

PART 3

REQUIREMENTS AND STANDARDS

Sections 36 - 48

Space and accommodation

Standards

1. The facility **may not be used** to provide multiple services, or provide services to a client group which has not been approved through the application process.

Requests of this nature must be submitted to the director for review and written approval prior to implementation.

2. The licensee shall advise the director in writing of any proposed structural alteration.

The licensee shall submit plans to the appropriate building authorities and obtain the necessary permits and approvals prior to starting any construction or modification to the physical structure.

Commentary

The child care facility should in its design, capacity and location meet the needs of the residents. This includes the facility being as comfortable and homelike as possible, and maintained in good repair so as to afford safe and attractive living.

Child care facilities should have furnishings appropriate to the age and activities of the residents. Furnishings should be durable, comfortable, and consider any special characteristics of the residents.

The facility should have a plan and a budgetary provision for the regular maintenance, preventive maintenance, and replacement/ repair of all equipment and furnishings.

Bedroom space

Commentary

The child care facility should have sufficient single and double bedrooms for flexible use. Bedrooms accommodating more than two residents are not recommended.

Standards

1. Children of different sexes over 5 years of age shall not share a bedroom.

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2. Same sex children age 0-5 years shall not share a bedroom with children older than 8 years of age.
3. The licensee shall ensure that each bedroom is appropriately furnished.
4. Window coverings shall be curtains or blinds that ensure privacy.
5. The room shall be decorated in a manner appropriate to the age and sex of the resident.
6. Where bedroom doors or closet doors are equipped with locks for security, the doors should be openable from the inside without the use of a key or special device. The licensee shall maintain a key, readily accessible, to unlock such doors in the case of an emergency.
7. The operator of a facility shall ensure that every bedroom in the facility is provided with adequate artificial lighting.
 - The ceiling, wall fixture or lamp shall be equipped with a shade for diffusion of light and for safety purposes.
 - The lighting fixture shall be equipped with a bulb of the wattage recommended by the manufacturer.

Storage space

Standard

The licensee shall provide each resident with separate and adequate storage space for their clothing within their bedroom.

Guideline: Appropriate storage areas might be a chest of drawers, a dresser, built in drawers or shelves, and a clothes closet with suitable space for items of clothing which are kept on hangers.

The licensee is to ensure the availability of a secure area for the storage of residents' personal possessions.

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Bathing and toilet facilities

Commentary

Facilities should promote privacy and convenience, that is , easy access to sleeping, living and recreation rooms. The mix of bathrooms, showers and toilet facilities may vary according to the ages and needs of the children.

Standards

1. The licensee shall equip every bathroom door in the facility with an approved passage set which:
 - may be locked from the inside to ensure resident privacy.
 - may be opened from the inside without the use of a key or any special device; and
 - may be opened from the outside in the event of an emergency without the use of a key.
2. The licensee shall maintain a functional opening device for purposes of unlocking the bathroom doors in a area of the facility which is readily accessible to staff at all times.

Guideline: An approved bathroom passage set is acceptable.

3. The licensee shall maintain bathrooms and supplies in a sanitary condition.

Guideline: For health and sanitation purposes, liquid soap in dispensers is recommended for hand washing.

Commentary

Child care facilities, in which care and supervision is provided to individuals who may not be able to safely manage bathing, shall be equipped with a system to **control water temperature in bathing and shower facilities**. These requirements will be identified during the application process.

4. The licensee shall maintain water, from tap(s) and shower head(s) **in all bathrooms, bathing and shower facilities, at a temperature which does not exceed 125°F (52° C)**.

Guideline: A number of methods may be employed to regulate the temperature of the water. Licensees are advised to contact a qualified trades person to determine the most feasible method.

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In determining a method to regulate the water temperature, licensees should be aware that where lowering the temperature of the hot water tank may satisfy the temperature requirement for bathing and washing facilities, it may not satisfy sanitation requirements for automatic dishwashers.

Dining area

Commentary

The child care facility should be arranged and equipped so residents and staff members can have their meals together. Attractive dishes, cutlery, tablecloths, etc. add to the dignity of mealtimes and encourage residents to develop appropriate living habits and manners.

Standards

1. The licensee shall ensure that the area in which meals are served to residents is not used, or intended to be used, as sleeping quarters for either residents or staff.

