



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

CLIENT AGREEMENT

Index

- 1. PROGRAM STATEMENT**
- 2. PROGRAM STATEMENT IMPLEMENTATION POLICY**
- 3. PROHIBITED PRACTICES**
- 4. WAIT LIST POLICY AND PROCEDURE**
- 5. ADMISSION**
- 6. WITHDRAWAL POLICY, AGES AND HOURS OF SERVICES**
- 7. VACATION/HOLIDAYS**
- 8. HOME CHILD CARE PROGRAM**
- 9. INCLUSION POLICY**
- 10. CHILD ABUSE**
- 11. BEHAVIOUR GUIDANCE POLICY**
- 12. NUTRITION**
- 13. SERIOUS ACCIDENT/OCCURRENCE**
- 14. BALCONIES**
- 15. BALLOONS**
- 16. RECREATIONAL AND STANDING BODIES OF WATER**
- 17. ILLNESS OF A CHILD**
- 18. EMERGENCY INFORMATION/ MEDICATION**
- 19. DAY CARE FEES AND PAYMENTS**
- 20. ABSENTISM IN DAY CARE**
- 21. HOME CHILD CARE CONSULTANTS**
- 22. DROP OFF & PICK UP**
- 23. LATE PICK-UP**
- 24. LATE FEE**
- 25. OUTDOOR PLAY**
- 26. SUPERVISION**
- 27. REST PERIOD**
- 28. EQUIPMENT**
- 29. FIELD TRIPS**
- 30. PARENT PARTICIPATION**
- 31. SMOKE FREE POLICY**
- 32. VOLUNTEER AND STUDENT SUPERVISION POLICY**
- 33. PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES, COMMUNICATION/CONFEDENTIALITY**



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

PHILOSOPHY

We believe that each child is unique and that children learn best through their natural curiosity and play. The philosophy of our agency is to recognize the needs of all children and to guide them towards their natural creativity and to develop sensitive individuals who are eager to learn. We believe that early childhood education should provide children with the tools and skills necessary for them to meet the challenges of a complex world. We believe that childhood should be cherished, and children should live as children today if they are to become fulfilled adults tomorrow. By providing a safe, stimulating environment, our program strives to meet the needs of each individual child's social, emotional, physical and intellectual development.

West End Home Child Care is an *inclusive* childcare setting. However, the structure of some buildings and houses do not allow wheel chair accessibility. We enroll families with a variety of abilities and disabilities. To meet our children's needs, we seek assistance from the City's consulting and other agencies.

West End Home Child Care welcomes and supports children from all kind of families and facilitates an empathetic and nurturing environment to give every possible opportunity to the children to keep their unique identity and develop to their fullest potential.

1. PROGRAM STATEMENT

West End Home Child Care Services offers a program that is consistent with the Ministry's Policy Statement on programming, pedagogy, and curriculum. The ministry documents we reference in our program include the following:

Early Learning For Every Child Today (E.L.E.C.T)

How Does Learning Happen! Ontario's Pedagogy For Early Years

Think Feel Act: Lessons from Research about Young Children

West End Home Child Care Services is committed to providing a pedagogically, high quality child care, in a child centered, loving, nurturing, and flexible home setting.

We perceive children as active, competent, capable, and curious learners that are rich in potential.

Our play based program is well rounded and geared to meet the ever growing and changing needs of each individual child giving him or her the security of belonging.

Home providers come from different backgrounds, along with parents, and other community resources, and mixed age group of children in the home. This enables us to develop a program that provide experiences and environments to engage the children in active, positive, creative, and meaningful exploration of play and inquiry.

In order to reach our goals, the home providers, with the assistance and input of competent, well trained, and experienced staff, and within collaboration and ongoing communication with families as experts knowing their children better than anyone else, enrich our program to nurture the children's health, safety and nutrition in order to support their sense of well-being.

For a child with diverse abilities to function and participate in a meaningful and purposeful manner, taking into consideration the child as a whole, West End Home Child Care have resources available



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

to the agency/ provider including but not limited to Resource Consultants, Resource Consultation staff, Speech and Language Pathologists, and other community programs. The agency will add the following supports, aids, adaptations and or modifications to the daily program, physical, social and learning environments.

Our providers' weekly program plan is developed through observing the children and their interests, with the parents input, and are adaptable to various ages. This helps the children to develop strong relationships with each other, in a positive, learning environment. Positive interaction and good communication supports children's ability to self-regulate and express themselves in their own unique ways. The program incorporates child initiated activities on daily basis, both indoors and outdoors, as well as active and quiet time, giving consideration to the individual needs of the children.

Our knowledgeable and experienced home consultants, in partnership with parents and community, are there to encourage and assist providers to create a positive environment for the children.

All home consultants, providers, students/volunteers, trainees, or anyone else residing in the house where home day care is provided, shall review and sign off on the **program statement policy** prior to beginning interaction with the children, or when substantive changes have been made, and annually afterwards. Each record of review will be signed by the person who conducted the review. All information will be documented and records will be retained on file for a minimum of three years.

