



# Parent Handbook & Program Statement

**City of Cornwall's Home Child Care Agency**  
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## **Welcome to Licensed Home Child Care**

We are pleased to welcome you to our Home Child Care Program. The goal of our Home Child Care Agency is to provide children with a warm, loving, inclusive, safe and stimulating environment as well as offering a sense of security for parents and a supportive environment for child care Providers.

We offer home-based early learning and care in a family setting that is equitable, affordable and accessible to all residents of the City of Cornwall and across the United Counties of Stormont, Dundas and Glengarry. We are considered Home Child Care because the children are cared for in the Provider's home. The Agency offers the support of its team of professionals to the parents and Providers. Each Home Child Care Provider must follow directives regarding health and safety, nutrition, activities, as well as number and ages of children permitted as set out by the Agency and Ministry of Education.

Our Agency aims to match each child and family with a compatible Provider in his or her community. The parent can be confident that their child is receiving quality care.

We believe that parent, Provider and Child Care Advisor communication is key to a successful child care relationship.

Our Home Child Care Providers are mature (over 18 years of age), understanding, flexible, reliable, nurturing and most importantly, they demonstrate enjoyment in caring for children.

We hope that licensed home child care with its caring adults, new friends and learning opportunities will prove to be an enriching experience for your child, as it has for so many children since our Agency began.

## Program Statement

The City of Cornwall serving Stormont, Dundas and Glengarry operates a Home Child Care Agency which supports homes where children from infancy to twelve years of age receive quality child care.

The Provider is an extremely important person in the lives of the parents and the children who are placed in their care. Therefore, the Agency seeks people who are mature (over 18 years of age), understanding, flexible, reliable, nurturing and most importantly, who demonstrate enjoyment in the caring of children. The Agency believes quality child care is achieved through team effort between the parents, Provider and Child Care Advisor, with children as the focus of the relationship. Ongoing communication with families and Providers is an integral part of the day-to-day interactions.

We believe that children are competent, capable, curious and rich in potential. The Provider is encouraged to create a positive learning environment with a balance of child initiated and adult supported experiences. The Provider will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

The Child Care Advisor provides ongoing support and guidance to the Provider and parents. This includes opportunities for continuous professional learning. The Child Care Advisor also promotes the health, safety, nutrition and well-being of the children. The Child Care Advisor will ensure that the Provider incorporates indoor and outdoor play, as well as active play and inquiry, rest and quiet time, into the day, as well as ensure consideration is given to the individual needs of the children receiving child care.

As part of the Child Care and Early Years Act, 2014, the Ministry of Education has developed a professional resource called How Does Learning Happen? Ontario's Pedagogy for the Early Years. This resource promotes a shared understanding of what's important for children and their families and it describes effective practices and emphasizes positive relationships as critical for quality early years programs.

Our Home Child Care Providers make certain that the following 4 foundations are met:

- Each child has a sense of Belonging.
- Each child has a sense of Well-Being.
- Each child will have the opportunity for Engagement.
- Each child will have the opportunity for Expression.

For more detailed information on "How Does Learning Happen?" we encourage you to visit [www.edu.gov.on.ca/childcare/HowLearningHappens.pdf](http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf).

As per regulation 46(3)(a) in the *Child Care and Early Years Act, 2014*, our goal is to promote the health, safety, nutrition and well-being of the children in all our home child care locations. This is achieved through the dedication of our child care team including the Child Care Advisors and the Home Child Care Providers who work closely with the parents.

Prior to joining the Agency as a Home Child Care Provider a Home Study is conducted at the residence to ensure the physical space is suitable for child care and meets standards as set out

by the Ministry and our Agency. The Providers undergo a screening process that includes a criminal reference check with vulnerable sector screening, a health screening with proof of immunization as well as an orientation session with a Child Care Advisor which includes a review of all the Agency's policies and procedures.

Our Child Care Advisors continually support the Home Child Care Providers through monthly visits and detailed quarterly visits, as well as on an on-needed basis. Should exceptional circumstances arise, such as a pandemic the Child Care Advisor will visit the home only on a quarterly basis and as needed. During such times, the Child Care Advisor will continue to support the Home Child Care Provider between visits through increased phone calls and emails. All communications with the Home Child Care Providers, whether in person or virtually, will be documented at the Agency.

To support our Providers in offering a safe and stimulating environment, our Agency provides equipment on loan to our Providers, such as playpens, strollers, highchairs, safety gates etc. All equipment used in the home must comply with current federal and provincial safety standards.

As per regulation 46(3)(d) in the Child Care and Early Years Act, 2014 we aim to foster the children's exploration, play and enquiry. In order to support our Home Child Care Providers we also provide educational toys, literacy kits and resources, as well as arts and crafts supplies. The Home Child Care Providers, in consultation with our Child Care Advisors, provide daily developmentally appropriate activities to all children in their care.

