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## **Parent Handbook for Home Child Care**

### **Agency Information**

#### **Background and Services**

The Children's Village of Ottawa-Carleton (previously the Protestant Children's Village) was incorporated in 1864 and since that time has been providing a variety of services in the community that benefit children and families. The present Home Child Care program was started in 1972.

The agency also offers the following programs/services:

- Children's Village at Stoneway – a Kindergarten/School Age Childcare Program within Adrienne Clarkson Elementary School
- Children's Village at Navan – a Preschool and Kindergarten/School Age Childcare Program within Heritage Public School
- Children's Village at Bridlewood – a Kindergarten/School Age Childcare Program within Bridlewood Community School
- Children's Village at Klondike – a Kindergarten/School Age Childcare Program within South March Public School
- Lady Macdonald Childcare Centre – a Toddler/Preschool Childcare Program within Roch Carrier Elementary School
- Junior and Senior Transitions – a summer day camp program for school age children 5 to 12 years old
- Resource Centre-Drop-in/Playgroup for Parents/Caregivers with children 0 to 6
- Informal seminars for parents seeking child care, entitled "Parents Exploring Day Care Options" (PEDCO)

#### **Program Information**

Licensed Home Child Care is a community based and family-centered program where children from 6 weeks to 13 years of age are cared for by a provider in a safe, caring home environment while their parents are at work or in school. The agency has spaces for both subsidized and full-fee children. Home Child Care Agencies in Ontario are licensed by the Ministry of Education, (MEDU).

Regulations outlined in the *Child Care and Early Years Act* define minimum standards in the areas of health, safety, behaviour management, sleep, nutrition, indoor and outdoor play and the number of children being cared for in a home. Care must take place in the provider's home. An agency Child Care Advisor monitors the care offered in the home of the provider and must complete quarterly safety inspections in the provider's home.

## **Components**

Providers: are "self-employed" workers who contract to work through a licensed agency or privately. Providers who contract through an agency must meet the requirements of the Child Care and Early Years Act. They have access to services offered by the agency including: training, support in areas of home safety, behaviour management, child development, resources for activities, access to play groups, and alternate care during periods of illness or holidays, emergencies or appointments.

Large equipment may also be provided or supplemented where providers or parents are not able to supply it. The agency also offers support to providers and parents in areas related to their child care arrangements.

Child Care Advisors: CCA's hired by the agency have a background in child development and experience working with young children and adults. The Child Care Advisor team at the Children's Village is multi-disciplinary and includes Registered Early Childhood Educators.

## **Process**

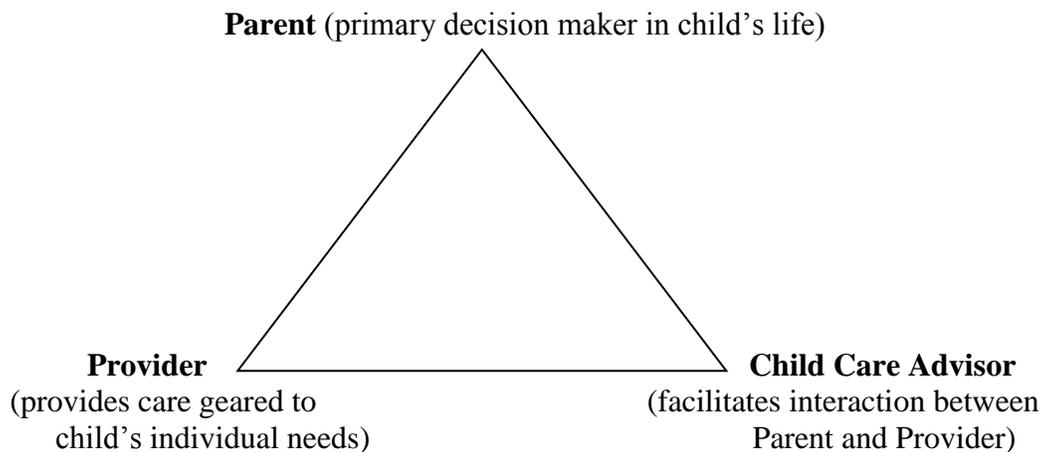
Once a parent has applied for a space in the program, the agency Child Care Advisor meets with the parent prior to the admission of the child (or children) in order to determine the needs of the child and family.

Parents set priorities for the care of their child/children in consultation with the agency Child Care Advisor who, in turn, introduces the family to a provider(s) who are available to offer the care.

After the parent and provider agree on a child care arrangement, the Child Care Advisor visits the home of the provider on a regular basis to provide support, resources, and to monitor the care being offered.

## **Philosophy**

At the Children's Village, child care is a partnership where parents, providers and the agency work together to offer the best day care arrangement for the child.



The key to a stable child care arrangement is consideration and ongoing communication between the parent and provider. Your Child Care Advisor is available for support, advice, to listen to concerns about your child, and to discuss your child's care arrangement.

### **Parent Handbook Policy**

All parents, including potential parents, will receive a copy of the parent hand book. Parents will be provided with updates and amendments to the parent hand book electronically. Hard copies of updates and amendments will be provided to those parents who do not have an email address. Parents will be required to provide written acknowledgement of receiving amendments or updates.

