



EDTECHHIVE

Parent Handbook

Supporting Healthy Child Development

Date Policy and Procedures Established: March 1, 2019
Date Policy and Procedures Updated: May 16, 2019

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INTRODUCTION

About EDTECHHIVE

Our purpose is to help children fulfill their passions while enhancing and innovating the modern educational experience through unique STEM-based educational programs and services, community partnerships, and technology training in ways that prepare children for success today, and in the future.

Hives are located inside K-12 school facilities.

EDTECHHIVE curates the best STEM (science, technology, engineering, math) curriculum from around the world and delivers programs to children specific to their needs. Our STEM programs will:

- Deliver the best technology camps experience
- Motivate young minds to explore the realm of STEM
- Inspire children to solve problems through innovation
- Train today's generation to build for the future
- Create an environment of learned success that builds confidence

EDTECHHIVE Vision

- Every child should have the right to access the best in global STEM curriculum, to learn and be inspired. By engaging kids at an early age in the wonder and joys of STEM we establish for them a life that can lead to success and a better tomorrow for us all.

EDTECHHIVE Mission

EDTECHHIVE is committed to assisting children along the path of healthy child development by:

- Ensuring that all teachers, coaches and counselors develop a high level of knowledge and expertise in child development
- Helping parents to make informed choices
- Providing teachers, coaches and counselors with the tools for enhancing and maintaining a high level of program quality
- Motivating kids to innovate while having fun and develop confidence in their skills and abilities

EDTECHHIVE: AN OVERVIEW

About the Handbook

The information included in the EdTechHive Parent Handbook is designed to provide parents/ guardians/ caregivers with an overview of how we operate our Before and After School programs. All families are encouraged to carefully review our full [EdTechHive Policy and Procedure Manual](#) for more detailed information about child care at the Hive. If you have any questions about the information presented here, or in our full Policy and Procedure Manual, please contact us: info@edtechhive.com

Program Statement

Purpose

Our purpose is to help school boards, educators, and children fulfill their passions while enhancing and innovating the modern educational experience through unique STEM-based educational programs and services, community partnerships, and technology training in ways that prepare children for success today, and in the future. EdTechHive is a dynamic ecosystem focused in the Educational Technology sector located inside K-12 school facilities.

This policy will provide supervising staff, students and volunteers and families with a clear understanding of our program statement policy and implementation procedures.

Policy

This policy is intended to fulfill the obligations set out under Section 46 in Ontario Regulation 137/15 under the Child Care and Early Years Act, 2014 (CCEYA) that every licensee must have a program statement and program statement implementation policies and procedures.

EdTechHive programs are grounded in our beliefs that:

- children are competent, capable of complex thinking, curious, and rich in potential
- children deserve opportunities to build on their strengths and abilities, while exploring new skills and learning in a supportive environment
- respect for diversity, equity and inclusion are prerequisites for optimal development and learning
- early child development sets the foundation for lifelong learning, behaviour and health
- children deserve to be cared for in responsive and nurturing ways
- play is a means to early learning that capitalizes on children's natural curiosity

- families are experts who know their children better than anyone else and have important information to share
- families deserve to be engaged in Hive programming in meaningful ways
- we are competent caregivers and educators
- a planned curriculum supports early learning

Program Statement

EdTechHive programs meet the individual developmental needs of the whole child. We do this by 1) creating child-led inquiry-based learning opportunities in carefully planned learning environments; 2) building positive relationships, maintaining communication and supporting continuous learning between staff, children, families and community partners; 3) documenting and reflecting on the effectiveness of our programs; and 4) engaging in ongoing learning and self-reflection to improve our services within the community.

EdTechHive's programs are consistent with the Ontario's policy statement on programming and pedagogy "How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)", "ELECT", "Minister's Policy Statement on Programming and Pedagogy", and "Think, Feel, Act: Lessons from Research About Young Children".

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the EdTechHive Policies and Procedures Manual.

Program Goals (General)

- We promote the health, nutrition and well-being of children by providing families with information about healthy child development including how to plan and pack healthy snacks.
- We support positive and responsive interactions among the children, parents, child care providers and staff by treating everyone with kindness, empathy and respect.
- We encourage the children to interact and communicate in a positive way and support their ability to self-regulate by modeling appropriate behaviour and providing children with opportunities to play cooperative and collaboratively.
- We foster the children's exploration, play and inquiry through hands-on inquiry-based programs and self-directed activities.
- We plan for and create safe, positive learning environments and experiences in which each child's learning and development will be supported by caring adults.
- We incorporate indoor and outdoor play, as well as active play and rest into the day, and give consideration to the individual needs of the children receiving child care by providing families with a daily schedule each week and planning for the individual needs of every child.
- We foster the engagement of and ongoing communication with parents about the program and their children by meeting with parents at the beginning and end of every day to discuss each child's experience and progress in our program.

