



AGENCE  
DE GARDE  
FAMILIALE  
AGRÉÉE

LICENSED  
HOME  
CHILD CARE  
AGENCY

EARLY YEARS  
SERVICES

Prescott   
*Russell*

Dear Parent(s),

It is with great pleasure that we welcome you and your child(ren) to our Child Care Services Network.

We realize that you are leaving what is most precious to you in our care, and that is why we do our best to offer an environment similar to your home surroundings with the added bonus of other children of the same age.

In a safe, stimulating and warm environment and using various activities, a devoted and responsible adult will care for and enrich your child's development. Different activities will be provided to enhance your child's physical, social, emotional, and intellectual growth.

On behalf of the Child Care Agency and myself, we would like to welcome you and hope that your stay with us will be rewarding for your child.

*Danika Joly*

Supervisor, Early Years Services

To contact the Early Years Services, please dial **613 675-4642** or **800 667-9825** between 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. and between 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. during the summer. To reach the EarlyON Child and Family Centre, dial **613 764-3434** or **866 764-3434**.

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L'Orignal ON K0B 1K0  
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## PROGRAM STATEMENT

### ABOUT US

The Prescott and Russell Licensed Home Child Care Agency is a municipal service that works collaboratively with self-employed individuals to provide care and early learning in their own private residences. The Agency has been in operation for over 25 years and is licensed by the Ministry of Education. There are Home Child Care locations throughout the United Counties of Prescott and Russell.

Home Child Care Providers, called Providers and Educators, look after a small group of children in their own homes, providing a service which is able to meet the needs of each individual child and their family. Each licensed Home Child Care can accommodate up to six children from infants to 12 years of age.

The Home Child Care Agency has a strong commitment to children, families, and the community.

We support Home Child Care Providers and their programs by offering:

- emergent and Reflective Practice discussions;
- ongoing professional development;
- access to materials and equipment;
- administrative support.

We support children and families by:

- carefully screening and supporting Home Child Care Providers;
- offering ongoing support during the selection process and while children are in care;
- ensuring a health assessment and a criminal vulnerable sector reference check is completed for all adults in the home;
- requiring and supporting all Home Child Care Providers to hold a current First Aid Level C (AED) Certificate;
- conducting monthly visits and quarterly unannounced home safety inspections;
- providing equipment, resources, and materials to ensure children's safety and encourage early learning and exploration.

LICENSED HOME CHILD CARES ARE UNIQUE, SAFE, CARING, AND STIMULATING PLACES TO LEARN THAT ENCOURAGE CURIOSITY, CREATIVITY, EXPLORATION, AND INVESTIGATION IN THE CONTEXT OF RELATIONSHIPS.

### OUR VISION

High-quality Home Child Care is possible when we work together in deep commitment to children.

### OUR MISSION

The Prescott and Russell Licensed Home Child Care Agency aims to provide a safe, nurturing, and responsive Home Child Care environment for children by supporting Providers and working in partnership with families.

### OUR GOALS

Over the next few years, our goals will be the following:

- to promote high quality, age-appropriate, play-based learning experiences for children in Home Child Care residences affiliated with the Agency;
- that practices in the homes reflect the vision and principles described in the Program Statement (children, families, Providers, and community context may affect how a particular program looks and feels);
- to explore each Home Child Care's current approach and guide it toward an emergent approach;
- to offer an infant/toddler program based on knowledge of very early development, focused on relationships, safety, and well-being, each element of which is rooted in daily routines and experiences;
- to focus on the healthy development of the whole child – social, emotional, physical, cognitive, and language development;
- to keep moving forward in increasing the quality of our practice, one step at a time.

## OUR PHILOSOPHY

The Prescott and Russell Licensed Home Child Care Agency's program is consistent with the Ministry of Education's policies, pedagogy, and curriculum. Some of the Ministry documents we reference in our program include the following:

- *How Does Learning Happen?* Ontario's Pedagogy for the Early Years;
- Ontario Early Years Framework;
- Ontario Early Learning Framework;
- Think, Feel, Act: Lessons from Research About Young Children;
- Early Learning for Every Child Today.

The Agency's philosophy also upholds the Ministry of Education's four foundational conditions that ensure optimal learning and healthy development: **Belonging, Well-Being, Engagement, and Expression**.

Our philosophy is based on values and principles that affect the program offered to children and families. Providers share in the values and beliefs of our Agency and understand the importance of building strong relationships with both children and families.

The following principles, based on research and practice, serve to promote continuous improvement in quality learning experiences. They are interconnected – they depend on and relate to each other. Also, they require our engagement and are based on the **goal of achieving the best outcomes for children**.

### OUR PRINCIPLES

Principles that guide our work

Children are capable, curious, competent, and learn through meaningful learning experiences and practices that engage them fully. We consider the *How Does Learning Happen?* document in everything that happens during the day, and we believe that every moment is an opportunity to build relationships, which in turn produces the necessary conditions for children's learning.

