

# **CHILDCARE BUSINESS** *in Ontario*



POLICIES &  
PROCEDURES  
MANUAL



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# 1. Introduction

This manual outlines the guidelines and standards on the basis of which our childcare centre operates, with the aim of providing a nurturing, educational, and inclusive environment for children to thrive in.

[REDACTED]

At [COMPANY NAME], we strive to maintain a high standard of care and create a positive and supportive environment for families.

## a. Mission Statement

Our centre is dedicated to providing a caring and stimulating environment for children. We believe in providing high-quality and inclusive childcare and encouraging a sense of belonging and curiosity in each child. [REDACTED]

[REDACTED]

## b. Philosophy

Our philosophy is rooted in the idea that children have a natural penchant for learning, and an inherent curiosity about the world around them.

[REDACTED]

At [COMPANY NAME], we value diversity and respect the cultural backgrounds, beliefs, and experiences of all children and families, and strive to build strong, positive relationships between all the children, families, and staff members.

## c. Overview of Services

At [COMPANY NAME], we offer a variety of programs and services to meet the needs of children and families in our community. We provide:

[REDACTED]

With the aim of providing a well-rounded and enriching experience for the families entrusting us with the care of their children, [REDACTED]

[REDACTED]

### **d. Program Implementation**

We believe that all families deserve high-quality childcare experience that supports their children's growth and development.

At [COMPANY NAME], we implement our programs, with the aim to:

[REDACTED]

Throughout our programs, our objective is to help:

[REDACTED]

## 2. General Policies

### a. Licensee Responsibility

#### POLICY

As the licensee of a childcare centre in Ontario, we must ensure that the centre operates in compliance with the Child Care Act and its regulations.

Our main responsibilities are as follows:

[Redacted text block containing multiple paragraphs of blacked-out content]

Other requirements depend on the type of childcare center and the age group of children it serves, as outlined by the Canada-wide Early Learning and Child Care (CWELCC) and Ontario Association for Children and Infant Development (OAICD), include:

[Redacted text block containing multiple paragraphs of blacked-out content]

## b. Employee-to-Child Ratios and Group Sizes

Our childcare centre adheres to the employee-to-child ratios mandated by the Ontario Ministry of Education:

[REDACTED]  
[REDACTED]

These ratios are set up as a way to ensure that each child receives adequate supervision and attention, especially the infants and toddlers. Additionally, we also limit group sizes to ensure that each child receives the necessary individualized care and support. As such, group sizes vary depending on the age group and the program they are enrolled in.

[REDACTED]  
[REDACTED]  
[REDACTED]

While the number and qualifications of our pool of staff members can also influence group size, [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]. We will simultaneously make every effort to maintain appropriate supervision and care during such situations.

We make sure that all our staff members who work with children will meet the minimum educational and training requirements set by the Ontario Ministry of Education. [REDACTED]  
[REDACTED]  
[REDACTED]

### 3. Health and Safety Policies

#### a. Medical and First Aid Supervision

POLICY

At [COMPANY NAME], [REDACTED] For this reason, we have a designated experienced health coordinator who is responsible for overseeing and supervising the health safety of children and staff.

GENERAL MEDICAL PROCEDURES

[REDACTED]

STEP-BY-STEP PROCEDURES FOR MEDICAL EMERGENCIES

[REDACTED]



[REDACTED]

We will periodically review and update these general medical and medical emergency procedures to ensure their efficacy and identify any areas for improvement.

## **b. Illness Management and Medication Administration**

### **POLICY**

At [COMPANY NAME], we are committed to preventing the spread of illness and ensuring the health and well-being of all children and staff. We follow strict policies for managing illness and preventing communicable diseases.

### **ILLNESS MANAGEMENT PROCEDURES**

[REDACTED]

### **PROCEDURES FOR ADMINISTERING MEDICATION**

[REDACTED]

## c. Anaphylaxis Policy

### POLICY

Our centre is committed to ensuring the safety of children with allergies, particularly those with anaphylaxis. Our staff will work to prevent and manage anaphylactic reactions.