Our providers encourage children to interact and communicate in a positive way by modeling appropriate interactions with children and families. They support the children's ability to self-regulate by providing positive options and solutions, also by giving the children the personal space needed to reflect. They foster the children's play and enquiry by providing appealing materials that spark the children's natural curiosity. Open ended questions are asked and the children are given time to explore their environment. The providers insure the health and safety of the children at all times by scanning the room, ensuring all unsafe objects are removed immediately, and implementing the guidelines set out by Toronto Public Health. The children's well-being is nurtured by providing healthy meals and snacks, as well as incorporating opportunities and time to build self-help skills. In promoting the health, safety, nutrition, and well-being of the children, we provide child initiated and adult supported experiences that encourage positive communication. Our program is consistent with our program statement on programming pedagogy.

Home consultants help the providers to develop weekly program plans by incorporating their knowledge of Early Learning for Every Child Today, How Does Learning Happen and Think Feel Act. They also help in developing a nutrient rich, menu plan according to Public Health requirements. The provider, along with the assistance of the Home Consultant, Resource Consultation staff, Speech and Language Pathologists, and the parent, will develop a program geared to the specific child. The provider will use resources within the community such as community centres, drop in centres, and libraries to enhance the program. She/he will modify the floor space by moving furniture to adapt the environment to the child's needs. The Provider also will revise her/ his program and provide individual activities to meet the needs of the child with diverse abilities.

We welcome families to participate and share ideas with us, accompany providers in activities and summer outings, and by attending our workshops. Our Home Consultants communicate with parents regularly by phone.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

We encourage families to share their views on our Program Statement along with our performance and strategies used when implementing it in an open dialogue, on our quarterly phone calls, as well as by placing comments in our Parent Feedback survey found on our web side.

The survey will provide us with the inside to how can we improve, change or adjust our program and provide the best quality care for children.

In supporting our staff and providers', as well as others who interact with the children, ongoing educational opportunities for professional development are offered monthly by the agency. Providers and Home Consultants, as well as others who interact with the children, must attend six workshops per year offered by the agency or community workshops. Parents are welcome to attend too.

All providers, employees, trainees, or anyone else residing in the house where home day care is provided, shall review and sign off on the **program statement and implementation policy** prior to employment, or when substantive changes have been made, and annually afterwards. Each record of review will be signed by the person who conducted the review. **Records will be retained on file for a minimum of three years.**

2. PROGRAM STATEMENT IMPLEMENTATION POLICY

West End Child Care consultants are required to recognize and honour the Code of Ethics set out by the College of Early Childhood Educators, as well as to become familiar with the Early Learning for Every Child Today – A frame work for Ontario early childhood settings, and How Does Learning Happen? - Ontario's Pedagogy For Early Years. These documents, as well as the Centre's Policies, Program Statement, and the Program Statement Implementation Policy set out the guidelines for staff how to conduct themselves as professionals. These documents also provide information on how to build and nurture relationships in inclusive settings and how to support various behaviours. Home providers, under the guidance of well trained and professional Home Consultants, in partnership with parents, will provide safe, healthy, and supportive learning environment in our home child care.

3. PROHIBITED PRACTICES

1. The day care provider shall ensure that no corporal punishment is administered to any child in day care, by her/ him-self or any other person (which may include but is not limited to, hitting, spanking, slapping, pinching...).
2. A day care provider shall not confine a child in a room by him or herself, of the home child care. Provider shall also not confine the children to a high chair, a car seat, a stroller, playpen, or any other piece of equipment for the purpose of disabling the children. Restraining by gently holding the child to not cause marks on the child's body, is permitted only to keep the child from hurting him/herself or anyone else in the home where child care is provided. When the risk of injury no longer exists, the child can return back to the group immediately.
3. A day care provider shall ensure that she/ he will never lock or permit anyone else to lock the exits of the home day care premises in order to confine a child, or confine a child in an area without supervision. Unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures; (lock down policy...)



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

4. The provider shall not use or allow anyone in the house to use any harsh or degrading measures or threats or use of derogatory (belittling) language directed to the child or in front of the child that would humiliate, shame, or frightens the child, or undermines a child's self-respect, dignity, or self-worth.
5. Provider shall not deprive a child of basic needs including food, drink, shelter, sleep, toilet, clothing, or bedding.
6. Provider shall not inflict or permit anyone else to inflict any bodily harm on children including making children eat or drink against their will.

All providers, employees or anyone else residing in the house where home day care is provided shall review and sign off on the **prohibited practices policy** prior to employment, when substantive changes have been made and annually afterwards. Each record of review will be signed by the person who conducted the review and records will be retained on file for a minimum of three years.

4. WAIT LIST POLICY AND PROCEDURE

The West End Home Child Care Services maintains a waiting list for all interested families. Parents or guardians are required to provide contact and child/ren information in order to be placed on the wait list. The wait list is organized monthly (by the date childcare is required). Parents need to choose a month they will require care and remember which month they have chosen. If parents choose to change this date they are required to inform the Centre to update the wait list.

We service children in sequence of first come, first served. Priority for placement is determined according to the date the parents or guardians called requesting childcare. When a space becomes available we will call all families interested in the spot.