### **Child Information and Permission Form**

In accordance with regulation **72 (2) of the Child Care & Early Years Act, 2014** the Children's Village is required to ensure a copy of each child's file is kept on the premises where they are receiving child care and at the office of the Children's Village. Parents are required to provide the following information and give written authorization in the collection of this information and to keep a copy of this information on the premises of the home child care provider.

Included in this file is the following information:

- Name, address, phone number of parent
- Work address and phone number
- Cell phone number
- Date of admission and discharge
- Emergency contact information
- All pertinent medical information, including child's immunization records, history of communicable diseases and information on conditions requiring medical attention
- A record of any symptom indicative of ill health
- Written and signed instructions for medical treatment or drug/medication administration
- Written and signed instructions concerning diet, rest, and physical activity/outdoor play

## **Parent Acknowledgment**

Prior to admission parents must sign an agreement to abide by the practices outlined in the parent handbook and to sign the permission forms.

Parents must also sign a *Special Permission Form* at the commencement of care and when new situations arise for the following:

- Substitute care arrangements
- instructions re: allergies
- medical/emergency treatment procedures;
- special diets
- rest restrictions; Sleep monitoring
- play restrictions – particularly for grade school children;
- outings beyond the city limits;
- any special circumstances
- any requirements or restrictions when engaging in water activities
- photographs

Parents must provide written instructions of the dietary requirements needed for their child(ren).

## **Confidentiality**

Due to the nature of the service, the agency has access to privileged information about families. This information will be treated with the strictest of confidence. Should any information for referral purposes be required, the parent will be asked at that time, to sign *Consent to Release Information Form*.

## **Hours of Care**

Child care is offered to parents requiring full-time or part-time care and for flexible hours. Care that is needed for short hours, evenings, week-ends, and shifts can be offered but may be very difficult to find.

The hours parents may use child care are during their working or school hours plus travel time. Hours are determined and contracted prior to the commencement of care with the provider or any time thereafter when changes occur. Parents who work shifts or flexible hours must give the provider as much notice as possible for the time care is required. Child care is not available to run personal errands.

Parents who require additional child care beyond the normal working or school hours must make a private arrangement with the provider.

## **Drop off and Pick Up of Children**

Parents must take the responsibility for delivering their children to and picking them up from the provider's home. Regular ongoing arrangements are established during the initial interview with the Child Care Advisor. Parents must advise the provider in advance when this arrangement changes or when their children will be late or absent.

Where custody agreements permit access by both parents, pickup and delivery must be arranged with a minimum of disruption to the child or children. A copy of the court order or custody document will be required from parents for situations where access by a parent is denied. Neither the agency nor the provider can legally enforce such requests without an official document.

## **Parent Entrance to a Premise**

*Child Care and Early Years Act, 2014*, no person providing child care at a home child care location shall prevent a parent from entering the location while child care is provided unless:

- The person believes on reasonable grounds that the parent does not have a legal right to the child
- The person believes on reasonable grounds that the parent could be dangerous to the children on the premises
- If the parent is behaving in a disruptive manner

## **Parent Access to a child**

*Child Care and Early Years Act; 2014*, no person providing child care at a location which child care is provided, shall prevent a parent from having access to his or her child except:

- If the person believes on reasonable grounds that the parent does not have legal right of access to the child.

## **Supervision of Children**

All children must be supervised the provider or an approved designate at all times. Children may not be left alone with students or volunteers.

## **Emergency Management**

(Examples: earthquakes, tornados, power black outs, ice storms, chemical spills, a serious health epidemic, terrorist act, etc.)

Providers will act in accordance with the directions given by the public authority as circulated via the media.

Depending on the type of disaster, the office may be closed. The agency will respond to messages and contact providers at the earliest possible time.

The ability of providers to offer child care will depend on the health and safety of individual homes. The need for child care will vary with the employment or school situations of parents. We expect that children whose parents are not required to work or attend classes will stay with their parents.

Child care that is required will be provided if possible for the following circumstances:

- where parents work in services deemed “*essential*”
- where parent’s employers require their workers to report to work or work at home
- where classes for parents who are students are not cancelled
- where the circumstances of the parents, as a result of the disaster, are such that children are at a higher risk being with their parents

### **Decals**

It is a requirement of the Ministry of Education that all homes contracted by a Licensed Home Child Care Agency, such as the Children’s Village, display a Licensed Child Care decal on the premises.

### **Complaint/Concerns**

Any person with a complaint should direct their complaint to a Child Care Advisor, Supervisor, Manager or Executive Director of the Children’s Village. Complaints can be made verbally or in writing.

#### Complaints Procedure:

- All complaints will be reviewed and addressed by either the Program Supervisor, the Executive Director or a Manager.
- Complaints will be dealt with in a timely manner.
- An initial response to a complaint will be provided within two business days.
- Management will determine if complaints are considered “serious complaints”.
- Management will determine if the complaint warrants further attention and/or further investigation.
- If further information is required, the Director or Management may meet in person with the party(ies) involved in the complaint.
- Parents will be kept informed throughout the process.
- Confidentiality of all parties involved will be respected.

#### Serious Complaints:

- Investigation into **serious complaints** shall take no longer than 7 business days to be completed unless special circumstances have been determined by the Executive Director.
- The Children’s Village Board of Directors will be advised of complaints that are considered serious and/or “High Risk”. Board members may be involved in the investigation of these complaints.