### PREPAREDNESS

[Redacted text]

### IN CASE OF AN ANAPHYLAXIS EMERGENCY

[Redacted text]

### PREVENTATIVE MEASURES

[Redacted text]

## d. Handwashing

As one of the most effective ways to prevent the spread of germs and illness, handwashing is particularly important in childcare settings where children and staff are all in close contact with each other throughout the day.

### GUIDELINES

[REDACTED]

## 4. Child Protection Policies

A robust child protection policy is essential for any licensed childcare center, to serve as a framework for ensuring the safety and well-being of children and help prevent and address child abuse and neglect.

The *Child Care and Early Years Act, 2014, S.O. 2014, c. 11, Sched. 1* (<https://www.ontario.ca/laws/statute/14c11>) mandates that childcare centers have policies in place to protect children from harm. Rooted in the legislation and enforcement of this Act, a strong child protection policy helps create a safe and nurturing environment for children.

### POLICY

[REDACTED]

Parents can have peace of mind knowing that our center makes the child protection policy as our utmost priority.

### a. Serious Occurrences Reporting

We consider a serious occurrence to be any incident that may signal child abuse or neglect, including physical, emotional and sexual abuse.

#### STEP-BY-STEP REPORTING PROCEDURES

[REDACTED]



[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

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## 5. Child Care

### a. Child Discipline Policy

#### POLICY

At [COMPANY NAME], we believe that discipline, while important for child development, should always be based on respect, consistency, and positive reinforcement. Positive disciplining aligns with our commitment to creating a supportive environment for all children.

#### POSITIVE DISCIPLINE APPROACHES

[REDACTED]

### b. Nutrition Policies

Good nutrition is essential for children's growth, development, and overall well-being. A balanced and nutritious diet provides children with the essential nutrients they need to grow, and is linked to cognitive development, including attention span, memory, and learning ability.

#### POLICY

At [COMPANY NAME], we will take care to provide nutrition that supports bone health, muscle development, and brain function in young children, and provide them with the caloric energy to play, learn, and participate in activities.

FOOD SAFETY

[REDACTED]

MEAL PLANNING

[REDACTED]

ALLERGY CONSIDERATIONS

[REDACTED]

Our food and drinks standards in place reflect our commitment to providing children with nutritious and healthy foods to support their growth and development.

### c. Safe Sleep Policy

POLICY

At [COMPANY NAME], we understand the importance of sleep safety, and practice safe sleep policies for the safety of infants and toddlers. We adhere to recommended safe sleep practices, including having our staff members trained to monitor infants and toddlers closely during sleep and to intervene if necessary.

PROCEDURES

[REDACTED]

[REDACTED]

All staff members working with infants and toddlers will receive training on safe sleep practices.

We also communicate to parents this information about safe sleep practices and encourage them to ask questions and express any concerns they may have.

We will routinely review and update this policy and procedures in order to maintain a safe and healthy environment for children in our care.

## d. Diapers and Toileting

### DIAPER CHANGES

[REDACTED] diaper changing area.

Diapers will be disposed of in a sanitary manner.

### TOILETING TRAINING

[REDACTED]

### HYGIENE

[REDACTED]



## 6. Programs for Children

### a. Safe Arrival and Dismissal Policy

At our childcare centre, our enrollment process includes a thorough review of each child's application, such as health information and emergency contact details. Each new arrival will be provided with an orientation to familiarize them with our facilities, policies, and procedures.

#### ARRIVAL

[REDACTED]

#### DISMISSAL

[REDACTED]

We have access control measures in place to prevent unauthorized access to the centre, such as security cameras throughout the facility to monitor activity and visitors. Visitors access is limited to only designated family members/ guardians who are known to staff and have authorization to pick up the child.

We will routinely review and update these policies and procedures in order to maintain a high level of safety and security for children in our care.

### b. Waiting List

We strive to accommodate as many children as possible, but due to high interest and guidelines on group sizes, we are not always able to accept all requests for enrollment.

[Redacted text block]

### c. Curriculum and Daily Schedule

At our childcare centre, we have devised a comprehensive curriculum designed to promote children's growth and development in all areas. It is based on the latest research in early childhood education, and incorporates elements of play-based learning, thematic learning, and best practices.

