

## **HOME CHILD CARE PROGRAM FAMILY GUIDE**



### **Home Child Care Program Contact Details**

Box 239  
South River, ON  
POA 1X0  
(705) 477-3942  
1-800-563-4201 Ext: 5431

1 Beechwood Dr  
Parry Sound, ON  
P2A 1J2  
(705) 938-4059  
1-800-461-4464 Ext: 4361/4362

[www.psdssab.org](http://www.psdssab.org)  
Email: [homechildcare@psdssab.org](mailto:homechildcare@psdssab.org)

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Dear Families:

Welcome to the Home Child Care Program. This overview has been prepared especially for you and contains important and helpful information to make you feel comfortable in placing your child in Home Child Care.

Our Home Child Care Program environments offer quality learning opportunities based on the belief that children are “competent, capable of complex thinking, curious, and rich in potential.” (*How Does Learning Happen? Ontario’s Pedagogy for the Early Years*, p.6). Please see page 10 of this guide for more details on HDLH? content. Our programs value and build on each child’s individual strengths, interests, and abilities.

It is recommended that you read the contents of this guide thoroughly and keep it for future reference. Feel free to contact our office should you have any questions or concerns.

### **What is Agency Approved Home Child Care?**

The Home Child Care Program offers an alternate form of child care where the learning process takes place in an approved, supervised, and friendly home environment. Home Child Care is legislated by the *Child Care and Early Years Act of Ontario, 2014*.

Quality child care is delivered by a provider (person providing care) within their own home. Providers must be 19 years or older and are carefully screened, approved, and supervised by Registered Early Childhood Educators working in the role of Home Visitors. Our providers are self-employed subcontractors.

Provider’s homes are inspected quarterly for fire/health/safety and suitability. Insurance coverage must be provided and anyone residing in the home over the age of nineteen must agree to a routine Vulnerable Sector Check and Children’s Aid Society background check. The provider’s Immunization information is on record, and the immunization record of all members of the provider’s family is collected. Every provider and all approved back-up providers must be certified in Standard First Aid and Infant/Toddler CPR.

Training sessions are arranged for providers on a regular basis throughout the year to enhance their skills and knowledge. The Home Visitors strive to do one unplanned pop-in visit per month, monthly visits, a Quarterly Checklist, and annual Health & Safety checks. They act as a resource, support to providers, and monitor each home for safety features and program implementation.

### **Our Philosophy**

Children thrive when learning through play in stimulating, flexible, and respectful environments. The Home Child Care Program is committed to providing enriched programming using the four foundations embedded in *How Does Learning Happen? Ontario’s Pedagogy for the Early Years* . The four foundations include: Belonging, Well-being, Engagement, and Expression.

These foundations set the goals and expectations for the program while ensuring optimal learning and development for each child. We believe that children are competent, curious, capable of complex thinking and rich in potential.

Approved providers, supported by qualified Home Visitors, provide warm, loving, and safe environments where families are valued and respected. We believe that these home-based programs offer a valuable service to their individual communities by supporting families of children 0-13 years across the District of Parry Sound.

## **HOME CHILD CARE POLICIES**

### **Admission of a Child**

An application, medical form, photocopy of the immunization record with the Public Health Unit form, payment deposit (if applicable) and payment in advance must be completed and returned to the office **before** care can begin.

### **Waitlist Management**

There is no fee to be placed on our waitlist. To maintain privacy and confidentiality parents can confirm waitlist status by calling the Home Child Care Program. Please note: providers are independent contractors and as such maintain the right to oversee their own waitlists. A provider may also accept children into care that are not from the agency waitlist. Children will be admitted based on the child's age, days and hours of care required, and the chronology in which the child was placed on the waiting list. Placement on the list and placement will depend on the following priorities:

- a) Children who are currently enrolled need to increase days or change care settings.
- b) Siblings of children currently enrolled.
- c) Full-time or some combination thereof.
- d) Part-time depending on space availability.
- e) Half-day and/or Irregular scheduled care as space allows. The child must meet age criteria as determined by the license for each program.

*Note:* Children in emergency or crisis situations may be enrolled immediately as space is available.

### **Financial Arrangements**

The Home Child Care Program office is responsible for overseeing all financial arrangements and responding to any parent questions or concerns.