Local public health guidelines will be followed at all times with respect to allowable play materials as well as with respect to the cleaning and sanitizing of all toys and equipment that are used in the home.

During a pandemic, the toys and equipment used in our home child care settings will be made of materials that can be cleaned and disinfected. Plush toys, group sensory activities and playdough will not be allowed during a pandemic.

Toys and equipment are cleaned and sanitized on a regular basis.

Our Home Child Care Providers plan and implement a daily program that is age appropriate and meets the individual needs of all the children in their care. As per regulation 46(3)(g) in the *Child Care and Early Years Act, 2014*, our Providers aim to 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 care.

The Child Care Advisors work closely with the Home Child Care Providers to set up an appropriate schedule of daily activities that meet the individual needs of the children in their care. Every Home Child Care Provider offers a balance of indoor and outdoor activities. The children are given the opportunity to get fresh air daily, weather permitting, in the Provider's yard or at a local park. Providers are required to have adequate outdoor play space that aligns with *How Does Learning Happen? Ontario's Pedagogy for the Early Years*.

The Providers are encouraged to actively engage with the children in play experiences during both indoor and outdoor times. The Providers are also encouraged to follow the children's lead and support their interests and learning throughout the daily activities. The small group environment allows the Provider to respond to the individual needs and interests of each child.

The Child Care Advisors ensure that the Home Child Care Providers have developmentally appropriate toys and activities that will actively engage the children and encourage exploration and learning. This supports our goals to plan for and create positive learning environments and experiences in which each child's learning and development will be supported and to provide child-initiated and adult-supported experiences; as per regulations 46(3)(f) and 46(3)(e) in the *Child Care and Early Years Act, 2014*.

Certain situation may arise, such as a pandemic, when local parks may not be accessible to our Home Child Care Providers. Should this occur, outdoor time will be spent in the Provider's yard or engaging in community walks.

As per regulation 46(3)(i) our Agency encourages the Home Child Care Providers to involve local community partners and allow those partners to support the children and their families. When appropriate, Home Child Care Providers are encouraged to use local child and family supports such as the EarlyON Child and Family Centres, the local library as well as activities in the local park. Local community event calendars are available on-line as well as at our Agency office. The Child Care Advisors are knowledgeable about local child and family support resources and will, if needed, assist parents in gaining access to additional supports for their children.

During a pandemic situation, our Home Child Care Providers are encouraged to access the virtual supports offered through the local EarlyON Child and Family Centres and other community agencies. This may include accessing activities via the internet and social media as well as phone conversations.

Our goal is to support our Providers in relation to continuous professional learning. This supports regulation 46(3)(j) in the *Child Care and Early Years Act, 2014*. Our Providers are advised and encouraged to enhance their child care skills by attending training courses and workshops sponsored by the Agency, various community organizations, or are offered on-line from a reputable organization. Our Providers must maintain current certification in Standard First Aid and CPR (C). Our Agency will notify the Providers of local conferences, workshops and courses offered by community partners or that are accessible on-line.

On a daily basis, positive and responsive interactions are supported among the children, parents, Home Child Care Providers and Agency staff as per regulation 46(3)(b) in the *Child Care and Early Years Act, 2014*.

This is achieved in many ways including, but not limited to, the following 3 methods:

- During the match visit where the Home Child Care Provider, parents and children get to know each other with the support of the Child Care Advisor. This visit is very relaxed and open communication is encouraged.
- During relaxed and non-rushed drop-off and pick up times. These times give opportunity for the parents, children and Providers to interact and communicate daily.
- During the monthly and quarterly visits of the Child Care Advisor. These visits allow the Child Care Advisor to interact with both the children and the Provider thus supporting the relationship of the Agency and the home.

Our goal, as per regulation 46(3)(h) of the *Child Care and Early Years Act, 2014*, is to foster the engagement of and ongoing communication with parents about the program and their children.

As you have undoubtedly noticed, the Agency believes that close cooperation between the three partners of the “team” - parents, Provider, and Child Care Advisor - is key to ensuring that your child has a successful child care experience.

Open communication between parents and Providers on a daily basis is very important, with the Child Care Advisor playing a supportive role.

As per regulation 46(3)(k) of the Child Care and Early Years Act, 2014, another goal is to document and review the impact of all strategies set out within our program statement on the children and their families. Our Home Child Care Providers maintain a daily log to record messages and events from the day. This log can be reviewed by the Agency staff as well as the Ministry during visits to the home. This tool enables the Child Care Advisor to understand the day-to-day events, activities and situations that occur in the home thus enabling her to customize the support required for the Provider. Support offered could be in the form of equipment, activity suggestions, guidance, encouragement and / or praise. Upon the completion of a home visit, the Child Care Advisor documents the visit including support given to the Provider.