The space is given to the first parent or guardian who commits to taking the available spot. Placement of a child on the waiting list is free of charge.

Priority for openings is given to families that have children (siblings) enrolled at the West End Home Child Care Services and as well as age acceptance according to the provider's space availability. If you have twins, it may be necessary to enroll one child first and then wait for the next available spot for the other, or enroll them in different homes until they are able to transfer to the same home.

The West End Home Child care Services will update the waiting list by checking in with the parents periodically. If the agency does not have space to offer once the month arrives for which the family requested space, your name will automatically drop from the waiting list unless the family requests staying on for future openings.

The agency will not be charging parents a fee or deposit for the placement of their child on a waiting list for a spot in a home day care.

Parents may inquire about their child's status on the waiting list at any time. The list will be made available to them so that they can see their child's position on the waiting list. The names and information of other families will be blocked out in order to ensure the privacy and confidentiality of the children listed on it.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

The wait list policy and procedure is reviewed with employees and providers and any other person ordinarily residing in the home where child care is provided prior to employment/home opening, annually and whenever there is a change to the policy.

5. ADMISSION

Prior to enrolling a child, the home consultant will:

Provide the parents/guardians with a couple of homes to visit, to meet the provider, and have an interview with him/ her to gain knowledge of her program.

When a parent chooses a home, the home consultant will meet the parents/guardians in order to complete enrolment package. This includes:

- Entering detailed information in the enrolment forms including phone numbers, postal codes, child needs, interests, abilities, etc.
- Ensuring all consent forms are well understood and signed
- Reviewing and signing of the Client Agreement
- Submitting child's immunization record
- Reviewing the Serious Occurrence
- Informing the parents about the home day care's withdrawal procedure
- Reviewing the program statement, the child abuse, and the inclusion policy.

During the meeting parents/guardians may ask questions regarding the placement and the program. When the enrolment package is completed and a deposit has been paid, the space is secured.

There is a fee of \$30.00, payable during registration. The amount can be paid by cheque to West End Home Child Care Services, or by cash.

6. WITHDRAWAL

Parents/Guardians are required to give the provider paid notice of no less than 2 weeks in writing prior to withdrawal of their child/ren.

1) The provider shall give 2 weeks' notice of withdrawal to a parent/guardian, or may request an immediate withdrawal of a child due to behavioural concerns when:

- the safety of the child, the safety of the other children, or provider is endangered, and incidences have been documented, or
- all help from outside agencies available to the child have been used and the provider feels unable to deal with, or manage a child's behaviour.

The Home Consultant will then call the City Consultant, along with the Resource Consultant, and Resource Supervisor, to inform them about the Centre's next step (i.e. instant withdrawal, withdrawal with notice, reduced hours of care) and seek their help in finding a suitable facility for the child.

All documented evidence of meetings with parents, city support services, referrals to other support services, notification to the children services consultant, and provider's documentation incidents will be available.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

2) In the case where the agency meets the child's needs, but does not meet the parents/guardians needs, the agency may also withdraw a child. Should the supervisor/ director of the program determine that a parent's behaviour interferes with or is disruptive to the daily operations of the program, or is harassing, intimidating of an abusive nature to the provider, other parents, or children of the home child care, the home consultant or the supervisor of the program may give the parent/guardian two weeks written notice to terminate this agreement and withdraw the child from the program.

Parents will be notified and a meeting between parent(s), staff and supervisor will be held. If problem is not resolved the parent(s) will be served with notice of withdrawal.

3) If a child becomes a school age and the provider is unable to walk to school, the provider will give the parent/guardian and the agency one month notice of withdrawal. We will take every step possible to accommodate the child on a different provider's home, or recommend a school day care setting.

Should the supervisor/home consultant of the agency determine that your behaviour as a parent/guardian or your child's behaviour interferes with, or is disruptive to the daily operations of the home child care, or is harassing, intimidating, or of an abusive nature to the staff provider, other parents/guardians, or children of the home, the supervisor/home consultant of the program may terminate your agreement and withdraw your child from the program without notice.

AGES AND HOURS OF SERVICES

West End Home Child Care Services offers child care services in a home environment to children from 3 months to 13 years old. The homes open from 7:00 am to 6:00 pm (some hours may vary) Monday to Friday. Some home providers are flexible in hours working evenings and weekends. If a provider chooses to change their operating hours they will provide the agency and parents a minimum of one months notice.

*Provider: _____ has an operating schedule which varies from West End Home Child Care Services standard hours of operation.

*Provider: _____ operates from _____ AM to _____ PM Monday to Friday.

7. VACATION/HOLIDAYS

Parents/guardians are required to pay the full cost of day care for 52 weeks of the year. There is no reduction of fees if parents remove their child for illness and or vacation. The only time a fee will be reduced is if the parent has to pay alternate care arrangements due to the provider's illness, holiday or contract termination.

West End Home Child Care Services will be closed on the following Holidays: New Year's Day, Family Day, Victoria Day, Labor Day, Good Friday, Thanks Giving Day, Canada Day, Civic Holiday, Christmas Day and Boxing Day.