Upon enrollment, fee paying families will turn on "auto pay" in the Lillio application and input their banking information and preferred method of payment, either automatic withdrawal or credit card. A user fee may be applied to credit card payments. \*Note: some financial institutions require 3-5 business days to process automatic withdrawals.

Fee paying parents will have access to their bi-weekly invoice in the Lillio Application for days enrolled on bi-weekly Fridays. Payment will be automatically withdrawn on the following Friday. A failure to pay the bi-weekly fee will result in immediate suspension of child care services. Families will be charged the parental daily rate for each day the child is enrolled regardless of the reason for any absences.

The Home Child Care Program requires two-weeks written notice of the discontinuation of services. Each provider has the required "Withdrawal/Break In Service" form on premise to facilitate this requirement. Receipts will be issued for income tax purposes early in the following year.

1. Financial assistance to offset child care costs is available to those who qualify. Families can contact the Child Care Fee Subsidy office at 705-746-7777/1-800-461-4464 ext. 5277 or email [subsidy@psdssab.org](mailto:subsidy@psdssab.org) for more information.

**Canada Wide Early Learning and Child Care System (CWELCC)**

In July 2022, the District of Parry Sound Directly Operated Licensed Child Care programs have enrolled in the Canada Wide Early Learning and Child Care System (CWELCC). The CWELCC is for children under six years of age (and any child who turns six years old between January 1st and June 30th in that calendar year). The most recent fee reduction took effect as of January 1, 2023. The final fee reduction will be implemented upon receiving direction from the provincial Ministry of Education.

**HOME CHILD CARE PROGRAM  
PARENT FEE SCHEDULE \* as of January 1, 2024**

<b>BASE FEES</b>	<b>DESCRIPTION</b>	<b>RATE (0 to 5.11 yrs.)</b>	<b>RATE (6 yrs. +)</b>
I - Infant	Under 18 months of age	\$22.68	N/A
F - Full Day	5—10 Hours	\$20.32	\$45.00
H - Half Day	3—5 Hours	\$12.76	\$29.00
P - Part Day (Toddler-6 yrs.) **	Under 3 Hours	\$12.00	\$15.50
E - Extended Care (Infant-6 yrs.) **	Over 10—24 Hours	\$27.64	\$62.00
BS- Before School (3.8-5.11 yrs.) **		\$12.00	\$15.00
AS - After School (3.8-5.11 yrs.) **		\$12.00	\$16.00
<b>NON-BASE FEES</b>	Non-Sufficient Funds (NSF)	\$25.00 (per occurrence)	\$25.00 (per occurrence)
	Late Pick-Up Fee	To be determined by each provider	To be determined by each provider

There will be an annual fee increase for children 6 years of age and older.  
Families will receive notification of all fee increases prior to them taking effect.

Additional Code Details:

- **\*\* Eligible child means:** (a) any child under 6 years old, and (b) up until June 30<sup>th</sup> in a calendar year, and child who,
  - i. Turns 6 years old between January 1 and June 30 in that calendar year, and
  - ii. Is enrolled in a licensed infant, toddler, preschool or kindergarten group, a licensed family age group, or Home Child Care program.
- Day and evening meals are included in Full Day and Extended Care Codes.
- Snacks are included in the Half Day Care Code.
- No meals are included in the Under 3-hour Care Code.
- An Infant Full Day (I Code) will become a Full Day (F Code) the first day of the following month of the child's 18<sup>th</sup> month birth date.

- If a meal is provided (lunch, dinner) it will increase a Half Day (H) code to a Full Day (F) Code.
- An Infant Code (I) will be billed for all infants regardless of their hours in care, excluding an Extended Care Code.
- Any changes to the contracted care codes must be pre-approved by the Home Child Care Program and the subsidy office if subsidy is applicable.

### **Days and Hours of Care**

Both full and part-time care is available. Providers set their own hours; there is a wide range of days and hours offered through the program. The program will attempt to accommodate the number of days and hours of care needed for each child.

The providers' homes will be closed for a maximum of four **Provider Professional Activity Days** per year. Parents will be notified of these days well in advance. It is the parent's responsibility to find alternate care for these days.

Agency approved back-up providers are available at some homes. They may be used if, for any reason, a provider is not available (i.e. illness, holiday, family emergency). As it is not always possible to obtain a backup provider the parents **must** have their own person to provide back-up care.

