created throughout the year. A board member will chair that committee until it is concluded.
4. Committees should meet as deemed necessary and prepare a report for Regular Board Meetings to ensure all directors remain up-to-date.
5. Board Members are expected to attend all meetings; however, the President and/or Facility Director should be informed when, for good reason, a Board Member cannot attend.
6. The SSELC Policy & Procedures Manual, Bylaws and the Saskatchewan Child Care Licensee Manual are to be an integral part of each Board Meeting as a reference.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2021-01

**POLICY NO.:** EP-01

**REVISED:** 2021-03

**SECTION:** Human Resources

### ENROLMENT POLICY

#### PURPOSE

The intent of this policy is to clearly outline the enrolment policy of SSELC.

#### POLICY

1. Parents interested in enrolling their child(ren) are requested to first visit the centre with their child; Please call the Director to set up an appointment time.
2. Spaces are filled on a first come first serve basis, with priority given to full-time children. Full time spaces are first priority followed by  $\frac{3}{4}$  time then part time and casual. The only category with guaranteed space every day is full time all other categories are subject to availability.  $\frac{3}{4}$  time and part time categories could potentially be discontinued if a full-time enrollment request is made, and not enough spaces are available. Should the need for additional full-time space become evident, families currently enrolled in  $\frac{3}{4}$  time and part time spaces will be provided the option to move to full time space to avoid being discontinued. A minimum notice of 1 month will be provided by SSELC by the 1<sup>st</sup> of the month prior.
3. When a parent accepts an available childcare space, a \$100.00 **non-refundable** deposit is required to secure the space. This deposit will be credited toward the first month's fees.
4. Parents must complete all the necessary paperwork prior to their child being enrolled. These include, but are not limited to:
  - Agreement for Child Care Services
  - Child's Health Resume or Alternative
  - Excursion and Transportation Consent
  - Child's Health and Emergency Information Card
  - Pick-up Authorization
  - Medical Certificate (optional)
  - Social Resume (optional)
5. It is very important that the Centre is notified of any changes in work and home numbers and addresses for both parents and designated alternates. Please update immediately when changes occur and review annually to ensure proper information in the event of an emergency.

6. Information in the children's files is considered confidential and is shared only among the custodial parents and the Centre staff. No information may be released by the Centre without the consent of the custodial parents.
  
  7. Should the Centre have no available openings, the Director will keep a waiting list of requesting parents. Openings will be filled as per availability with age-appropriate spots, and preference will be given to:
    - Child seeking full time childcare arrangement (guaranteed full time)
    - Siblings of a child already enrolled at the Centre.
    - Child(ren) of Centre staff and Board members.
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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** ES-01

**REVISED:**

**SECTION:** Employee Safety

## **BODILY FLUIDS**

### **PURPOSE FOR THE POLICY**

This policy provides information on how to safely manage exposure to blood or other bodily fluids.

### **POLICY**

1. Employees must ensure that anything in the facility that has been contaminated by blood or bodily fluids is disposed of or cleaned in manner that prevents staff and children from being exposed to the blood or bodily fluids.
2. When dealing with or cleaning areas or objects contaminated with blood or bodily fluids, latex or vinyl gloves must always be worn. Hands should be washed thoroughly with soap and water after any direct contact with blood or bodily fluids and after disposing of latex or vinyl gloves used in the above scenarios.
3. Soap (and water) is the most common and most easily accessible cleaning products. Areas should be cleaned with appropriate disinfectant.
4. Floor areas or benches which have been contaminated should be promptly cleaned with absorbent disposable paper towels which are then disposed into plastic bags. The area should then be cleaned with water and detergent followed by an appropriate disinfectant, and then given time to air-dry. If mops have been used in the clean-up, they should be thoroughly washed in soap and water and dried before re-use.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** GP-01

**REVISED:**

**SECTION:** General Policies

### ACCOUNTS RECEIVABLE

#### PURPOSE FOR THE POLICY

This policy outlines the how child care fees are calculated and administered.

#### POLICY

1. Child care fees are on a prepaid basis. Full-time and part-time fees are invoiced at the beginning of every month.
2. Those that attend the facility casually will have their prepared fees based on scheduled days for the month or an average of past attendance (for example, average of past 3 months of usage).
3. Drop-in services are encouraged to pay immediately when services are rendered
4. Acceptable forms of payment are cash, cheque or e-transfer.
5. All invoices are due by the 10<sup>th</sup> of the month.
6. Outstanding invoices on the 15<sup>th</sup> of the month will be subject to a \$25 late fee charge.
7. Outstanding invoices on the 30<sup>th</sup> day of the month will result in services being terminated and the account being sent to a collections agency. An exception to this is if effort is being made to follow a payment plan includes payments that are paying off the outstanding amount and prepaying for the upcoming month. The payment plan is an agreement between Small Steps ELC and the parent(s) with a signed copy by both parties outlining the payment amounts and dates.
8. Cheques returned by our financial institution will be subject to a \$30 service fee plus any banking fees incurred. A replacement payment is due within 5 working days before child care services will be suspended until the outstanding amount is cleared up.
9. If two (2) cheques have been returned by our financial institution by the same family, payments must be made with cash, e-transfer or a certified cheque. No uncertified cheques will be accepted.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** GP-02

**REVISED:**

**SECTION:** General Policies

### BUILDING SECURITY

#### PURPOSE

This policy describes steps to ensure the property of Small Steps ELC is safe and secure.

#### POLICY

1. Employees scheduled to either open or close the Centre will be issued keys. Not all employees are required to have access.
2. All employees who are issued keys to Small Steps ELC are responsible for their safekeeping.
3. The last employee, or a designated employee, who leaves the Centre at the end of the business day assumes the responsibility to ensure that all doors are securely locked. Prior to leaving, that employee is expected to double check that all doors are locked and that exterior doors have no keys left in the locks.

## **SMALL STEPS EARLY LEARNING CENTRE INC.**

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** GP-03

**REVISED:**

**SECTION:** General Policies

### **MEDIA RELEASES**

#### **PURPOSE**

This policy outlines the proper procedures to follow when any media outlets requests information and or a statement.

#### **POLICY**

1. Any requests by any form of media for interviews or comments must be directed to the Director (or Board President in the absence of the Director).
2. Under no circumstances is staff permitted to discuss a situation occurring at the facility.



**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** GP-04

**REVISED:** 2020-03

**SECTION:** General Policies

## **PARENT CONCERNS**

### **PURPOSE**

This policy outlines the procedures for handling concerns and complaints made by a parent(s).

### **POLICY**

1. Staff should always handle parent complaints in a respectful manner. Failure to do so may result in disciplinary action, up to and including termination.
2. If a staff member cannot address the concern or complaint, refer the parent to the Director and respectfully end the conversation with the parent. For example, "I'm sorry, but I cannot help you with this, please speak with the Director".
3. Concerns and complaints should be kept confidential with all those involved. Other staff may be made aware of the situation in general if corrective measures are being implemented.
4. Any and all complaints, regardless of severity, must be reported to the Director. It may require a written summary of the interaction with the parent(s).
5. All complaints need to be followed up as quickly and respectfully as possible, even if you cannot help the parent with their concern or complaint.
6. Serious parental concerns will be brought the Board's attention. If the Director is unsure of the severity, the Board President should be made aware of the situation and make a determination as to whether the concern or complaint is severe enough to be brought to the attention of the Board.
7. If parents are not willing to approach the Director with their concerns or complaints, they can submit a written and signed letter to the Board of Directors through the Board President.
8. Parent(s) concerns and complaints should be documented and filed along with a listing of those involved, a report from those involved (if necessary) and a summary of the resulting decision and corrective action(s) (if necessary). A copy of all correspondence(s) should be also kept.

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** GP-05

**REVISED:**

**SECTION:** General Policies

## **SUSPECTED CHILD ABUSE**

### **PURPOSE**

This policy outlines the responsibilities and procedures when a child care educator suspects child abuse.

### **POLICY**

1. The *Child Abuse Protocol* makes clear that all citizens have a “Duty to Report” suspicions of child abuse and neglect. Failure by any person to report suspected child abuse may result in legal or professional consequences.
2. The definitions below provide a framework for child protection intervention by responsible agencies and individuals in situations of child abuse. ALL forms of abuse identified are open to intervention according to *The Child and Family Services Act*. Also, sexual abuse, sexual exploitation, physical abuse and severe physical neglect are considered to be criminal offences according to *The Criminal Code of Canada*.
  - a. **PHYSICAL ABUSE** refers to all actions resulting in non-accidental physical injury or harm. This may include non-accidental injury, cruel or excessive corporal punishment (which may or may not cause physical injury), threats of physical harm, dangerous behaviour towards a child or in immediate proximity to the child (ex. throwing objects, use of weapons).
  - b. **SEXUAL ABUSE AND EXPLOITATION** occurs when a child has been or is likely to be exposed to harmful interaction for a sexual purpose by a parent, caretaker, any person in a position of trust and/or any other person. It can include both physical and/or non-physical contact. Examples include engaging a child in sexual acts, obscene acts, taking pictures or a sexual nature, pornography, voyeurism, exhibitionism and threatening sexual assault, as well as the utilization of “grooming” techniques.
  - c. **PHYSICAL NEGLECT** refers to acts of omission on the part of the parent/caregiver. This includes failure to provide for the child’s basic needs and appropriate level of care with respect to food, clothing, shelter, health/medical, hygiene, safety and supervision as determined by the minimum levels of care standards. Parents/Caregivers exposing their children to substance abuse, criminal activity or with unaddressed mental health and/or addictions issues fall into this category. Children under 12 committing criminal offences are also considered at risk and may require child protection services.