Parents/guardians on Subsidy is permitted to take vacation for no more than 20 consecutive days per year. Parents/guardians will be charged for the days the child is not in the day care home.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

8. HOME CHILD CARE PROGRAM

West End Home Child Care Services offer initial and on-going training programs, workshops, playgroups, and counseling services to our providers. This offers providers a broader range of experiences, which will enhance the quality of childcare through more stimulating and challenging programs. Parents/guardians are welcome to attend any workshops offered for staff and Providers. Certain providers have training for children with diverse abilities.

A provider may care for a maximum of 6 children, including her/ his own under four years of age. Also, providers must have adequate room space, and she/he is capable of caring for them. To qualify, our agency must conduct a thorough evaluation of the provider's home to ensure the space is adequate and physically safe. As well, providers are required to supply two personal or professional references. Providers and all other adults residing in the home, or people, who frequently visit the home, are required to complete a criminal reference check.

In addition, providers, their families, and all children enrolled in the program must have a physical and/or TB test, or chest X-ray. This is to ensure the optimum safety of the child's home day care environment.

Prior to entering home child care, each child's parent/ guardian must present to the Home Consultant an up to date immunization record of the child and update it thereafter as per local Medical Officer of Health.

If a parent/guardian **wishes for their child not to be immunized**, on grounds that the immunization conflicts with the sincerely held convictions of the parent's religion, or conscience, or a legally qualified medical practitioner gives medical reasons, the parent/guardian will have to provide the agency with **an approved form and notarized by the minister**.

1. The parent/guardian will notify the Child Care Provider the night before if possible that the child will not be present the next day.
2. The parent/guardian agrees to give West End Home Child Care Services and the Child Care Provider 2 weeks' notice of written withdrawal. You will be billed for 2 weeks in lieu of notice for withdrawal.
3. The parent/guardian agrees that the Agency can only be expected to try to make alternate arrangements for their child in case of provider's illness, holiday, or termination. If parent does not accept the agency's backup arrangements, parent/ guardian can make his/ her own arrangements.
4. The parent/guardian agrees that there will be **no reduction of fees** for vacation time, and/or illness.
5. The parent/guardian agrees that they will make no private arrangements with any Home Child Care Provider introduced to them by West End Home Child Care Services.
6. According to the Smoke Free Ontario Act, No providers, consultants, parents/guardians, students, volunteers, visitors, or persons ordinarily residing on the premises of the location are allowed to smoke on premises of the home, including the back yard if the children use it as a play space whether children are present or not; other areas include the garage and driveway when children are present.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

9. INCLUSION POLICY

West End Home Child Care Services is an *inclusive* childcare program.

We welcome and support children from all families and facilitate an empathetic and nurturing environment to give every possible opportunity to the children to keep their unique identity and develop to their fullest potential.

However, some buildings and homes structure does not allow wheel chair accessibility. We enroll families with variety of abilities and disabilities, including but not limited to intellectual disability, autism, and some physical disabilities. To meet our children's needs, we seek assistance from the City's consulting and other agencies.

Our program ensures that inclusion and equity are supported through equitable admission practices where all individuals must be treated equally regardless of their race, colour, nationality, or ethnic origin. We ensure that all children and adults value acceptance and appreciate diversity; therefore, any discriminatory incident of racism and bias must be reported as a Serious Occurrence. In addition, our Centre has developed a procedure for responding to incidents of racism and bias involving both children and adults including but not limited to documenting the incident to reporting to the right authorities.

Parent /Guardian:

- Understand that my child's enrollment is conditional during the adjustment period. If my child is observed to have behavior guidance needs, the agency will use every resource available.
- I must sign and agree to an assessment and services to be put in place with in a timely manner. I also agree to be involved by attending any required meeting. The agency will inform the city consultant. Along with our resource teacher we will determine the individual child's needs.
- I understand that should the safety of my child or other children or adult be in jeopardy; I may be asked to withdraw my child from the day care. Should the supervisor/ director of the program determine that my behaviour interferes with or is disruptive to the daily operations of the centre, or is harassing, intimidating or of an abusive nature to the home Provider, other parents or children in the home, the Home Provider of the program may give me ten business days written notice to terminate this agreement and withdraw my child from the program.

10. CHILD ABUSE

Every childhood educator, who in the course of his/her profession or official duties, has reason to suspect that a child has suffered or is suffering from abuse that may have been caused or permitted by a person who has or had charge of the child, the suspected abuse will be reported to The Children's Aid Society and appropriate steps will be taken. If a staff, student, volunteer, or parent suspects another person in the house of abusing a child/children in care, she/he must inform the Agency of their intention to call Children's Aid Society. If the allegations are made by a parent, inform the parent of his/her duty to report to Children's Aid Society and immediately inform the supervisor of the parent's allegation. The Home Consultant will support and help the parent reporting the suspected abuse to the appropriate agency listed below:

- Children's Aid Society 416 924-4646
- Catholic Children's Aid Society 416 395-1500
- Jewish Children's Aid Society 416 638-7800



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

- Native Child and Family Services 416 969-8510

Other Important Telephone Numbers

- Emergency 911
- Taxi 416-363-4141
- Tele – Health 1-866-797-0000
- Program Advisor 289-924-1350
- City Consultant 416-392-6298

Complaints

Complaints should initially be raised with the child's provider. If the resolution is not adequate, complaints should be referred to the home consultant/Supervisor. The Supervisor can also be reached by phone at 416 537-4154. Your concerns are welcome and we will do our best to handle all situations and concerns.