Parents will comply with the contracted days and hours per week unless otherwise approved by the Home Child Care Program and the subsidy office, if applicable. *Two weeks' written notice from the parent is required if there is any change in the child's scheduled days of attendance.*

The Home Child Care Program recognizes the following holidays as STATS. If you require care on any of the days listed below, you **must** notify the office prior to care:

New Year's Day	Canada Day	Christmas Day
Good Friday	Labour Day	Boxing Day
Victoria Day	Thanksgiving Day	Family Day

### **Absenteeism**

In case of illness, the parent will inform the provider the night before, if possible, that the child will not be present the next day or at least one hour prior to normal arrival time for the child. The HCCP does not offer Absent Days in case of illness. Two weeks' notice of a change in schedule directly to the provider is required for a change in scheduled attendance - a written record of this is recommended (text or email) If a child does not attend care for 10 consecutive business days and no contact has been made with either the provider or the program, child care will be terminated without notice.

### **Discontinuation of Services**

The program requires two weeks' written notice when a child is being withdrawn from the program. Parents may be responsible for the full fee if the child is removed without notice. Services may be terminated at the discretion of the Home Child Care Program Supervisor for failure to abide by the policies of the program.

## General Home Child Care Program Guidelines

### Maximum Capacity of Group Size:

The maximum group size for a HCCP is six children in care. A provider's child turning 4 years of age between January 1-September 1, does not count in their overall numbers as of the date of their 4th birthday. If the child's DOB falls between September 1-December 31, the child does not count in the provider's overall numbers as of September 1.

### Age Requirements:

Care is provided for children from 6-weeks to 13 years of age.

### Clothing and Belongings:

Please pack a bag for the day that contains duplicates of your child's home essentials, such as a change of weather appropriate clothing and accessories, sunscreen, and sun hat. A child's comfort items for rest time, such as a special stuffy or blanket, can accompany them for the day. Parents will need to supply personal items such as diapers, wipes, creams and/or medications. Every child is required to play outdoors weather permitting, and parents are expected to supply suitable outerwear for the season. Parents are also responsible for doing laundry for their child.

### Release of Child:

It is the parent's responsibility to stipulate by name and in writing the person or persons to whom the child may be released. Unless otherwise arranged, the child will not be released to any person other than those specified on the admission form. If the parent is unavoidably delayed or if an emergency occurs, it is the parent's responsibility to inform the provider as soon as possible and designate which person will be responsible for the child at that time. **It is essential for the protection of the child that children are released only to those persons authorized by a parent.**

If the child is not picked up at the designated time, the provider will call the emergency numbers provided by the parent. If the provider is unable to contact the person responsible for caring for the child and the parent has not contacted the provider, the Home Visitor will be called. The Home Visitor will then make provisions for the child. The Children's Aid Society may be contacted.

### Supervision:

All children under the age of 6 years will always be supervised by the provider or an approved back-up provider. Students on placement and volunteers are never left alone with the children. Children over the age of 6 years **may** play outdoors within pre-established boundaries and limits without direct supervision. Written permission from the parent, provider and Home Visitor is required prior to this taking effect. Infant voice and video monitors may be used; however, these aids will not replace direct supervision and parents will be notified of their use in advance.

### Infant Care:

It is the responsibility of the parent to provide baby food and formula (**clearly labeled with the child's name and date of arrival**). Children under 1 year of age are fed in accordance with written instructions which must be supplied by the parent. When the child begins eating table food the provider will supply the food unless it is substantially different from food normally served in the home. This transition is to be discussed amongst the parent, provider, and Home Visitor.

It is also the parent's responsibility to supply adequate diapers, necessary creams, lotions etc., which all must be clearly labeled with the child's name. Several changes of clothes must be supplied and labeled for a child being toilet trained.



### **Behaviour Management:**

A provider will support children's sense of well-being while providing opportunities to learn appropriate ways to interact with others. The development of self-regulation follows a sequence from birth to adulthood. Providers are encouraged to use the Six Steps to Problem-Solving with children in their care. These steps include approaching children in a calm manner, acknowledging the children's feelings, gathering information, restating the problem for the children using appropriate language for their age, asking the children for solutions, and offering support while they work through their difficulties.