Guideline: Where, due to the physical limitations of the facility, it is **impractical to seat** all residents at the same time, two sittings will be permitted, provided that both meals are served within recognized mealtime hours. This arrangement must be addressed in the applicant's initial proposal and must be approved by the director.

2. The licensee shall provide a supply of crockery and eating utensils sufficient to serve the number of residents for which the facility is licensed.

The licensee shall inspect the crockery and eating utensils routinely to ensure that they are maintained in a sanitary condition and free of chips, cracks or other physical damage.

Damaged items shall be replaced immediately.

Kitchen

Standards

1. The Public Health Authority shall apply standards to ensure that minimum requirements for refrigeration, cooking and dish washing are in place.
2. The licensee shall provide adequate cooking utensils for the food preparation requirements of the facility.

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3. The licensee shall routinely inspect the cooking utensils to ensure that they are maintained in a sanitary condition and are free of chips, cracks or physical damage.

Damaged items shall be replaced immediately.

Storage areas for housekeeping supplies

Standards

1. The licensee shall provide adequate storage space to accommodate a supply of cleaning and housekeeping products adequate for the maintenance of the facility.
2. Cleaning, housekeeping supplies, and hazardous products shall be securely stored and separate from foods and food products.

Laundry facilities

Standards

1. The licensee is responsible for laundering the residents' clothing on a weekly basis, or more frequently when necessary.
2. Laundry service shall include the collection, sorting, laundering, folding, ironing and mending of residents' clothing.

Guideline: A method of identifying each resident's clothing should be developed; i.e. name tags, laundry markers, etc.

3. A washing machine, dryer, iron, ironing board, and other equipment for suitable care of clothing shall be made available to those residents who choose to wash their personal clothing.

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Recreation

Commentary

Child care facilities providing residential treatment services should consider including therapeutic recreational activities within the objectives of the resident's treatment plan. Recreational activities can facilitate emotional and behavioural growth through the promotion of self-esteem, capacity for teamwork, and leadership.

Standards

1. The licensee shall provide adequate living and recreational space for the licensed occupancy.

Adequate living and recreation space shall be;

- Up to four residents - a minimum of 100 sq. feet (9.3M)
- For each additional resident - add 11 sq. feet/person (1M)

For the purpose of calculating recreational space, bedrooms shall be excluded.

Equipment in living/recreation areas shall be appropriate to resident needs, interests, ages and abilities.

Guideline: Basic equipment may include:

- Television, stereo, radio, video games, computer
- Books, magazines, newspapers, typewriter
- Puzzles, cards, board games
- Exercise equipment and cassettes
- Art and craft supplies
- Plants, herb gardens
- Piano, organ, guitar, recorder

2. The licensee shall allow and encourage residents to use the facility's living and recreational areas, equipment and supplies at any reasonable time throughout the day and evening.
3. The licensee shall allow and encourage the residents to become involved in community activities by providing them with resource information and assistance in accessing resources. The degree

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of staff involvement in organizing/participating in these activities will be dependent on the needs, and physical and mental capacities of the residents.

Recreational camps

Standards

1. Camps which are operated by the licensed child care facilities as a part of their program, are expected to comply with the Recreational Camps Regulation (Regulation 327/88 R) under *The Public Health Act* (see Appendix J).
2. The child care facility shall provide the appropriate levels of staff supervision to ensure the safety and well-being of the residents.
3. The child care facility shall offer a variety of indoor and outdoor recreational activities in which the residents can find pleasure, experience success, and gain confidence.

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Sections 49 – 50

Equipment and supplies

Standards

1. A resident's right to privacy during **telephone** conversations shall be respected.

Guideline: Telephone calls may be monitored or restricted where indicated in the resident's treatment plan.

The use of telephones for long distance calls should be negotiated with the resident and the placing agency or jurisdiction at the time of admission.