- d. **EMOTIONAL MALTREATMENT** refers to both emotional abuse and emotional neglect of the child. Emotional abuse includes excessive and overt rejection, criticism and excessive demands of performance for a child's age and ability. Emotional neglect refers to the failure of the parent/caregiver to provide adequate psychological nurturance necessary for a child's growth and development.
  - e. **EXPOSURE TO DOMESTIC OR INTERPERSONAL VIOLENCE** refers to a child living in a situation where there is interpersonal violence, including children witnessing, hearing or being aware of violence perpetrated by one adult figure against another adult figure, or against another child. Such situations may put the child at risk of physical, emotional or mental health harm.
  - f. **FAILURE TO PROVIDE ESSENTIAL MEDICAL TREATMENT** refers to a parent or caregiver failing to provide essential mental, emotional or developmental condition of a child. This includes parent/caregivers who have children with mental health and/or addictions concerns that are not being treated.
3. *The Child and Family Services Act* (section 12.1 and 12.4) states that EVERY person who has reasonable suspicion to believe that a child may be in need of protection shall report the information to a child protection worker, Ministry of Social Services or FNCFS Agency or a police officer.
  4. *The Emergency Protection of Victims of Child Sexual Abuse and Exploitation Act* (section 4.1) makes it mandatory for every person who has reasonable suspicion to believe that a child (under the age of 18 years) has been or is likely to be subjected to sexual abuse to report the information to a child protection worker or police officer.
  5. Regardless of the type of abuse a child reports, all disclosures must be treated in a similar manner. If a child makes a disclosure:
    - a. Listen openly and control your reaction;
    - b. Reassure the child that they are safe and this is not their fault;
    - c. Do not correct language and let the child report the incident in their own words;
    - d. Record what the child has reported and your observations; and
    - e. Avoid making promises that cannot be kept (ex "I won't tell anyone. I will keep this a secret").
  6. Time is of the essence in ensuring the safety and well-being of children.
    - a. Report the suspected abuse, observation of suspected abuse and/or disclosure of abuse immediately to the closest Ministry of Social Services intake line or FNCFS Agency and/or to police. Do not wait until you have all information before calling

to report. Tell the child protection worker or police officer as much information as you know.

- b. Even if you believe someone else is reporting the situation, you still have a duty to report.
  - c. You have an ongoing duty to report child abuse, even if you know a report has already been made about a child. You must make a further report if there is additional reasonable suspicion that the child is or may be at risk of abuse or neglect. All incidents must be reported.
  - d. If you believe the child or other children must be protected from further abuse, do not contact the alleged perpetrator – this is the responsibility of policy and/or the Ministry of Social Services/FNCFS Agency.
7. Small Steps ELC’s responsibility is to report suspicion and disclosures, not to determine if abuse has occurred. Report procedures are designed to protect the child and the parents will not be contacted in these instances.

## **RESOURCES**

Saskatchewan Child Abuse Protocol 2017

<http://publications.gov.sk.ca/documents/17/18812-Saskatchewan-Child-Abuse-Protocol-2017.pdf>

Ministry of Social Services Child Protection – Saskatoon  
After Hours

1-800-274-8297  
1-306-933-6200

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** GP-06

**REVISED:**

**SECTION:** General Policies

## **MINOR INJURIES**

### **PURPOSE**

This policy outlines the procedures to be followed for minor injuries (not requiring medical attention).

### **POLICY**

1. Staff will provide the necessary first aid to treat the injury;
2. Staff will complete and sign a Minor Injury Report on the incident and have any witness(es) also document what they witnessed and sign the report;
3. The Director (or supervisor or appointed staff member) will ensure the parent is notified of the injury and the parent signs the accident report;
4. The Director will review and sign the accident report and file it in the child's file; and
5. The Director and/or staff will make any corrective measures to avoid any future accidents.

### **RESOURCES**

Minor Injury Report

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** GP-07

**REVISED:**

**SECTION:** General Policies

### SERIOUS INJURIES OR UNUSUAL OCCURRENCES

#### PURPOSE

This policy outlines the procedures to be followed for serious injuries or unusual occurrences.

#### POLICY

1. A serious injury or unusual occurrence is defined as any injury to a child that requires medical attention or an unusual occurrence such as anytime a child is left unsupervised or a child leaves the Centre unnoticed.
2. In the case of a serious injury:
  - a. Staff will immediately attend to the child's injury and safety by administering the required first aid;
  - b. Staff will alert the Director, or in the absence of the Director, the Acting Director or Supervisor;
  - c. The Director will notify the parents (or other designated emergency contact on file if the parent(s) cannot be notified;
  - d. The Director (or designated staff member) will take the child to the Outlook Health Centre and stay with the child until the parent or emergency contact arrives; and
  - e. It is the Director's (or designated staff member) responsibility to inform the Child Care Consultant and fill out a Serious Occurrence Form, which must be read and signed by the parent, and reviewed and signed by the Board President (or Vice-President in the President's absence).
3. The Director, at least one Board Member and any staff who have reason to be involved will collectively investigate and develop an action plan to ensure such incidents do not occur in the future.
4. A copy of the Injuries/Unusual Occurrence Report must be sent to the facility consultant within 2 days of the occurrence.
5. Reprimands or termination of employment may or may not be the result depending on the circumstances surrounding the serious occurrence. The severity of the reprimand will depend on the severity of the occurrence.

**POLICY**

Injuries / Unusual Occurrence Report

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** GP-08

**REVISED:** 2020-03

**SECTION:** General Policies

## **EMERGENCY EVACUATIONS**

### **PURPOSE**

This policy outlines the proper procedures to be followed when it is necessary to evacuate the Small Steps ELC facility.

### **POLICY**

1. Emergency evacuation plans are to be posted throughout the Centre, including the locations of facility's exits and fire extinguishers and the Muster Point outside the facility. The evacuation plans should be shown and explained during new staff orientation and reviewed with all staff at least once a year.
2. Upon hearing a fire alarm, staff must:
  - a. Calmly but quickly group children in a line formation at the safest exit door;
  - b. Ensure a staff member has the child attendance sheet and all children are accounted for;
  - c. Guide the children out of the building through the nearest exit point, with the first staff member holding the door open for all to exit;
  - d. WALK the children away from the building and gather at south fence;
  - e. When all staff and children are assembled, the Director (or assigned staff member) will collect the attendance sheets and do a roll call;
  - f. If necessary, WALK the children to the Muster Point (Jim Kook Recreation Complex); and
  - g. Only when declared safe to return will the staff walk the children back to the facility and continue with daily routine.
3. The Director will conduct monthly evacuation drills (in accordance to *Child Care Regulations Act, 2015*). During this time, the Director will monitor the conduct of the staff and children and review proper procedures with staff to ensure a clear understanding. Documentation is required and should include date, time, staff at the Centre, areas to be improved upon and steps taken to correct deficiencies.



4. During an actual emergency, once it is reasonable, the Director will make contact with the Board President (or Vice President if President is unavailable) and provide an update on the emergency situation.
5. If it is deemed unsafe to continue operating the facility, the Director will consult with the Board President (or Vice-President if President is unavailable) if reasonable. If agreed, the Director will make contact with all parents (or emergency contacts if necessary) to have the children picked up at a designated location.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** GP-09

**REVISED:**

**SECTION:** General Policies

### CHARITABLE CONTRIBUTION RECEIPTS

#### PURPOSE

This policy outlines when SSELCC will issue charity receipts for contributions made to the facility by any person, company or organization.

#### POLICY

1. Any cash donations or “charitable gift” (as defined by Canada Revenue Agency) made to SSELCC may be eligible for a Charitable Contribution Receipt. A receipt will be issued for donations of \$20 or more.
2. Non-cash charitable gifts will be issued a receipt based on the lesser of the Fair Market Value of item and the actual price paid.
3. All donation receipts must have the following information:
  - a. A statement that it is an Official Receipt for Income Tax Purposes;
  - b. Name and address of the charity as on file with Canada Revenue Agency (CRA);
  - c. A unique serial number;
  - d. The registration number issued by Canada Revenue Agency;
  - e. The location where the receipt was issued (city, town, municipality);
  - f. The date or year the gift was received;
  - g. The date the receipt was issued;
  - h. The full name and address of the donor;
  - i. The amount of the gift;
  - j. The amount and description of any advantage received by the donor;
  - k. The eligible amount of the gift;
  - l. The signature of an individual authorized by the charity to acknowledge gifts; and

- m. The name and website of the CRA ([canada.ca/charities-giving](http://canada.ca/charities-giving)).
- 4. The date of the donation is the date the contribution (donation) is received by SSELC. If the contribution (donation) is made through Canada Post, Canada Revenue Agency deems the date of the contribution to be the trademark date on the envelope.
- 5. All charitable giving and issuing of donation receipts by a charity are regulated by Canada Revenue Agency and as such, those regulations will be the reference for SSELC and may supersede any policy or procedure of SSELC.

**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** GP-10

**REVISED:**

**SECTION:** General Procedures

## **SEVERE WEATHER**

### **PURPOSE FOR THE POLICY**

Severe weather bulletins are issued as a watch or a warning, depending on the risk or severity of the event. Less severe events that could be a cause for concern will be issued as a special weather statement or advisory. This policy will establish guidelines and procedures in the event of severe weather.

### **WARNING CATEGORIES**

#### **1. Watches**

Issued as a “heads-up”, that conditions are favourable for the development of severe weather. A watch in the summer is typically issued up to six hours in advance, and in the case of winter events, at least 12 to 24 hours in advance. Weather watches are issued for regular forecast regions that may be affected.

#### **2. Warnings**

Issued when severe weather is either imminent or occurring in the given area. Warnings for large scale events like snowstorms are issued ideally with at least six, and up to 24 hours, lead time. Severe thunderstorm warnings, by their nature, will be issued less than one hour in advance. Weather warnings are usually issued for regular forecast regions affected. Severe thunderstorm and tornado warnings, however, may be issued specifically for smaller warnings regions within the regular forecast area. Specific warning criteria varies by region, depending on geography, or other conditions in which a specific region may be vulnerable.

#### **3. Special Weather Statements or Advisories**

Issued for weather events that are unusual, cause general inconvenience or public concerns, and cannot adequately be described in a weather forecast. They are written in a free style to describe weather systems, potential development such as thunderstorms or long-term trends. A *Special Weather Statement* may also be issued to indicate any potentially hazardous situation in the long-term forecast.

### **WARNING CATEGORIES**

Due to its local-scale nature, a watch is typically issued in advance for public forecast areas where conditions may be favourable for the development for severe weather. A warning is issued for areas where severe weather is imminent or occurring. Unlike other warnings, these are issued for smaller warnings areas within its regular forecast region.