Providers are **never** permitted to use: corporal punishment; harsh or degrading measures that would humiliate or undermine a child's self-respect; deprivation of a child's basic needs including clothing or bedding; locked exits of the premises for the purpose of confining a child or using a locked or lockable room or structure to confine a child that has been separated from other children; physically restraining a child; or inflicting any bodily harm including making a child eat or drink against their will. Providers are monitored during visits by the Home Visitor to ensure that techniques being used are age and developmentally appropriate.

### **Confidentiality:**

All information (verbal and written) on both children and families is of a confidential nature and is made available to the provider to help care more effectively for the needs of each child. Approved providers sign an Oath of Confidentiality annually.

### **Parent Involvement:**

Daily communication with the provider is essential. Regular contact between parents and providers ensures that parental expectations and provider concerns are shared and addressed promptly.

### **Parents are encouraged to:**

1. Share the types of activities that their child enjoys.
2. Spend a few minutes at arrival time to discuss the events which may impact on their child's day, i.e. no breakfast, late night.
3. Spend a few minutes at pick-up time to discuss the child's day.
4. Have open communication with the provider. The provider can share their valuable experience and information.
5. Call the Home Child Care Program to clarify any questions that may arise.

### **Sleep/Rest Time**

Infants will have a designated rest space so that they can nap following their natural daily rhythm. All children less than 12 months of age will be placed on their backs for sleep unless the child's physician recommends otherwise in writing. The provider will enter the nap room to check on sleeping children every 15-30 minutes dependent on their age. Infants, toddlers, and preschoolers will be encouraged to self-soothe and be supported to do this. Baby bottles will **NEVER** be given to children when out of arms of the provider. Toddlers and preschoolers will sleep/rest no longer than 2 hours on a sleep cot with their own linen or mats on the floor. They are not permitted to sleep on couches.

### **Illness**

1. A provider who is looking after more than one unrelated child cannot provide care for a child who is clearly sick. The provider will determine if a child's health is acceptable and if decided not, the parent will need to make other arrangements.
2. If a child becomes ill during the day the parent will be contacted to make arrangements to take their child home. ***The provider must therefore know where to always reach the parent and a***

***back-up Emergency Contact person must be available to pick the child up within 30 minutes of provider phone contact.*** An ill child will be separated from their peers until they are picked up.

3. In an emergency the provider will immediately contact the parent by phone. For this reason, **it is important to inform the provider and Home Visitor of any change in phone number or place of employment.** If necessary, the provider will initiate suitable action (i.e. call an ambulance). The provider needs to be supplied with at least one emergency phone number on the admissions form in case the parent cannot be reached.
4. Head Lice: We strive to be a nit free environment and will periodically check for nits. If any nits are found on a child's head, the parent will be contacted immediately to formulate a treatment plan.

### **Serious Occurrences**

The Ministry of Education defines a "Serious Occurrence" as:

- a) The death of a child who received child care at a home child care premise
- b) Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premise
- c) A life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premise
- d) An incident where a child who is receiving child care at a home child care premise goes missing or is temporarily unsupervised
- e) An unplanned disruption of the normal operations of a home child care premise that poses a risk to the health, safety, or well-being of children receiving child care at the home child care premise

When a Serious Occurrence has been determined, the Home Visitor is immediately notified, and a serious occurrence report is filed with the Ministry of Education within 24 hours. A Summary Notification Report will be posted at the premises for at least 10 business days outlining any action taken as a result.

### **Daily Routines**

Daily routines will include active and quiet play indoors and at least 2 hours of outdoor play (weather permitting). Please send adequate outdoor clothing.

Young children need a regular nap or quiet time each day. In accordance with the Child Care and Early Years Act, providers will ensure that children between 18-months and 5 years have a rest period not exceeding 2 hours following the midday meal. Children unable to sleep will be permitted to engage in quiet activities. Prior to placement and as appropriate thereafter, discussions between the parent and provider will determine a specific supervision plan (with a current signed parental agreement in place) for outdoor play for children over the age of 6 years.