Key areas of our curriculum include:

[Redacted list of key curriculum areas]

#### DAILY SCHEDULE

Our daily schedule is designed to provide a balance of both structured activities and free play. A typical day looks like this:

[Redacted daily schedule details]

Our curriculum and daily schedule are designed to provide a dynamic learning environment. By creating such an environment, we are providing children with a strong foundation that sets them up for success in their future endeavours.

## d. Outdoor Play and Supervision

Research shows that outdoor play is vital for children's physical, social, and emotional development and growth, and instills healthy habits in keeping active from an early age.

At our childcare centre, children have regular opportunities for free play throughout the day, where they can explore and discover their surroundings on their own. We also offer structured outdoor activities, such as games, sports, and nature walks.

### OUTDOOR PLAY AREAS

[REDACTED]

### SUPERVISION

[REDACTED]

By providing children with ample opportunities for outdoor play, we are helping them to develop important physical and social skills, keeping active, and being in touch with nature.

## e. Individualized Plans for Children with Special Needs

We offer individualized support to children with special needs and provide them with resources and support they need to succeed. By applying a variety of teaching methods and strategies to accommodate different learning styles, we set individualized goals for each child based on their abilities and needs.

We work closely with parents to understand their child's unique needs and to develop strategies to support their learning and development. [REDACTED]

IDENTIFICATION AND ASSESSMENT

[REDACTED]

INDIVIDUALIZED EDUCATION PLAN

[REDACTED]

ADDITIONAL CARE COMPONENTS

[REDACTED]

INCLUSIVE PRACTICES

[REDACTED]

## 7. Emergency Preparedness

Emergency preparedness is a crucial aspect of operating a licensed childcare centre in Ontario. Ontario's Child Care Act mandates that childcare centres such as ours have emergency plans in place to address various scenarios.

[REDACTED]

Having emergency plans in place helps protect the lives of children and staff by providing clear guidelines for evacuation, first aid, and communication and minimizing the physical and emotional harm.

### ELEMENTS OF EMERGENCY PREPAREDNESS

[REDACTED]

By being prepared for emergencies and eventualities, our centre can create a safe and well-equipped facility for children and staff.

### a. Fire Safety and Emergency Drills

Our safety and preparedness measures in the event of emergencies are as follows:

[REDACTED]

Our childcare centre conducts monthly emergency drills to ensure that everyone is familiar with evacuation procedures and prepared to respond to fires and any other emergencies at hand. During drills, we practice the following procedures:

[REDACTED]

[Redacted text block]

All staff members are tasked with passing training on fire safety procedures, including how to use fire extinguishers and evacuate the facility in case of an emergency.

We will routinely review and update these procedures to ensure preparedness and safety.

## b. Serious Occurrences Reporting

### POLICY

At [COMPANY NAME], the safety and well-being of all children and staff is our utmost priority. We will always take care to prevent any serious occurrences from happening, but in case of one, we will follow procedures for reporting them.

A serious occurrence is any incident that results in a serious injury, such as an injury that requires immediate medical attention or hospitalization, the death of a child or staff member, or any criminal activity that occurs on the premises.

### STEP-BY-STEP REPORTING PROCEDURES

[Redacted text block]

We will periodically review and update this policy and procedures to ensure compliance and ensure that serious occurrences are addressed promptly and effectively.

## 8. Building and Playground Safety

### a. Facility and Equipment Safety

Regular inspections of the building and playground are conducted at our centre to identify and address any potential safety hazards. Staff members routinely check that the facility, equipment, and furniture are in good condition to prevent accidents. Any safety issues identified during these inspections are addressed promptly by staff or, if necessary, by calling in for repairs to be carried out by qualified professionals.

The building and grounds meet the safety standards set by regulatory authorities.

Our emergency procedures that address potential safety hazards and emergency drills are detailed in Section 4 of this Manual.

#### OUTDOOR PLAY AREAS

Outdoor equipment is regularly inspected for safety and maintained in good condition.