4. **Severe Thunderstorm Watch** – Issued when the potential exists for the development of severe thunderstorms, which can produce one or more of the following:
  - a. Large Hail (2 cm or more in diameter);
  - b. Damaging Winds (Gusts 90 km/h or greater); and/or
  - c. Heavy Rain (50 mm or more per hour).
5. **Severe Thunderstorm Warning** – Issued when a severe thunderstorm is detected on radar or are observed by those in the immediate area. A warning is issued when one or more of the following has been detected or highly possible:
  - a. Large Hail (2 cm or more in diameter);
  - b. Damaging Winds (Gusts 90 km/h or greater); and/or
  - c. Heavy Rain (50 mm or more per hour).
6. **Tornado Watch** – Issued when conditions are favourable for the development of severe thunderstorms with one or more tornadoes. A tornado watch may also be issued if there are a certain number of funnel clouds (generally cold-core type) spotted over a certain area, or if there is a reasonable probability of land spouts or waterspouts developing.
7. **Tornado Warning** – Issued when one or more tornadoes are occurring in the area specified or are detected on Doppler Radar. The expected motion, development, and duration will be given in the warning.
8. **Winter Storm Watch** – Issued when conditions are favorable for the development of hazardous conditions. These bulletins may be issued 48 to 60 hours in advance.
9. **Winter Storm Warning** – Issued when a combination of hazardous winter conditions are occurring or expected to develop no more than 12 to 14 hours in advance.
10. **Blizzard Warning** – Issued when winds of 40 km/h or more, are expected to cause widespread reductions in visibilities to less than one kilometre, due to blowing snow, for at least four to six hours and wind-chill is expected to be high.
11. **Blowing Snow Warning** – Issued when high winds and snow reduce visibility to less than 1 km (<5/8 mile), but not necessarily meet the blizzard definition for duration and temperature.
12. **Snowfall Warning** – Issued when hazardous amounts are expected to fall over a 12- or 24-hour period. These amounts vary across the country due to topographical and climatic considerations. They range from 5 cm in 24 hours for parts of south-western BC to 15, 20 and even 25 cm in 24 hours elsewhere.

13. **Snow Squall Warning** – Issued when 15 cm or more of snow is expected to fall within 12 hours, or the visibility is likely to be near zero for at least four hours because of falling and blowing snow. These are for areas much smaller than a snowstorm would cover. A warning may also be issued when blizzard-like conditions are expected to develop in the vicinity of a cold front for short periods.
14. **Freezing Rain / Freezing Drizzle Warning** – Issued when slippery walking and driving conditions are expected. A warning may be issued if ice is over 2 mm thick and could damage trees and overhead wires.
15. **Wind Warning** – Issued when blowing steadily at 60-65 km/h or more, or winds gusting to 90 km/h or more.
16. **Rainfall Warning** – Local rainfall thresholds vary considerably across Canada and reflect a potential for regional flooding. Some seasonal considerations are made for ground that is frozen or sodden.
17. **High Heat and Humidity Warning** – Issued when temperatures at least 30°C, and humidex values over 40° persist for at least 1 hour.
18. **Frost Warning** – A frost warning is issued only when air temperatures are expected to fall to near freezing or below during the local growing season. A frost warning would normally be issued when forecast air temperature is +2°C or below.
19. **Wind Chill Warning** – Wind chill warning criteria vary across the country, ranging from -55°C in some Arctic regions to -30°C in southwestern Ontario. Warnings will be issued when the winds are expected to be at least 15 km/h and these extreme wind chills will persist for at least 3 hours.
20. **Cold Wave Warning** – When temperatures are expected to fall dramatically within 24 hours from above normal or near seasonal temperatures to very cold temperatures, a Cold Wave Warning is issued in some parts of the country.
21. **Flash Freeze Warning** – When conditions are likely to rapidly cause the temperature to drop within two to three hours, from above the freezing mark to below the freezing mark, and the roads are wet from prior rain or wet snow during the time of rapid cooling.
22. **Dust Storm** – Issued in Prairie Provinces when blowing dust caused by high winds is expected to reduce visibility to one kilometre or less for one hour or more.

## ADVISORIES

23. **Humidex Advisory** – Issued when humidex values exceed local criteria.
24. **Fog or Smoke Advisory** – Issued to highlight widespread for that is giving reduced visibilities less than 1 km or to explain hazy skies, reduced visibilities due to forest fire smoke or blowing dust in the winter.

## TORNADO

A tornado is a violently rotating column of air extending between a cloud base and the surface (when over water, it is called a waterspout). While depicted as a funnel with a narrow end on the bottom, there is no typical tornado. Tornadoes exhibit a high degree of variability in their appearances, strength, speed, direction of movement and duration. Most tornadoes develop in the late afternoon and early evening but may occur outside of this timeframe, including overnight.

While wide, damaging, straight-line thunderstorm winds are often confused with tornadoes, tornadoes can produce some of the highest wind speeds on the planet. Most Canadian tornadoes have maximum wind speeds under 180 km/h, but a small percentage can be considerably stronger with devastating impacts. Although Doppler Radar is a major aid to weather forecasters in the prediction of large tornadoes, many smaller ones are very difficult to forecast.

On average, about 43 tornadoes occur across the Prairies and about 17 occur across Ontario and Quebec. The peak of the season is June through August.

25. Early warnings signs of tornadoes include:

- a. Severe thunderstorm with frequent thunder and lightening or hail;
- b. An extremely dark sky sometimes highlighted by green or yellow clouds;
- c. A rumbling sound such as a freight train or whistling like a jet aircraft; and
- d. A funnel cloud behind a curtain of heavy rain or hail.

26. In the event of a tornado:

- a. When there is a threat of high winds, as in the case of a severe thunderstorm or tornado, everyone's priority is to gather the children and take shelter. Close all windows and doors;
- b. Monitor Environment Canada watches and warnings and keep an eye on the sky – tornadoes can develop very rapidly;
- c. Stay away from all windows, doors, and exterior walls, in particular those facing the storm;
- d. If necessary, everyone should gather in rooms with no windows (Director's Office and Public Washroom);
- e. Ensure that all children and staff are accounted for and safe; and
- f. Don't panic. Remain Calm.

## **LIGHTNING**

Lightning is an electrical discharge caused by a buildup of static electricity between thunderclouds, or between thunderclouds and the ground. It can deliver as much as 100 million volts of electricity and strike a target up to 16 km away, making it an extremely dangerous form of severe weather.

Thunder is the noise created when air suddenly expands from the heat of a lightning discharge. If you count the seconds between a flash of lightning and a thunderclap, you can tell approximately how close the lightning is to you: each second represents 300 metres.

27. The first and most important thing to remember is that if you can hear thunder, you are within striking distance of lightning. Everyone should take shelter immediately and stay inside for 30 minutes after the last rumble of thunder.

28. Once indoors, stay away from electrical appliances, doors, windows, and/or anything else that will conduct electricity, such as sinks, tubs and showers. Avoid using a telephone that is connected to a landline.

People who have been struck by lightning do not carry an electrical charge and can be safely handled, but victims may be suffering from burns or shock and should receive medical attention immediately. If you come across someone who has been struck, call for medical assistance immediately and if breathing has stopped, administer cardio-pulmonary resuscitation (CPR).

## **PROPERTY DAMAGE PROCEDURES**

29. Stay calm, don't panic;

30. Establish control/security of the facility immediately;

31. Do not put any child or staff member in danger;

32. Assess your surroundings. Check for injuries, gas leaks, and fires. Do not turn on the lights or light matches until you are sure there are no gas leaks;

33. Give first aid to any injured persons. Do not move victims unless necessary;

34. Report hazards to emergency responders;

35. Assist others in exiting the building safely;

36. Once outside, move away from the building, allowing emergency responders access;

37. Report trapped or injured persons to emergency responders; and

38. Evacuate the building if there is major structural damage or fire hazards.



**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** GP-11

**REVISED:**

**SECTION:** General Procedures

## **POWER FAILURE**

### **PURPOSE FOR THE POLICY**

To establish guidelines in the event that there is a loss of power.

### **POLICY**

1. If the power failure affects the facility and the surrounding area in the community:
  - a. Ask the power company when they anticipate restoring electrical services; and
  - b. Make contingency plans for snacks and lunch for the children.
2. If the power failure affects the facility only:
  - a. Conduct a site inspection to look for any obvious reasons for a power outage;
  - b. Check breaker box for signs of a breaker being tripped; and
  - c. Call an electrician (and/or SaskPower) to assist in restoring power.
3. If at any time the power failure occurs in the winter season, monitor the temperature indoors to ensure the children and staff remain safe. If the temperature drops below 15°C (59°F), parents or emergency contacts should be contacted to pick up their children from the centre.

**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** GP-12

**REVISED:**

**SECTION:** General Policies

## **WATER PROBLEMS**

### **PURPOSE**

To set out guidelines to deal with no water, contaminated water and/or boil water advisories and the subsequent recovery of said incidents.

### **WATER ADVISORIES**

**Precautionary Drinking Water Advisory (PDWA):** PDWAs are issued when there is a possibility that problems with the water supply system may exist, although an immediate public health threat has not been identified.

PDWAs are most frequently issued during service and maintenance repairs that require the system to be depressurized for more than two (2) hours. The advisory is a precautionary measure because the quality of water cannot be verified while the system is depressurized. Once issued, PDWAs remain in effect until the system work is completed and two lab tested water samples confirm that the water quality meets regulatory standards.

**Emergency Boil Water Orders (EBWO):** EBWOs are issued when a threat to public health from contaminated water exists (usually issued when *Escherichia coli* (E. coli) is detected). Water delivered from the supply and distribution system must be boiled, at a rolling boil for at least one minute before using to ensure bacteriological safety.

### **POLICY**

1. During either a PDWA or EBWO, all water used for drinking, preparing food, or washing fruit and vegetables should be brought to a rolling boil for at least one (1) minute (and stored in a clean container if needed).
2. For food preparation and cooking, the following steps are required:
  - a. Use pre-washed product or wash with boiled or bottled water;
  - b. Prepare ready-to-eat food using commercially bottled or boiled water; and
  - c. Use safe bottled water or water hauled from a clean water source for cooking.
3. If water issues develop and it is determined to be only for a short time, arrangements should be made with Town of Outlook staff for the use of the Rec Plex washroom facilities. All water for sinks should be shut off to avoid inadvertent use.

4. If it is known before children arrive at the centre that there will be no water for the day, the centre will remain closed and staff must make every effort to notify families scheduled for the day.
5. Once a PDWA or EBWO is declared over, all faucets and drinking fountains must be flushed for at least five (5) minutes.

**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** GP-13

**REVISED:**

**SECTION:** General Policies

## **FACILITY LOCKDOWN**

### **PURPOSE FOR THE POLICY**

The purpose of the policy is to identify the guidelines and procedures intended to reduce the risk or harm in the event of serious violent threat or violent incident that would endanger the lives of staff and/or children.

### **POLICY**

1. In the event the RCMP advise the Director and/or staff of a dangerous person in the area, the following procedures should be followed:
  - a. Advise the Director, or supervisor, of the situation if not directly advised;
  - b. Shut and lock all exterior doors;
  - c. If children are outside, calmly and quickly escort them into the building;
  - d. Post a note on the door advising parents to ring the doorbell for access; and
  - e. Only permit access to known people.
  