Action:

- Complaints deemed serious and/or high risk may result in immediate termination or suspension of service, contract agreements or relationship with the Children's Village.
- Serious complaints may result in criminal charges.
- Serious complaints may result in barring from any facility which provides services for the Children's Village.
- Complaints of a lesser nature may be subject to internal measures. These measures may include but are not limited to training, retraining, counseling, and mediation.

## **Health and Safety**

### **Items to be supplied for children**

#### For Infants

- Feeding Schedule - identifies foods, approximate times, and quantities
- Sleep check schedule
- Food – must be labeled and be provided until the child is eating regular table food, i.e., usually around 12 months
- Diapers - may be disposable or cloth, but an adequate supply is required.
- Change of clothing
- Bedding
- Favourite toy
- Equipment - strollers, playpens if available

#### For Toddlers/Preschoolers

- Diapers, if necessary
- Special foods – if the child has allergies or is on a special diet and cannot eat regular foods
- Bedding and blankets
- Favourite toy
- Change of clothing – suitable for weather
- Equipment – stroller, high chair, etc., if available
- Parents must provide breakfast for their children.
- Providers are required to supply lunch plus 2 snacks for children who are in care for a full day.

## Kindergarten and School Age Children

Parents are to provide clothing for outdoor wear.

Under normal circumstances, Parents are expected to provide breakfast for their children prior to drop-off at provider's home. However, if children eat breakfast at the provider's home due to early arrival, Parents are expected to supply the food. (If a school age child stays at school for lunch, the parent must provide the lunch and the provider will supply the snack.)

All food and drinks provided by the parents must be labelled with the child's name. This includes a lunch box used for school.

Parents must inform the school of the name, address and telephone number of the provider, and must inform the provider of the dates for professional development days.

Parents are responsible to make any necessary arrangements for having their child/children walked to and from school, or meeting the bus, where the provider is unable to do this.

The Provider is not responsible for the children when they are walking between their home and the provider's home, between the provider's home and the school, and when the child is on the bus.

## All Children

- The provider must ensure that drinking water is made available at all times for all children.
- All food provided by the parents must be labelled with the child's name.
- All food provided must meet the requirements of the Canada Food Guide.

## **Daily Log**

Providers are required to keep a written daily record that includes a summary of any incident affecting the health, safety or well-being of any child receiving child care at the providers home, and any person providing child care at the provider's home.

Providers are required to notify a child's parents of any incident affecting the health, safety or well-being while their child is in care.

## **Immunization**

*The Ottawa Public Health Child Care Facility Immunization and Tuberculosis Assessment Form* must be completed for any child under 5 years of age before the child is admitted to the program. (Exceptions will be respected on religious, medical or philosophical grounds only. Where this arises, a *Special Ministry of Education Form* must be completed).

**The recommended immunization schedule for infants beginning in early infancy as follows:**

<b>Age</b>	<b>Vaccine</b>
2 months	
4 months	CPDT Polio + Act Hib™
6 months	CPDT Polio + Act Hib™
12 months	CPDT Polio + Act Hib™
(must be given on or after the 1 <sup>st</sup> birthday)	MMR

18 months	CPDT Polio + Act Hib™
4 – 6 years old school entry	CPDT Polio, MMR

MMR = Measles, Mumps, Rubella, PDT Polio = Acellular, Pertussis, Diphtheria, Tetanus

CPDT Polio + Act Hib™=Pentacel and inactivated Polio vaccine  
Act Hib™ =Haemophilus

Objections to immunization for conscience beliefs, religious beliefs, or for medical reasons, must be documented on a Ministry of Education Immunization Exemption form.

### Illness

Parents are responsible for their child's care when the child is ill and requires special care. This includes any infections or communicable disease, fever, vomiting, diarrhea, breathing problems, etc. Parents are requested to call their child's doctor to clarify the nature of the illness.

There may be times when the Department of Health requires that a doctor's note be provided before the child can return to care.

Children can become sick quite rapidly so it is important for parents to respond to calls from their provider as soon as possible.

Children may be cared for in the provider's home for **minor** illnesses only, if this is agreeable to the provider.

### Symptoms of Ill Health:

- Providers must ensure that daily observations of symptoms of ill health are made before the child begins to associate with other children.
- Observations of ill health observed during the day must be documented.
- Documentation of daily observations of ill health must be recorded in the daily log book, noting the child involved, the time symptoms were observed, the time parents were contacted and if the child was picked up, and if the Child Care Advisor was contacted.

**Should a child become ill while attending care, parents will be called to pick up their child**

### Drugs and Medication

Parents must provide written authorization and information for the administration of all prescription and non-prescription drugs. This includes drugs bought over the counter and vitamins. A *Medication Record* is available at the provider's home.

Providers cannot administer medication without the written consent of the parent.

Drugs and medications must be delivered to the provider's home in their original container, marked with the child's name, dosage, expiry date and instructions for storage and administration.

## **Anaphylaxis**

All children with life threatening allergies must have a *Notice of Alert* regarding their allergy posted in an obvious location. This Notice of Alert must identify the child, describe the type of allergy and identify procedures for emergency medical intervention.