## **Services Offered**

Our Home Child Care Agency provides in-home child care for children up to the age of 12 years.

## **Hours of Care**

- Standard Hours
  - Monday to Friday 7am - 6pm

Hours of care will be determined based on the needs of the family and the availability of the Home Child Care Provider. 2 weeks notice is required when requesting schedule changes. Any changes in the approved hours of care must be communicated to your Child Care Advisor and your Provider.

The Home Child Care Agency observes the following statutory holidays:

- |                  |                    |                 |
|------------------|--------------------|-----------------|
| • New Year’s Day | • Canada Day       | • Christmas Day |
| • Family Day     | • Civic Holiday    | • Boxing Day    |
| • Good Friday    | • Labour Day       |                 |
| • Victoria Day   | • Thanksgiving Day |                 |

\*Some Home Providers may choose to remain open on Statutory Holidays. If you will require care on these days please discuss this at the time of registration.

If the Home Child Care Provider is planning a vacation, you will be advised in advance so that you can make alternate arrangements for child care. You will not be charged for these days.

## Fees

This agency is enrolled in the Canada-Wide Early Learning (CWELCC) System.

CWELCC eligibility requirements:

- any child under 6 years old; and
- up until June 30 any child who turns 6 years old between Jan 1 and June 30 and is enrolled in a licensed infant, toddler, preschool or kindergarten age group, family age group or home child care

<b>SCHEDULE OF DAILY RATES FOR HOME CHILD CARE</b>	<b>CURRENT</b> (effective Dec 31, 2022)	
	<b>Base Fees</b>	<b>CWELCC RATE</b>
1. Full Day: Services consisting of <b>6 hours or more</b> including the provision of meals and snacks.	<b>\$38.00</b>	<b>\$17.96</b>
2. Half Day: Services consisting of <b>less than 6 hours</b> , including the provision of a meal and snacks.	<b>\$29.00</b>	<b>\$13.70</b>
3. Before and After school: Services consisting of <b>before and after school care</b> only.	<b>\$16.00</b>	<b>\$12.00</b>
<b>If your Home Child Care Provider agrees to care for your child(ren) on any of the 10 statutory holidays, you will be charged double the daily rate on those days.</b>		
<b>NON-BASE FEES</b>		
**Please note: any withdrawals with insufficient funds will be subject to a \$35.00 service charge. Interest will be charged to your account after 30 days from the date of non-payment at a rate of 1.25% a month.		

You are responsible to pay for:

- 10 statutory holidays if they fall on a regularly scheduled day of care for your child(ren).
- All other periods of absence (vacation / sick) as per the child's regular schedule.
- 5 days withdrawal without 2 weeks notice

Receipts are provided each February for income tax purposes.

## Payment of Fees

If you are new client with the Agency, you must pay for the current month prior to your child's first day of care. Please contact our finance department (613-933-6282 ext. 3303) to finalize payment arrangements.

First payments can be made by:

- Credit Card (over the phone, or in person)
- Debit (in person)
- Cash (in person)

You are required to setup a pre-authorized payment plan for all future payments. Automatic withdrawals occur on the 15<sup>th</sup> of each month. This amount will reflect the actual charges from the previous month.

- Example: payment made June 15<sup>th</sup> are for the days of care (fees) used in previous month of May.

Please fill out the Pre-authorized Form and submit to your Child Care Advisor, prior to your first day of care.

Receipts are provided each February for income tax purposes.

## Refunds and Credits Policy for Child Care Fees

We understand that families may need to request refunds or credits for child care fees. Refunds for child care fees will be considered under the following conditions:

- **Withdrawal Notice:** Families must provide a written notice of withdrawal at least 10 business days in advance of the last day of attendance.
- **Program Closure:** In the event of an unexpected or scheduled program closure, credit will be issued for the days the program is not operational. Credits will be applied to future payments unless a refund request is made to your child care advisor.

Please note that all credits will be applied to future payments unless a request for reimbursement is submitted.

## Fee Subsidy

Child Care Fee Subsidy is a program that helps eligible families with low and moderate income pay for child care. For more information, please visit <https://www.cornwall.ca/en/live-here/child-care-fee-subsidy.aspx>



*Scan for more information*

## **Admission Policy**

A convenient time will then be arranged for you to meet a potential Provider in their home. At the match visit, you will have an opportunity to meet the Provider to discuss routines and expectations and to ask questions. This is the time to discuss the hours of care, your child's likes and dislikes, and any extra support that your child may require. Try not to rush this important meeting. Children adjust more easily when parents and Providers take time to get to know each other.

Prior to child care beginning, you will meet with the Child Care Advisor to complete necessary forms. At this meeting, the Child Care Advisor will discuss with you in detail your needs and those of your child, including your regular hours of child care.