### **Standing Bodies of Water**

The Ministry of Education prohibits the use of, and access to, all standing bodies of water (i.e. ponds) and recreational in-ground and above-ground pools including portable/kiddie/inflatable wading pools on the premises where a Home Child Care provider resides. The program encourages the use of sprinklers, splash pads and water tables as safe supervised water-based activities. Children over the age of 6 years are permitted to use a standing or recreational body of water on the premise if a valid certified lifeguard over the age of 16 years is present.

### **Outings**

Typically, children may accompany the provider on local errands and excursions (i.e. EarlyON sites, library, park) as part of their regular day. The Provider will inform the parent of any outings taking place during the day before drop-off or at the time of arrival. Parents who prefer their children not participate in field trips are asked to discuss this with their provider. If alternate arrangements cannot be made, parents will not be charged for an absent day.

## How Does the Learning Happen?

### The Four Foundations



The Four Foundations ensure optimal learning and development. These foundations inform the goals for children and expectations for programs.

**Belonging- Every child has a sense of belonging when they are connected to others and contributes to their world. Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.**

- The Program staff and Providers will support positive and responsive relationships among the children, families, and child care providers.
- The Program staff and the Providers will involve local community partners and allow those partners to support the children and their families.

**Engagement- Every child is an active and engaged learner who explores the world with body, mind, and senses. Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.**

- The Program staff and the Providers will foster the children's exploration, play and inquiry.
- The Program staff and the Providers will provide child-initiated and adult-supported experiences.
- The Program staff and the Provider will foster the engagement of and ongoing communication with parents about the program and their children.
- The Program staff and the Provider will support staff, Home Child Care Providers or others who interact with the children at a home child care premise in relation to continuous professional learning.

**Well-Being- Every child is developing a sense of self, health and well-being. Early childhood programs nurture children’s healthy development and support their growing sense of self.**

- The Program staff and Providers will promote the health, safety, nutrition and well-being of the children.
- The Program staff and Provider will 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 childcare.

**Expression- Every child is a capable communicator who expresses himself or herself in many ways. Early childhood programs foster communication and expression in all forms.**

- The Program staff and Provider will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

### **Program Activities and the Emergent Curriculum**

Emergent curriculum is a way of planning curriculum that is based on the children’s interest and passion at a certain point in time. Planning emergent curriculum requires observation, documentation, creative brainstorming, flexibility and patience on the part of the Early Childhood Educator. Rather than starting with the lesson plan which is repeated every year regardless of the age, developmental level, or interests of the children, emergent curriculum starts with the children’s interest. In short, it is a child-directed and teacher facilitated approach to planning the curriculum.

## **APPENDICES**

### **Parent Issues and Complaint Policy**

#### **INTENT:**

To provide a transparent process for parents/guardians, to bring forward any issues or concerns they wish to have addressed. *Child Care and Early Years Act s. 45.1*

#### **POLICY:**

1. Parents/guardians are encouraged to take an active role in the Home Child Care Program and regularly discuss their child(ren’s) experiences with providers. We support positive and responsive interactions among the children, parents/guardians, providers, back-up providers, regular visitors, and residents over 18, students and volunteers and foster the engagement of ongoing communication with parents/guardians about the program and their children.
2. All issues and concerns raised by parents/guardians are taken seriously. We believe in an open-door policy and invite families to express a concern as soon as they arise so that a resolution is found in a timely manner. The following process is encouraged in this order:
  - a. Speak to the provider directly, clearly, and calmly explaining the concern
  - b. Speak to the Home Visitor
  - c. Speak to the Supervisor

- d. Speak to the Program Manager
- e. Speak to the CAO

Every effort will be made to address and resolve issues for all parties concerned and as quickly as possible.

3. Issues/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/guardian will respect and maintain the confidentiality of all parties involved.
4. An initial response to an issue/concern will be provided to parents/guardians within a reasonable timeframe and no longer than 5 days. The person who raised the issue/concern will be kept informed throughout the resolution process.
5. Investigations of issues/concerns will be fair, impartial, and respectful to the parties involved.

#### Confidentiality

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

#### Conduct

1. Our agency maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated by any party.
2. If at any point a parent/guardian, home child care provider and/or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Home Child Care Program Supervisor.