We reflect on the following beliefs when making decisions that affect children and their families:

### IMAGE OF THE CHILD

Children are capable, competent, knowledgeable, resourceful, curious, imaginative, and inventive. They are born with a need to interact and communicate with others and to construct their own learning.

### RELATIONSHIPS

According to *How Does Learning Happen?*, fostering good relationships with children and their families is the single most important priority for Educators.

Relationships are the foundation of all that we do. Through our interactions, we create a sense of belonging and acceptance where every individual (child, parent, Educator) experiences a feeling of being valued by others. Caring, mindful, and resourceful interactions are essential to providing learning environments that are inclusive and respectful.

### LEARNING THROUGH PLAY

Play to a child IS learning. Early childhood experts know that children learn best through free play and discovery.

Play allows children to use their creativity while developing their imagination, dexterity, and physical, cognitive, and emotional strength. It is through play that children at a very early age engage and interact in the world around them.

In Home Child Care settings, the educational program and practice is built upon knowledge of each individual child, their interests and unique qualities. Providers observe and listen closely to children and families to gain an understanding of current interests and abilities of the children. They use an emergent, play-based curriculum. The children have uninterrupted periods of play, free choice, as well as Provider-guided experiences and provocations.

### ENVIRONMENT AS THE “THIRD EDUCATOR”

The play space environment is seen as the “**Third Educator**”. The indoor and outdoor spaces in the homes are meant to capture all things natural, sensorial, meaningful, and real. As a welcoming place, the home environment encourages encounters, communication, and relationships. In these varied and unique settings, adults and children are invited to discover together the joy of learning.

In Home Child Care settings, there are spaces for children to be on their own or part of a small group. There are spaces for children to:

- run, bounce, balance, dance, jump, climb, and ride a bicycle;
- explore, investigate, and experiment in natural settings (leafy areas, rock gardens, vegetable gardens, open grassy areas);
- free to play outside on rainy days – we encourage families to bring rain coats and rain boots if they choose);
- smell, taste, touch, and feel the world around them (vegetable gardens, flower beds and potted planter boxes full of colour, and cook vegetables from the garden, natural environment);
- build, invent, and design (access to loose parts within the environment, blocks, and construction materials);
- paint, mould, draw, write, read, and relax (writing area with materials needed for literacy development, real-life literacy experiences through play, art);
- act out, dress up, and dramatize their feelings (dress ups, access to materials and fabric, props, blocks, and construction materials).

### WELL-BEING: HEALTH, SAFETY, AND NUTRITION

Well-being includes good mental and physical health, feelings of happiness and satisfaction. Well-being is enhanced by other important factors including children’s level of involvement, participation and active learning, self-esteem, feelings and emotions.

In Home Child Care settings, relationships that are warm and supportive assist babies to express feelings such as joy, sadness, frustration, and fear, and support strong attachments.

Routines, rituals, and rules, such as hand-washing, toilet training, and tidying up, provide opportunities to learn about health and safety. Children also develop self-reliance and confidence in personal hygiene, care, and safety for themselves and others.

A healthy diet is essential for healthy living. Educators provide many opportunities for children to experience a range of nutritious foods and to learn about food

choices. Cooking is seen as part of children’s everyday learning experiences, and you will often smell this as you enter the Home Child Care. Providers also accommodate for differing food intolerances, as well as cultural and family beliefs during mealtimes.

Children also gain a basic understanding of the importance of an active lifestyle.

### SELF REGULATION

Providers create opportunities to enhance a child’s independence, confidence, and positive sense of self. They offer opportunities for children to strengthen self-regulation by finding what stresses the child and reducing stressors. They help children become self-aware, helping children to recognize whether they are restless or calm. They determine how to guide the child when he is restless, such as finding a quiet place and help the child recognize what works for him and what to avoid.

IN ORDER TO ATTAIN QUALITY OUTCOMES FOR CHILDREN, THE ABOVE-MENTIONED PRINCIPLES WILL BE INCORPORATED INTO DAILY PRACTICE. THEY WILL GIVE STRUCTURE TO EVERYDAY ACTIVITIES AND GUIDE PROGRAM PLANNING.

These principles are also consistent with the Ministry of Education pedagogy, which includes the following outcomes for children:

- Every child has a sense of **belonging** when he or she is connected to others and contributes to their world;
- Every child is developing a sense of self, health, and **well-being**;
- Every child is an active and **engaged** learner who explores the world with body, mind, and senses;
- Every child is a capable communicator who **expresses** himself or herself in many ways.

### THE COMMUNITY

Children need multiple settings in which to learn and develop. Childcare homes, families, & communities complement each other and can work together to encourage consistent learning and development for children. Providers will work with members of the community to develop familiarity with their unique characteristics, strengths, and the opportunities each affords for learning. They will build connections with their local community partners (e.g. Early Childhood Professionals, public library, emergency services, health unit, schools, etc.) to support children’s learning.

### OUR VALUES

**Children are valued** for their ability to do meaningful work, their curiosity and knowledge, and their need to play. Each child is a unique individual with differing abilities and deserves the encouragement, time, and space to try new things, explore new ideas, and develop their own unique understanding of the world.