You must notify the Provider of all allergies, special diet or eating challenges. In the case of a special diet, you must supply the food.

## **Withdrawal / Discharge Policy**

If you wish to withdraw your child from the program or change your child's schedule of attendance, a minimum of 2 weeks notice to the Provider and Agency is required.

Discharge will occur in accordance with the following 5 circumstances:

- a child is beyond program age
- the program does not meet the child's needs
- the program does not meet the parent's needs
- all policies and procedures are not being followed
- the child's behaviour puts the other children at risk

## **Activities Off Premises**

As an Agency we encourage Providers to explore the community around them. A Provider must have your written permission to take your child on supervised excursions such as play groups, libraries, parks, etc.

You must sign a Vehicle Field Trip Form for any outings requiring motorized transportation. You are responsible to provide and install a car seat that meets the requirements under the *Highway Traffic Act*.

## **Supervision of Volunteers & Students**

Student teachers can be accepted to work with and learn from Providers who are Registered Early Childhood Educators, that have been with the Agency for at least two years and who have approval granted by the Agency's Children's Services Supervisor.

Parents will be notified by the Agency of any students that are placed in a Provider's home. Students will be always supervised by the Provider and will not be permitted to be alone with any

child. Prior to being placed in a Provider's home, students will undergo a screening process that includes a criminal reference check with vulnerable sector screening, proof of immunization as well as an orientation session with a Child Care Advisor which includes a review of all the Agency's relevant policies and procedures.

Students are expected to abide by all agency policies and procedures.

Volunteers will not be permitted in Private Home Day Care.

## **Issues & Concerns**

Conflict resolution is a way for two or more parties to find a peaceful solution to a dispute or disagreement. Whenever an issue or concern arises, often the best course of action is negotiation to resolve the disagreement.

Conflict resolution, as it relates to Private Home Day Care supports open communication between Providers and parents and the Agency, which is essential to maintain a good relationship.

Parents or guardians are encouraged to take an active role in our Home Child Care Agency and regularly discuss what their child(ren) are experiencing with our staff and Home Child Care Providers. As supported by our program statement, we support positive and responsive interactions among the children, parents or guardians, Home Child Care Providers and Agency staff and foster the engagement of and ongoing communication with parents or guardians about the program and their children. Our Child Care Advisors are available to engage parents or guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents or guardians are taken seriously by the City of Cornwall Home Child Care Agency and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues or concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent or guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents or guardians within 1 (one) business day. The person who raised the issue or concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents or guardians, children, Home Child Care Providers, other persons in the home child care premises, Agency staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Our agency maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent or guardian, Home Child Care Provider and / or Agency staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Home Child Care Agency head office.

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent or guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children’s Aid Society directly.

Persons who become aware of such concerns are also responsible for reporting this information to Children’s Aid Society as per the “Duty to Report” requirement under the *Child and Family Services Act*. Our Child Care Advisors and Providers are aware that the duty to report is their ongoing legal obligation.

See chart below for our Procedure for responding to parent issues and complaint:

Nature of Issue or Concern	Steps for Parent or Guardian to Report Issue or Concern:	Steps for Provider, Agency Staff and / or Licensee in responding to issue or concern:
Program-Related i.e.: schedule, toilet training, program activities, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the Home Child Care Provider directly</li> <li><b>or</b></li> <li>- the Child Care Advisor.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue or concern at the time it is raised; or</li> <li>- arrange for a meeting with the parent or guardian within 3 to 5 business days.</li> </ul>
General, Agency- or Operations-Related i.e.: fees, placement	Raise the issue or concern to: <ul style="list-style-type: none"> <li>- the Child Care Advisor</li> </ul>	Document the issues or concerns in detail.  Documentation should include:
Provider-, Agency Staff- and / or Licensee-Related i.e.: conduct of provider, Child Care Advisor, agency head office staff, etc	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly <b>or</b></li> <li>- the licensee.</li> </ul> All issues or concerns about the conduct of the provider or Agency staff that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents or guardians become aware of the situation.	<ul style="list-style-type: none"> <li>- the date and time the issue or concern was received;</li> <li>- the name of the person who received the issue or concern;</li> <li>- the name of the person reporting the issue or concern;</li> <li>- the details of the issue or concern; and</li> <li>- any steps taken to resolve the issue or concern and or information given to the parent or guardian regarding next steps or referral.</li> </ul>
Related to Other Persons at the Home Premises	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the Home Child Care Provider directly</li> <li><b>or</b></li> <li>- the Child Care Advisor</li> </ul> All issues or concerns about the conduct of other persons in a home child care premises that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents or guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue or concern is initiated by the appropriate party within 1 to 2 business days or as soon as

Nature of Issue or Concern	Steps for Parent or Guardian to Report Issue or Concern:	Steps for Provider, Agency Staff and / or Licensee in responding to issue or concern:
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the person responsible for supervising the volunteer or student or</li> <li>- the Child Care Advisor and</li> </ul> <p><b>Note:</b> All issues or concerns about the conduct of students / volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents or guardians become aware of the situation.</p>	reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parent(s) or guardian(s) who raised the issue or concern.