Parents of children with life threatening allergies must give permission for the provider to administer emergency medical assistance, teach the provider the appropriate methods of intervention for their child in a medical emergency. Parents must also work with the provider to develop a "*prevention strategy plan*" and a communication plan for their child.

This plan should include the following:

- Steps to be followed to reduce the risk of the child being exposed to causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency.
- A description of any medical devices used by the child and any instructions related to its use.
- A description of the procedures to be followed in the event of an allergic reaction or other medical emergency.
- A description of supports that will be made available.
- Any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an offsite activity.
- Individualized Anaphylaxis plans must be reviewed annually by providers, Child Care Advisors and any person who is ordinarily or regularly on the premises.

Medication for life threatening conditions such as severe allergies, asthma etc., must be kept at the home at all times.

### Epipens [Auto Injectors]

Parents are required to provide an Epipen at all times. If the Epipen is not on site, the child will not be admitted to the Home. Health department guidelines *require that two* Epipens be kept on site at all times. Providers will ensure that a child's Epipen is taken on all outings.

### Asthma Medication

Parents are required to provide an asthma pump and/or medication at all times. If the appropriate medication is not onsite the child will not be admitted to the home.

Asthma medication will be kept out of reach of children in locations that are easily accessible to providers.

Providers will ensure that the child's inhaler is taken on all outings. For seasonal allergies parents are asked to provide the medication as it is needed.

## **Children with Medical Conditions**

An individualized plan must be developed for a child with medical needs. This plan must be developed in consultation with parents, providers, Child Care Advisors and any regulated health care professional who is involved with the child.

### The plan shall include:

- Steps to be followed to reduce the risk of the child being exposed to causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency.
- A description of any medical devices used by the child and any instructions related to its use.
- A description of the procedures to be followed in the event of an allergic reaction or other medical emergency.
- A description of supports that will be made available
- Any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an offsite activity.
- This plan must be kept in the child's file on the premises and at the Churchill office.
- Individualized medical plans must be reviewed annually by providers, Child Care Advisors and any person who is ordinarily or regularly on the premises.

Children who have an anaphylactic allergy plan do not require an individualized medical plan

## **Sanitary Practices**

All home child care providers are expected to follow the sanitary practices provided by Ottawa Public Health. Sanitary practices are in place to help minimize the transmission of infectious diseases and include rigorous hand washing, diapering restrictions and toy sanitizing amongst other requirements.

## **Animals**

Parents must be consulted before care commences and provide their consent to animals being on the premise. Parents must be made aware of the benefits and risks of children engaging with pets.

## **Fire Safety**

It is a requirement of CCEYA that a written fire evacuation plan is kept at each home and reviewed regularly with the children. All homes must have working smoke detectors and carbon monoxide detectors where applicable.

## **Program for Children**

### **Program Statement**

It is a requirement of the CCEYA, that every Licensed Child Care Agency, such as the Children's Village, have a Program statement consistent with the Minister's Policy Statement on programming and pedagogy.

Our Program Statement reflects a view of children as being competent, curious, and rich in potential and other important components of “How Does Learning Happen?” The Program statement describes goals of the program and the approaches to meet these goals. The Program statement is reviewed each year as part of the Children’s Village on-going efforts to enhance and improve the Home Child Care Program.

*The Program Statement* is found at the end of the parent handbook.

Parents are encouraged to provide their feedback and suggestions about our program and the program statement.

## **Program**

There must be sufficient and available indoor and outdoor play equipment, toys and supplies in the home for the children. Providers are expected to establish good routines that include a variety of developmentally appropriate activities for the children in care.

All activities should reflect and promote “*How does Learning Happen?*” and incorporate *ELECT*.

### ***“How Does Learning Happen?”***

Is The Ministry of Education’s model of educating children that promotes a view that?

- Children are competent, capable of complex thinking, curious, and rich in potential.
- Providers value and build on children’s strengths and abilities.
- Families are experts who know their children better than anyone else and have important information to share.
- Providers value and engage families in a meaningful way.
- Providers see themselves as a competent caregivers and educators, who are rich in experience, responsive and nurturing.
- Providers and children learn through positive relationships which in turn help create engaging experiences and environments.

### ***ELECT (Early Learning for Every Child Today)***

Is a Framework for Child Care that describes how young children learn and develop. The framework believes that:

- Every experience in a child’s early life has an impact on his/her development now and in the future
- Parents and families are the first and most powerful influence on children’s early learning and development
- Young children and their families live in communities that shape early experiences, and early learning programs need reciprocal partnerships with parents, families and communities.
- ELECT guides providers to help children achieve their social, intellectual, speech and language, physical and emotional potential

## **Outdoor Play**

The program will provide a minimum of two hours outdoor play per day, weather permitting.

### Inclement weather that prevents outdoor play includes:

- temperature below minus -25 Celsius
- weather that produces a frostbite warning
- weather that produces a heat advisory
- rain, hail, thunder and lightning
- risk of tornadoes or high wind warnings
- or any severe weather warning from Environment Canada

Running, jumping and climbing are important for young children's growth and development and it is most appropriate that such occurs outdoors.

## **Sleep Policy**

### Sleep Position for Children 12 months or younger

Every child who is under twelve months of age and receives care at a home child care premises must be placed for sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada" (Public Health Agency of Canada) unless the child's physician recommends otherwise in writing.