2. In the event that an unidentified person, armed or threatening in any way, enters or attempts to enter the facility, the following procedures should be followed:
  - a. Advise the Director, or supervisor, of the situation;
  - b. Shut and lock all exterior doors (and classroom doors if needed);
  - c. If children are outside, calmly and quickly escort them into the building;
  - d. Call 9-1-1;
  - e. Close all curtains and/or blinds;
  - f. Staff and children should move away from classroom doors and windows and try to remain as low and quiet as possible; and
  - g. Under no circumstance should an exterior door or classroom door be opened unless for the RCMP or if you know it is safe to do so.

3. In the event that a person, related to a child attending the facility, is aggressive or threatening in any way, the following procedures should be followed:
  - a. Advise the Director, or supervisor of the situation;
  - b. If the individual is inside the facility, attempt to get them outside;
  - c. Shut and lock all exterior doors (and/or classroom doors if needed);
  - d. If children are outside, calmly and quickly escort them into the building;
  - e. Call 9-1-1; and
  - f. Post a note on the entrance door advising parents to ring the doorbell for access (only open the door if safe to do so – be aware of the surroundings).
4. If at any time an unknown person is attempting to gain access to the facility, call the RCMP.
5. During any situation where the facility is forced to be in lockdown, the Board President (or Vice President) should be advised. Any communication to parents about a situation will be discussed between the board and the Director.

## **SMALL STEPS EARLY LEARNING CENTRE INC.**

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** GP-14

**REVISED:**

**SECTION:** General Policies

### **SOCIAL MEDIA**

#### **PURPOSE FOR THE POLICY**

The policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

#### **POLICY**

1. Employees need to know and adhere to Small Steps Early Learning Centre's Code of Conduct when using social media in reference to SSELC.
2. Employees should be aware of the effect their actions may have on their images, as well as Small Steps ELC's image. The information that employees post or publish may be public information of a long time.
3. Employees should be aware that SSELC may observe content and information made available by them through social media. They should use their best judgement in posting material that is neither inappropriate nor harmful to SSELC, its employees, its directors or its families.
4. Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
5. Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should consult with the Director (or Board of Directors).
6. Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to the Director or appointed representative.
7. Social media use shouldn't interfere with the employee's responsibilities at Small Steps ELC. The facility's computers are to be used for business purposes only. When using SSELC systems, use of social media for business purposes is allowed (eg. Facebook, Twitter, Instagram), but personal use of social media networks or personal blogging of online content is not permitted and could result in disciplinary action.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** HR-01

**REVISED:** 2020-03

**SECTION:** Human Resources

### EMPLOYMENT

#### PURPOSE FOR THE POLICY

This section highlights policies related to staffing and employment with Small Steps Early Learning Centre Inc. In the event of a discrepancy, Saskatchewan Labour Standards take precedence over any SSELc Staffing Policy.

#### POLICY

An employee of SSELc is a person who regularly works for SSELc on a wage or salary basis. An employee includes regular full time, regular part time, and casual persons as well as others employed with the facility that are subject to the control and direction of the Director of SSELc (and at times the Board of Directors) in the performance of their duties.

#### EMPLOYMENT GUIDELINES

1. No two members of one family shall be employed in situations where one exercises line authority over the other. This includes members of the Board of Directors and staff working at the facility.

For any exceptional circumstances, prior approval may be granted by the Board of Directors.

Family refers to spouse, mother, father, brother, sister, children, mother-in-law, father-in-law, brother-in-law, sister-in-law, niece, nephew, common-law arrangements and other family relationship of a close nature. The final decision shall be made by the Board of Directors.

2. SSELc will make reasonable accommodation for qualified individuals with known disabilities unless by doing so would result in undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.
3. The protection of confidential business information is vital to the interests and success of SSELc. Such confidential information includes, but is not limited to, the following examples:
  - a. Compensation Data;
  - b. Financial Information;
  - c. Parent Information; and/or
  - d. Child Information.

Employees who improperly use or disclose confidential business information will be subject to disciplinary action, which may include termination of employment and legal action, even if they do not actually benefit from the disclosed information.

4. All new employees will serve a probationary period as outlined below:
  - a. All staff is hired on a probationary period of 1040 hours (approximately six months). Following the successful evaluation of a probationary employee by the Director, staff appointments will be permanently confirmed;
  - b. Any employee's probationary period may be extended at the discretion of the Director (or Board of Directors in the case of the facility Director); and
  - c. Employees on probation who are discharged for unsatisfactory performance do not have access to the disciplinary action process;
5. An employee who is promoted is required to serve a probationary period of three months upon commencement of the new duties. The probationary period may be extended to six months at the discretion of the Director. If the employee does not satisfy the requirements of the job during the probationary period, the employee can revert to a position that is comparable with the position they held prior to the promotion.
6. Commencing permanent employment, an annual evaluation will be conducted by the Director and kept in the employee's confidential personnel file. The Director's annual evaluation will be conducted by member of the Board of Directors and kept in the Director's confidential personnel file.

#### **CANADIAN POLICE INFORMATION CENTRE (CPIC) RECORD CHECK**

7. Prior to commencement of employment, all employees and volunteers must provide a criminal record check, completed no more than six months previous, which must include the Vulnerable Sector Check. Often referred to as a CPIC, this check can be completed for a fee through the RCMP. Upon receipt of this document, the Director will review it and complete a "Note to File" form and return the original to the employee or volunteer.
8. It is the employee's responsibility to inform the Director and/or Board of Directors of any change in criminal status. A CPIC is required to be renewed every five years for all staff members and volunteers.
9. The Board of Directors must approve any CPIC that shows criminal occurrences. In the case of past criminal activity, the Board will consider the following factors:
  - a. The nature of the offence and its relevance to the care of children;
  - b. The pattern of the offences, when the offences occurred, the number of convictions, the amount of time between offences and reoccurrence, and age at the time of the offence and present life style;



- c. The steps the applicant has taken to rehabilitate or prevent reoccurrence(s); and
- d. Convictions or charges involving violent physical aggression, drugs, alcohol and offences of a sexual nature.

### **FIRST AID & CPR**

- 10. All staff employed 65 hours or more per month must have completed a certified First Aid and Cardiopulmonary Resuscitation (CPR) course appropriate for the ages of children attending SSELC. Staff must recertify as required by Section 43 of the Child Care Act (currently every 3 years for First Aid and 2 years for CPR).
- 11. It is required that the facility MUST have at least ONE person trained in first aid and CPR during all operating hours.

### **DISCRIMINATORY PRACTICES PROHIBITED**

- 12. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at SSELC will be based on merit, qualifications, and abilities rather than race, color, religion, gender, national origin, age, sexual orientation or disability.
- 13. Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of the Director or any member of the Board of Directors. Employees can raise concerns without fear of reprisal. Anyone found to be engaging in unlawful discrimination would be subject to disciplinary action, which may include termination of employment.

### **EMPLOYEE PERSONNEL FILES**

- 14. It is the responsibility of the Director to establish and maintain the employee personnel files on all employees.
- 15. Individuals having access to an employee's file shall be restricted to the following:
  - a. Employees may view their own file, in the presence of the Director or the Board President, in a place designated by the Director or President. Employees are advised to contact the Director or Board President to establish a time when they can view the file on their own time;
  - b. The Director of SSELC; and
  - c. The Board President, in lieu of a Director for SSELC.

### **RESOURCES**

*Saskatchewan Employment Act* – Employment Standards

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** HR-02

**REVISED:**

**SECTION:** Human Resources

### EMPLOYMENT COMPENSATION

#### PURPOSE FOR THE POLICY

To outline standard employment compensation as well as other employment compensations such as vacation pay, statutory holidays, and bank time.

#### TYPES OF EMPLOYEES

1. **Regular Full Time** – A full time employee is one who has completed the probationary period and is regularly scheduled to work 32 or more hours per week. Generally, they are eligible for any provided benefits subject to the terms, conditions and limitations of the benefit program.
2. **Regular Part-Time** – A part-time employee is one who has completed the probationary period and who is regularly scheduled to work less than 30 hours per week.
3. **Temporary and/or Casual** – A temporary or casual employee is one that is either hired as interim relief or who does not have regularly scheduled hours in a week. While circumstances may have a temporary or casual employee working regular hours for a short period of time, this in no way implies a change in employment status.

#### REMUNERATION

4. Scheduling of hours shall depend on the needs/requirements of the facility and will be determined by the Director. Hours will be set by the Director and may be increased or decreased in accordance with the enrolment/attendance of children and the needs of the facility and will at all times adhere to the regulations stated in the Saskatchewan Child Care Licensee Manual.
5. All staff, including the Director, are required to complete a time sheet for the relevant pay period, indicating hours worked each day and/or pay code in lieu of normal working days (ie Vacation Pay, Sick Pay, EDO, etc.).
6. Payroll is on a biweekly basis, with Saturday being the cut-off day and net pay being deposited the following Friday. All staff shall receive a detailed pay statement showing coverage period, gross earnings, and all relevant deductions.
7. The Board of Directors will approve annually the staff pay scale, which includes all positions for the facility.

8. When an employee completes an Education Equivalency Level and is officially awarded an increased ECE level standing from the Ministry of Education, their pay scale will be adjusted accordingly.
9. It is up to the discretion of the Director, with input from the Board of Directors, to determine periodic rate increases, taking into consideration performance, budget considerations and the approved employee pay scale.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** HR-03

**REVISED:**

**SECTION:** Human Resources

### OTHER EMPLOYMENT COMPENSATION

#### PURPOSE FOR THE POLICY

To outline other employment compensations such as vacation pay, statutory holidays, bank time accident compensation.

#### ANNUAL VACATION

1. The annual vacation cut-off date for all employees shall be established as at December 31. The vacation period is September 1 to August 31.
2. All full-time employees will accumulate holiday hours at a rate of 3/52 (4/52 in year 5 of continued service with Small Steps ELC).
3. After one (1) year's full-time service (40 hours per week) and for each subsequent year of service, up to four (4) years, an employee shall receive three (3) weeks vacation with pay.
4. In the fifth (5) year of service and for each subsequent year, an employee shall receive four (4) weeks vacation with pay.
5. All full-time staff are required to take at least 2 weeks (10 days) of their earned holiday time during the calendar year. If the vacation time is not taken, the Director and/or Board of Directors may designate the vacation time to be taken. No more than five vacation days may be carried over to the next year. Unused vacation time in excess of the five days will be paid out at the end of the year.
6. All staff are encouraged to plan their vacation time during the summer months, which is a slower time for Small Steps ELC.
7. Small Steps ELC encourages all employees to make the most of their vacation time. However, circumstances may not always permit everyone to take vacation time when it is requested.
8. Vacation requests will be granted to full-time employees based on the employee who requests the time first, then by seniority. Full weeks of vacation will be granted before individual requested days off. Paid vacation days also take priority over unpaid vacation days.
9. Part-time, casual and temporary employees will receive earned vacation time paid out on each pay cheque at a rate of 3/52 of their previous hours worked.