11. BEHAVIOUR GUIDANCE POLICY

All providers are required to use positive behaviour guidance methods. Correcting behaviours will take the form of positive guidance, re-direction, and the establishment of well-defined limits which will occur at the time of the incident.

The following methods of direct and indirect correcting behaviours will be used:

1. Redirecting (suggesting an alternative activity or space)
2. Using positive statements ('Can you show me how to sit on the chair?' instead of 'Stop standing on the chair')
3. Choices and Logical Consequences (i.e. Lose the privilege of the activity for the day)
4. Reasoning
5. Positive Feedback (way to go', 'good for you', 'keep up the good work')

By signing this agreement you:

Understand that your child's enrolment is conditional during the adjustment period. If the program is having difficulty meeting your child's needs we will use every resource available to us to assist them in their adjustment. Parents/Guardians are required to sign and agree to an assessment and to support services that will be put in place within a timely manner. Parents/Guardians must agree to be involved by attending any required meetings. The agency will also inform its consultant about the process. With the help of the assigned resource teacher we will determine the individual child's needs and individual support plan (ISP) will be put in place to address these needs.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

12. NUTRITION

The parent/guardian will inform the Child Care Provider of any allergies and/or special dietary and/or eating problems that the child may have. In the event of special diet needed, it will be necessary for the parent/guardian to supply the food/equipment and fill out any instructions on the daily schedule form. Parent/guardian of infants must bring formula and baby food in containers labelled clearly with the child's name. It is also the responsibility of the parent/guardian to provide diapers for the child. For all children under the age of one, the parent/guardian must complete a daily schedule detailing feeding, rest, and toileting routines. This schedule is to be completed and then given to the Child Care Provider. For a child on table food, the Provider will supply the child with two nutritious snacks (a.m. and p.m.) and a hot lunch as per the Canada Food Guide.

The parent/guardian will ensure that the Home Child Care Provider has at least one or two complete, clean change of clothes for each child and appropriate outdoor clothing at all times.

13. SERIOUS ACCIDENT/OCCURRENCE

If a child has a serious accident, he/she will be taken to the nearest hospital immediately. Parents/Guardians will be notified by the agency to meet the child at the hospital. In a situation that is considered a serious occurrence, a report will be completed and submitted to: The Ministry of Education within 24 hours through the licensing web site (CCLS).

For an injury not requiring medical treatment, the provider should wash the injured part of the body with soap and water and apply only a bandage to keep it clean. If needed, parent/guardian will be called. An Injury Report Form must be filled out and signed by the parent/guardian and the home provider.

Posting of Serious Occurrence Notification Form

A Serious Occurrence Notification Form will be completed by the supervisor to communicate information to parents/guardians about the serious occurrence that occurred in the centre. The serious occurrence notification form will be posted within 24 hours of the occurrence on the bulletin board at the entrance next to the day care license for 10 business days from its last update.

Note: In case of the allegations of abuse, the form will not be posted until:

- a. CAS has completed the investigation and concluded verification or not of alleged abuse.
- b. If CAS has determined that they will not investigate the allegation.
- c. The ministry has investigated any associated licensing non-compliances.

14. BALCONIES

Children are never to play on a balcony. There has to be a lock on the balcony door that is in good working order and should only be accessible/operable to adults only for opening, closing, and locking.

15. BALLOONS

Balloons are not to be used as play items by the children in the provider's home. Please do not bring any balloons for birthdays or other celebrations as they present a choking hazard for the children.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

16. RECREATIONAL AND STANDING BODIES OF WATER

Children are not permitted to play in any standing body of water, on premises or off premises, while under the supervision of the Home Child Care Provider. Providers are only permitted to use sprinklers/hoses, or sensory tables for water play.

17. ILLNESS OF A CHILD (Health Policy)

Before entering the program the parent/guardian agrees to have the Agency's Medical Form completed by a licensed physician for each child before they are placed in the home. The parent/guardian agrees to keep the child home if he/she has an infection or serious illness such as a fever over 100.4F, mumps, measles, or any other infectious disease, illnesses, which could infect or jeopardize others in the home day care.

The parent/guardian agrees and understands that should a child develop or be found to have an infectious disease, vomiting, diarrhea and/or fever while in the Home Child Care. The Provider will call the parent to come and pick up the child immediately from the Home Child Care, and seek medical care.

Children that are sick should not attend the home day care for their own protection, the protection of other children the provider and her family. Any child who is too sick to participate in any indoor or outdoor activities must not attend. When a child is ill and cannot attend, the provider should be informed by phone before 10:00am.