2. The licensee shall maintain a **first aid kit** which must contain not less than the following items:

(a) general items:

- a recent edition of a first aid manual
- 1 pair of disposable gloves
- 1 disposable resuscitation mask (with a one-way valve)
- 1 disposable cold compress
- 1 dozen safety pins
- 1 splinter forceps
- 1 pair of 12 cm bandage scissors
- 25 antiseptic swabs

(b) dressings (each item to be sterile and individually wrapped in order to maintain sterility):

- 16 surgical gauze pads (7.5 cm squares)
- 4 telfa pads (7.5 cm by 10 cm, non-adhesive)
- 32 adhesive dressings, 2.5 cm wide
- 2 large pressure dressings

(c) bandages:

- 3 triangular bandages (1 m each)
- 2 conforming bandages (10 cm each)
- 2 rolls of 2.5 cm adhesive tape
- 1 roll of 7.5 cm elastoplast
- 2 rolls of 7.5 cm tensor bandage
- 1 roll of tubular finger bandage with applicator

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3. The licensee will provide a **separate bed for each resident** which shall be:
 - a minimum of 99 centimetres (39 inches) wide for each adolescent and 61 centimetres (24 inches) wide for each child and be adequate in length for the height of the resident.
 - provided with level, substantial springs, a comfortable mattress, a pillow, one pillow case, two sheets, and sufficient blankets or coverings for comfort.
 - **Mattresses and bed springs** shall be level and in good condition.
 - Where a mattress and/or box spring becomes soiled, it shall be cleaned and sanitized.
 - Mattresses and pillows shall be covered with protective covers where required by the resident.
4. A complete change of clean **linens** shall be provided, minimally, once per week and more often when necessary.

Blankets, comforters and bedspreads shall be cleaned every six (6) months or as required to maintain them in a clean condition.

Bed linens, blankets, and bedspreads shall be replaced when worn or torn.

Blankets and bed coverings shall be adequate to ensure comfort.

5. **Cribs** shall be provided for any child under two years of age. Cribs, crib mattresses, bumper pads, playpens and cradles shall meet requirements as specified in *The Hazardous Products Act*.

Clothing and personal supplies

Commentary

Clothing contributes to feelings of self-worth and dignity. It shows a respect for individuality, and demonstrates that someone cares for a child. Clothing should be provided in a manner that helps the child develop self-esteem and a sense of personal responsibility.

Standards

1. The licensee ensures the child has age-appropriate toiletries and other supplies for daily hygiene and personal care.
2. The licensee advises the agency of initial clothing requirements and completes an inventory on the newly admitted child.

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3. The licensee, in consultation with the agency or jurisdiction, plans with the child for his/her personal clothing needs appropriate to age, sex, activities and season, and is involved with the child in personal shopping unless an alternate plan is approved. Each resident should have training and experience, according to age, in the selection and proper care of clothing.
4. The licensee ensures clothing is clean, in good repair, and in keeping with the community standards.

Food Services

Commentary

Child care facilities should recognize the cultural, religious, social, nutritional and emotional needs of the residents, in the planning, preparing and serving of food. It is especially significant for many children who have been neglected/malnourished to be provided with nutritionally appropriate food which is prepared and served in a caring way. Food which is familiar and tastes good can help the child to achieve a sense of well-being. The provision/serving of food is an opportunity to model orderly living habits.

Standards

1. The licensee shall ensure that three meals are prepared and served daily to the residents at recognized mealtime hours.

Recognized meal times have been established as:

- Breakfast - 0700 - 0900 hours (7 a.m. - 9 a.m.)
- Lunch - 1130 - 1330 hours (11:30 a.m.-1:30 p.m.)
- Dinner - 1700 - 1900 hours (5:00 p.m.-7:00 p.m.)

Guideline: Recognized meal times may be changed to accommodate weekend and holiday schedules, provided that such changes are acceptable to the residents and are not detrimental to their well-being.

2. The child is provided with adequate lunches or lunch money when away from home.
3. The licensee ensures food is well prepared, palatable, and attractively served. Mealtimes are a pleasurable experience in a relaxed setting.
4. The licensee neither withholds food or forces the child in care to eat without written instruction from a licensed physician.
5. The licensee ensures the child participates on a regular basis in age-appropriate meal planning and preparation.

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6. The licensee shall provide meals to the resident by room tray service, where the resident's physical, emotional, psychological condition or behaviour prevents their attendance in the dining area.

Menus

Commentary

Residents should be encouraged to eat many different foods, with recognition of personal preferences, medical diets, etc.