- We involve local community partners and allow those partners to support the children, their families and staff by planning and coordinating events and sharing information about available resources and opportunities with families.
- We support staff, home child care providers or others who interact with the children at a child care centre or home child care premises by providing ongoing professional learning and training.
- We document and review the impact of the strategies set out above for the children and their families on a weekly and annual basis.

Program Goals (“How Does Learning Happen”):

Belonging

We cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them by nurturing the relationships we have with our families and the community.

Well-being

We nurture children’s healthy development and support their growing sense of self by offering programs designed to help children explore and build progressive skills in a supported environment.

Engagement

We provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry by offering students rich hands-on STEAM (*science, technology, engineering, arts, math*) programs that help them develop new skills and competencies.

Expression

We foster communication and expression in all forms by providing students with opportunities to explore their creativity through art, movement, music, play, technology, and guided exploration.

References, Consultation and Resources:

- Minister’s Policy Statement on Programming and Pedagogy
 - How Does Learning Happen? Ontario’s Pedagogy for the Early Years
 - Think, Feel, Act: Lessons from Research About Young Children
 - Early Learning for Every Child Today (ELECT)
-

WELCOME TO THE HIVE

Children We Serve

EdTechHive provides before and after school care for children ages 4-13. Our facilities can accommodate up to 25 children depending on the location. Please contact your nearest EdTechHive for details!

Hours of Operation

EdTechHive is open Monday through Friday from 7AM – 6PM.

Before care is offered between 7AM - 9AM Monday through Friday.

After care is offered between 3:30PM - 6PM Monday through Friday.

Hive offers additional program opportunities on Saturdays between 10AM – 3PM.

Hive is closed on Sunday. We are open by appointment outside the above hours. We are closed on statutory holidays and during inclement weather.

Orientation: Facilities Walkthrough

All families who are new to the Hive are taken on a walkthrough of the facilities, with a focus on:

- General tour
- Location of bathroom(s)
- Exits in the event of fire or other emergency

Pick Up & Drop Off Times

Before care is offered between 7AM – 9AM Monday to Friday.

After care is available between 3PM – 6PM Monday to Friday.

Staff Are Role Models

Staff are expected to always be mindful of how their actions and behaviour are received by children and their families. We pride ourselves on being positive role models and we are committed to providing children and their families with the best care possible.

Program Planning for Progressive Skill Development

In order to promote safe skill development and opportunities for students to master a set of skills, all of our educational programs follow a progressive skill development model that is considerate of the physical and cognitive developmental stages of each child. EdTechHive Leaders are qualified to teach children at all levels and they are trained to assess the abilities and progression of each child from one level to another. Safety is always our first priority.

EdTechHive Staff

Leaders at the Hive

EDTECHHIVE is committed to ensuring that the leadership of children’s programs is of the highest quality. Hiring criteria for leaders of children’s programs require that leader candidates demonstrate an interest in, and experience working with children; an understanding of the various aspects of child development; a caring attitude when working with children; experience in STEM, and recognized certification in first-aid.

Vulnerable Sector (VS) Police Checks

Leader candidates and other identified staff candidates who could have contact with, or access to, children and/or vulnerable individuals in their roles, must submit a “clear” Vulnerable Sector (VS) verification check report prior to commencing work in services involving children. Vulnerable Sector (VS) police checks are conducted for all leaders and as deemed appropriate, any other staff in contact with children. Processes are in place to deal with unsatisfactory findings.

Further to requiring staff to complete VS Checks, a minimum of three successful reference checks must be completed before staff are placed with children.

Supporting Healthy Child Development

All leaders of EdTechHive’s education and recreation programs receive training that ensures an understanding of how to support healthy child development. At Hive we believe that healthy child development is crucial to a child’s success. As such, all staff and volunteers who work with children will receive training about their responsibility to children.

Positive Child Behaviour Management

EdTechHive integrates a positive and proactive behaviour management system that supports HIGH FIVE®’s Commitment to Children Policy. All children who attend programs and facilities operated by EdTechHive are treated in a positive manner that supports their healthy development. All staff and volunteers are obligated to adhere to the HIGH FIVE® Commitment to Children Policy and:

- Treat children with respect, acceptance, and honesty
- Interact with children in a patient, interested, understanding and caring manner
- Promote feelings of competency and self-esteem
- Make children feel physically and emotionally safe and secure
- Encourage responsible, safe and mutually-respectful behaviour through positive methods such as role-modeling, setting reasonable limits, providing choices and recognizing appropriate behaviour
- Guide inappropriate conduct by using positive child-guidance and behaviour management practices
- Accommodate individual differences and make all children feel equally welcome regardless of gender, race, culture, economic status or ability. Any deviation from this policy will result in a full documentation of the situation, an investigation if necessary and interventions, such as re-training and disciplinary action (see sample policy 1.4.2)

Management of Confidential Information

EdTechHive takes the management and dissemination of confidential information very seriously. The personal privacy of the children and families involved in programs is protected and valued. All confidential information pertaining to children and their families will be kept secure at all times. This includes information about medical conditions, family status (including marital, financial and educational status), personal information (including phone numbers and addresses), personal concerns or issues, or delicate matters regarding a child and his/her family. All handling of private information will be done in compliance with local, provincial and federal privacy regulations and legislation including the Personal Information Protection and Electronic Documents Act (PIPEDA).