Where parents or guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Children's Services Supervisor

Issues or concerns may be reported to other relevant regulatory bodies (e.g. Ministry of Education, local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Each Child Care Advisor provides their direct contact information, as well as the information of a back-up Child Care Advisor that can be reached in their absence, to the Provider upon being assigned the home as part of their case load.

Children's Services Supervisor: 613-933-6282 extension 3323

Children's Services General Contact Line: 613-933-6282 extension 3315 or [earlyyears@cornwall.ca](mailto:earlyyears@cornwall.ca)

Ministry of Education: [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

## Prohibited Practices

Providers use positive methods of setting limits and rewarding effort to help children learn acceptable behaviour. As per regulation 46(3)(c) in the *Child Care and Early Years Act, 2014*, our Providers encourage the children to interact and communicate in a positive way and support their ability to self regulate.

Children do well when they know what to expect in their child care home. Daily routines, fun activities and consistently fair treatment are essential. This will help the children develop their self-regulation skills. During both play and routine times, the children are encouraged to use and practice their communication skills with their peers as well as with their child care Provider. It is through these interactions that social skills and self-regulation skills are encouraged and developed.

Our Providers use positive methods when guiding behaviour. Methods of discipline will be discussed at the match visit. The Child Care Advisor can arrange a joint meeting to offer support

and suggestions in the event that any difficult issues arise that parents and Providers cannot easily resolve.

Please inform your Provider if you know your child is having difficulties or is upset. This will help the Provider understand your child's needs and respond appropriately.

The following are 6 Prohibited Practices:

- 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 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.

We communicate and partner with parents in regard to any concerns about their child's behaviour. We work together with the families to understand the reasons for the behaviour and to support the child as necessary.

## **Waiting List**

Upon receipt of an intake for Children's Services, families are placed on a centralized waitlist on a first come, first served basis. No fee will be charged to be placed on the waitlist. Once a spot becomes available that meets the needs of the family, a Child Care Advisor will communicate with the next family on the waitlist. If a family requests to know their place on the waitlist, they will be provided with this information, however, to maintain confidentiality the list itself will not be provided. As the Home Child Care Providers do not have access to the wait list, they are unable to confirm space availability.

## **Safe Arrival & Dismissal**

We understand that it may be difficult to separate from your child if he / she becomes anxious at the time of departure. By establishing a predictable good-bye routine, your child will understand what happens next, thus making it easier to cope with the transition. A simple and consistent routine such as a smile, a cheerful good-bye kiss and a reassuring word that you will be back, may be all that is required to comfort your child.

Please note that your child will not be permitted to go out to the car unattended. For safety reasons, when dropping off or picking up your child, you must do so at the door.

If for any reason you will be late (i.e. weather conditions, missed bus), please telephone your Provider. If your child will be absent, it is essential to tell your Provider as soon as you know. It is unfair to both your Provider and your child if you are late dropping off or picking up.

Where a child does not arrive as expected at the home child care premises and the parent/guardian has not communicated a change in drop-off or that the child will be absent (e.g., left a voice message or advised the home child care provider at pick-up) the home child care provider will contact the child's parent/guardian not later than 10 am. If normal drop off time is later than 10 am: ½ hour after expected drop off time. Home child care providers shall call at least once and leave a message.

The home child care provider shall only release a child from care to the child's parent/guardian or another individual that the parent/guardian has provided written authorization that the child may be released to.

Where the home child care provider does not know the individual picking up the child, the home child care provider must ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization provided by parent/guardian.

Should you need to make alterations to the authorized pick-up list, you **must** notify the Provider in advance. Children will not be released to unauthorized individuals. Please note that all persons on the pick-up list must be prepared to provide photo identification at **every** pick-up.

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by within a ½ hour of their typical pick-up time, home child care provider shall ensure that the child is given a snack and activity, while they await their pick-up. The Home child care provider shall contact the parent/guardian to advise that the child is still in care and inquire their pick-up time. Where the home child care provider is the person contacting the parent/guardian and they have been unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the home child care provider shall contact the authorized individuals listed on the child's file. Where the home child care provider is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., emergency contacts) within 1 hour and 30 minutes of the expected pick-up time, the home child care provider shall proceed with contacting the local Children's Aid Society (CAS) [613-933-2292] The home provider shall follow CAS's direction with respect to next steps. The home child care provider shall also advise the home child care visitor.