There should be sufficient amounts of food prepared to allow for second helpings. Snacks should be offered routinely after school and at bedtime.

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Sections 53 - 56

Health and Safety

Health care

Commentary

The licensee must know if a resident is receiving medical, dental, or optical treatment prior to placement. If this is not current, the licensee must facilitate appointments and, where possible, actual check-ups within 30 days. The intent is to ensure as much as possible against the spread of communicable diseases.

These standards place an onus on the licensee to keep a health record for each child. This information is important for the continuity of care should the child return home or move. It is also important to answer questions from the residents.

Standards

1. The licensee fosters in each child the importance of sound health and personal hygiene practices and provides information on normal growth and development, one's own body and sexuality.
2. The licensee ensures newly admitted child's medical record/health is adequate to avoid other home occupants' contagion.
3. The licensee admits a child once documentation is available on medical, optical, or dental checks within the previous six months or arranges for the completion of medical, dental, optical checks **within 30 days** of admission.
4. The licensee facilitates annual physical, dental, optical examinations and completes any follow-up requirements.
5. Where possible, the child's family physician provides ongoing medical supervision while in care. Where this is not possible, the attending physician is requested to consult with the previous medical practitioner.
6. The licensee, together with the agency, discusses the need for medical checkups after an unplanned absence and complete follow-up as needed.
7. The licensee documents and maintains an immunization program for each child.

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8. The licensee maintains secure cumulative health records with access to the agency which include dates, reason for referral, doctor seen, and follow-up between quarterly reviews. The licensee includes this information in the individual program plan of the facility. All original medical information is returned to the agency upon the child's discharge or re-placement.

Medications

Standard

The licensee shall ensure that the standards as defined in Appendix G are maintained, unless otherwise approved by the director.

Safety and health practices

Standards

1. The licensee shall provide adequate storage space to accommodate a supply of cleaning and housekeeping products adequate for the maintenance of the facility.
2. Cleaning supplies, housekeeping supplies, and hazardous products shall be securely stored and separate from foods and food products.

Guidelines: The following recommended hygiene practices help prevent the spread of communicable diseases:

- **Hand washing** helps prevent the spread of any germ. Wash hands with soap and water before preparing food, eating, and after using the toilet or assisting in a child's diapering or toileting. Towels and face cloths are kept clean and in good repair.
- Laundry visibly soiled with blood, urine, stool, or vomit is wiped clean with a disposable towel and laundered in hot, soapy water.
- Heavily soiled clothing or linens are placed in a plastic bag separate from other household laundry; contents are removed from the bag and washed in hot, soapy water.
- If dry cleaning clothing of an infected person is necessary, any visible moist, soiled areas are wiped clean with a damp paper towel and discarded with other waste.

Licensees should have **disposable plastic gloves** available when changing diapers, dressings or cleaning soiled areas that contain blood, semen, or vomit.

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Personal items such as toothbrushes/razors are not shared among household members.

- New toothbrushes are provided for each new child admitted to the facility.
- Disposable razors are provided when a child does not own a personal razor. The personal safety of the resident(s) must be considered.
- Toothbrushes are kept separate in an appropriate holder or in the child's room.
- Feminine hygiene products are disposed into a plastic bag closed with a twist tie.

When taking a temperature, an **oral thermometer** with a disposable sleeve is used. The used sleeve is thrown out and the thermometer washed in warm soapy water, then soaked in rubbing alcohol for 10 minutes, dried, and restored.

A container lined with a plastic bag is available for **waste**. The plastic bag is disposed into a garbage bag.

In general, the **child with a communicable disease is treated/managed the same** as other children, unless otherwise indicated for medical or behavioral reasons.

- Unless advised by the child's physician, the child has standard access to recreational activities, visitation privileges, showers, and bathroom facilities.

Bleach solution is the recommended disinfectant using 0.5% sodium hypochlorite solution which can be prepared by mixing chlorine bleach (5.25%) one part to nine parts water. It must be prepared fresh daily.

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Sections 58 - 63

Visitors and daily routines

Commentary

The milieu within the child care facility should be used to provide each resident with a variety of experiences. In combination, the structure of the daily routines, the experiences of daily living, and the life skills learned are used as tools in the treatment process.

The child care facility within the group living experience must be able to address the individual needs of the resident in a manner which is sensitive to their age and development needs.