Any communicable diseases such as strep throat, mumps, chicken pox, whooping cough must be reported to the Agency as soon as possible so that we can notify other parents and take other precautionary measures. It is the best interest of everyone that your child stays home and seeks doctor's advice when he/she has one of the following symptoms: ***sore throat, ear-ache, discharge from eyes and ears, swollen neck glands, unexplained rash and skin eruptions or any communicable diseases.*** In these cases, the child can return to the day care accompanied by a doctor's note stating that the child is ready to come back to child care and is not contagious.

Exemption of immunization. In case of ***communicable diseases or a breakout in the home*** the non-immunized child has to stay away from the home child care for a number of days, according to the incubation period of the diseases (between 7 to 25 days).

The provider has the right to **refuse** care to a child who is too sick to be in school or to participate in the daily activities. Public health regulations take priority in any communicable disease situation, as we must follow proper procedure. These procedures may not necessarily concur with the doctor's advice. A fever is the body's way to fight off infection or virus. Therefore, children with a fever (100.4 F or 37.8 C) must not attend the Centre for their protection, the protection of other children and staff.

If a child should become **sick while at the providers home**, exhibiting signs of illness, diarrhea and/or fever, parents will be called to pick up their child as soon as possible. Parents/guardians will be notified upon the first loose bowel movement or vomiting and will be asked to pick up the child upon the second one. In the case of diarrhea a child can return to the day care 24 hours after the symptoms



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

disappear. If a child has a fever of 100.4 F and 37.8 C or more the parent/guardian of the child will be notified. In this case the child can return to the home 24 hours after the symptoms disappear. It is advisable that parents/guardians prepare and arrange for an alternate or emergency person who could pick up your child when you are unable to.

18. EMERGENCY INFORMATION/ MEDICATION

The parent/guardian will sign medical and travel permission forms and will ensure all information is kept current, both with the Home Child Care Provider and the Agency. **The parent/guardian agrees to notify the agency of any changes of address employment and/or telephone numbers.**

The parent/guardian will supply prescription medicine only. The medication has to be in the original container, clearly labelled with the child's name, the current date, the name of the medicine, the instructions for the storage, and administration of the medicine. The parent/guardian will give the Home Child Care Provider specific written instructions from the physician, including a written schedule to administer the medicine. Parents will sign the Agency Medication Form.

Non-prescription medications (i.e. fever reducers, Advil, Tempera etc.) will only be given if a parent has written consent by a physician. The parent/guardian must give their child's provider specific, written instructions consistent with the prescription/doctor's note including a written schedule for the administration of the medicine on a signed authorization form provided by the agency. The day care home provider is responsible to administer medication to a child.

19. DAY CARE FEES AND PAYMENTS

All families are required to pay their child care fees for everyday of the week, regardless if the child is absent, sick, or on vacation. You must notify the supervisor that you are extending your vacation or else your child will be withdrawn from the program. Your child may be re-admitted pending there is a space available. The agency is not accountable if you lose your child's space due to an unannounced extension of vacation.

There will be no reduction of fees for occasional absences and the fee may be increased at any time with proper notice (one month). Post-dated cheques, cash, or money orders and e-transfers are acceptable for payment. If an account is overdue more than 15 days, the Centre may choose to withdraw the child unless otherwise notified.

All families must pay their child care fees by the first week of every month. Please note that a \$30.00 administration charge will be applied for N.S.F. cheques.

Effective January 1, 2018 parents will not be billed for statutory holidays unless they need care for their child

A non-refundable registration fee of \$30.00 is required before your child is enrolled into the program. You will also be required to give a minimum of 2-weeks deposit upon enrollment.

Each child with a fee subsidy is allowed up to 35 absent days per calendar year. The parent/guardian is responsible for the assessed fees when the child is absent. If the child is absent for more than 35 days, the parent/guardian is responsible for paying the full cost of care. Statutory holidays will be excluded from the 35 days. Requests for additional days of absence, beyond the 35 allowable days, may be approved by the subsidy office through the appeal process.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

Consequently, the agency requires that you pay a one week's full fee deposit once your child has been absent 30 days. When you reach the 35 days you will be requested to pay for the absent days upon your return to the day care. The agency has the right to cancel care for your child if you refuse to pay the deposit or daily fee promptly.

The agency will issue a receipt for all cash money payments made to West End Home Child Care Services.

The agency will issue an annual receipt for income tax purposes. Parents are asked to call and verify mailing address

The parent/guardian will verify their child's attendance by signing a monthly attendance sheet.

20. ABSENTISM IN DAY CARE

For subsidized day care children, each child is allowed up to 35 absent days per calendar year. The parent/guardian is responsible for the assessed fees when the child is absent. If the child is absent for more than 35 days, the parent/guardian is responsible for paying the full cost of care. Statutory holidays will be excluded from the 35 days. Requests for additional days of absence, beyond the 35 allowable days may be approved through the appeal process. Appeals will be considered for exceptional cases only, such as when a child has a documented specific need or serious illness.

