

FRP Standards of Practice: Section C (Design and Function of the Physical Environment)

Approved by the Bowen Children's Centre Board on May 27, 2015 (to be submitted to FRP-BC for office review)

Accessible Environment

C.1 & C.1.2

Description

Family Place designs its programs, services and facilities to promote accessibility for all stakeholders and to facilitate engagement with families who attend.

Procedures

Accessibility for all Stakeholders (C.1.1)

- The Family Place drop-in program is located in a building close to public transportation.
- Family Place has space for families to gather informally, as well as areas for group activities and an office for private, confidential conversations.
- Family Place provides quality play equipment and early learning activities that are inclusive and developmentally appropriate for children ages birth to six years of age.

Physical Location (C.1.2)

Family Place's drop-in location is located near the island's community school, village and regional park, and is accessible to families who walk, take transit, and drive.

Child-Centred Environment

C.2

C.2.1 through C.2.4

Description

Family Place provides its programs and services in an environment that is safe, accessible, family-friendly and child-centered.

Procedures

1. Inviting and Comfortable Spaces (C.2.1)
2. Different Physical Areas (C.2.2)
3. Variety of Areas for Children's Play (C.2.3)

4. Play Areas to Encourage Free Play (C.2.4)

Family Place provides its programs and services in environments that are designed for the use of children and their parents / caregivers.

Family Place has created physical environments that are inviting and comfortable for the children and families that it serves. The spaces are accessible, clean, bright and child-safe. There is appropriate, child-sized furniture and equipment.

Family Place has designed its physical space to meet participant and program needs including:

- Play space for children with a variety of areas that promote healthy growth and development.
- Space for participants to gather informally.
- Meeting space for group activities.
- Kitchen space where food can be prepared.
- Space for private conversations including an office on site.

Family Place's children's area encourages children to explore and play and includes space for:

- Creative and messy art.
- Sand / water table.
- Children's reading area.
- Puzzle centre, ranging from shape puzzles to simple jigsaw puzzles.
- Building / construction with a variety of blocks and manipulatives.
- Fine and gross motor activities, including playdough and easel painting.
- Imaginative play, including simple costume materials and, from time to time, a teepee tent made by one of the parents.

Family Place staff arrange the children's play area to encourage developmentally appropriate free play and to meet a wide range of developmental needs.

Safe, Hygienic Environment

C.3.1 through C.3.14

1. Emergency Procedures (C.3.1)

Policy

a) Emergency Evacuation

Family Place takes every precaution to ensure the health and safety of its staff, volunteers, guests and participants. Family Place's exit doors are clearly marked. Fire and emergency procedures are defined on signage throughout the facility. Family Place staff are trained in emergency response, including emergency evacuation and safety procedures. All staff participate in regular fire and earthquake drills to ensure they understand their roles in case of emergency.

b) Temporary Closure of the Building

Family Place can be temporarily closed under these following circumstances:

- Failure of a major building system (i.e., heat, water or electricity) that makes the operation unfeasible and/or places the health and safety of the staff /participants at an unreasonable risk.
- At the discretion of the BCC Board of Directors and/or Executive Director or designate, if it is deemed in the best interest of Family Place's participants to do so.
- Extreme weather situations, pending the decision of the BCC Board of Directors and/or Executive Director or designate.

Procedures

Different initiatives are underway at Family Place to ensure the safety of all participants and staff. These initiatives include, but are not limited to:

- Making all staff aware of their responsibilities under the emergency evacuation plan and emergency procedures.
- Training all staff in the evacuation procedures.
- Conducting regular evacuation drills for staff and, as applicable, program participants.
- Training all staff in the use and operation of fire protection equipment and emergency equipment.
- Placing not only signs depicting the emergency exit routes, but also fire and evacuation procedures, throughout the building where appropriate.
- Ensuring all exit doors are clearly marked.
- Training all staff to identify site hazards.
- Arranging for fire/security contractors to check emergency equipment (fire extinguishers, alarms, lit exit signs, etc.) annually.

2. Universal Precautions and Infection Control (C.3.2)

Policy

Family Place has written procedures related to universal precautions and infection control (Health and Safety binder). Staff are trained upon hire in Family Place's procedures for maintaining a safe, hygienic and sanitary environment.