Parents must be advised of the Children's Village obligations under the CCEYA and this policy.

### Sleeping Requirements for Children in Care

Parents must be advised of the following policy with regards to children who regularly sleep on the premises:

- Parents must be consulted on their child's sleeping arrangements at the time of intake and at any other appropriate time such as between homes or upon a parent's request.
- The sleep environment and the proximity of the sleeping room to the provider must be approved by the Home Child Care Advisor and the parent(s).
- Children must be assigned to individual cribs or cots. All cots or cribs must meet Canadian Safety Standards.
- Sleeping children must receive periodic visual checks by the provider.
- Frequency of visual checks will be determined by the parent(s), provider and Child Care Advisor. All parties must be in agreement to the schedule of visual checks.
- Visual checks require the provider to be physically present beside the child while the child is sleeping.
- During visual checks the provider must look for indicators of distress or unusual behaviours.

- There must be sufficient light to conduct the visual check.
- Baby monitors or other electronic monitoring devices may be used but will not replace the requirement for physical visual checks.
- Baby monitors or electronic monitoring devices must be checked daily to ensure they are in working order.
- Baby Monitors and other electronic monitoring devices will not be supplied by CVOC.
- Observances of any significant changes in a child's sleeping patterns or behaviours during sleep must be communicated to parents and the Home Child Care Advisor.
- Noted changes will/may result in adjustments to the manner in which the child is supervised during sleep.
- All visual checks must be documented. The documentation should include the times of checks, the manner in which the checks are done and the results of the checks.

### **Prohibited Practices**

The Children's Village must ensure that there are written policies and procedures with respect to discipline, punishment and any isolation measures which are not permitted by the agency and not used by staff, providers and any other person who has contact with children while they are receiving care. Prohibited Practices must be reviewed by all staff, providers and persons who interact with children before they begin interacting with children and annually thereafter.

Prohibited practices are intended to protect the emotional and physical wellbeing of children and are NEVER permitted in the Home Child Care program.

#### Prohibited Practices are:

- Corporal punishment of the child
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent:
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures:
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth:
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting any bodily harm on children including making children eat or drink against their will.

Concerns or contraventions of Prohibited Practices should be brought to the attention of your Child Care Advisor or the Program Manager.

### **Guiding Behaviour through Play**

Home child care providers will use a variety of positive behaviour management and creative conflict resolution techniques depending on the nature of the situation and the child/children involved.

Providers will guide children's behaviour through play by:

- Modeling, guiding and demonstrating appropriate behaviour
- Using positive verbal/non-verbal reinforcement;
- Using redirection, fairness, consistency and flexibility
- Setting age appropriate limits;
- Establishing physical proximity

### **Accident Reports**

Providers must ensure that when a child is injured the parent of the child is notified. Providers must ensure that when a child is injured an accident report is completed, the parent signs the report and a copy is given to the parent.

Providers must ensure a daily written record is maintained in the log book that includes:

- A summary of any incident affecting the health, safety or wellbeing of a child or a provider
- The time of the injury and who was notified.

Daily written records of accidents must be documented in the daily log book.

### **Serious Occurrence**

In accordance with the *Child Care and Early Years Act, 2014 (CCEYA)* and its regulations it is a requirement to report any incident considered to be of a serious nature to the *Ministry of Education within 24hrs of the incident's occurrence or when the agency becomes aware of such an incident.*

Identifying a Serious Occurrence:

A serious occurrence is defined under the CCEYA as:

- The **death of a child** who receives child care at a licensed home premises or child care centre.
- **Abuse, neglect or an allegation of abuse or neglect** of a child while receiving child care at a home premises or child care centre.
- **A life-threatening injury to or a life-threatening illness** of a child who receives child care at a home premises or child care centre.

- An incident where a child who is receiving child care at a home premise or child care centre goes **missing or is temporarily unsupervised**, or an **unplanned disruption of the normal operations** of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care premises or child care centre.
- Any parent who has a concern regarding a Serious Occurrence must notify their Child Care Advisor.

### **Swimming Pool Policy (Standing and Recreational Bodies of Water)**

Effective June 1<sup>st</sup>, 2013 the Ministry of Education (MEDU), requires all licensed private home day care agencies to prohibit the use of and access to all standing bodies of water (e.g., ponds) and recreational in-ground swimming, portable / “kiddie”/ inflatable wading-type, and hydro-massage pools, hot tubs and spas located on the premises of any single or multi-dwelling private residence, including a provider’s own house, townhouse complex or apartment building where the provider resides, for children under the supervision of the provider during operating hours.

Children will not be permitted to participate in water activities offered at any private or unguarded pool, wading pool or beach. It is recommended that children only attend local City of Ottawa splash pads or beaches where lifeguards are on duty and Public Health Standards are maintained.

Parents are required to sign and indicate on the “Special Permission Form “their child’s swimming abilities, and any requirements / restrictions if their child / children are engaging in water activities.

### **Outings**

Written permission from parents is required for all outings. At the time care commences, the Child Care Advisor will supply the authorization for day-to –day outings.

Parents must give written permission for their child/children to engage in outdoor activities.