10. When any public holiday occurs during the annual vacation period, it will be extended by one day for each such holiday. The employee shall be paid, in addition to vacation pay, the regular wage for the public holiday.
11. Vacation time does not accumulate while an employee is on leave.
12. All accumulated vacation time accrued will be paid out within fourteen (14) days of termination.
13. If an employee is ill or injured during a scheduled vacation and is hospitalized for more than one 24-hour period, the employee may elect to go on sick leave. In such case, the vacation days the employee is hospitalized will be rescheduled (the employee will be required to verify that they were hospitalized).

## **OVERTIME**

14. Overtime is considered anything more than eight (8) hours per day or forty (40) hours per pay week. All overtime must be preauthorized by the Director. All overtime is banked at a rate of 1.5 times your hours.

## **EARNED DAYS OFF (EDO)**

15. Full time staff who have successfully passed their probationary period are eligible to an Earned Day Off.
16. To receive an EDO, staff work at extra 0.5 hour per day for 4 days in a week. After four weeks, the staff member is eligible for an EDO.
17. EDO time is banked at 1:1 hour rate.

## **STATUTORY AND CIVIC HOLIDAYS**

18. The following holidays shall be recognized: New Year's Day, Family Day, Good Friday, Victory Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.
19. Any of the above holidays shall be observed on a day other than the calendar date when so proclaimed by Federal, Provincial or Civic Authorities.
20. If a Statutory or Civic Holiday fall on a day that the facility is normally closed, the following Monday will be the recognized day in lieu of (or Friday if advance notice is provided to parents).

## **REST PERIODS**

21. In accordance with *The Saskatchewan Employment Act*, employees must be paid for coffee breaks. However, it is up to the employer to decide if employees will get coffee breaks. Coffee breaks are not a mandated right of the employee.

22. There may be circumstances where coffee breaks cannot be accommodated. Child care ratios must always be adhered to.
23. A daily shift of more than three (3) hours but less than five (5) hours shall receive one fifteen (15) minute coffee break with pay. Employees are expected to observe these time limits. Staff-to-child ratios must always be respected when staff come and go from a room.
24. A daily shift of more than five (5) hours shall receive one fifteen (15) minute coffee break with pay and a minimum of one half-hour (1/2 hour) meal period without pay. An exception to this policy is if an employee is directed to work or be at the employer's disposal during a meal break, the employee must be paid for the time. "At the disposal of the employer" is defined as the employee is under the direction and control of the employer. Child care ratios must always be adhered to and therefore will determine the eligible length of a meal break.
25. Lunch breaks are on a staggered schedule so that an absence does not create a problem for co-workers or contradict staff-to-child ratios.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** HR-04

**REVISED:** 2020-03

**SECTION:** Human Resources

### EMPLOYEE BENEFITS

#### PURPOSE

This policy outlines the benefits available to employees of Small Steps ELC, providing they meet the necessary qualifications.

#### GROUP BENEFITS PLAN

1. After a successful completion of the first three months, an employee shall be entitled to dental and health insurance along with life and accidental insurance. The following summarizes what is included in the group benefit plan and who is responsible for premiums:
  - a. Life Insurance - \$25,000 coverage with premiums paid 100% by SSELCC;
  - b. Critical Condition – premiums paid 100% by SSELCC;
  - c. Accidental Death & Dismemberment – premiums paid 100% by SSELCC;
  - d. Long Term Disability – premiums paid 100% by employee; and
  - e. Health & Dental – Premiums paid 50% by employees and 50% by SSELCC.
2. The group benefit plan is mandatory for all employees working a minimum average of 20 hours per week. An exception to this mandatory enrollment is if the employee has comparable coverage with another plan (ex. spousal plan).
3. The employee portion of Group Benefits Plan premiums will be deducted from every paycheck.
4. The Group Benefits Plan coverage and responsibility of premiums is subject to change at the discretion of Small Steps ELC.
5. An employee may elect to continue with Group Benefits coverage while on leave but will be fully responsible for all premiums.

#### CHILD CARE DISCOUNT

6. Any staff who has child(ren) at the centre during an active work shift is eligible for a 50% discount on the childcare rate (on premise or a representative of SSELCC off premise).

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** HR-05

**REVISED:** 2020-03

**SECTION:** Human Resources

### STANDARDS OF CONDUCT

#### PURPOSE

The policies and standards of conduct for Small Steps ELC are important to ensure the welfare of the children and the facility and SSELCC regards them seriously. All employees are expected to follow the policies and standards of conduct in performing their jobs and conducting the business of Small Steps ELC.

#### POLICY

##### 1. Attendance and Punctuality

Small Steps ELC expects that every employee will be regular and punctual in attendance. This means being at the Centre, ready to work, at the appropriate starting time each day. Absenteeism and tardiness place a burden on other employees and on the Centre.

If you are unable to report for work for any reason, notify the Director in a timely fashion so that a replacement can be arranged. You are responsible for speaking directly to the Director (or a Supervisor in the absence of the Director) about your absence by calling prior to 7am. It is not acceptable to leave a message either on an answering machine, via text message, messenger nor email.

##### 2. Absence Without Notice

If you do not report for work and the Centre is not notified of your status, it will be assumed that you have resigned, and you will be removed from payroll.

##### 3. Telephone Usage

Personal telephone calls should be done on an employee's break. To respect the rights of all employees and avoid miscommunication in the office, employees are expected to share Small Steps ELC's phone number with family and friends in emergency cases where communication with a staff member is needed (rather than relying on cell phone).

##### 4. Public Image

A professional appearance is important anytime an employee comes in contact with users of the Centre, potential users, or the general public. Employees should be well groomed and dressed appropriately for our business and for their position. Appropriate is defined as non-restricting and non-revealing.



The following items are considered inappropriate work attire at SSELC:

- Clothing advertising or displaying inappropriate logos and/or messages;
- Jeans with tears or patches;
- Sweat pants;
- Revealing shirts and/or skirts;
- No brassieres; and
- Revealing swim suits.

#### 5. Unacceptable Behaviour

Employees of Small Steps ELC are held to a high standard of conduct. While not intended to list all the forms of behaviour that are considered unacceptable in the workplace, the following are examples of infractions or misconduct that may result in disciplinary actions, including termination of employment:

- Smoking on SSELC property – SSELC is a designated non-smoking facility. There is no smoking within the workplace and is not permitted within 50 feet of the facility or within view of the children. Smoking is prohibited on excursions and neighborhood walks with the children;
- Use of offensive and/or vulgar language;
- Theft or inappropriate removal of possession of property;
- Working under the influence of alcohol or drugs (including OTC that cause drowsiness and impairs the ability of the employee to function appropriately);
- Possession, distribution, sale, transfer, or use of alcohol or drugs in the workplace;
- Fighting or threatening violence in the workplace;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of company-owned or family-owned property;
- Insubordination or other disrespectful conduct;
- Violation of health rules;
- Sexual of other unlawful or unwelcomed harassment;

- Excessive absenteeism (4 or more occurrences in 12-month period) or any absence without notice;
- Unauthorized use of company-owned equipment and supplies;
- Unauthorized disclosure of confidential information;
- Violation of personnel policies; and/or
- Unsatisfactory performance or conduct.

## **RESOURCES**

Absentee Record

Letter of Concern #1

Letter of Concern #2

Letter of Concern #3

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** HR-06

**REVISED:**

**SECTION:** Human Resources

### STAFF GRIEVANCES

#### PURPOSE

This policy outlines the procedures for handling staff grievances.

#### POLICY

1. Under normal working conditions, employees who have a job-related problem, question or complaints should first be discussed with the employee to whom they have the issue with. If the issue is not resolved, the employee(s) should take the issue to the Director. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee(s) is satisfied with the resolution and documents it, the matter is considered closed. If the employee(s) is not satisfied with the resolution and so informs the Director, the Director is responsible for taking the matter to the Board of Directors. The Board will review the situation and make a final decision in writing to this appeal.
2. In the event an employee feels unable to approach the Director because of personal conflict, they may, in writing, submit a grievance to the President of the Board. The Board President will provide a copy of the grievance to the Director (if not provided by the staff member) and the Board will investigate the grievance as necessary.
3. Any anonymous letters/grievances will be disregarded due to the inability to properly investigate any claims.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** HR-07

**REVISED:**

**SECTION:** Human Resources

### DISCRIMINATION & HARASSMENT

#### PURPOSE FOR THE POLICY

Small Steps Early Learning Centre Inc., in exercising its responsibility, endeavours at all times to provide a respectful and positive work environment that is free of discrimination and harassment. To this extent, SSELCC has developed this policy with the intention of preventing discrimination and harassment within the workplace, and to deal quickly and effectively with an allegation of discrimination and/or harassment.

Discrimination and harassment is not tolerated in the workplace. Employees who are found to have discriminated against or harassed co-workers or other individuals at work in or in work-related situations will be subject to corrective and/or disciplinary action up to and including termination of employment.

Employees are encouraged to use the procedure set out herein. This policy is not intended to prevent an employee from making any inquiries, seeking assistance, or exercising legal rights under the applicable Human Rights legislation, the relevant Occupational Health and Safety legislation, or any other law.

#### POLICY

##### 1. Definitions

- a. **Discrimination:** Any differential treatment, inappropriate conduct, comment, display, action or gesture by a person that is based on the following prohibited grounds: religion, creed, marital status, family status, sex (including: gender expression, gender identity and two spirit identity), sexual orientation, disability, age, colour, ancestry, nationality, place of origin, race or perceived race, and source of income.
- b. **Harassment:** Any inappropriate conduct, comment, display, action or gesture by a person:
  - i. That either:
    1. Is based on race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin; or
    2. Adversely affects the worker's psychological or physical well-being and that the person knows or ought to reasonably know would cause a worker to be humiliated or intimidated; and

- ii. That constitutes a threat to the health or safety of the worker.

This can include:

- i. Repeated conduct, comments, displays, actions or gestures;
  - ii. A single, serious occurrence of conduct, or a single, serious comment, display, action or gesture that has a lasting, harmful effect on the worker; or
  - iii. Comments, displays, actions or gestures made through electronic means (ie social media, email).
- c. **Sexual Harassment:** Unwelcome conduct, comments, gestures or contact of a sexual nature constitutes sexual harassment when:
- i. Submission to, or rejection of, such conduct is implicitly or explicitly made a term or condition of an individual's employment status;
  - ii. Such conduct is used as a basis for making decisions relating to an individual's employment or welfare as an employee; or
  - iii. The unwanted conduct, comments, gestures or contact creates a hostile or intimidating environment for working.
- d. **What is NOT Harassment:** Harassment does not include any reasonable action that is taken by SSELC or its Board of Directors, relating to the management and direction of the facility's workers or the place of employment. This includes day-to-day management or supervisory decisions, job assessment and evaluation, performance discussions, expectations for work productivity and quality, and disciplinary action.