Procedures

Family Place staff follow universal precautions to reduce the risk of spread of infectious disease. Some of the precautions include:

- Use of gloves. Latex and non-latex gloves are available in all program areas for routine as well as for emergency use.
- Common procedures on cleaning up body fluids are followed.
- Food preparation and eating areas are cleaned daily with a bleach solution.
- Cleaning schedules are maintained.
- Guidelines for attendance of sick children and adults (including staff) are followed.
- Participants will be informed in case of infectious or parasitic incidents.
- General reminders from staff ensure that all participants are aware of Family Place's procedures for maintaining a safe and hygienic environment.

3. Inspections (C.3.3)

Policy

Family Place conducts regular inspections of equipment and environment to ensure safe and hygienic conditions.

Procedures

Equipment, furniture, washrooms, air quality and light quality are inspected regularly, and any deficiencies or other concerns are promptly brought to the attention of the Executive Director for timely remedy. Regular inspections are conducted following the use of Family Place's shared space by the Youth Centre Program to ensure that no choking hazards are accessible to babies/toddlers.

4. *Cleanliness of Toys and Equipment* (C.3.4)

Policy

Family Place maintains a safe and hygienic environment.

Procedures

Family Place staff conduct regular inspections to ensure the safety of the premises, using a *Health and Safety Checklist*. Compliance and/or remedial measures are documented and reported.

All toys and program equipment are cleaned and sanitized on a regular basis. This includes rotational cleaning of toys and equipment, as well as general cleaning of all program equipment. Program staff are responsible for cleaning the toys and program equipment.

Washrooms, kitchens, and diaper changing stations are sanitized daily. The janitorial contractor is responsible for cleaning the facility floors and washrooms once a week.

Family Place staff follow universal precautions to reduce the risk of spread of infectious disease. Latex and non-latex gloves are stored in a cupboard for routine as well as for emergency use.

Food preparation and eating areas are cleaned daily with a bleach solution.

Staff are trained upon hire in Family Place's procedures for maintaining a safe, hygienic and sanitary environment.

General reminders from staff ensure that all participants are aware of Family Place's procedures for maintaining a safe and hygienic environment.

5. *Smoking* (C.3.5)

Policy

Family Place is a smoke free environment.

Procedures

Smoking is not permitted inside and within six meters of Family Place's doorways and windows. [Adapted from City of Vancouver By-Law 9535.]

6. *Presence of Animals* (C.3.6)

Policy

Family Place permits animals to be on site if:

- The animal is a guide or assistance dog.
- The animal is on site for educational purposes and the staff has approved the visit.

Procedures

Family Place assumes no liability for the animal; liability is the responsibility of the owners.

7. Hazardous Materials (C.3.7)

Policy

Family Place ensures that all cleaning products, pest control agents, and other potentially hazardous materials are stored in an area that is not accessible to program participants and is in compliance with WorkSafeBC regulations.

Procedures

1. Family Place staff will check the label when purchasing art materials, to ensure that the ingredients are non-toxic.
2. Family Place staff will ensure that all cleaning products and other potentially hazardous materials are stored in an area that is not accessible to program participants and in compliance with WorkSafeBC regulations.
3. Staff will dispose of all such hazardous materials in an appropriate manner, consistent with WorkSafeBC regulations.
4. Family Place staff will provide convenient storage for purses, totes or diaper bags, which may contain hazardous materials such as skin preparations, nail polish, cigarettes, matches, lighters, pen caps or jewelry.
5. Any staff, volunteer or program participant that is exposed to a hazardous material will be immediately provided with the necessary medical attention, as required.

8. Transportation of Participants (C.3.8)

Policy

Family Place does not currently have any need to transport participants. If such a need should arise, Family Place will ensure that staff follow transportation procedures.