#### Concerns About Suspected Abuse or Neglect of a Child

1. 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.
2. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.
3. Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*. For more information, visit:

<mailto:http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.asp>

#### Escalation of Issues/Concerns

1. Where parents/guardians are not satisfied with the response or outcome of an issue/concern, they may escalate the issue/concern verbally or in writing to the Program Supervisor.
2. Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.
3. Issues/concerns may also be reported to other relevant regulatory bodies (i.e. 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.

Safe Arrival and Dismissal	<b><u>DIRECTLY OPERATED CHILD CARE PROGRAMS</u></b> <b><u>Home Child Care Program</u></b>	Page: 1 of 4  Effective: January 2024_
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**INTENT:**

1. To comply with the *Child Care and Early Years Act, 2014 Ontario Regulation 137/15*.
2. To help support the safe arrival and dismissal of children receiving care.
3. To provide a clear understanding of the provider and back-up provider roles and responsibilities for ensuring the safe arrival and dismissal of children, including what steps are to be taken if a child fails to attend as expected.
4. To provide a clear understanding of the provider and back-up provider roles and responsibilities should a parent/guardian arrive to the home child care premises and appears to be incapable of caring for the child once dismissed from care.

**POLICY:**

1. Where a child does not arrive to care as expected or is not picked up from care as expected, providers and back-up providers must follow the safe arrival and dismissal procedures set out below.
2. Children will only be released to those individuals specified on the Enrollment Form, Release of a Child Form, or other written authorization from the custodial parent/guardian and must provide photo identification prior to the child being dismissed.
3. Where there is reasonable suspicion as to the ability of the individual to care for the child being dismissed, providers and back-up providers will follow the procedures set out below.
4. Providers and back-up providers will only release children from care to the parent/guardian or other authorized adult. Children younger than 6 years of age will not be permitted to leave the home child care premises unescorted by an adult.
5. Where school age children are being released to walk to school or board a school bus, parents/guardians must provide written authorization and instructions and providers and back-up providers will only release the child at the time set out in the instructions. Providers and back-up providers will document the time of departure from care in the Lillio app and/or on the provider invoice sheet.
6. The program director, program supervisor and home visitor will follow Directly Operated Child Care Programs Policy 2.09, Monitoring Compliance and Contraventions of Policies, Procedures and Individualized Plans and any subsequent policy to ensure compliance.
7. The program director or supervisor will update or revise this policy as legislation and regulations change.

**PROCEDURES:**

**Accepting a child into care**

1. When accepting a child into care at the time of drop-off, providers and back-up providers will:
  - a. Greet the parent/guardian and the child.
  - b. Ask the parent/guardian if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).

- c. Where the parent/guardian indicates that someone other than the child's parent/guardian will be picking up, the provider and back-up provider must confirm that the person is on the authorization list, or where the individual is not listed, ask the parent/guardian to complete the Release of a Child Form.
  - d. Document the change in pick-up procedure in the Daily Written Record.
  - e. Sign the child in on the Lillio app and/or the provider invoice sheet.
2. If a parent/guardian notifies the provider or back-up provider later in the day, after the child has been accepted into care, that there is a change in the expected pick-up arrangements, this change must be recorded in the Daily Written Record and advise the parent/guardian that the individual will have to produce a form of photo identification before the child will be released.

#### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the provider's premises and the parent/guardian has not communicated a change in schedule (i.e., called and left a message or messaged through the Lillio app), within 30 minutes of the expected arrival time the provider or back-up provider:
  - a. Will inform the program home visitor or supervisor stating that no notice of absence has been received and the parent/guardian has failed to arrive.
  - b. Will attempt to contact the parent/guardian by calling the number on the child's record, texting the number provided by the parent/guardian, and/or sending a message through the Lillio app.
  - c. Where contact cannot be made using one of the above methods, the provider or back-up provider will contact the Emergency contacts listed in the child's record.
  - d. Must not stop attempting to make contact until a responsible adult has been reached and they are made aware of the situation.
  - e. If a responsible adult cannot be contacted, the provider or back-up provider are to alert the program home visitor or supervisor and they will contact the police.
2. Once a child's absence has been confirmed, the provider or back-up provider will document the child's attendance in the Daily Written Record and add any additional information.

#### **Releasing a child from care**

1. The provider or back-up provider who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or authorized individual. Where the provider or back-up provider does not know the individual picking up the child, they will:
  - a. ask the individual for photo identification and confirm the individual's information against the authorization on file.

