



Community Care Facility Licensing **Policies and Procedures**



Policies and Procedures

The Community Care and Assisted Living Act (CCALA), Child Care Licensing Regulation (CCLR) and the Director of Licensing Standard of Practice – Active Play, require all licensed facilities to create policies and procedures to guide the care and supervision of children. Policies and procedures communicate important information and expectations for employees and families. These guiding documents can prevent injuries, incidents or complaints, by communicating expected standards and best practices to employees and by giving parents a clear understanding of what they can expect from the care services being provided.

As each child care service is unique, policies and procedures will reflect individual services. Policies are living documents that are regularly reviewed, modified, and changed over time to respond to experiences of those working with them, to new knowledge, and to changing trends in the community.

What is a policy?

A policy is a general rule that covers a particular issue or situation. Policies for a child care facility will describe in detail the expectations of the employees who work in the facility.

What is a procedure?

A procedure will outline the specific steps or actions that one must take to ensure the general policy is followed.

Which policies and procedures are required under [*The Community Care Assisted Living Act \(CCALA\)*](#), [*Child Care Licensing Regulation \(CCLR\)*](#) and the [*Director of Licensing Standard of Practice – Active Play?*](#)

Policy	Legislation
Active Play and Screen Time Policy	CCALA Section 4(1)(e) Director of Licensing Standards of Practice – Active Play
Behavioural Guidance Policy	CCLR Section 51 and 52
Care and Supervision of Children Policy	CCLR Section 39 CCLR Section 56(1)(d)
Nutrition Policy (food and drink to be given to children)	CCLR Section 48 CCLR Section 56(1)(e)
Release of a Child Policy	CCLR Section 56(1)(a) CCLR Section 57(3)(b)
Repayment Agreement	CCALA Section 19 CCLR Section 56.1(2)

Considerations When Developing Policies and Procedures

Active Play and Screen Time Policy

An active play policy sets out the procedures for how a licensee or employees will meet the requirements set out in the [Director of Licensing Standard of Practice – Active Play](#). This included the amount of daily outdoor play, as well as the amount of daily screen time.

Things to consider when developing and active play and screen time policy:

- ☐ What type of programming do you operate and how much active play are you required to provide?

- ☐ How much outdoor play are you required to provide?
- ☐ How will you encourage active play for infants, toddlers, preschoolers, and school age children?
- ☐ What types of un-facilitated and facilitated play, games and activities will you provide?
- ☐ How will you incorporate fundamental movement skills, injury prevention and physical literacy into the daily program?
- ☐ How will you encourage children to get up and move?
- ☐ How will staff model appropriate active play and screen time?
- ☐ What types of screen time will be permitted within the facility?
- ☐ How will you ensure screen time is limited to less than 30 minutes per day?
- ☐ What procedures are put in place to ensure children who attend for less than 3 hours and children who are under two have no screen time?
- ☐ How will you ensure families are informed of your Active Play and Screen Time policy?

Behavioural Guidance Policy

Consider the following when developing your behaviour guidance policy:

- ☐ What behavioural guidance strategies will be used for children in care?
 - Have the strategies been described and listed?
 - What approaches will be used? (examples redirection, positive language, positive reinforcement, reflection of feelings).
- ☐ Do the strategies meet the requirements listed under [CCLR Section 51 and 52](#)?
- ☐ How is your policy age appropriate and consistent with the development of the child?
- ☐ What is the procedure for developing care plans for children who may require additional support and guidance?
 - Behavioural guidance given must be consistent with the instructions specified in the care plan.

Care and Supervision and Children Policy

A care and supervision policy is required for all licensees, even those who work alone.

[CCLR section 39](#) requires children to be supervised at all times and [CCLR section 51\(1\)\(b\)](#) requires licensees to create policies to guide employees in the care and supervision of children.

Things to include when developing this policy:

- ☐ How will you ensure that children are supervised at all times by adequately qualified employees?
- ☐ What will supervision look like during indoor play, outdoor play, napping, meals, transportation, toileting, and diaper change?
- ☐ Are procedures in place that clearly demonstrate the requirement of continuous supervision?
- ☐ If the person responsible for supervising the children needs a replacement because of urgent and unforeseen circumstances – who is the second adult that is immediately available?
 - What is the procedure for contacting this person and how will parents be notified?
- ☐ Will substitute care providers be used within the facility to replace absent employees?

Nutrition (Food and Drink) Policy

The [Canada's Food Guide](#) is a great resource to refer to prior to creating written policies and procedures respecting food and drink being given to children. [CCLR sections 48](#) and [56\(1\)\(e\)](#) will outline the general requirements all licensed facilities must follow.

Consider the following when developing your nutrition policy:

- ☐ Who will be providing snacks and lunches? (care provider or parents).
- ☐ What food, if any, will not be provided at the centre?
- ☐ What foods, if any, do you prefer that parents refrain from sending? (include rationale for the request).
- ☐ What types of healthy beverages will be provided?
- ☐ What are your strategies for promoting healthy eating habits and strong bodies?
- ☐ What considerations do you have in mind for infant and toddlers?
 - Examples: storage and preparation of their food, and introduction of new foods and feeding guidelines.
- ☐ How will snack and mealtimes be opportunities to support healthy eating habits?
 - Examples: food is provided in small portions and children are not forced to eat certain foods before others.
- ☐ How will special dietary needs, allergies and sensitivities be addressed?
- ☐ What food/drink will be provided to enhance their cultural experience?
- ☐ How will you provide opportunities for nutrition education?
- ☐ How will you communicate to parents the food and drink served to children?