Consequently, the agency is requiring that you pay a one week's full fee deposit once your child has been absent 30 days. When you reach the 35 days you will be requested to pay for the absent day upon your return to the day care. The day care has the right to cancel care for your child if you refuse to pay deposit or your daily fee.

In order to have smooth routines and transitions, to increase their knowledge and development, and to achieve their goals set by parents and staff, children must attend child care regularly.

Part time parents must have set days of care. There is no option of altering the days of attending child care, for keeping their child at home due to sickness, day off work or any other reason

21. HOME CHILD CARE CONSULTANTS

The Home Child Care Consultants will supervise the homes at least once a month. Consultants may also drop in for spot checks as they deem appropriate/necessary. The Home Child Care Consultants will discuss on an ongoing basis any concerns that the parents may have. This is to ensure positive communication and support of the child's needs and developmental progress. The Home Child Care Consultant will arrange for the parents to meet the Provider. The parent will visit the home they have selected as being most suitable to meet their child's needs prior to the child starting care. At this point pre-placement meeting, parent/guardian will have the opportunity to see the home and discuss their child's needs.

22. DROP OFF & PICK UP

Older children between the ages of 13 to 18 years are not permitted to pick up a child from the home day care unless the parent/guardian provides the Home Provider with signed, written permission, and inform the Agency. At the end of each day, you must find time to discuss your child's day with the provider.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

If parents requests for their child (10 years of age and older) to leave the premises on his/ her own, the parent must provide the Home Provider with signed written permission and inform the Agency.

23. LATE PICK-UP

Parent/guardian must notify the Provider as soon as possible that they are going to be late. If there has been no contact from the parent/guardian, or the emergency contact person, the Home Child Care Provider has been instructed to call the Children's Aid Society after 7:00 pm.

24. LATE FEE

I agree to pick up my child before 6:00 pm. I understand that if I am late, I am responsible to pay \$ 1 for every minute after 6:00pm. I understand that if I have three or more late pick up's, my child could be withdrawn from the program.

Provider: _____ late fees are in effect as of _____ P.M which varies from West End Home Child Care Services standard hours of operation.

25. OUTDOOR PLAY

Home Child Care Providers are required to take the children outside two hours per day, weather permitting.

Children must be dressed appropriately for current weather conditions. For example, in the winter all children are required to wear waterproof, warm boots, a winter coat, waterproof mittens and a warm hat. All children must have a pair of indoor shoes. In the summer, all children must wear proper running shoes that are comfortable while on trips and excursions. All children must have sunscreen and wear a hat everyday while at the Centre. These will protect them from the hot sun.

All children that attend the home child care for six or more hours should spend at least two hours a day outdoors. If a child is not well enough to be outdoors, they should not attend, and will not be accepted in the Centre. School-age children must be outside after school for about 30 minutes.

Children will not be going outside in the winter when the wind-chill is -12C or more. In the summer, children will not be going outside when the temperature is 35C (95F) or greater and the air quality index is 5 or more. Alternative, indoor activities will be planned for these occasions and the outdoor time may be change (early in the morning or late in the afternoon) or the time spend outdoor may be reduced. If the child is to be restricted from outdoor play the agency West End Home Child Care will ask the parent to make other day care arrangements for their child as outdoor play is an essential part of the program. The Home Child Care Provider cannot be expected to restrict the others in their home from going outside, for one child.

Parent/guardian understands there will be no reduction of fees for their child's illness/absence. Providers and children are visiting Resource Centres, Parks, Recreation Programs, Libraries, and other Community Resources. All children are supervised during outdoor play at all times, in a private home day care.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

26. SUPERVISION

All providers are to ensure that every child who is in attendance, is supervised by the primary provider at all times, unless authorization has been granted by the parents in writing, and approved by the agency for another person to have limited, unsupervised access on the premises of the home day care location. No child is to be left alone at any time or to be supervised by a person less than 18 years of age. All school children must be escorted to and from school, school bus, or special transportation by the home caregiver, or a designated person approved by the parent/guardian, by signing the school escort form.

27. REST PERIOD

According to the Child care Yearly years Act 2014, each child over 18 months and up to 5 years of age, require a resting period not exceeding two hours, following lunch time. Any child unable to sleep will be encouraged to have “quite rest/time” for this period. Children under 30 months of age and attending day care for six hours or more must be sleeping for no more than two hours daily.

In order to reduce SIDS on infants, we advise you of the provider’s obligation to place children on their backs for sleep, in accordance with the Joint Statement on Safe Sleep.

When an observance of any significant change in a child’s sleeping patterns or behaviours during sleep has been made, the provider will inform the home consultant to seek advice, and she will record the observation in the log book. If the observation does not call for an emergency, the provider will discuss the observation with you at pick up time.

Providers will perform periodic, visual checks on all sleeping children in the home.

Providers will go over to the sleeping child and look for indicators of distress or unusual behaviour.

28. EQUIPMENT

West End Home Child Care Services will assist the Home Providers with large equipment. The agency will pay for half of the cost of large equipment (stroller, gate, playpen...) with a reasonable limit.

Parent/guardian can assist the provider if it’s possible, with lending of equipment and toys.