Creating a Culture of Respect and Inclusion

EdTechHive strives to create a culture of respect and inclusion. All children who participate in programs and facilities are expected to treat others in a respectful manner. Hive is committed to zero tolerance for all forms of bullying, racism, sexual harassment, substance abuse, disrespectful behaviour and online cyber bullying by child participants towards others. Leader training focuses on the HIGH FIVE® Principles to model and support the creation of a positive and respectful climate as a preventative measure against unwanted behaviours. Leaders are also instructed on appropriate and effective intervention techniques as well as how to recognize circumstances wherein non-compliant participants may need to be removed from a program or facility for the safety of others.

Staff Collaboration Supports Quality Outcomes

Collaboration among leaders and all other staff related to children's programming within the organization/facility is a priority to ensure a quality experience for participants. It is a priority for staff and volunteers who provide various services within one facility or program area to work collaboratively and cooperatively to keep one another informed of situations that could impact the quality of the children's programs.

Leader/Parent Relations

Leader Contact with Parents/ Guardians/ Caregivers

The relationship between EdTechHive staff and parents/legal guardians/caregivers is highly valued at Hive. Leaders focus on developing positive relationships with our families to ensure their children are receiving the best care possible. All questions, feedback and/or concerns are handled by our experience Hive Leaders who are committed to providing families with everything they need to feel comfortable and secure while their children are in our care. Any contact with families/caregivers registered at EdTechHive will be coordinated, directed and controlled unilaterally through head office and, when used, it will only be with your full consent. Contact us anytime: info@edtechhive.com

Parent Issues and Concerns Policy and Procedures

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by EdTechHive and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

EdTechHive maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children’s Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the Child and Family Services Act.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>e.g: schedule, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 1-2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</p> <p>e.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to EdTechHive.

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

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

Contacts

Anu Bidani, CEO EdTechHive: 833-399-1054

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or
childcare_ontario@ontario.ca

For Additional Policies and Procedures please refer to the EdTechHive Policy and Procedure Manual: 1.4 Leader Behaviour, 1.5 Leader/ Parent Relations, 3.3 Connections to Home.

Concerns Regarding Behaviour of Parents/Legal Guardians/Caregivers

In order to ensure the safety of all children in our care, Leaders will monitor the behaviour of individuals who are dropping off and/or picking up children to and from programs to check for any behavioral concerns such as impairment, violence towards the child or signs of abuse and, when deemed necessary, report the situation to their supervisor and the appropriate child protection agency. Leaders will also take steps to delay or prevent the release of the child to any individual whose behaviour is questionable while help is sought.

Inclusion and Support

Diversity, Access and Equity Awareness

EdTechHive Leaders have received diversity, access and equity training. Activities are planned to celebrate diversity and are considerate of participants having access and being treated with equity. EdTechHive's commitment to diversity, access and equity ensures that program plans are in place so all children feel welcome, included and valued while participating in our programs.

SUPERVISION AND SAFETY

Managers and staff have been trained to prepare for and deal with a variety of serious occurrences and emergency situations (i.e. first-aid, fire, inclement weather, lock-down, etc). Hive Policies and Procedures set out detailed steps for staff to follow to support and document how we monitor the safety and well-being of everyone at the Hive. Please visit our [website](#) to review our Policies and Procedures on Emergency Preparedness. If you have any questions please contact us: info@edtechhive.com

For immediate reference, we have provided an overview of EdTechHive's Procedures for the Release of Children to Parents/ Guardians/ Caregivers, and Safe Arrival Procedures.

Release of Children to Parents/ Guardians/ Caregivers

The safe release of children to authorized individuals requires strict vigilance. EdTechHive has a system in place for the safe release of children to adults other than the designated parent/legal guardian. Child custody arrangements related to the release of children from the program are documented and monitored. Children will not be released into the care of any individual other than a parent/legal guardian without expressed written consent from the parents/legal guardians.