### **Individual Support Plans and Inclusive Programming**

Every child with special needs is required to have an up to date individualized support plan. The plan must be developed in consultation with parents, guardians, providers, Child Care Advisors and if appropriate, school staff and or community/health professionals.

This plan will include the following:

- A description of how the program will support the child to function and participate in a meaningful and purposeful manner while in the Home Child Care Program.
- A description of supports, aids, adaptations, or modifications to the physical, social, and learning environment that is necessary to support positive participation
- Instruction as to the use/implementation of supports, aids, adaptations or modifications.
- A list of all persons, including the parents, who have participated in the development of the individualized support plan.

- All documentation of meetings related to individualized support planning.

The Home Child Care Program will endeavor to accommodate the individual support plan for each special needs child and strive to meet the child's developmental needs.

The Home Child Care Program will be inclusive of all children.

## **Administrative Information**

### **Waiting List**

The Child Care Registry and Waitlist, operated by the City of Ottawa, is available for parents to place their child on a waiting list for Home Child Care programs. There is no fee for this service.

### **Subsidy**

Subsidized spaces are available through the City of Ottawa. Information on accessing these spaces is available through the City of Ottawa website at:

[www.ottawa.ca/en/residents/social-services/daycare/daycare-services](http://www.ottawa.ca/en/residents/social-services/daycare/daycare-services)

Parents accessing City of Ottawa subsidies must have subsidy approval before commencing care.

### **Daily Attendance**

Parents are required to sign the daily attendance record in the provider's home indicating their child's time of arrival and time of departure or if their child is absent.

### **Provider Invoice**

The provider Invoice is a record of all days children attend or are absent due to illness or vacation and is completed monthly. (See Sample I)

The provider Invoice must be completed monthly by the regular or alternate provider and signed by the parent. The sheets reflect the record of attendance, sick and vacation days for the child/children. Information on the sheets is used to confirm the fees for parents.

**It is, therefore, important for parents to ensure that the days are correctly recorded by the regular and alternate provider.**

Parents are also required to advise the provider of the days their child/children are absent due to illness or vacation so the provider can complete the attendance sheet accurately. Subsidized parents must note that a limited number of vacation and sick days are available for their use.

Parents are not responsible for payment on days in which their child care provider is unavailable.

### **Alternate Care**

If the regular provider is not available to care for your child/children and you have no back up arrangements, please contact your Child Care Advisor immediately. Alternate care will be arranged, if available.

## **Reporting Changes**

Emergencies and other situations do arise where parents must be reached. Changes also occur which impact the provider's compensation and/or parent fees.

It is therefore important that parents notify the provider and the agency of the following changes when they occur:

- Place of residence
- Home and business telephone numbers
- Parents place of employment or school
- Emergency person's name and telephone number
- Child's doctor, telephone number
- Change in child's school
- Change in working hours, working days

## **Financial Information**

### **Fees**

Child Care fees include the following:

- payment for all days children use the program;
- payment for all days children are absent due to illness, vacation, withdrawal and for the following 11 statutory holidays:

*New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.*

### **Subsidized Care**

As outlined in the City of Ottawa Rights and Responsibilities regarding daycare subsidies, parents are not obliged to take the same time off as the provider. However, if parents do agree to take the same time off as the provider, parents are agreeing to use their available paid days away. If parents do not agree to take time off at the same time as the provider, alternate care may be offered by the agency, if available.

### **Details of Absentee**

Parents must advise the provider when their child is not in care due to illness or when they are on vacation. The agency must also be advised of vacation times and periods of illness beyond 3 consecutive days.

- *Statutory Holidays:* Where a parent requires care on a statutory holiday, they are requested to notify their Child Care Advisor. Providers may choose not to be available to offer care on statutory holidays.
- *Termination:* Parents are required to give 2 weeks' paid notice when leaving the program.

## **Payment**

Monthly post-dated cheques, dated for the first of the month are payable to the “Children’s Village of Ottawa-Carleton”.

### Non-Payment of Accounts

It is important that accounts are paid promptly. Accounts that are overdue will jeopardize your child care arrangement. Should the situation arise where parent fees are unpaid, the Children’s Village may forward these, overdue accounts and all pertinent personal information to a third party collection agency.

### “Non-Sufficient Funds” Cheques

Costs incurred by the agency through NSF cheques will be passed on to the parent. Three NSF cheques will result in the parent providing “Certified Cheques”.

### Statement of Account

Invoices will be issued at the end of each month if there is an outstanding balance.

Parents will receive a statement of account semi-annually.

### Adjustments

Adjustments which may be necessary will be made at the end of June or December or upon termination of care.

## **Receipts**

In February, a receipt for income tax purposes will be issued indicating the amount of child care fees paid for the previous calendar year.

Parents who have withdrawn their child prior to this are reminded to provide forwarding address if they have moved.

## **Other Information**

### **Smoke Free Ontario Act**

The Province of Ontario passed the Smoke-Free Ontario Act effective May 31, 2006. The law was passed to protect workers and the public from the hazards of second hand smoke and initially prohibited smoking in enclosed public places (shopping centers, arenas, restaurants etc.). In 2006, smoking became prohibited in private homes of Providers contracted by licensed home childcare agencies and states:

The Smoke Free Ontario Act/2017 requires that operators of licensed home child care agencies are responsible for ensuring that provider’s and other household members and visitors do not smoke, or hold lighted tobacco, medical cannabis or electronic cigarettes on the premises (in the home, garage, front/back yard and driveway whether or not children are present).