#### **Where a child has not been picked up as expected (before the premises closes)**

1. Where a parent/guardian has previously communicated with the provider or back-up provider a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 30 minutes of the expected time:
  - a. Notify the program home visitor or supervisor.
  - b. Proceed with contacting the individual to confirm pick-up as per the parent/guardian instructions.

- c. If there is no confirmation of pick-up, the provider or back-up provider will attempt to contact the parent/guardian by calling the number on the child's record, texting the number provided by the parent/guardian, and/or sending a message through the Lillio app.
  - d. If contact cannot be made using one of the above methods, the provider or back-up provider will contact the Emergency contacts listed in the child's record.
  - e. The provider or back-up provider must not stop attempting to make contact until a responsible adult has been reached and they are made aware of the situation.
2. Where the provider or back-up provider has not heard back from the parent/guardian or authorized individual who was to pick up the child and the premises is closing, the provider or back-up provider will refer to procedures under "where a child has not been picked up and premises is closed".

**Where a child has not been picked up and the premises is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child and has not arrived by premises closure, the provider or back-up provider shall remain with the child and ensure that the child is given a snack and activity while they await their pick-up.
2. While the child is engaged, the provider or back-up provider will:
  - a. Notify the program home visitor or supervisor.
  - b. Attempt to contact the individual to confirm pick-up as per the parent/guardian instructions.
  - c. If there is no confirmation of pick-up, the provider or back-up provider will attempt to contact the parent/guardian by calling the number on the child's record, texting the number provided by the parent/guardian, and/or sending a message through the Lillio app.
  - d. If contact cannot be made using one of the above methods, the provider or back-up provider will contact the Emergency contacts listed in the child's record.
3. If the provider or back-up provider are unable to reach the parent/guardian or any other authorized individual listed on the child's record within 30 minutes of premises closure, the provider or back-up provider will proceed with calling the program home visitor or supervisor.
4. The program home visitor or supervisor will contact the Children's Aid Society (CAS) and will follow their direction with respect to the next steps. The home visitor or supervisor will relay any information from the CAS to the provider or back-up provider.

**Where there is reasonable suspicion as to the ability of the individual to care for a child being dismissed**

1. The provider or back-up provider will alert the program home visitor or supervisor that there are concerns when possible.
2. The provider or back-up provider will attempt to engage the individual in conversation and assess the situation to the best of their ability while remaining professional and calm.
3. If the provider or back-up provider are able and without placing themselves in harm or escalating the situation, politely express concern for the individual and child and ask the individual if there is someone off the authorized pick-up list that could be contacted on their behalf to ensure that everyone gets home safely.
4. If the individual insists on picking up the child and leaving the premises:
  - a. call the parent/guardian or emergency contact and provide the details of the situation as well, take note of the vehicle make/model/colour/license plate



- b. assist in getting the child ready to be released (act slowly if the alternate individual is on route to the premises to allow some time for them to arrive to the premises)
  - c. once the individual under suspicion has left the premises unescorted and with the child, the provider or back-up provider are to call 911 and report the incident providing the vehicle identification, individual's name, intended destination, and address of the child's residence.
5. Once the situation is resolved, the provider or back-up provider will confidentially document the situation and follow the Duty to Report policy, if applicable.

**Parental Orders**

1. The program home visitor or supervisor will inform the parent or guardian that a legal parental order is required to confirm the non-custodial parent rights to access to the child(ren).
2. The program home visitor or supervisor will inform the provider and back-up provider of the parental order and place documentation in the child's file located in the program home visitor's office.
3. If the non-custodial parent or guardian arrives at the home child care premises unannounced and without written confirmation of access from the custodial parent/guardian, the provider or back-up provider will contact the custodial parent to receive confirmation either verbally or written.
4. The program home visitor or supervisor will ensure the custodial parent or guardian are aware that it is the responsibility of the custodial parent or guardian to notify the program home visitor or supervisor of any modifications to the parental order.