Outdoor play areas have safe surfaces - rubber and synthetic turf - to cushion falls and prevent injuries.

[REDACTED]

### b. Bodies of Water Safety

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### c. Cleaning and Maintenance

[REDACTED]

[REDACTED]

DAILY CLEANING

[REDACTED]

MAINTENANCE

[REDACTED]

OUTDOOR PLAY AREAS

[REDACTED]

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## 9. Staffing Policies

### POLICY

At [COMPANY NAME], we will make sure to always have adequate staff at hand to provide quality care and education to children, and that all staff members who work with children meet the minimum educational and training requirements set by the Ontario Ministry of Education.

Our childcare centre adheres to the employee-to-child ratios mandated by the Ontario Ministry of Education so that children receive adequate care and supervision.

### EXPECTATIONS

All staff members are expected to adhere to the Code of Conduct, including expectations for professional and ethical behaviour, and respect for children and families.

[REDACTED]

Staff are trained and familiarized with emergency procedures in place to ensure that the facility is adequately staffed in the event of an emergency.

### SUPERVISION

All staff members are responsible for supervising children in their care. This means that they are fully familiar with and attentive to children's needs, their safety, and knowing how to intervene if necessary.

[REDACTED]

Staff members are tasked with being the designated supervisors, maintaining constant visual contact with children and awareness of all ongoing situations.

### a. Staff Qualification and Development

Qualified and well-trained staff essential to achieving the goal of providing high-quality care and education to children.

#### QUALIFICATIONS

All staff members who work with children must meet the minimum educational and training requirements set by the Ontario Ministry of Education. This includes having a high school diploma or equivalent and completing a recognized childcare training program.

#### STAFF DEVELOPMENT

To keep up the high-level quality of standard of our programs and services of our centre, we encourage and support staff members in pursuing career development opportunities, their professional growth, and advancement.

[REDACTED]

We are working on creating and strengthening a mentorship program to provide new staff members with guidance, support, and initiate them into the workings of the centre.

We have a positive and approving structure in place to create an adequately supported environment for all our staff in the day-to-day operations of the facility.

[REDACTED]

## **b. Police Record Checks/ Vulnerable Sector Check**

### **POLICY**

To ensure the safety and well-being of children, [REDACTED]

This policy applies to all staff members, including full-time and part-time employees, contract workers, and volunteers.

### **PROCEDURES**

[REDACTED]

### **CRITERIA FOR EMPLOYMENT**

[REDACTED]

All personal information obtained through background checks will be treated with confidentiality and in accordance with applicable privacy laws.

### c. Volunteers and Students

At [COMPANY NAME], we welcome volunteers and student placements from educational institutions.

#### PROCEDURES

Students and volunteers will be supervised by staff members and will be expected to adhere to all our centre's policies and procedures reserved for all staff working with children in their respective roles.

Volunteers must complete a background check and provide references.

[REDACTED]

We will periodically review and update this policy to ensure that our facility is adequately staffed, that children are always under the supervision of qualified staff members, and that volunteers and students are adequately supervised and trained.

### d. Monthly Staff Meetings

Staff meetings will be held on a monthly basis, serving as an opportunity for staff members to discuss centre operations, share information, and address any concerns or issues.

#### PROCEDURES

The specific date and time of staff meetings will be determined and communicated in a timely manner to all staff members.

[REDACTED]

All staff members are expected to attend monthly staff meetings, unless otherwise excused.

Staff members are also expected to participate actively in discussions and share their ideas and perspectives.

[REDACTED]

## e. Cellphone Policy

### POLICY

This policy outlines our expectations regarding the use of cellphones by staff members during working hours. This policy ensures that staff members are focused on their duties, and that the use of cellphones does not interfere with their ability to provide quality care to children.

### USING CELLPHONES DURING WORKING HOURS

Personal use of cellphones, such as texting, browsing the internet, or playing games, is not permitted during working hours.

The use of cellphones during working hours should be limited to essential purposes only, such as personal emergencies or work-related communication (communicating with parents or other staff members).

Cellphones should be set to silent mode or vibrate mode in designated quiet zones, such as classrooms or nap areas.