Parent Information Required at Time of Registration

- Upon registration, parents/legal guardians/caregivers will be asked to identify individuals (and contact information) to whom their children can be released as well as phone numbers the parents/legal guardians/caregivers can be reached during program hours
- In cases of divorce or separation, the custodial parent must provide written details/approvals regarding release of a child(ren) to the non-custodial parent
- Upon registration, parents/legal guardians/caregivers are advised that, under no circumstances, will children be released to unauthorized individuals until verbal or written consent is obtained directly from the parent
- Authorized individuals picking up children are required to show photo identification and fill in the sign-out form

On-site Pick-up

- Parent/legal guardian/caregiver who leave a message to advise the program that their child will be picked up by a designated adult who is not on file will be contacted to confirm the request before releasing the child
- In the event that an adult arrives to pick up a child without prior authorization by a parent/legal guardian/caregiver, the Leader will phone a parent/legal guardian/ caregiver directly to get consent

- to release the child.
- Should an unauthorized adult arrive to pick up a child and conflict develops, the parents/legal guardians/ caregivers will be contacted to verify the arrangements. If the conflict escalates the police may be called
- In all cases, valid photo identification must be presented

Safe Arrival

EdTechHive has developed a system for monitoring the safe-arrival of children for all Hive before and after school programs. All leaders and supervisors are trained on attendance-taking and safe-arrival procedures.

Before the Program Starts

Upon registration, parents will be asked to identify in writing:

- Phone numbers where they can be reached
- Emergency contacts in case the parents/legal guardians/caregivers are inaccessible
- The name and phone number of the school the child attends (where relevant)

During Program Operation

- Parents are required to advise the Hive if a child will not be in attendance
- Parents/legal guardians/caregivers will be required to sign in noting time and initials when a child arrives at the program
- Leaders will start to check attendance within 10 minutes of program commencement and compare this with the sign-in lists to ensure that all children who have arrived are still in attendance.
- All absences are to be reported to the supervisor within 30 minutes
- In circumstances where prior notification of an absence was not given and the child whereabouts is unaccounted for after 30 minutes, a series of phone calls will be initiated in the following order until the location of the child and their attendance status for the day is determined:
 1. The child's home
 2. The parent/legal guardian/caregiver's cell phone
 3. The parent/legal guardian/caregiver's place of work
 4. Emergency contact person for the child
- If a parent/legal guardian/caregiver arrives or calls to notify of the child's absence while this calling process is underway, the time of the notification of the child's whereabouts will be noted as well as the name and phone number of the caller.
- If all attempts to reach an authorized contact for the child have been exhausted without success, a process is in place for the supervisor to consult with a manager to determine the next steps to be taken to determine the child's whereabouts. This includes notification of police if deemed

necessary. In the event that the parent/legal guardian/caregiver is reached and the whereabouts of the child are still unknown, the police should be contacted

Photography of Children

Photography of children is not permitted except in circumstances when written permission has been granted by parents/ legal guardians in advance. As such, Parents/ Guardians will be provided with a Photo/ Video Consent Form at registration. Unless permission has been granted by the family, photography of program participants is restricted. Individuals who wish to take photographs of children must receive authorization from program management prior to doing so.

Child Abuse, Prevention, Detection, and Reporting

EdTechHive is committed to protecting children from abuse and is obligated by law under the applicable child and family services protection legislation to report cases of suspected abuse. All leaders who work with children are trained on how to detect and report suspected cases of child abuse. Leaders are also trained on how to handle a child's disclosure of abuse. The organization will support leaders in understanding and fulfilling their obligations for reporting disclosures of suspected abuse.

Emergency Preparedness

EdTechHive has Emergency Management Policies and Procedures described in section 2.1 of our Policy and Procedure Manual on our [website](#). In the event of an emergency situation, the EdTechHive Manager will notify parents/guardians by phone in the following order until the parents/ guardians have been notified:

1. The child's home
2. The parent/legal guardian/caregiver's cell phone
3. The parent/legal guardian/caregiver's place of work
4. Emergency contact person for the child

Once a parent/legal guardian/caregiver has been contacted, the date and time of the call will be noted, as well as the name and phone number of the parent/ guardian contacted.

If all attempts to reach an authorized contact for the child have been exhausted without success, a process is in place for the supervisor to consult with a manager to determine the next steps to be taken. This includes notification of police if deemed necessary.

Injury and Illness Prevention

Sick Children

We kindly ask all families to please keep their children home if you suspect your child is ill or if your child becomes ill prior to attending our program.

When a child shows symptoms of illness while participating in a program, leaders have been instructed to follow procedures to care for the child and to protect the other children in case of contagion. These include:

- supervising and monitoring the child's condition in a designated sick room or quiet rest area
- contacting the parents/legal guardians/caregivers to advise of the child's condition and to arrange for the child to be picked up if necessary, and/or contacting emergency medical services (911) if the illness is serious
- and completing an Illness Report Form

Administering Medication

All leaders are trained regarding the administration of prescription and non-prescription medications, emergency treatment, record-keeping, reporting practices and the safe storage of all medications. Should your child require medication at any time please speak with the Hive Manager to request the necessary forms and make arrangements.