## 2. Other Prohibited Behaviour

### a. Disruptive Workplace Conduct

Small Steps ELC does not condone behaviour that interferes with the provision of a respectful, productive work environment, but is not pervasive or significant enough to meet the definitions of harassment described above. Depending on the situation, examples of behaviour that may fall into this category include, but are not limited to, spreading negative rumours, mean-spirited pranks or practical jokes, yelling or swearing at someone, bullying, and other behaviours that are demeaning, intimidating or threatening. The Director of SSELC, and Board of Directors if necessary, has an obligation to address reports of disruptive workplace conduct, and provide corrective and/or disciplinary action as appropriate.

b. Retaliation and Intentionally False Complaints

Small Steps ELC does not condone acts of retaliation against a person who has filed a complaint or participated in any manner in the investigation or resolution of a report of discrimination or harassment. Intentionally false accusations of discrimination or harassment (complaints that are made in bad faith) are also not condoned. Intentionally false accusations do not include reports made in good faith, even if the facts alleged in the report cannot be substantiated through an investigation. Allegations that a complaint has been made in bad faith or that retaliation has occurred may be investigated using the same procedure that is used to investigate complaints of discrimination and/or harassment. Individuals who are found to have engaged in retaliation or made deliberately false accusations of discrimination and/or harassment will be subject to corrective and/or disciplinary action up to and including termination of employment.

3. Procedure for Making a Complaint

If the employee feels able, inform the individual that their behavior is unwelcome. If this is not an option, employees who believe they have been subject to behavior that violates this policy should:

a. Report the incident(s) to one or any of the following:

- i. The facility Director; and/or
- ii. A Small Steps ELC Board Member.

b. The Director (and/or Board Member) and/or the employee (as applicable) should make written notes about the incident and the events leading to the incident(s). This includes: the date and location of the occurrence; witnesses to the event; what was said; specific actions and behavior; and any conversations informing the individual that his/her behavior is unwelcome. Articulate how the behavior caused embarrassment, humiliation, made the employee feel demeaned or otherwise bothered by what the individual said. Retain all documents and materials that relate to the situation. Any person who is made aware of either a verbal or written complaint is expected to take action by seeking support from the Director and/or Board of Directors.

4. Time Period for Reporting Complaints

Barring exceptional circumstances, a complaint should be made as soon as practicable after the incident(s) occurred.

5. Process for Dealing with a Complaint

a. When a complaint is received, it will be kept strictly confidential. The names of the complainant or the respondent, or any circumstances related to a complaint will

not be disclosed to anyone, except as is necessary to investigate the complaint and/or take disciplinary action related to the complaint or as required by law. Employees involved with a complaint will be asked and expected to keep all information confidential.

- b. An investigation will be undertaken immediately by an individual designated by the Board of Directors and must be a neutral party to the individuals being investigated.
- c. The complainant and the respondent will both be interviewed along with any individuals who may be able to provide relevant information. If deemed necessary, reporting relationships may need to be adjusted for the duration of the investigation.
- d. Complaints of discrimination and harassment will be given the highest priority and every reasonable effort will be made to address complaints in a timely manner.
- e. If the investigation reveals evidence to substantiate a discrimination and/or harassment complaint, appropriate corrective action and/or discipline will be determined. Such discipline may include a written reprimand, suspension, or dismissal. Written documentation to this effect shall be included in the respondent's employee file.
- f. All documentation relating to the investigation (ie complaints, interview notes, investigator's report) is confidential and will be retained by the Facility Director (or Board of Directors) in accordance with document retention policies.

## 6. Rights

### a. Rights of the Complainant

An employee making a complaint has the right to have their complaint addressed promptly, without fear of embarrassment or retaliation. They will be expected to co-operate in the investigation and provide a truthful account about what occurred. The complainant may have a person of their choice accompany them during the investigation process or represent them during the process. This person may be a colleague. The complainant shall be informed about the process, timeline, and the outcome of the investigation including any corrective measures being taken. The complainant shall receive respectful treatment throughout the process. No documentation relating to the complaint or the investigation shall be placed on the complainant's employee file, provided the complaint was made in good faith.

### b. Rights of the Respondent

The employee accused of discrimination and/or harassment will be informed about the investigation process, timeline, and will be expected to participate in the ensuing investigation. The respondent may seek advice from a manager and/or a union representative (if appropriate). They will be expected to provide a truthful

account of what occurred. The respondent has the right to have a person of their choice accompany them during the investigation meeting or represent them during the process. This person may be a colleague. The respondent shall be informed about the outcome of the investigation. The respondent shall receive respectful treatment throughout the process.

c. Rights of Those Participating in an Investigation

Those required to provide information as part of the discrimination and/or harassment investigation will be protected from any form of retaliation by either co-worker or management. They will be expected to provide a truthful account of what occurred and will be expected to maintain confidentiality.

Nothing in this policy prevents an employee from seeking assistance or making a complaint under the application Human Rights legislation, Occupational Health & Safety legislation, or accessing other legal avenues.

7. Remedies and Corrective Action

a. Remedies for the Complainant

The Co-operative will make every reasonable effort to remedy the effects of the discrimination and/or harassment in the workplace. Remedial action could be, but not limited to:

- i. An oral or written apology from the respondent and Small Steps Early Learning Centre Inc.;
- ii. Reimbursement of any lost salary; and/or
- iii. Compensation for any lost benefits.

b. Corrective Action for the Respondent

If the investigation reveals evidence to substantiate a discrimination and/or harassment complaint, corrective action could be, but is not limited to:

- i. Written reprimand;
- ii. Suspension without pay;
- iii. Transfer, if it is not reasonable for the parties involved to continue working together;
- iv. Demotion;
- v. Dismissal;



vi. Counselling; and/or

vii. Training.

#### 8. Responsibility of Director, Assistant Director and Supervisors

It is the responsibility of every individual in a supervisory capacity to take immediate and appropriate action to report incidents of discrimination and harassment whether brought to their attention or personally observed. Under no circumstances should a complaint be dismissed, downplayed or the complainant told to deal with it themselves.

Supervisors will:

- Treat all allegations of discrimination and harassment seriously, and report them promptly to the facility Director or Board of Directors;
- Address all instances of discrimination and harassment as soon as they become evident, even if no formal complaint has been made;
- Ensure all employees understand the requirements for a respectful and positive work environment through onboarding (ie policy review), training and conversation; and
- Cultivate an environment of trust and openness whereby employees feel comfortable discussing and reporting workplace concerns.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** HR-08

**REVISED:** 2020-03

**SECTION:** Human Resources

### CORRECTIVE ACTION

#### PURPOSE

This policy outlines the corrective action consequences when there is a contravention of a policy or procedure (in certain circumstances) outlined by Small Steps ELC.

#### POLICY

1. Corrective action at SSELC is progressive. That is, the action taken is a response to a rule infraction or violation of standards, typically following a pattern increasing in seriousness until the infraction or violation is corrected.
2. The usual sequence of corrective actions include a verbal reprimand, a written reprimand, a suspension, and finally termination of employment. In deciding which initial corrective action would be appropriate, the Director and/or Board will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.
3. A staff member may appeal a corrective action to the Board President in writing by stating why they believe the action is unjustified. The Board will review the facts, may conduct their own review or investigation of the alleged wrongdoing, discuss the issue with the Director and make a final determination to the employee. A summary of the Board's actions and decision should be included in the employee's personnel file.

#### VERBAL REPRIMAND

If an employee is having a performance problem and is not improving, a private meeting will be arranged with the staff involved; a plan and corrective measures will be discussed. A summary of the meeting will be documented and placed in the employee's personnel file.

#### WRITTEN REPRIMAND

If an employee's performance is not improving after a verbal reprimand, the staff member will be given a written reprimand. A written reprimand may also be issued if the infraction is more of a serious nature and a verbal reprimand is not an adequate solution. The reprimand may include: what the performance issue is, what improvements are necessary, and a date and time for a follow up meeting to review progress.

#### SUSPENSION

If an employee's performance has not improved after a written reprimand, the staff will be suspended from work without pay. The duration of the suspension will be determined by the

severity of the employee's actions. A suspension may be given instead of a verbal or written reprimand if the employee's actions are severe.

## **TERMINATION OF EMPLOYMENT**

In terms of corrective action, termination of employment will be used as a last form of action if the infractions of an employee cannot be resolved by verbal reprimand, written reprimand, or suspension.

Small Steps ELC considers certain rule infractions and violations of standards grounds for immediate termination of employment. These include but are not limited to:

- Theft in any form;
- Insubordinate behaviour;
- Consuming alcohol on the job;
- Blatant and intentional failure to work within the Centre's policies, procedures and guidelines;
- Conduct that is detrimental to the welfare of the children;
- The use of the Centre's equipment and/or supplies without prior authorization by the Director; and/or
- Untruthfulness about personal work history, skills or training.

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** HR-09

**REVISED:** 2020-03

**SECTION:** Human Resources

### LEAVE OF ABSENCE

#### PURPOSE FOR THE POLICY

To outline policies related to leave of absences such as Sick Leave and Compassionate Leave.

#### SICK LEAVE

1. All full-time and part-time employees accumulate sick days based on 2/52 of their monthly hours.
2. Unused sick leave credits shall be cumulative to a maximum of 112 hours.
3. If an employee is dismissed or vacates their position with Small Steps ELC, accumulated sick time is NOT paid out.
4. Employees are to notify the Director or a supervisor directly by telephone, not leave a message with someone else.
5. For sick leave lasting more than 3 days, a medical certificate is required and must be presented to the Director as soon as possible. Failure to provide the requested documentation may result in the withholding of sick leave benefits from an employee.
6. Sick days may be used for personal or family sick days.

#### COMPASSIONATE LEAVE

1. Small Steps ELC shall grant a leave up to five working days to employees who experience a death in the immediate family. To be eligible, an employee must have three (3) months of service with Small Steps ELC. The leave is to be taken in the period from one week before the funeral to one week after the funeral. This leave is unpaid.
2. Immediate Family is defined as an employee's:
  - a. Spouse/Common-law
  - b. Child
  - c. Brother
  - d. Sister
  - e. Mother
  - f. Father
  - g. Grandfather
  - h. Grandmother
  - i. Mother in Law

j. Father in Law

### **LEAVE WITHOUT PAY**

All employees requesting a leave of absence must present their request in writing to the Director. The final decision about the leave is at the discretion of the Board of Directors.