29. FIELD TRIPS

Providers are required to advise the parent/guardian of any planned field trips in advance.

Parent/guardian will then be asked to complete the field trip form prior to the date of the trip.

Providers are encouraged to take the child on outings. Parent/guardian not wishing their child to go on the trip must make sure they plan for alternate care for their child on that day.

30. PARENT PARTICIPATION (Involvement)

The West End Child Care Agency encourages and appreciates parent’s/guardian’s involvement.

We try to stay in touch with parents by:

*Participating in various Committees -Social committee, fundraising committee and Parent Board.

*Joining the provider and the children for outings – trips, picnics, parks, and large group trips.

*Welcoming parent’s comments and suggestions.

*Providing opportunities for parents of special talents or interests to participate in the children’s daily activities or special events.

*Encouraging parents on arrival or departure, to take few minutes to talk to the provider.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

*Quarterly phone calls to parents to discuss children's progress.

31. SMOKE FREE POLICY

Smoking is prohibited at the center. According to the Smoke Free Ontario Act, no staff, providers, volunteers, parents/guardians or visitors are not allowed to smoke inside the home or outside on the home premises whether children are present or not.

32. VOLUNTEER AND STUDENT SUPERVISION POLICY

Policy Statement:

The West End Home Child Care Services does not permit students and volunteers to be placed in home day care.

People who reside in the home will be referred to as residents.

Parental access to their children:

- No provider or person residing on the premises where day care is provided shall prevent a parent from having access to his or her child except, if:
- the person believes on reasonable grounds that the parent does not have a legal right of access to the child/ren (legal custody documentation).
- the person believes on reasonable grounds that the parent could be dangerous to the child/ren (under the influence of alcohol or drugs) (child cries hard, looks scared and parent is forcing the child)
- the parent is behaving in a disruptive way such as Screaming, yelling and banging very loudly on the door.

What to do:

- Do not open the door:
- Call the office and speak to your consultant. If she/he is not in the office, speak to the supervisor to discuss the situation.

If you feel you or the children are in immediate danger call the police 911 and when safe to do so inform your Home Consultant.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

33. Parent Issues and Concerns Policy and Procedures

Name of Home Child Care Agency: West End Home Child Care Services

Date Policy and Procedures Established: December/19/2017, revised June 23, 2021.

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the home child care agency licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The West End home child care agency licensed by the Ministry of Education responsible for the operation and management of each home child care agency it operates.

Home Child Care Provider: The individual with West End home child care agency has established an agreement for the provision of child care in their home premises.

Staff: Individual employed by the licensee (e.g. home consultant, supervisor, director).

Policy

Parents/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/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our home consultants are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by West End Home Child Care Services 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/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.

An initial response to an issue or concern will be provided to parents/guardians within five (5) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and 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, 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 Children's Aid Society).



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

Conduct

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/guardian, home child care provider and/or staff feel uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office.

Concerns about the Suspected Abuse or Neglect of a child

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/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.

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

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index>.



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Program-Related E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the home child care provider directly or - the home consultant and/or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - Arrange for a meeting with the parent/guardian within five (5) business days.
General, Agency- or Operations-Related E.g: fees, placement, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> - the home consultant or licensee. 	Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Provider-, Staff- and/or Licensee-Related E.g: conduct of provider, home consultant, agency head office staff, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or - the licensee. <p>All issues or concerns about the conduct of the provider or 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/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
Related to Other Persons at the Home Premises	Raise the issue or concern to <ul style="list-style-type: none"> - the home child care provider directly or - the home consultant and/or licensee <p>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/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns: Where parents/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 [Click here to enter text.](#)

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.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of



WEST END HOME CHILD CARE SERVICES

1411 Bloor Street West, Toronto, Ontario M6P 3L4 • Tel: (416) 537-4154 • Fax: (416) 537-2740

Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Ministry of Education, Program Advisor Nathalie Gruzalc (289) 924-1350

West End Home Child Care Offices (416) 537-4154

Parental access to their children

- No provider or person residing on the premises where day care is provided shall prevent a parent from having access to his or her child except, if:
- the person believes on reasonable grounds that the parent does not have a legal right of access to the child/ren (legal custody documentation)
- the person believes on reasonable grounds that the parent could be dangerous to the child/ren (under alcohol or drugs) (child cries hard look scared and doesn't want to go and parent is forcing the child)
- the parent is behaving in a disruptive way such as Screaming, yelling and banging very loudly on the door.

What to do:

- Do not open the door:
- Call the office and speak to your consultant. If she/he is not in the office, speak to any other person or the supervisor to ask for advice.

If you feel you or the children are in immediate danger call the police 911.

FAILURE TO COMPLY WITH THE ABOVE CONDITIONS WILL RESULT IN TERMINATION OF YOUR DAY CARE ARRANGMENTS.

Any updates of West End Documents will be found on our web side
Westendhomechildcare.com

Parent/Guardian signature

Date

Home Child Care Consultant

Parent/Guardian signature

Date

Home Child Care Consultant

Parent/Guardian signature

Date

Home Child Care Consultant