Anaphylactic Policy and Procedures

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. EdTechHive leaders and staff have been trained to meet the needs and save the lives of children with severe allergies. EdTechHive Anaphylactic Policies and Procedures provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at Hive. You can find our detailed policy on our [website](#). The requirements set out in EdTechHive's policy align with [Sabrina's Law, 2005](#).

Participation of Children with Illness and Health Conditions

A child may be restricted from a program or facility if he/she has contracted a contagious illness or condition that could affect the health and safety of others, or if his/her continued participation in an activity or program could have negative implications for his/her own health and safety (e.g., chicken pox, head lice, ringworm, pink eye, etc.) If you have any questions please speak with an EdTechHive Manager.

Visitor/ Spectator Behaviour Code

Visitor/spectator behavioural codes are in place to protect the well-being of all program participants. Bullying and abusive spectator behaviour will not be tolerated. The concepts of respect, positive reinforcement, valuing diversity, inclusion and good sportsmanship all contribute to healthy child development. All Hive children's program environments must be welcoming and supportive of the learning and growth of the children in our care. Behaviours on the part of visitors, parents/legal guardians/caregivers that are deemed to be aggressive, bullying, disrespectful, inappropriate, disruptive or threatening will not be tolerated.

Bullying Prevention, Intervention and Conflict Resolution Strategies

Bullying prevention, intervention and conflict resolution strategies are part of leader training and parent/legal guardian/ caregiver communication packages. Bullying behaviour will not be tolerated. Leaders will be trained to model positive behaviour and intervene in situations of negative, threatening or otherwise disrespectful and intimidating behaviour. There is zero tolerance for bullying behaviour and individuals who bully others will be held accountable.

Use of Sunscreen and Insect Repellent

Leaders will monitor the use of sunscreen and insect repellent by children and assist as needed to mitigate the risks of overexposure to harmful ultraviolet rays from the sun and irritants caused by mosquitoes and other stinging insects. Leaders will also ensure that older children are utilizing these products appropriately and that they are stored properly either in the backpacks of the children or in a safe storage area at the facility.

Child Supervision

Supervision of Volunteers and Students

EdTechHive students and volunteers will always be supervised by a Hive employee and never permitted to be alone with any child or group of children who receive child care. Students and volunteers will not be counted in staff to child ratios.

Supervision in Programs and Transition Areas

Leaders supervise children at all times in group sizes and formats that are appropriate for their age and developmental stage. This includes escorting children to new program rooms and using a timed buddy system when children use transition areas such as hallways, change rooms and washroom facilities. As well, all Hive programs have been assessed to determine whether additional levels of supervision required based on the complexity of the program/ activity, and the age and developmental stages of the participants.

Toilet Training

Toileting can be an issue for a brief period of time at the start of the year for some children, especially if it is their first time away from home. Our priority is to respect the child and to help support their toilet learning practice and development while they get comfortable in our learning environment.

If a child is not ready to learn to use the toilet by age 4, the Canadian Pediatric Society recommends the child see their doctor. Find more information at http://www.caringforkids.cps.ca/handouts/toilet_learning

If a child is attending EdTechHive who is not yet toilet trained, a plan will be put in place with the family to ensure the success of the child during the day.

Use of Electronic Devices by EdTechHive Staff

Leaders must be fully available to supervise children at all times and must not be distracted from this responsibility. Leaders are therefore not permitted to use electronic devices with earbuds, hand-held gaming devices or cell phones (other than for quick calls between staff when the purpose is related to the program operation or to monitor weather alerts) while supervising children. Further, all electronic games sanctioned for use as part of the program activities must be rated “E for everyone”.

Record Keeping

Attendance

Attendance is recorded minimally once per day at programs ½ day or less in duration and minimally twice per day for programs greater than a ½ day in duration. The whereabouts of all children at the program will be known at all times and periodic head counts will be done throughout the program time no less than 10 minutes apart to ensure everyone is accounted for.

Record-Keeping Regarding Health and Key Contact Information for Each Child

Personal contact information will be kept on file for each child who participates in programs/activities. This will include:

- Child's name, address and phone number
- Parent/legal guardian/caregiver' name[s], home address[es], e-mail addresses, home and cell phone number[s]
- Health Card Number (if voluntarily provided by parent/legal guardian/caregiver)
- Health Conditions record (including any allergies and special needs)
- A list of alternative adults who are endorsed by the parents/legal guardians to pick up the child when the parent/legal guardian is not available. Name, address, home and cell phone numbers

This information will be managed in accordance with the stipulations of the Federal Personal Information Protection and Electronic Documents Act.