### **MATERNITY LEAVE**

To be eligible for this leave, an employee must have been employed for a total of at least twenty (20) weeks in the 52 weeks immediately preceding the day on which the requested leave is to commence. Application for this (unpaid) leave must be made at least four (4) weeks in advance of leaving and must be accompanied by a Doctor's certificate. The total period of this leave is not to exceed 18 weeks commencing at any time during the period 12 weeks immediately preceding the estimated date of birth.

### **ADOPTION LEAVE**

In accordance with Provincial Legislation, an employee with twenty (20) weeks of service is entitled to take adoption leave to a maximum of 18 consecutive weeks. Application for this (unpaid) leave must be made at least four (4) weeks in advance.

### **PARENTAL LEAVE**

In accordance with Provincial Legislation, an employee with twenty (20) weeks of service is entitled to take parental leave to a maximum of 34 consecutive weeks, 37 for the parent who did not take maternity or adoption leave. Application for this (unpaid) leave must be made at least four (4) weeks in advance.

### **JURY DUTY**

Any employee who is required to report for jury duty will automatically receive the required time off without pay.

### **SUBPOENAED**

Should an employee be subpoenaed to court for any reason unrelated to work, they will receive the appropriate time off, but will not be compensated for the time lost, unless they choose to use vacation time.

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** HR-10

**REVISED:**

**SECTION:** Human Resources

## **HEALTH OF PERSONNEL**

### **PURPOSE**

This policy outlines procedures to help protect the health of our staff and children at SSELC.

### **POLICY**

1. It is the responsibility of each employee to monitor their own health and well-being in order to maintain the health of the children and their coworkers. Employees must notify the Director immediately or prior to the start of a shift if the following conditions apply:
  - a. A physical or mental illness that compromises the care of the children rendering them unable to fulfill their responsibilities.
  - b. Symptoms of a highly contagious virus or infection which may require medical treatment. Employee may return after the prescribed amount of time indicated for the specific infection or virus. Refer to the Well Beings Manual for recommendations on exclusion.
2. If an employee has a Category I or II Communicable Disease, you can return to work only after the contagious stage of the specific communicable disease has passed. Employees must remain away from the facility for the amount of time prescribed by a Doctor, recommended by Public Health, or as stated in the Infection Control Manual or Well Beings Manual
3. In the event an employee requires medical attention, whether injured or becoming ill while at work, the Director must be notified immediately. If it is necessary for an employee to be seen by a doctor or go to the hospital, a family member may be called to transport such employee to the appropriate facility. If an emergency arises that requires Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, SSELC's employees will not be responsible for the transportation of another employee due to liabilities that may arise.
4. If the Director has reason to believe that the physical or mental health of an employee may not be appropriate for work with children or in the proximity of children the employee will be asked to leave the premises. The employee may return once it has been established that the employee's mental or physical health is appropriate to work with children.
5. Employees may be required to produce a note or report from a physician or individual who, in the Directors opinion is an appropriate person to prepare the report with regard to the aspects of their illness and/or "return to work" eligibility.

## **RESOURCES**

Well Being Manual

Infection Control Manual

The Child Care Regulations, 2015 Section 46

## **SMALL STEPS EARLY LEARNING CENTRE INC.**

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** HR-11

**REVISED:**

**SECTION:** Human Resources

### **REIMBURSEMENT PAYMENTS**

#### **PURPOSE**

This policy outlines various instances where staff will be reimbursed by SSELC for expenses incurred.

#### **PERSONAL VEHICLE USAGE**

1. Employees using their personal vehicle for business purposes (such as transportation to and from a course) can submit an employee expense reimbursement form and be compensated for mileage at a rate of \$0.45/km. This payment is a non-taxable reimbursement to cover fuel and wear-and-tear of vehicle.
2. Staff are encouraged to travel together when attending the same function to minimize mileage costs.
3. Personal Use of vehicles for in-town business trips can submit employee reimbursement form and be compensated at a rate of \$3 per trip.
4. All reimbursement payments will be made on the next payroll run.

#### **MEALS & HOTELS**

5. An employee on a course 200 km or more away from Outlook, SK may be permitted to stay in a hotel. This stay should be pre-arranged with the Director. All hotel expenses and reasonable meal expenses should be submitted with an employee reimbursement form.
6. Reasonable meal expenses do not include liquor.

#### **EDUCATION**

7. Employees enrolled in the Early Childhood Education Certificate program will be reimbursed their tuition fees after success completion of each course (with proof of payment and completion).
8. Personal Development Course enrollment fees will be paid by SSELC. If an employee fails to attend a PD course that the facility has paid for, that employee may be asked to pay the enrolment fees personally and then be reimbursed after attending.



**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** HR-12

**REVISED:**

**SECTION:** Human Resources

## **PHYSICAL AND MENTAL HEALTH**

### **PURPOSE**

The intent of this policy is to assess the suitability of individuals caring for children and to ensure the health and wellbeing of staff and children are at the forefront.

### **POLICY**

1. If the Director or Board has reason to believe that the physical or mental health of an employee in SSELC may not be appropriate for work with children or in proximity to children, that Director and/or Board President must request the employee to submit to them, as the case may be, a recent report that:
  - a. Is completed by an individual who, in the Director's (and/or Board's) option, is an appropriate person to prepare the report, having regard to the aspect of the physical or mental health of the employee that are of concern to the facility; and
  - b. Assesses the physical or mental health of the employee in relation to that employee's appropriateness for work with children or in proximity to children.
2. If a report completed pursuant to Section 1 indicates that the employee's physical or mental health is not appropriate for work with children or in proximity to children, the Director and/or Board must not permit that employee to be present at the centre until it is established that the employee's physical or mental health is appropriate for work with children or in proximity to children.

### **RESOURCES**

*The Child Care Regulations, 2015 – Section 46*

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-01

**REVISED:**

**SECTION:** Operational Policies

## **OUTDOOR SUPERVISION**

### **PURPOSE**

This policy outlines steps to be followed during outdoor child supervision.

### **POLICY**

1. Children are again under close supervision while playing outdoors. Supervision not only ensures the safety for children, but it allows for positive educator-child interaction, such as:
  - a. Using a pleasant tone of voice;
  - b. Comforting a child who is upset or hurt;
  - c. Expressing encouragement and support; and
  - d. Showing appreciation of a new skill.
2. Effective supervision also facilitates positive social interaction, such as:
  - a. Assisting with turn taking;
  - b. Encouraging cooperation; and
  - c. Initiating, supporting, and taking part in conversations.
3. Several steps are should be routinely taken to ensure that children are safe in the outdoor environment:
  - a. The playground is checked daily to remove any hazardous objects (such as broken glass). The first staff member on the playground is responsible for the hazard check;
  - b. Staff should avoid visiting with each other or other distractions and always keep sight of all the children in their group;
  - c. The gates are closed while children are in the playground area;
  - d. Small Steps ELC staff will locate themselves in such a manner that all areas of the playground are supervised;

- e. Children are accompanied inside to the washroom by Small Steps ELC staff, while maintaining childcare ratios outdoors;
- f. Children are not allowed to climb fences or gates; and
- g. Any long hanging pieces of clothing on a child is removed, if possible, or will be secured with tape to ensure the safety of the child.

## **RESOURCES**

Active Supervision Guidelines

## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-02

**REVISED:** 2019-02

**SECTION:** Operational Policies

### BEFORE AND AFTER SCHOOL TRANSPORTATION

#### PURPOSE

This policy outlines the facility's policy on transporting children to and from Outlook Elementary School for those in kindergarten to grade 5.

#### POLICY

1. As part of the child care fees paid, Small Steps ELC employees and/or volunteers associated with the facility will walk with the children attending K-5 classes before and after school.
2. Parents wishing to permit their child(children) to walk unescorted to and/or from school must sign a waiver clearing SSELCC from any and all liability.
3. Policy OP-02 Before and After School Transportation Section 1 is subject to OP-10 Inclement Weather Policy. When walking the children is not possible, every effort will be made to transport children to and from school with a signed permission form. This is subject to appropriate number of staff to remain at the centre and maintain staff-to-child ratios. Every effort should be made by parents working in Outlook to arrange transportation for their children to and from school during inclement weather.
4. At no time is Small Steps ELC employees allowed to force a child to do anything, unless the child is in imminent danger to themselves or others. If situations arise where the child refuses to cooperate or follow directions causing safety concerns for the child and/or others, the family will be asked to make alternate arrangements to transport children to and from OES on a permanent basis.

#### RESOURCES

Child Walk Waiver

Before and After School Child Transportation Waiver

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-03

**REVISED:**

**SECTION:** Operational Policies

## **DIAPERING PROCEDURES**

### **PURPOSE**

This policy outlines the proper procedures to be followed when diapering a child.

### **POLICY**

1. Wash your hands;
2. Assemble supplies (fresh diaper, pre-moistened towelettes, etc). Place paper liner or disposable towel on change table where child's bottom will be;
3. Hold the child away from your body as you place the child on a clean change pad;
4. Remove soiled clothes and diaper, folding soiled surface inward, and put it out of child's reach. Close all safety pins if used, and place out of the child's reach. If disposable diapers are used, place soiled diaper in plastic lined waste receptacle;
5. Clean the child's bottom with pre-moistened towelette from front to back, remove all soil, and discard soiled towelettes in plastic bag or plastic lined receptacle;
6. Remove the paper towel from beneath the child and of it in the plastic bag or lined receptacle;
7. Use a clean tissue or Q-Tip to take and apply cream to child's skin as needed;
8. Wipe hands on a moist, clean disposable cloth and place in the waste receptacle. If gloves are worn, dispose of them;
9. Diaper and dress the child;
10. Wash the child's hands and return them to play or sleep area;
11. Put on gloves. If cloth diaper is used, dump soil from diaper in toilet (diaper liners are to be placed in the waste receptacle). Avoid splashing. Flush. Place any soiled clothing and diaper in plastic bag for parent(s) to take home to launder. Do not launder in the facility;
12. Remove gloves and dispose in waste receptacle. Wash hands with soap and warm water;
13. Clean and disinfect the diaper change area, equipment and supplies touched;
14. Wash your hands with soap and warm water; and

15. NEVER LEAVE A CHILD UNATTENDED.

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-04

**REVISED:**

**SECTION:** Operational Policies

## **POTTY TRAINING**

### **PURPOSE**

This policy outlines the proper procedures for potty training.