Individuals who refuse to comply with the Smoke Free Ontario Act, 2017, will not be allowed to remain on the Home Child Care premise.

## **Human Rights**

In the provision of service, the Children's Village has the opportunity to work with a variety of cultural, religious and ethnic groups. To promote an atmosphere of mutual respect and understanding among these groups, the agency operates in accordance with the Human Rights Code of Ontario which states that discrimination because of race, ancestry, place of origin, colour, ethnic origin and disability is prohibited.

## **The Accessibility for Ontarians with Disabilities Act (2005)**

In keeping with *The Accessibility for Ontarians with Disabilities Act (2005)*, the Children's Village recognizes its obligation to ensure that programs and services offered by the Children's Village are accessible to people with disabilities.

With regards to people with disabilities, the Children's Village is committed to ensuring their programs and services accommodate disability related needs and are provided in a manner that reflects the dignity and independence of the person.

## **Anti-Spam Legislation**

Anti-spam legislation that came into effect on July 1, 2014 requires that we secure your expressed consent to send you updates, newsletter, invitations and other communications via e-mail. Please inform the Children's Village if you do not wish to receive on going communication.

## **Workplace Violence, Harassment and Abuse Policy**

The Occupational Health and Safety Act, states that every person should be able to work without fear of violence or harassment in a safe and healthy workplace.

The Children's Village has a "O" tolerance policy for physical, sexual, emotional, verbal, psychological abuse or any form of neglect or harassment. This policy applies to employees, parents/guardians volunteers, visitors and independent contractors.

### The purpose of this policy is:

- To maintain environments that are free from harassment or abuse
- To identify behaviours that are unacceptable
- To establish a mechanism for receiving complaints
- To establish a procedure to deal with complaints

### Behaviours that will not be tolerated are defined as follows:

**Physical Abuse** – is defined as but not limited to the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, pinching, shaking, pulling, throwing, kicking, biting, choking strangling or the abusive use of restraints.

**Sexual Abuse** – is defined as but not limited to any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digital or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation for profit including pornography.

**Emotional Abuse** – is defined as but not limited to a chronic attack on an individual’s self-esteem. It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat, blaming.

**Verbal Abuse** – is defined as but limited to humiliating remarks, name calling swearing, taunting, teasing, continual put downs.

**Psychological Abuse** – is defined as but not limited to communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation and insensitivity to race, sexual preference or family dynamics.

**Neglect** – is defined as but not limited to any behaviour that leads to a failure to provide services which are necessary such as withdrawing basic necessities as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.

**Harassment** – is defined by but not limited to any unwanted physical or verbal conduct that offends or humiliates, including gender –based harassment. It can be a single incident or several incidents over time. It includes threats, intimidation, display of racism, sexism, unnecessary physical contact, bullying, suggestive remarks or gestures, offensive pictures or jokes. Harassment will be considered to have taken place if a reasonable person ought to have known that the behaviour was unwelcome.





## PROGRAM STATEMENT

In keeping with “*How Does Learning Happen?*” *Ontario’s Pedagogy for the Early Years* the Children’s Village believes that child care programs play an important role in supporting children’s learning, development, safety and health and wellbeing.

We believe children thrive in programs where they and their families are valued as active participants and contributors and that the positive relationship between home child care providers, family and children benefits children’s development. We believe families, children and home child care providers are capable, curious and rich in experiences that contribute to and enhance children’s development.

We believe children will flourish and grow when they have a sense of belonging and wellbeing, are engaged, and can express themselves and be heard. Our beliefs guide our practices and help us in strengthening and maintaining high quality child care programs.

The goals of Home Child Care Program and the strategies to meet these goals are as follows:

**Goal: *Provide healthy nutritional food and support healthy eating;***

### **Strategies:**

- Ensure providers follow the *Canada Food Guide* when serving meals and snacks.
- Encourage Providers to model healthy eating for children.
- Encourage Providers to offer food to children and let the children choose what to eat.
- Provide education and training on healthy eating to providers.
- Encourage Providers to allow children to participate in food preparation.
- Discuss with Parents at the time of admission healthy eating for their child(ren).
- Discuss and support Parent/Provider choices for culturally healthy eating.
- Observe Providers preparing food.
- Provide child friendly recipes to Parents and Providers in a variety of media forms.
- Ensure Providers post sample menu plans and these plans follow Canada’s Food Guide.
- Dissemination of Health Canada food recalls and safety alerts.

**Goal:** *Support positive and responsive interactions among the children, Parents, home child care Providers and Staff;*

**Strategies:**

- At the time of admission, discuss with both Parents and Providers the importance of open and honest communication and a mutually respectful relationship between all parties.
- Define what expectations all parties have
- Explain the system of communication to be used by all parties involved.
- Acknowledge and review with Providers, Parents and Staff the *Harassment and Abuse* policy of the Children's Village. Obtain written agreement to abide by this policy.
- Model positive and responsive interactions that demonstrate respect and empathy.
- Encourage Providers to model and demonstrate respect and empathy.
- Educate Staff, Parents, Providers and children on respectful and productive problem-solving.
- Offer Staff and Providers formal and informal education on positive interactions.
- Educate and support Providers and Parents in developing age appropriate social and emotional skills in children.