Staff members must prioritize the safety of children over personal cellphone use.

### CONSEQUENCES OF POLICY VIOLATION

[REDACTED]

## f. Dress Code

### POLICY

Our centre has a dress code in place that serves to uphold a professional and appropriate appearance for staff members. The dress code ensures that staff

members are dressed in a manner that is safe, comfortable, and reflects our commitment to providing high-quality care.

GUIDELINES

[REDACTED]

CONSEQUENCES OF POLICY VIOLATION

[REDACTED]

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# 10. Parent Communication and Engagement

## a. Parent Handbook

This handbook outlines our policies and procedures regarding communication and engagement by you, the parents or guardians.

### PARENT RIGHTS AND RESPONSIBILITIES

As parents/ legal guardians, you have the right to:

[REDACTED]

As parents/ legal guardians, you are responsible for:

[REDACTED]

By understanding your rights and responsibilities, you can play an active role in your child's education and well-being.

### COMMUNICATION CHANNELS

We encourage daily communication between you and staff. This can be done through our online communication platform, emails, written notes, by phone or in person.

[REDACTED]

We will share regular updates to keep you informed about upcoming events, activities, and important announcements.

### PARENT ADVISORY COMMITTEE

Our parent advisory committee is a group of parents who provide further input on the centre's policies and procedures. The committee meets regularly to discuss issues related to childcare, such as curriculum development, program improvements, facility updates, and community partnerships.

[REDACTED]

## COMPLAINTS AND CONCERNS

We understand that from time to time, you may have concerns or complaints about our centre, programs, and services. We take all complaints seriously and are committed to resolving them fairly.

If you have a complaint or concern, please follow these steps:

[REDACTED]

We will investigate the issue internally, and work with you to find a satisfactory resolution.

If you are not satisfied with the resolution, you may file a complaint with the appropriate regulatory agency such as the Children's Services by the Consolidated Municipal Service Managers and District Social Services Administration Boards (CMSMs and DSSABs), available: <https://www.ontario.ca/page/service-system-managers-child-care-and-early-years-programs>

## EMERGENCY CONTACT INFORMATION

We make every effort to ensure the safety and well-being of children and staff during emergencies.

Please fill out the emergency contact form (attached) for your child.

*We hope that this handbook provides you with valuable information about our centre and our commitment to parent communication and engagement.*

*If you have any questions or concerns, please do not hesitate to contact us.*

## b. Emergency Contact Form

This information will be used in the event of an emergency to contact you or your designated emergency contacts.

Child's Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Parent/Guardian 1

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Parent/Guardian 2

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Additional Emergency Contact

Name \_\_\_\_\_

Relationship to child \_\_\_\_\_

Phone \_\_\_\_\_

Medical Information

Allergies \_\_\_\_\_

Medications \_\_\_\_\_

Health Conditions \_\_\_\_\_

I hereby authorize the childcare centre to seek medical attention for my child in the event of an emergency.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*A copy of this form will be kept in the child's file upon enrollment.*



# 11. Record Keeping and Documentation

## a. Attendance Record for Children and Staff

### POLICY

At [COMPANY NAME], we record and maintain attendance records for children and staff. [REDACTED]

### CHILD ATTENDANCE

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### STAFF ATTENDANCE

[REDACTED]

[REDACTED]

[REDACTED]

Attendance records will be stored securely and confidentially and retained for a period of 7 years. They will be reviewed regularly to identify any notable trends or patterns that may be used for program evaluation and improvement.

## b. Daily Written Records

By maintaining accurate and detailed daily written records, we can ensure that each child receives the best possible care and education. These records serve as a valuable tool for communication between families and staff, as well as internally for program and service evaluation and improvement.

Daily written records will typically include the following information:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED] during the day

[REDACTED]

#### RECORD KEEPING PROCEDURES

[REDACTED]

[REDACTED]

[REDACTED]

Parents can request access to their child's daily written records.

Daily written records will be reviewed regularly by staff members to monitor children's progress and identify any areas of concern.