Record of Consents

In order to maintain due diligence and parental/legal guardian awareness, Records of Consent for the following activities will be collected and kept on file for each child:

- Consent to use and disclose the child's photograph
- Consent to seek medical treatment for the child in the event of an accident
- Consent for participation in supervised activities known to have risks
- Consent for the collection, use and disclosure of personal information such as e-mail for contacting families about program activities
- Consent for the use of sunscreen and insect repellent as appropriate
- Consent for safe release of children

Health and Safety

Sanitation

Sanitation procedures including disinfecting toys and equipment and cleaning all areas of the program space, are followed for all elements of programs. In cases where children bring water/drink bottles each must be labeled with indelible marker showing the child's name.

Hand Washing

Children wash their hands after using the washroom, playing outdoors, and prior to eating meals or snacks. In locations where facilities are not available to wash hands, alternative arrangements are planned such as the use of hand sanitizer or portable water containers.

Preparation and/or Serving of Food

Safe Preparation and Serving of food

All designated food-handlers who prepare food that will be enjoyed by children at the Hive have achieved the Safe Food Handling Certificate through the local public health department. All food-handlers are required to wash their hands thoroughly according to prescribed methods. All food will be stored appropriately if prepared by staff and precautions taken to prevent food related illnesses resulting from allergies, bacteria and other forms of contamination.

Considerations for Nutrition and Cultural Makeup of the Group When Preparing Food

When food is being prepared and served, children are offered a balanced variety of nutritious food choices. Snacks and/or meals are planned in accordance with Canada's Food Guide or in consultation with a nutritionist and they reflect and respect the cultural composition of the group. Food is also prepared with consideration given and due diligence conducted to mitigate the risk of any allergies that may be present in the group.

EdTechHive’s Nut Aware Policy

A “Nut Aware” policy exists and is articulated to all parents/legal guardians/caregivers, facility staff and facility users to make every effort to prevent the inclusion of nuts or nut products in any form, in any meals or snack items that are sent to the program in order to protect all children who are, or may be, in attendance. Similar protective steps are taken to protect participants who have other types of known food allergies.

Feeding a Child who has Forgotten Snack

If a child forgets a snack, or if the food they bring contravenes policies in place regarding food allergies on site, Hive staff will contact families for consent and provide the child with a snack as needed.

Transportation

Transportation of Children to EdTechHive

EdTechHive does not offer transportation to and from our facilities. However, we can provide references and resources to families if they would like more information about the services available to them within the community.

PROGRAM CHARACTERISTICS AND SUPPORTS

Program Planning

Program Philosophy and Goals: The HIGH FIVE® Commitment

All EdTechHive's programs and activities promote and support the healthy development of children. As such, all Hive children's programs are planned and implemented in ways that support and reflect the HIGH FIVE® Commitment to Children. The HIGH FIVE® philosophy and Desired Outcomes for Children are based on research. Experts in child development have stated that programs which use the HIGH FIVE® Principles of healthy child development will be more beneficial for children than programs which are not planned with these Principles in mind.

Technology Use for Programs

Families have been informed that their children are not required to bring their own technology. In the event that children do bring technology, they do so at their own discretion. **EdTechHive assumes no liabilities for loss, theft, or damage of personal property.**

In the event that children bring their own technology, children must abide by our Safe & Responsible Technology Use Policy available on our [website](#). Failure to abide by this policy may result in the confiscation of devices until the end of the day. Children are only permitted to use their devices for designated activities during specified times. Staff members will not provide the wifi password to children unless it is required to complete designated activities.

Sharing Program Plans with Parents/ Legal Guardians/ Caregivers

Parents/legal guardians/caregivers will be kept informed of planned activities and events involving their children in a timely fashion. Notices for any special events, trips or other activities will be sent home at least one week in advance so that any necessary supportive arrangements can be made and signed permission forms can be returned.

Waiting List Policy and Procedure

EdTechHive will strive to accommodate all requests for the registration of a child at the Hive. Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the following steps set out below will be followed. No fee will be charged to parents for placing a child on the waiting list. Wait lists will be managed by the EdTechHive Manager as each EdTechHive location.

Placing a child on the Waiting List

1. EdTechHive will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, EdTechHive will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children currently enrolled and wish to move to the next program, and siblings of children currently enrolled.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via email that a space has become available in their requested program.
2. Parents will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.
4. Parents who contact EdTechHive after the timeline to respond will be offered a space in the program if space is available. If space isn't available they will be added the top wait list.