### **POLICY**

1. The parent(s) must notify the Centre when training is to begin. Parents should be encouraged to not start trying to potty train too early. If a child cannot express when they need to go to the potty and/or has tantrums when put on the potty, these are good indications that they may not be ready for training.
2. The training process will be on a one-month trial basis. At this point, the staff will reassess the child's progress. If no progress has been shown (for example, pulling up and down own clothing, telling a staff member they need to go to the potty, etc), then training at the Centre will be discontinued.
3. When your child has started potty training, parents must bring four or five sets of clothing (pants, shirts, underwear, socks).
4. Normally, the children are encouraged to go to the washroom before all transition times (snack time, going outdoors, etc.).
5. Your child will be considered fully trained when they are able to accomplish the following:
  - a. Be able to, unassisted, pull up and down their own clothing;
  - b. Tell the staff that they have to go;
  - c. Be aware of what they are doing;
  - d. Be able to control their bladder and bowel for at least two hours;
  - e. Only have a maximum of two accidents in a one-week period; and
  - f. Able to wipe themselves independently.

6. When parent(s) start potty training, the educators may assist. When children show some signs of readiness, parents must remember:
  - a. To communicate their plans with the staff and how they would like staff to proceed with the training;
  - b. Bring lots of extra clothing;
  - c. Continue the training at home; and
  - d. Be consistent.



**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-05

**REVISED:**

**SECTION:** Operational Policies

## **HAND WASHING PROCEDURE**

### **PURPOSE**

This policy outlines the proper procedures for hand washing, including adults, children and infants.

### **POLICY**

1. For proper hygienic procedures related to handwashing, refer to *The Child Care Regulations, 2015* Section 21.b.

### **RESOURCES**

*The Child Care Regulations, 2015*

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-06

**REVISED:**

**SECTION:** Operational Policies

## **PREPARING TO EAT**

### **PURPOSE**

This policy outlines the proper procedures to be followed when preparing for children to eat food.

### **POLICY**

1. The tables are sanitized before and after each mealtime by washing with hot soapy water, wiping dry and sanitizing with a bleach spray solution; and
2. Children's hands are to be washed before and after mealtime in accordance with *SSEL*C Policy OP-05 - Hand Washing.
3. Staff must wash hands prior to handling any food in accordance with *SSEL*C Policy OP-05 - Hand Washing.

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-07

**REVISED:** 2020-03

**SECTION:** Operational Policies

## **NEIGHBORHOOD WALKS**

### **PURPOSE**

This policy outlines the proper procedures to be followed when taking children for walks outside the facility compounds.

### **POLICY**

1. The staff off Small Steps ELC must adhere to staff to child ratios set out in *The Child Care Regulations, 2015* Section 53 – Supervision on Neighbourhood Walks and Section 54 – Supervision on Excursions.
2. *The Child Care Regulations, 2015* Section 33 – Taking Certain Supplies, Information on Excursion must also be referred to and followed.

### **RESOURCES**

*The Child Care Regulations, 2015*

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-08

**REVISED:**

**SECTION:** Operational Policies

## **CHILD MANAGEMENT**

### **PURPOSE**

This policy outlines a guide for staff dealing with children and at times, behaviour challenges exhibited by a child at the Centre.

### **POLICY**

1. Staff members are encouraged to manage a child's behaviour in a calm, reasonable, and positive manner. Each situation should be judged accordingly based on the child's age and development.
2. The goal of discipline is to help children develop their own self-control.
3. Discipline focuses on unacceptable behaviour, not on the child. Positive reinforcement of positive behaviour is encouraged. The staff members are taught and encouraged to give children reasonable choices that allow children to have dignity and respect, as well as having a reasonable say in what they wish to do.
4. Choices give ownership and responsibility. This also helps children learn natural and logical consequences for their choices. No adult would appreciate being told what to do all day and children should be given the same respect.
5. Each child's temperament is different and approaches each situation accordingly. Staff will encourage appropriate behaviour by giving gentle reminders and ignoring inappropriate behaviour. This includes helping children learn acceptable ways of expressing anger, hurt, frustration and jealousy.
6. As referred to in The Child Care Regulations, 2015, preventative techniques staff will use include the following:
  - a. Providing supervision;
  - b. Providing activities to keep children engaged;
  - c. Providing multiple toys, especially favorites;
  - d. Allowing enough time for activities to keep children from being rushed;
  - e. Preparing children for transitions;

- f. Giving children responsibility and letting them help;
  - g. Respecting children's feelings;
  - h. Expressing pride, interest and pleasure; and
  - i. Providing a very close presence when children are having a rough day.
7. Reasonable approaches to discipline include:
- a. Setting reasonable limits;
  - b. Gentle reminders;
  - c. Providing explanations;
  - d. Offering appropriate choices;
  - e. Anticipating children's needs;
  - f. Helping children see consequences to their actions and words;
  - g. Recognizing a child's differences in age, temperament, and experience;
  - h. Encouraging appropriate behaviour;
  - i. Distracting children from potential problems; and
  - j. Removing children from situations where appropriate.
8. The following methods of child management are not permitted:
- a. Corporal punishment – includes striking a child, shaking, shoving, spanking and other forms of aggressive contact.
  - b. Physical, Emotional or Verbal Abuse – includes intimidation and humiliation, threats of withdrawal of love or acceptance, threats of God's punishment, belittlement, undermining a child's self respect, requiring the child to maintain an uncomfortable position for any length of time, forcing the repetition of physical movement, and forcing a child to consume unwanted food.
  - c. Denial of Necessities – includes withholding food or water from a child, preventing a child from utilizing washroom facilities, denying a child access to sleeping facilities or bedding, and denying a child access to adequate clothing.
  - d. Isolation

- e. Confinement of a child in a room or structure within the facility from which a child is unable to exit on his or her own accord.
  - f. Inappropriate physical or mechanical restraint includes holding a child so tightly that they bruise, grabbing or dragging a child, using excessive force, restraining or holding down a child, restraining a child in a chair.
9. The Director will handle all matters concerning questionable disciplinary action.
10. In the event of a child's behaviour escalating to include verbal and/or physical abuse towards staff or another child, destruction of property or self-destructive behaviour, the following steps will be taken:
- a. The child is to be removed and brought to the Director's office to calm down;
  - b. The staff will use calming techniques; and
  - c. If the child has not calmed down within thirty minutes, the child's parent(s) will be notified to remove the child from the Centre.

A staff member must remain with the child in question at all times while in the office. Additional staff may need to be reassigned to ensure proper staff to child ratios are maintained.

11. All serious incidents will be documented and placed in the child's file.
12. If more than four incidents occur where a child has to be removed from the play area, additional supports may be required. As a last resort in extreme circumstances, a child may be asked to be removed from the facility permanently with no prior notice.

**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-09

**REVISED:**

**SECTION:** Operational Policies

**CLEANING, SANITIZING AND STORAGE OF  
TABLEWARE, UTENSILS AND EQUIPMENT**

**PURPOSE**

Tableware, utensils and equipment shall be effectively washed, rinsed and sanitized either manually, mechanically (dishwasher) or in the case of some equipment, cleaned-in-place. This policy outlines the proper procedures to be followed when manually cleaning, sanitizing and storing tableware, utensils and equipment.

**POLICY**

1. As per *The Child Care Regulations, 2015* Section 25, a licensee must ensure that adequate and safe procedures are followed in the facility for:
  - a. Handling, preparation, serving and storing food; and
  - b. Cleaning utensils used for eating and drinking.
2. Standards for cleansing utensils used for eating and drinking can be found in *The Child Care Regulations, 2015* Section 25.b.

**RESOURCES**

*The Child Care Regulations, 2015*

## **SMALL STEPS EARLY LEARNING CENTRE INC.**

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-10

**REVISED:** 2019-02

**SECTION:** Operational Policies

### **INCLEMENT WEATHER**

#### **PURPOSE**

Outside play and exercise is important for the health and well-being of children and is part of the facility's daily programming. From time to time, severe weather may impact the operations of the facility. This policy outlines weather guidelines Small Steps ELC staff must follow when deciding if outside playtime, walks and other excursions are appropriate.

#### **POLICY**

1. The temperature outside should reflect on how long children are outdoors and children must be appropriately dressed for the experience.
2. During winter months, it is not recommended to take children outdoors if the temperature exceeds -25 degrees Celsius, which includes a windchill factor, especially for long periods of time.
3. In summer months, it is not recommended to take children outdoors if the temperature exceeds +30 degrees Celsius, especially for long periods of time. Staff should try and avoid daily temperature peaks (11am to 2pm) when planning outdoor activities.
4. As outdoor play is part of the facility's daily programming, parents are responsible to provide appropriate clothing to the weather (eg ski pants, toque, or summer hat), SSELCC has a very limited supply of extra clothing.



## SMALL STEPS EARLY LEARNING CENTRE INC.

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**EFFECTIVE DATE:** 2015-01

**POLICY NO.:** OP-11

**REVISED:**

**SECTION:** Operational Policies

### NUTRITION

#### PURPOSE FOR THE POLICY

This policy serves to outline the policies surrounding meals and snacks at SSEL.

#### POLICY

1. SSEL recognizes proper nutrition as being essential to the health and well-being of the children. A variety of healthy meals and snacks of high quality and nutritional value will be provided in accordance to Section 24 of *The Child Care Regulations, 2015*.
2. Meal and/or snack time is an ideal time for learning and bonding with the children. The staff are encouraged to sit and eat with the children to model proper eating habits and manners. Staff are also encouraged to engage in conversation about the concepts of color, quantity, temperature, taste of varieties of food, and events of the day.
3. Children are encouraged to serve themselves (whenever possible), feed themselves and clean up after themselves.
4. Menus will be prepared in advance and posted in a convenient location for parents' review.
5. A meal or snack shall be served within three hours of the facility opening each day and not more than three hours will elapse between one meal or snack and the next. For school-age children, where the child attends after school, a snack will be served to the child within half an hour of arriving from school.

## **SMALL STEPS EARLY LEARNING CENTRE INC.**

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**EFFECTIVE DATE:** 2020-03

**POLICY NO.:** OP-12

**REVISED:**

**SECTION:** Operational Policies

### **STAFF SHORTAGE**

#### **PURPOSE FOR THE POLICY**

Staff to child ratios must be maintained at all times. This policy covers situations where a staff member must leave the centre (due to an emergency, illness, etc) and there aren't enough staff to maintain the proper ratios.

#### **POLICY**

1. Part-time or casual staff should be called, in order of seniority, to assist in covering the vacancy. If a full-time staff member is the only option, overtime will be authorized for that staff.
2. If no staff is available, a volunteer can be called. At all times, a licensed staff member must be in the class, assisted by the volunteer.
3. If there is no staff or volunteers available, the Board President should be contacted. It will be the President's responsibility to contact Board members and organize a staff replacement.
4. All volunteers and board members assisting within the facility must adhere to all policies and procedures governing Small Steps ELC and its operations.