#### CONFIDENTIALITY

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

In the event of a data breach that affects personal information, we will notify affected individuals and take appropriate steps to mitigate the harm.

### c. Records and Documentation Retention

#### POLICY

The purpose of the policy of records and documentation retention is to establish guidelines for the retention and disposal of records and documentation related to our childcare facility. This policy ensures that we comply with legal requirements and maintain accurate records for future reference.

[REDACTED]

The minimum retention period for the following types of staff records is 3 years after the employee leaves the facility: [REDACTED]

The minimum retention period for the following types of financial, legal, and facility records is 7 years: [REDACTED]

Records in paper form are stored in organized files and in a climate-controlled environment in a secure location, protected from unauthorized access, damage, or loss. Electronic records are stored on a secure server and backed up regularly.

Sensitive documents, such as personal information and financial records, are shredded before disposal. Non-sensitive documents will be recycled.

Our records retention policy is reviewed periodically to ensure that it remains current and compliant with legal requirements.

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## 12. Administrative Matters

### a. Insurance and Liability

Our childcare centre maintains general liability insurance to protect against claims of property damage, bodily injury, or personal injury. This insurance covers incidents that may occur on or off the premises of the facility.

[REDACTED]

[REDACTED]

[REDACTED]

On account of our dealings with children, our insurance policies provide coverage for any and all potential risks, including property damage, bodily injury, personal injury, negligence, but also professional misconduct, product liability, and environmental liability. We implement risk management measures to minimize the likelihood of claims and to ensure that our insurance coverage is adequate, including safety inspections, staff training, and emergency procedures.

#### CLAIMS PROCEDURE

[REDACTED]

[REDACTED]

[REDACTED]

#### PARENT LIABILITY

[REDACTED]

[REDACTED]

[REDACTED]

### b. Immunization Policy

Our childcare centre requires that all children be up to date on their immunizations, in accordance with the recommendations of Public Health Agency of Canada, and the updated Canadian Immunization Guide: <https://www.canada.ca/en/public-health/services/canadian-immunization-guide.html>.

[REDACTED]

[REDACTED]

[REDACTED]

#### DOCUMENTATION

Parents or guardians must provide documentation of their child's immunization status upon enrollment. This documentation must include a copy of the child's immunization record.

[REDACTED]

#### OUTBREAK PREVENTION

Children who are not up to date on their immunizations may be excluded from the facility during an outbreak of a preventable disease.

We may conduct screening for infectious diseases, such as [REDACTED]

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## 13. Conclusion

### a. Review and Updates to Policies

This Policies and Procedures Manual will be reviewed periodically to ensure that it remains current, accurate, and relevant.

Any necessary updates to the manual will be made promptly and communicated to all staff members. Updates will reflect changes in regulations, facility policies, best practices, staffing changes, and/or program changes.

Updated versions of the manual will be distributed to all staff members. The manual will also be circulated and stored electronically for reference.

All staff members will be required to acknowledge that they have read and understood the contents of the manual.

By regularly reviewing and updating our Policies and Procedures, we can ensure that our centre is operating in compliance with all applicable laws and regulations.

### b. Monitoring Compliance and Contraventions

All staff members must comply with our Policies and Procedures.

We will routinely monitor compliance to ensure that any contraventions are addressed in a timely and appropriate manner, including conducting reviews of staff performance.

Any complaints or reports of non-compliance and suspected contravention will be investigated promptly and thoroughly.

[REDACTED]

All investigations and disciplinary actions will be documented and maintained in accordance with applicable record-keeping requirements. Reports of contraventions will be treated confidentially, and any retaliation against staff members who report suspected violations will not be tolerated.

## c. Contact Information for Policy Questions

For any questions or concerns about the policies and procedures outlined in this manual, please contact:

Facility Director: \_\_\_\_\_

- Phone: \_\_\_\_\_
- Email: \_\_\_\_\_

Human Resources Manager: \_\_\_\_\_

- Phone: \_\_\_\_\_
- Email: \_\_\_\_\_

Program Coordinator: \_\_\_\_\_

- Phone: \_\_\_\_\_
- Email: \_\_\_\_\_



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