Where a parent/guardian has provided written and signed authorization for their child to be released from care without supervision, home child care provider must be responsible for dismissing the child from care. Prior to dismissing the child from care, the home child care provider shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The home child care provider shall document the time of departure from care and as well as their initials on the attendance record.

## **Nutrition Policy**

The *Child Care and Early Years Act, 2014* requires the Provider to follow the guidelines from Health Canada “Eating Well with Canada’s Food Guide” in planning meals and snacks. Menus are posted in a place where you can easily review them. Drinking water must be always available.

Depending on the hours of care required, a midday meal and two snacks are provided for a child in care.

Breakfast is normally given at home, as is the evening meal. If your hours do not permit this, special arrangements should be made with the Provider and Child Care Advisor at the time of the match visit.

### **Infant Feeding**

- Formula, milk, and baby food are supplied by you until such time as the child can handle table food.
- The Provider should always hold the bottle when feeding infants.
- All food or drink is stored, prepared, and served so as to retain maximum nutritive value and prevent contamination.

### **Rules for Parents to follow when bringing food from home**

- All foods and formula provided by you must be labeled with your child’s name on the container(s).
- All food and formula must have written instructions
- You are to introduce any new foods prior to being given in the Provider’s home.
- Be aware of the other children's allergies, and ensure food provided is safe and follows the recommendations set out in Canada’s Food Guide.

## **Anaphylactic Allergies**

The parent / guardian of a child who is at risk to have an anaphylactic reaction has the responsibility to:

- inform the Home Child Care Agency and the Home Child Care Provider of the nature of their child's allergic reaction;
- provide the Home Child Care Agency and the Home Child Care Provider with information as soon as possible about any changes to the child's allergic reaction and/or medication (e.g. child develops a new allergy or outgrows an allergy and no longer requires medication);
- provide the Home Child Care Agency and the Home Child Care Provider with their physician's written instructions concerning the administration of emergency medication and ensure that these instructions are on or with the child's epinephrine auto-injector;
- provide training to the Home Child Care Provider on how to administer the epinephrine auto-injector;
- complete the parent / guardian form authorizing the administration of emergency medication to their child, or, when appropriate, permission for the child to self-administer.
- provide the Home Child Care Provider with an up-to-date package of emergency medication (epinephrine auto-injectors) for their child and replace medication after use;

- assist with the development and annual review of the Individual Emergency Anaphylaxis Action Plan for their child;
- provide their child with safe foods for snacks and meals labeled with your child's name on the container(s).
- provide the Home Child Care Provider with an up-to-date photograph of their child;

Teach their child to:

- understand the nature of her/his allergy
- eat only foods brought from home, until s/he is capable of reading labels and monitoring his/her intake
- check labels and monitor intake
- understand the importance of hand washing
- recognize the first symptoms of an anaphylactic reaction
- communicate clearly and directly when s/he feels a reaction starting carry her/his own epinephrine auto-injector and understand its purpose (when age appropriate)
- use the epinephrine auto-injector, if capable of self-administration
- know where additional medication is stored in the home child care and who can access it (when age appropriate)

## **Medication & Exclusion Policy**

The Home Child Care Agency only allows the Providers to administer prescribed medication. No over the counter medications, including natural health products, will be administered in any home child care setting. The Agency encourages that, when feasible, the parent administer all medication at home.

All medications, ointments, diaper creams, sunscreens, insect repellents, or other products you to supply to be administered must adhere to the following:

- Be provided in the original container, clearly labelled with the child's name.
- Have a completed medication authorization form before the Provider can administer the medication.
- Expiry date must be legible

If your child becomes ill while cared for in one of our homes, your Provider will contact you or your designated alternate to make arrangements to pick up your child. Parents are responsible for finding alternate child care when their Provider is not available or if their own child is sick.

As a rule, a child that cannot follow the regular activity program of the care Provider (i.e., play outside) because he / she is sick, must stay home.

In order to protect your child and the other children in the home, the following guidelines outline when to keep your child home:

- Temperature: 38.5°C or 101°F or higher: 24 hours fever free before returning to care
- Diarrhea and / or vomiting (Gastro-Intestinal Illnesses): 48 hours symptoms free before returning to care.
- Rashes: that you cannot identify, or a physician has diagnosed as contagious
- Communicable diseases: see chart below

During a pandemic, additional screening and exclusion requirements may be implemented to protect the health and safety of all children. Local public health guidelines will be followed at all times. The Child Care Advisors will communicate local public health requirements to the Home Child Care Provider immediately upon obtaining the information themselves.

Please tell your Provider of any circumstances which might affect your child's physical health or emotional well-being.