Standards

1. The licensee permits or restricts visitors, at any reasonable hour, in accordance with written agency instructions. These restrictions shall be documented on the resident's record.
2. The licensee involves staff and the child in daily assigned rotational chores which are based on the principle of living together.
3. The licensee ensures assigned chores are in keeping with the child's age, personal and planned commitments, ability and development. The resident is given an opportunity to earn money through special assignments and assigned a variety of experiences with potential for life skills development.
4. The licensee facilitates attendance at the church of the child's choice, but attendance is optional in consultation with the care provider.
5. The licensee allows the resident opportunities to:
 - freely express feelings and perceptions with other children and care providers;
 - engage in personal and group/family discussions;
 - exercise critical judgement in all areas of living; and
 - participate in a decision-making process.
6. The licensee respects a child's right to privacy, including the care and safety of the child and the proper functioning of the home.
7. The licensee permits the child to receive visitors in keeping with family/home programs or routines and in consideration of the child's needs.

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8. The licensee assists the child in developing special talents, strengths, and hobbies.
9. The licensee celebrates special occasions with the child, (birthdays, traditional holidays), and planning for such is done in cooperation with the placing agency or jurisdiction, and family where appropriate.
10. Within reason, the licensee allows the child to bring personal belongings to the home and acquire belongings during placement.
11. A range of indoor and outdoor recreational and leisure activities that cater to the individual and group interests of the child are available. Friendships outside the home are encouraged.
12. The licensee avails him/herself to the community for support and involvement:
 - for leisure activities for the child;
 - for culturally appropriate experiences; and
 - for activities with family members where approved by the agency.

Money and possessions

Standards

1. The licensee shall release all of a resident's possessions and assets to the resident, parent or guardian, at the request of the placing agency, jurisdiction, or director when the resident is discharged from the facility.
2. In the event of a resident's death, all possessions and assets shall be released to the placing agency or jurisdiction.
3. The licensee shall compile and maintain a list of the resident's belongings for the resident's file. The list shall be dated and signed by the resident or placing agency or jurisdiction and updated when such belongings are purchased or discarded.
4. The licensee shall require the individual, to whom the resident's effects are released, to date and sign an acknowledgment of receipt for same.

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Personal allowance funds

Standards

1. The licensee has written policies and procedures regarding the amounts and handling of identified personal allowance monies consistent with provincial requirements.
2. Unless otherwise approved by the director, the care facility provides each child a basic \$4.00 personal allowance on a weekly basis. The base allowance is not withheld due to the child's behavior.
3. The care facility records weekly monies given to child and monies held in trust.
4. Where a child is in the care of Child and Family Services, the receipt and use of personal allowance monies is reviewed at least quarterly.

Guideline: Personal allowance for a child living in a care facility is a child's right. Allotments must be considered through a mutual planning process involving the child, legal guardian, placing agency and facility staff. Base amounts are based on the child's age and facility's policy. Base amounts of an allowance are not tied to a child's behavior. The child is given an opportunity to earn additional monies.

Restitution is separate from personal allowance. The child can be requested through a consultative process by the agency or facility, or ordered by the court to repay damages. The child in an "in-house" arrangement participates in the decision as to the amount of the restitution deducted from his/her allowance. The child pays these monies from earned income and/or personal allowance.

Accountability to the implemented plan is essential. Records are kept to identify the child receiving the allowances. These records are reviewed by the agency quarterly.

An Individual Program Plan addresses issues regarding a child's personal allowance, considering the needs of the child and the budget allowance of resource.

The universal or recommended per diem rate for facilities funded through the Department of Family Services and Housing includes an amount for a child's personal allowance. With the residential care resource's universal funding, each resource has budget flexibility and actual allowance rates may vary between facilities.

The licensee ensures each child has a minimum **base personal allowance of \$4.00 per week**. The agency worker ensures a child's weekly allowance is adequate and age appropriate.

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Licensees who are not funded by the Department of Family Services and Housing that do not provide for personal allowances as a part of the placement costs, are required to ensure that placing agencies or jurisdictions are made aware of these policies at the time of referral. The licensee is to ensure the provision of personal allowances by the placing agency or jurisdiction. These arrangements must be approved by the Director.