Responding to Inquiries about a Child’s Placement on the Waiting List

1. The EdTechHive Manager will respond to parent inquiries and provide the child’s current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child’s position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Connections to Home

EdTechHive Leaders strive to ensure consistent and meaningful communication between the Hive and Home. Hive Leaders communicate with parents/legal guardians/caregivers and exchange information regarding the child’s experience, development and overall participation in the program at least once per day and more frequently when feasible. If you ever want to discuss your child’s success or progress please contact us: info@edtechhive.com

Program Evaluation

Opportunities for Parents/Legal Guardians/ Caregivers to Comment in Writing about Program Quality

Parent/legal guardian/caregiver and child feedback is welcomed and valued. In every children’s program, at least once per program session, parents/legal guardians/caregivers are invited to give written feedback using the HIGH FIVE® Reviewing Programs Together forms to comment on their child’s experience and their level of satisfaction with this organization’s services. This policy helps EdTechHive ensure that our programs meet the needs of children and families and to improve our quality of programs.

Opportunities for Children to Share their Thoughts and Feelings about the Program

Children have regular opportunities to give their feedback and to help plan their program/activities. Children are encouraged to participate in the program planning process. Their ideas are included in current services and the planning of future activities where possible.

Formal and Routine Evaluation of Programs

All children's programs are formally and routinely assessed annually. Ongoing improvements are made to ensure our programs continue to provide the best quality programming for all of the children in our care.

ADMINISTRATIVE PRACTICES

Parents/Legal Guardian/Caregiver Awareness of HIGH FIVE®

It is important that parents/legal guardians/caregivers are aware of EdTechHive's involvement in HIGH FIVE® and our commitment to the healthy development of children. We communicate our involvement through signage, parent information boards, our parent handbook, promotional materials and our website.

Tracking and Reviewing Parent/ Legal Guardian/ Caregiver Evaluations

Parent/legal guardian/caregiver input is highly valued at EdTechHive and parents/ legal guardians/caregivers are encouraged to evaluate programs and activities, provide feedback and make recommendations. Suggestions from parents/legal guardians/ caregivers will be carefully reviewed, considered and acknowledged. Parents/legal guardians/caregivers are encouraged to utilize the HIGH FIVE® Reviewing Programs Together parent/legal guardian/caregiver and child program evaluation tool and copies will be made available at program sites and online.

Client Termination Policy

EdTechHive strives to provide our clients with the support they need to enjoy a successful experience at Hive. However, we recognize that unforeseen things can happen. In the event that a client does not to comply with our Policies and Procedures, EdTechHive reserves the right to terminate our relationship with our client. The following list includes a *few* situations that would lead to termination:

- Unpaid fees
- Coarse language, bullying, non-compliance, aggressive or inappropriate behaviour, and behaviour that significantly impacts the safety or enjoyment of staff or other participants are not permitted in programs or at camp
- Abusive language and/ or aggressive behaviour directed at staff

THANK YOU...

Thank you for trusting us to provide quality care and programming for your child(ren). If you have any questions, comments, feedback or concerns you'd like to share with you, please contact us:
info@edtechhive.com

GLOSSARY

Anaphylaxis: a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. Symptoms can vary for different people, and can be different from one reaction to the next, including:

- Skin: hives, swelling, itching, warmth, redness, rash
- Breathing (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
- Stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea
- Heart (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock
- Other: anxiety, feeling of “impending doom”, headache, uterine cramps, metallic taste in mouth

(Source: <http://foodallergyCanada.ca/about-allergies/anaphylaxis/>)

Attestation: A written declaration provided for an ‘other person’ who provides child care or other services to children in a child care centre, completed by the person’s employer or the person or entity who retained the person’s services (e.g. a parent/guardian of a child). See the Attestations section of this policy for information on what needs to be included in an attestation.

Break in a Relationship with the Licensee: The ending of a relationship between the licensee and an individual from whom a VSC is required (i.e. employee, student or volunteer) that is later restarted. Examples of breaks in relationship include, but are not limited to:

- The end of an employee’s contract and the start of a new contract after a period of time has passed.
- A student’s placement ends and the student is hired as an employee the following week.
- A volunteer completes their volunteer hours and starts volunteering again after a period of time has passed.
- Breaks in relationship do not include vacations, parental leaves or sick leaves where the person intends to return to their position after a period of time.

Causative Agent (allergen/trigger): a substance that causes an allergic reaction. Common allergens include, but are not limited to:

- eggs
- milk
- mustard
- peanuts

- seafood including fish, shellfish, and crustaceans
- sesame
- soy
- sulphites which are food additives
- tree nuts
- wheat
- latex
- insect stings

Certified Translated Copy: A copy of a police record check that is signed and dated by a translator certified with a body belonging to the Canadian Translators, Terminologists and Interpreters Council (CTTIC), that certifies that the translated copy is a true copy of the original document.

Child: program participant, aged 4 to 14

Children's Aid Society (CAS): A local agency with the exclusive mandate, under the [Child and Family Services Act](#), to investigate allegations of child abuse or neglect and to deliver child protection services.