## COMMUNICABLE DISEASE GUIDELINES FOR SCHOOLS AND CHILD CARE FACILITIES – QUICK REFERENCE CHART

DISEASE	CAUSE/SYMPTOMS	TRANSMISSION	INCUBATION	PERIOD OF COMMUNICABILITY	EXCLUSION	REPORTING REQUIREMENTS
<b>Chickenpox (Varicella)</b>	<ul style="list-style-type: none"> <li>• Cause: Virus.</li> <li>• Fever, blister-like rash in successive crops. "Spots" appear first on body, face, and scalp, then arms and legs.</li> <li>• Scabs appear after the blister stage.</li> </ul>	<ul style="list-style-type: none"> <li>• Person-to-person by direct contact with virus through droplet or airborne spread of blister fluid or respiratory secretions.</li> <li>• Indirectly through freshly contaminated objects and surfaces.</li> </ul>	<ul style="list-style-type: none"> <li>• 10 to 21 days; commonly 14 to 16 days.</li> </ul>	<ul style="list-style-type: none"> <li>• Usually 1 to 2 days before onset of rash, until all blisters are crusted (usually about 5 days after the onset of rash).</li> </ul>	<ul style="list-style-type: none"> <li>• Recommended until crusted over.</li> </ul>	<ul style="list-style-type: none"> <li>• Report number of cases and age of children on a weekly basis by mail or fax to 613-933-7930.</li> </ul>
<b>Conjunctivitis-Bacterial (Pink Eye)</b>	<ul style="list-style-type: none"> <li>• Cause: Bacteria.</li> <li>• Purulent conjunctivitis: Pink or red conjunctiva (the white of the eye) with white or yellow discharge (pus).</li> <li>• Sometimes fever.</li> </ul>	<ul style="list-style-type: none"> <li>• Person-to-person with direct or indirect contact with eye secretions.</li> <li>• Healthy eye coming in contact with secretions from affected eye.</li> <li>• Frequent handwashing is important for control of spread.</li> </ul>	<ul style="list-style-type: none"> <li>• 24 to 72 hours.</li> </ul>	<ul style="list-style-type: none"> <li>• For duration of infection or until 24 hours of effective antibiotic treatment.</li> </ul>	<ul style="list-style-type: none"> <li>• For bacterial or possible bacterial, exclude until treated with antibiotic drops or ointment for 24 hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required.</li> <li>• For more information, visit <a href="http://www.caringforkids.cps.ca">www.caringforkids.cps.ca</a></li> </ul>
<b>Conjunctivitis-Viral (Pink Eye)</b>	<ul style="list-style-type: none"> <li>• Cause: Virus.</li> <li>• Non-purulent conjunctivitis: Pink conjunctiva with a clear, watery eye discharge and no fever, eye pain or eyelid redness.</li> <li>• May be accompanied by a cold.</li> </ul>	<ul style="list-style-type: none"> <li>• Person-to-person by direct or indirect contact with eye secretions.</li> </ul>	<ul style="list-style-type: none"> <li>• 12 hours to 12 days.</li> </ul>	<ul style="list-style-type: none"> <li>• For duration of infection.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required, if no eye discharge.</li> <li>• To consider, if strict hand hygiene cannot be ensured. Otherwise, child can return upon approval by healthcare provider.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required.</li> <li>• For more information, visit <a href="http://www.caringforkids.cps.ca">www.caringforkids.cps.ca</a></li> </ul>
<b>Coxsackie Virus (Hand, Foot and Mouth Disease)</b>	<ul style="list-style-type: none"> <li>• Cause: Virus.</li> <li>• Acute self-limited viral infection.</li> <li>• Sudden onset of fever, sore throat.</li> <li>• Rash occurs commonly on the palms of the hands, the fingers, inside the mouth and on the soles of the feet.</li> <li>• Acute illness usually occurs in children, particularly in the summer months.</li> </ul>	<ul style="list-style-type: none"> <li>• Person-to-person by direct contact with fluid from sores, respiratory secretions and fecal-oral route.</li> <li>• Although most common in young children, asymptomatic adults can also spread infection.</li> </ul>	<ul style="list-style-type: none"> <li>• Usually 3 to 5 days.</li> </ul>	<ul style="list-style-type: none"> <li>• Most infectious during the first week of illness while experiencing symptoms.</li> <li>• Transmission via stools and throat secretions may persist for several weeks.</li> <li>• Hand hygiene is important.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required.</li> <li>• For more information, visit <a href="http://www.caringforkids.cps.ca">www.caringforkids.cps.ca</a></li> </ul>