**Goal:** *Encourage children to interact and communicate in a positive way and support their ability to self-regulate;*

**Strategies:**

- Encourage Providers to attend/participate in training on ELECT, How does Learning Happen?, child development and behaviour management.
- Ensure the Provider's home environment supports the principals of ELECT and HDLH?
- Assist Providers with recognizing the developmental stages of communication.
- Develop strategies with Providers on how to encourage children how to interact and communicate in a positive way.
- Work with Parents and Providers on the transitions into licensed home child care.
- Educate Providers on the concepts and processes of "Self-Regulation".
- Offer Staff and Providers training/workshops on self-regulation.
- Educate Parents on self-regulation, and guiding behaviour.
- Help Providers recognize and provide opportunities for children to learn self-regulation.

**Goal:** *Foster children's exploration, play and inquiry;*

**Strategies:**

- Promote the “How Does Learning Happen?” foundations for learning of belonging, well-being, engagement and expression.
- Ensure the home environment provides optimum learning opportunities which include multi age related programming.
- Ensure the home environment fosters and promotes independence and social interaction.
- Help Providers to understand the value and learning that comes from play based learning.
- Encourage Providers to respect each child and their individual play preferences.
- Support Providers to foster exploration and inquiry through modelling and self-reflection.

**Goal:** *Provide child-initiated and Provider supported experiences.*

**Strategies:**

- Ensure Providers have access to ELECT and ‘How does learning happen?’ training.
- Providers incorporate ELECT and ‘How Does Learning Happen?’ into program activities.
- Support Providers in understanding their role as a “teacher/leader”.
- Educate Providers in understanding a child’s role as a “teacher/leader”.
- Educate and support Providers in understanding and appreciating the importance of early learning activities.
- Develop strategies with Providers that encourage child initiated activities.

**Goal:** *Plan and create positive learning environments and experiences in which each child's learning and development will be supported.*

**Strategies:**

- Encourage and facilitate Providers’ access to training on child development, ELECT and HDLH and incorporate this knowledge into their home child care program.
- Advise on resources and materials that support and enhance ELECT activities and HDLH.
- Encourage Providers to post documentation and information that demonstrates children’s activities that reflect ELECT and How Does Learning Happen?
- Provide a bi monthly newsletter for Providers with resources that enhance their program.
- Encourage Provider to create a home environment that supports each child’s individual developmental needs, and optimizes learning opportunities.
- Create and maintain Individual Support Plans (ISP’s) for children when required.
- Support Providers with the implementation of ISP’s.

**Goal:** *Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care;*

**Strategies:**

- Review with Providers, both the agency and Ministry of Education's expectations and policies regarding indoor and outdoor play.
- Discuss with Parents and Providers any specific requirements related to play and rest for their child.
- Discuss with Parents and Providers the importance of sleep monitoring.
- Have Parents sign off on outdoor play requirements specific to their child(ren).
- Have Parents sign off on sleep/rest requirements specific to their child(ren).
- Ensure providers incorporate outdoor play and rest/quiet time requirements into their daily schedule.

**Goal:** *Involve local community partners and allow those partners to support the children, their families, and home child care in relation to continuous professional learning;*

**Strategies:**

- Work with Licensed Home child Care Network to provide and access professional learning opportunities for both Providers and Staff.
- Maintain Agency memberships to professional child care and resource organizations.
- Make available contact information of community partners.
- Provide in In-Service training for Staff.
- Provide access to e-learning opportunities, local workshops, conferences and resources to Providers, Staff and Parents.

**Goal:** *Document and annually review the impact of the strategies set out in the above goals and develop strategies to improve those goals.*

**Strategies:**

- Maintain records of activities, interactions, and other pertinent operational information, review these records quarterly i.e. safety checks, caseload reviews etc.
- Complete an annual review of Staff and Provider handbook, program policies and practices.
- Complete an annual review of Parent handbook.
- Obtain feedback on Program Statement from Providers, Staff and Parents
- Relay results of annual reviews to Board of Directors Program Committee and with committee input, develop strategies to address deficiencies and improve goals.

## **Implementation Plan 2018**

- **Ensure Providers use the Daily Log Book to meet Program Statement goals**
- **At safety check review program statement with Providers and identify goals that have been reached and goals that need to be obtained.**
- **Ensure the Providers understand and are following the Program Statement.**
- **Advisors to observe the Providers with children and document their observations of the Program Statement.**
- **Continue to develop strategies as a team to address deficiencies and improve goals**





## CHILDREN'S VILLAGE OF OTTAWA-CARLETON

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### Home Child Care Program Agency Copy Parent Handbook Acknowledgment Form

**Please Circle your response to the items listed in this table and sign below.**

I agree to provide all personal and medical information for my child and to have this information kept on the premise where care is being provided and at the office of the Children's Village	Yes	No
I have read and understand the Sleep Policy	Yes	No
I understand the admission and discharge policies.	Yes	No
I understand the fee policies.	Yes	No
I have been consulted on animals on the premise and give consent	Yes	No
I have read and understand all other policies outlined in this handbook	Yes	No

Signature Parent/Guardian	Date

Signature Child Care Advisor	Date