Release of Child Policy

[CCLR sections 56\(1\)\(a\)](#) and [57\(3\)\(b\)](#) outline requirements for a licensee to keep written policies and procedures for the safe release of children. A licensee is required to obtain written consent from the parent and names of each person authorized to remove a child from the facility. The licensee must ensure that a child is not released to anyone except those who are authorized to do so.

Consider the following when creating a release of child policy:

- ☐ What is the minimum age for individuals who can pick up a child?
- ☐ What process will you put in place if the following events occur?
 - The person picking up the child appears to be intoxicated or incapable of providing safe care.
 - A person does not arrive to pick up the child.
 - A person who is not authorized to pick up the child arrives at the centre.
- ☐ When or if a child is at risk, what additional steps can be taken? (e.g., Call another person on the contact list, the Ministry of Children and Family Development, or RCMP)

Repayment Agreement

[CCALA section 19](#) and [CCLR section 56.1\(2\)\(b\)](#) require a licensee to keep a written statement for persons who prepay the cost of services, detailing the terms and conditions under which a refund of all or any part of the prepayment will be made. The legislation does not dictate the specific terms and conditions for refunds; this is left solely to the discretion of the licensee. However, a copy of the policy must be provided to persons who prepay. Additionally, the licensee is required to maintain a record of who the policy was delivered to.

Consider the following when creating a repayment policy:

- ☐ How much notice is required if a parent or guardian wishes to withdraw from the facility?
- ☐ How much notice is provided to a parent or guardian if the licensee is unable to continue to provide care?
- ☐ What is the refund practice when a child is sick or on vacation?
- ☐ When is a refund provided:
 - if the licensee is sick and unable to provide care?
 - if the facility closed due to a statutory holiday?
 - if the licensee is on vacation?
 - if the facility is required to close for unforeseen reasons (such as flood)?

A clear, concisely written service contract for the facility, which is understood and agreed by all parents/guardians at the time of enrollment at the facility, will help to alleviate and prevent conflict and misunderstanding around financial issues.

Will I need to create any other policies and procedures?

Additional policies and procedures may be necessary to ensure the safe and effective operation of the child care facility. A licensing officer may request or recommend a policy and procedure based on the uniqueness of the child care facility and the services being provided.

Additional policies may include:

- ☐ Transportation
- ☐ Pets in child care
- ☐ Atypical equipment such as trampolines and pools
- ☐ Diapering, cleaning, and sanitizing
- ☐ Computer programs for storage of records and other required data

What plans and programs do I need to develop?

Documentation and Records	Legislation
Emergency Plan and Fire Drill System	CCLR Section 22 CCLR Section 56(1)(c)
Health and Hygiene Program	CCALA Section 7 CCLR Section 46

Emergency Plan and Fire Drill System

Providing a safe environment for children is essential, especially in the event of an emergency. As outlined in the [CCLR section 22](#), all licensees must create a fire drill system and an emergency plan that sets out the procedures to prepare for, mitigate, respond to, and recover from any emergency. Fire drills need to be conducted at least once a month, while the emergency plan can be practiced annually. Records of monthly fire drills and the annual emergency drill must be maintained. In an emergency, thorough record-keeping and documentation are essential for effectively communicating information to families and emergency personnel.

The Northern Health [Emergency and Disaster Preparedness Guide](#) offers detailed guidance for creating an emergency plan. Additional emergency planning information can also be found on the [Emergency Info BC](#) website.

Health and Hygiene Program

Health and hygiene practices are required to limit the spread of bacteria and viruses and will promote a healthy environment. [CCLR section 46](#), outlines the requirements to develop a health and hygiene program.

Things to consider and include when developing a health and hygiene policy:

- ☐ A list of serious illness, symptoms, or conditions for when a child should be excluded from attending the facility
- ☐ A requirement that parents provide information regarding immunization status, including if their child is not immunized
- ☐ A plan for temporarily caring for a sick child until a parent or emergency contact can arrive to pick them up
- ☐ A procedure for contacting a physician or ambulance if a parent or emergency contact is unable to pick the child up in an emergency
- ☐ The criteria that must be met before a child who has been ill can return to the facility (the child should be well enough to take part in the facility's daily programming and no longer be infectious)
- ☐ A procedure for immediately informing parents when their child becomes ill or injured while in care
- ☐ A procedure regarding hand washing for both children and employees (hand washing needs to occur before and after eating, prior to food prep, after toileting and diapering, playing outdoors, wiping noses, playing with pets and after any other activity that possibly soils the hands)
- ☐ Policies and procedure regarding cleaning and sanitizing the facility, toys, materials, and equipment
- ☐ Special precautions when handling blood and body fluids to prevent the spread of disease (following universal precautions)

For additional information refer to [Preventing Illness in Child Care Settings](#).

Where can I find information on policies and procedures?



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If you have any questions about policies or procedures, or if you would like to attend an information seminar, contact Licensing Connect to speak to a licensing officer at 1.844.845.4200 or licensingconnect@northernhealth.ca.

For more information about the Community Care Facility Licensing program and to view the legislation visit the [Community Care Facility Licensing | Northern Health](#) website.

Notes

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