<b>Fifth Disease (Parvovirus B19)</b>	<ul style="list-style-type: none"> <li>• Cause: Virus.</li> <li>• Illness is mild, usually with no fever.</li> <li>• Initial "slapped cheek" rash.</li> <li>• Followed by lacelike rash (1 to 4 days later, on the arms and body; can fade but may recur and last for 1 to 3 weeks).</li> </ul>	<ul style="list-style-type: none"> <li>• Person-to-person by respiratory secretions.</li> <li>• Mother to fetus.</li> </ul>	<ul style="list-style-type: none"> <li>• 4 to 14 days but can be as long as 21 days.</li> </ul>	<ul style="list-style-type: none"> <li>• Greatest before onset of rash, and probably not communicable after onset of rash.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required since no longer infectious after rash appears.</li> <li>• Pregnant women, children with sickle cell and other forms of chronic anemia should be advised to consult their physician.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required.</li> <li>• For more information, visit <a href="http://www.caringforkids.cps.ca">www.caringforkids.cps.ca</a></li> </ul>
<b>Impetigo</b>	<ul style="list-style-type: none"> <li>• Cause: Bacteria.</li> <li>• Skin infection caused by streptococcus / staphylococcus bacteria.</li> <li>• Usually appears on face or exposed skin as a rash with cluster of red bumps/blisters.</li> <li>• May ooze or be crusted.</li> </ul>	<ul style="list-style-type: none"> <li>• Person-to-person by direct or indirect contact with fluid from sores.</li> <li>• <b>Very infectious and should be treated at once.</b></li> <li>• Will spread quickly, particularly if scratched.</li> <li>• Hand hygiene is important in preventing transmission.</li> </ul>	<ul style="list-style-type: none"> <li>• Variable.</li> <li>• Average 4 to 10 days.</li> </ul>	<ul style="list-style-type: none"> <li>• From onset of rash until 24 hours of treatment with oral or topical antibiotic.</li> <li>• Typically until blisters have crusted over.</li> </ul>	<ul style="list-style-type: none"> <li>• Until sores are completely scabbed over or for at least 24 hours following initiation of treatment.</li> <li>• Upon return, any draining or open blisters must be covered with a clean dry bandage.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required.</li> <li>• For more information, visit <a href="http://www.caringforkids.cps.ca">www.caringforkids.cps.ca</a></li> </ul>
<b>Influenza</b>	<ul style="list-style-type: none"> <li>• Cause: Influenza A or B virus.</li> <li>• Infection of the airways, leading to fever, headache, muscle soreness, runny nose, sore throat and cough.</li> <li>• Children may also have nausea, vomiting and diarrhea.</li> </ul>	<ul style="list-style-type: none"> <li>• Person-to-person by direct contact with respiratory secretions or indirect contact with contaminated surfaces or objects.</li> </ul>	<ul style="list-style-type: none"> <li>• 1 to 3 days.</li> </ul>	<ul style="list-style-type: none"> <li>• 24 hours before onset of symptoms.</li> <li>• Up to 7 days in young children.</li> </ul>	<ul style="list-style-type: none"> <li>• Exclude for 5 days after the onset of symptoms OR until fever-free and feeling better, whichever is shorter.</li> </ul>	<ul style="list-style-type: none"> <li>• Report within 1 working day to 613-933-1375 or 1 800 267-7120.</li> <li>• <b>Report outbreaks immediately.</b></li> </ul>
<b>Pinworms</b>	<ul style="list-style-type: none"> <li>• Cause: Worms.</li> <li>• Itching around the anal area.</li> <li>• Irritability.</li> </ul>	<ul style="list-style-type: none"> <li>• Pinworm eggs transmitted to others by fecal-oral route.</li> <li>• Contaminated bedding, food or clothing.</li> <li>• Hand hygiene is very important.</li> </ul>	<ul style="list-style-type: none"> <li>• 4 to 8 weeks.</li> </ul>	<ul style="list-style-type: none"> <li>• During incubation period, until treatment is initiated.</li> </ul>	<ul style="list-style-type: none"> <li>• Until treatment is initiated.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required.</li> <li>• For more information, visit <a href="http://www.caringforkids.cps.ca">www.caringforkids.cps.ca</a></li> </ul>
<b>Ringworm (Tinea)</b>	<ul style="list-style-type: none"> <li>• Cause: Fungus.</li> <li>• Flat, spreading, ring-shaped, discoloured patches on the skin.</li> <li>• May be dry and scaly or moist and crusted.</li> <li>• Itchiness is common.</li> </ul>	<ul style="list-style-type: none"> <li>• Person-to-person by direct skin-to-skin contact.</li> <li>• Indirect spread by contaminated hands, objects and surfaces.</li> </ul>	<ul style="list-style-type: none"> <li>• Usually 10 to 14 days.</li> </ul>	<ul style="list-style-type: none"> <li>• For duration of illness or until treatment is initiated.</li> </ul>	<ul style="list-style-type: none"> <li>• Until treatment has been initiated.</li> </ul>	<ul style="list-style-type: none"> <li>• Not required.</li> <li>• For more information, visit <a href="http://www.caringforkids.cps.ca">www.caringforkids.cps.ca</a></li> </ul>

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