Procedures

Family Place's transportation procedures include the following:

- Family Place staff must have extended insurance/proper coverage if they transport participants in his/her own vehicle.
- When transporting children appropriate car seats are required (according to BCAA Foundation).
- Clients should bring their own car seats.
- In order to transport children in a 15 seat van, staff are required to have class 4 licence.
- Children under 13 not allowed to sit in the front seat.
- School bus can be rented for bigger groups of clients.
- If walking – buddy system is used, one staff person in front, one in the middle, and one staff member at the back (for bigger groups).
- First aid kits and cell phones required when driving or walking.
- Family Place will call an emergency contact if the situation arises where a vehicle is needed to transport the family.
- In case of a medical emergency staff will call 911.

9. **First Aid Training (C.3.9)**

Policy

Family Place staff have an up-to-date First Aid certificate that is kept current, as required by WorkSafeBC regulations.

Procedures

It is the responsibility of the individual staff to make sure that their first aid certificate is current.

Family Place will reimburse staff for the registration fees for the renewal of First Aid certification.

10. **Incident Reporting (C.3.10)**

Policy

Incidents and accidents that involve any participant, staff member, volunteer or guest while at a Family Place site are reported on the Incident Report. Staff also report the information verbally to the BCC Executive Director or Family Place Program Coordinator.

Procedures

Incidents are events that are serious or unusual and affect Family Place staff, participants, or community partners. Examples of critical incidents include (but are not limited to):

- 1) Threats, injuries or accidents involving participants. This may include:
 - An act of violence such as an assault or the threat of an assault.
 - Current child abuse or neglect, or the disclosure of past abuse.
 - An accident in which the participant was harmed or injured, such as a car accident on the premises or a fall.
 - A concern for the safety of a participant, for example if the participant is known to be engaging in a high risk activity or if the participant discloses that they feel unsafe or threatened.
 - A participant's death.
- 2) Threats, injuries or accidents involving staff while at work. This may include:
 - An act of violence, such as an assault or the threat of an assault.
 - An accident in which the staff person was harmed or injured, such as a car accident or a fall.
 - Witnessing a traumatic event.
- 3) Threats to Family Place such as:
 - A fire, earthquake, or other natural event.
 - A serious, unusual event such as robbery, vandalism, bomb threat, or hostage taking.
 - An event that may lead to concerns regarding hygiene or disease control.
 - A participant complaint.

Any accident or critical incident involving a participant or staff member is reported using an Incident Report. After completion, the Incident Report is submitted to the BCC Executive Director or designate. If the incident is particularly severe or unusual, it is reported immediately to the BCC Executive Director or designate. If a Critical Incident Debriefing is required, the need should be indicated on the Critical Incident Report and also reported verbally to the BCC Executive Director or designate immediately.

As required, the staff person completing the report and the BCC Executive Director/Family Place Coordinator inform appropriate authorities, such as police or child protection.

11. Diapering and Toileting Facilities (C.3.11)

Policy

Family Place ensures that all programs, whether on site or a satellite program, will have space dedicated to appropriate diapering and toileting that are easily accessible.

Procedures

Space dedicated to appropriate diapering and toileting is easily accessible at all program facilities.

12. Emergency and First Aid Equipment (C.3.12)

Policy

Family Place ensures that appropriate emergency and first aid equipment are available on-site, as required by WorkSafeBC.

Procedures

Measures are in place to ensure that emergency and first aid equipment are readily available to staff. These measures include, but are not limited to:

- The emergency and First Aid equipment will be maintained by the Program Coordinator.
- This equipment will be inventoried and checked every six months (June and December).
- This equipment will be kept in a visible location, easy to access by an adult (but not by a child).
- Use of equipment will be included in the orientation training for new staff.

13. Training for Staff/Participants (C.3.13 & C.3.14)

Policy

Family Place staff are trained upon hire, and as required thereafter, regarding the maintenance of a safe and hygienic environment. Participants are provided with information as appropriate to reduce identified physical risks.

Procedures

- The Program Coordinator will provide training to new staff upon hire and annually thereafter regarding the procedure of maintaining a safe and hygienic environment.
- Family Place will ensure that a poster showing proper hand-washing procedures will be placed near the sink in each bathroom that the program uses, as well as near the sink in the kitchen that the program uses.
- Family Place staff will instruct program participants who assist with clean up or preparing food about the proper protocol in maintaining a safe and hygienic environment.