## **PARENT RESOURCES**

**Subsidy Office:** 1-800-461-4464 Ext. 5277

### **Home Child Care Program**

Cindy Dove, Supervisor: Parry Sound  
705-746-9522  
1-866-850-8855

Julia Gndt 705-386-2967 Ext.5431  
East Home Visitor 1-800-563-4201  
Cell: 705-477-3942

Mackenzie Karvonen 705-746-9522 Ext. 4362  
West Home Visitor 1-866-850-8855  
Cell: 705-938-4059

### **Ministry of Education**

*How Does Learning Happen? Ontario's Pedagogy for the Early Years:*  
<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

Parry Sound District Social Services Administration Board [www.psdssab.org](http://www.psdssab.org)

Ont. Ministry of Ed/Child Care Division [http://www.edu.gov.on.ca/childcare/licensing\\_resources.html](http://www.edu.gov.on.ca/childcare/licensing_resources.html)

North Bay Parry Sound District Health Unit [www.myhealthunit.ca](http://www.myhealthunit.ca)

Look/See Checklist (formerly Nipissing Developmental Screen) <https://lookseechecklist.com/en/>

## A CHECKLIST FOR CHOOSING SAFE CHILD CARE

Please take this checklist with you when you visit the Provider's home and ask questions. This is only a guide; you will have many more of your own to add.

### General:

- Are there 6 children or fewer?
- Received and checked references? Does the list include parents of children currently in care?
- Is there daily communication with parents?
- Are unannounced visits allowed?
- Is there an ill child policy in place?
- Do I agree with behaviour guidance methods?
- Am I satisfied with the safety of any pets?
- Does the Provider have liability insurance?

### Setting - Indoor:

- Is the home clean, bright, and well maintained?
- Is there space for safe, active play?
- Is furniture in good repair; free of sharp edges, splinters, pinch points?
- Does infant equipment meet current standards, good repair, clean?
- Are there safety gates at the top and bottom of stairs?
- Are stairs well-lit with handrails?
- Are windows inaccessible to climbing toddlers?
- Are all poisonous and hazardous materials locked away?
- Are plants nontoxic?
- Are all cords fastened out of reach?
- Are electrical outlets covered?
- Are there working smoke detectors and CO2 detectors on each level?
- Are fire extinguishers available? Serviced?
- Are storage, workshop, and laundry areas inaccessible?

### Setting - Outdoor:

- Is the area fenced or does it have natural boundaries?
- Is it free of hazardous materials and plants?
- Are gardening tools and chemicals locked away?
- Is the play equipment safe and in good repair?
- Is the sandbox covered; sand changed annually?
- Are play structures properly anchored?
- Is standing water (pools, ponds,) fenced?

### Sleeping:

- Do cribs, playpens and cots meet current CSA standards?
- Are sleeping areas well ventilated and clean?
- How often is the bedding changed?
- Does each child have their own blankets?
- Is there a nursery monitor being used?

**Meals:**

- Are menus, special diets, and allergies posted?
- Do children and adults sit together while eating?
- Are hard or round foods grated or cut into thin strips?
- Does the highchair or booster seat have a safety strap and stable base?
- Is the highchair located away from appliances, windows, walls?

**Bathroom:**

- Is the hot water temperature set below 54°C?
- Are all medications, cosmetics, cleaning products and grooming appliances locked away?
- Are step stools stable?
- Are toilet training seats disinfected between uses?
- Are there individual washcloths available? Soap pump bottle?
- Is a change table or changing pad disinfected between uses?
- How often are children encouraged to wash their hands?

**Toys:**

- Are all toys and play equipment age-appropriate?
- Are toys regularly disinfected and in good repair?
- If a toy box is used, is the lid secured from closing suddenly?
- Are toys stored on low shelves and secured?
- Are craft supplies safe and non-toxic?

**Safety Behaviours:**

- Are safety straps on highchairs, changing tables, etc. used every time?
- Are children directly supervised at all times?
- Is a properly installed, approved car seat used for outings? Who supplies the car seats?
- Are matches and lighters stored out of children's reach?
- Are No Smoking signs clearly posted?
- Is there a separate diapering area away from food sources?
- Are diapering supplies out of the children's reach?
- Is a regular maintenance check done on all child related equipment?

**Emergency Procedures:**

- Does the caregiver have a current First Aid certificate?
- Is the caregiver trained in infant/child CPR?
- Is there a well-stocked first aid kit accessible to adults but not children?
- Are parent contact numbers and emergency information taken on outings?
- Are emergency numbers posted by a telephone?
- Is a fire drill practiced monthly?