Criminal Record Check (CRC): A basic type of police record check that is not intended for people who are seeking positions working with vulnerable persons.

Criminal Records and Judicial Matters Check: A type of police record check that may include criminal convictions, findings of guilt under the Youth Criminal Justice Act (Canada), outstanding charges, warrants and judicial orders, absolute discharges, conditional discharges and other records as authorized by the Criminal Records Act (Canada). This check is not intended for people who are seeking positions with vulnerable persons and cannot take the place of a vulnerable sector check.

Drug or Medication: Any product with a drug identification number (DIN), with the exception of sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream that is not used for acute, symptomatic treatment. Drugs and medications fall into the following two categories, unless otherwise specified in this policy:

- Prescription, intended for acute, symptomatic treatment; and
- Over-the-counter, intended for acute, symptomatic treatment.

Drug Identification Number (DIN): An eight-digit number assigned by Health Canada to a drug product prior to being marketed in Canada. It uniquely identifies all drug products sold in a dosage form in Canada and is located on the label of prescription and over-the-counter drug products that have been evaluated and authorized for sale in Canada.

Emergency: An urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in EdTechHive.

Emergency Medication: Prescription drugs or medications that are used in case of an urgent medical reaction that requires immediate treatment. Emergency medications include medications used to treat asthma (e.g. puffers) and anaphylactic allergies (e.g. epinephrine).

Employee: An individual paid directly by the licensee (not a third party) to provide a service in the child care program (e.g. program staff).

Epinephrine: A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).

Interacting: To be or become involved in communication, social activity or work with somebody else or one another (Source: Encarta Dictionary). Examples of interactions with children include conversing, playing, directing, intervening, supervising or assisting in fulfilling their needs (e.g. food/drink consumption, toilet use).

Leader (frontline): Anyone who gives direct leadership to children aged 4 to 14. This could include program staff, program leader, program operator, coach, instructor, counselor, teacher, childcare worker, or activity leader.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of EdTechHive.

Offence Declaration (OD): A written declaration signed by an individual that lists all of their convictions for offences under the *Criminal Code* (Canada), if any, during the period stated in the declaration.

Other person providing child care or other services to children at EdTechHive ('other person'): Any person who provides child care or other services to a child who receives child care at EdTechHive, other than an employee, student or volunteer (e.g. resource teachers, nurses, occupational therapists, speech pathologists, entertainers, sport/activity instructors, etc.). This would not include Ministry of Education program advisors, fire/health inspectors, CAS investigators, quality assurance analysts or other inspectors.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

Person who is in Charge of All Drugs and Medications (a.k.a. the 'person in charge'): The individual at the child care centre who is responsible for administering medication to children. The person in charge may be one designated person per program room or age group. In the absence of the person in charge, they may temporarily delegate this responsibility to another person.

Police Record Check: A document concerning an individual that was prepared by a police service or service from

national data on the Canadian Police Information Centre system and contains information concerning the individual's personal criminal history. There are three types of police record checks: (1) Criminal Record Checks (2) Criminal Records and Judicial Matters Checks (3) Vulnerable Sector Checks.

Program: Any activity instructed by a leader for a group of children aged 4 to 14 (e.g., educational and recreation programming/activities)

Serious Occurrence: An incident that must be reported to the ministry of education within 24 hours.

Site: facility, program site, park, field, playground, community center, school.

Staff (Employee): Individual employed by the licensee who work in an environment with children aged 4 to 14 (e.g. program room staff).

Student: An individual who is on an educational placement with EdTechHive and interacts with children in care.

Supervisors and managers (administration): program management staff, supervisors, managers, senior personnel, who oversee programs for children aged 4 to 14.

True Copy: A photocopy or digital copy of an original document that is signed and dated by the individual who reviewed it, confirming that the original was reviewed and that the photocopy matches the original document.

True copies may be kept in hard copy or electronically.

Volunteer: An individual who participates in the child care program and interacts with children in care but is not paid by the licensee (e.g. parents assisting on an occasional or recurring basis with child care programming, such as excursions, field trips, etc.).

Vulnerable Person: A person who, because of his or her age, disability or other circumstances, whether temporary or permanent is:

- a) in a position of dependency on others; or
- b) is otherwise at a greater risk than the general population of being harmed by a person in a position of trust or authority towards them.

Vulnerable Sector Check (VSC): An enhanced type of criminal record check for persons who may hold positions of trust or authority over vulnerable persons, that is performed at the request of an organization responsible for the well-being of a child or vulnerable person to protect children and vulnerable persons, as governed by [section 6.3\(3\) of the Criminal Records Act \(Canada\)](#). A VSC verifies whether an individual has a criminal record and any record suspensions for sexual offences and local police records for information relevant to the VSC.