In Home Child Care settings:

- children have the right to PLAY (play should be fun, exciting, hands-on, stimulating, relaxing, comforting, and challenging);
- children have rest periods and quiet periods;
- children learn about friendship and learn how to be a friend through play;
- children have control over the direction of their learning and are given many ways and opportunities to express themselves: through dramatic play, through sand play, through water play, through dough and clay play, through table top play, through construction play, and through creative play;
- children are provided with indoor and outdoor environments that foster curiosity and investigation;
- children are invited to offer their ideas on activities and have access to materials all through the day;
- children are heard and valued, their physical needs are met, and they feel at home;
- children have opportunities to participate in a range of different cooking experiences that give opportunities for them to taste, smell, and feel ingredients.

**Parents and families are valued** for their connexions and traditions, their commitment to home, work, and community, and their hopes for their children.

- Parents are viewed as partners, collaborators, and advocates for their children;
- We support and welcome parents' interests and involvement and will offer various opportunities, as follows:
  - Formal and informal meetings to discuss and view happenings that have taken place during their child's experiences at the Home Child Care;
  - Providers will provide parents with examples of "children's images of learning" through work displays and photos;
  - Parent Workshops – workshops and lectures for parents and the wider community. Topics will be related to the parents' common interests (reading with children, healthy eating, importance of play, etc.) and will be conducted by a specialist in the area;
  - Parent Handbook relating to the services offered, including the Program Statement;
  - Excursions: Parents and family are welcome and encouraged to join excursions and events – mostly within walking distance.

**Providers are appreciated** for their knowledge and values, their varied skills, their vision for children, their delight in seeing children learning, and their commitment to families.

Home Child Care Providers are nurturers, guides, and co-learners in children's learning journey. They recognize and value children as individuals and as members within families, cultures, and communities – all of which bring diverse life experiences.

In Home Child Care settings:

- Providers provoke, co-construct, and stimulate thinking and collaboration with the other children;
- Providers plan activities and experiences based on the child's interests and what is meaningful to them at the time;
- Providers listen, observe, and engage in dialogue with children. They document children's work;

- Providers are committed to sharing children's learning with parents and the community;
- Providers attend workshops each year to further their knowledge about Children, their learning, and to be inspired;
- Providers are committed to reflection about their own practices and learning;
- Providers value the importance of good health and nutrition and provide opportunities that foster and support a healthy, active lifestyle.

**Our Early Years Services team is appreciated** for their engagement in bringing the Ministry of Education's vision of early learning to fruition:

- We believe in sharing our vision and passion for excellence in early childhood education with other professionals relevant to the education of young children;
- We strive to provide continuing education relating to best practices for children;
- We use a team approach – collaboration and open communication with children, families, Early Childhood Support Professionals, and the wider community – because it promotes the best outcomes for children's learning;
- We meet on a regular basis to discuss, plan, and reflect on our own work, as well as the work of the children and Providers;



## POLICIES AND PROCEDURES

The **Prescott and Russell Home Child Care Licensed Agency** offers a quality service that is affordable and accessible to all residents of the United Counties of Prescott and Russell. The Agency offers the support of its team of professionals to the parents and to the providers of home child care services. These caregivers, such as Child Care Professionals and small business owners, must adhere to the standards and regulations of the *Child Care and Early Years Act, 2014*, follow health and security standards, and respect the number and age of children permitted in their home day care.

## PROGRAM DEVELOPMENT

A Home Child Care must provide for a healthy and safe environment while respecting the children's emotional, physical, and intellectual needs. Guiding the development of the child with emphasis on learning through play and age appropriate activities is a cooperative effort between the Provider and the Agency. The program is re-evaluated regularly to reflect changes in the regulation and to incorporate new ideologies on early childhood education. Workshops and training are also organized and offered to caregivers.

## INCLUSION SERVICES

The Prescott and Russell Early Years Services provides an Inclusion service for children who have special needs attending a licensed Home Child Care. Inclusion Counsellors provide an appropriate individualized program and training/treatment plan specifically intended for that particular child.

Children may go into a Home Child Care with unidentified special needs. If concerned with the child's development, the Child Care Advisor will refer the parent to the necessary resources.

## ADMISSION POLICY

### CHILDREN'S AGE GROUP

The Agency accepts children ages six (6) weeks to ten (12) years old.

### HOURS AND DAYS OF OPERATION

Child care is provided full time and part time for periods not exceeding twenty-four (24) consecutive hours. Hours of care may vary from one home to the other, but the Agency will attempt to meet your needs as to the number of days and hours needed.

To ensure a space in a Home Child Care, the Agency requires a minimum commitment of three (3) days of care per week.

## ENROLMENT INQUIRY AND PLACEMENT LIST

Parents who wish to have their child(ren) enrolled on a placement list must send their application form to the main office. This form must be received at our office before the placement process of your child(ren) can begin. It is the parent's responsibility to inform the Child Care Advisor of all changes after enrolling the child on the placement list.

The Agency shall not charge a fee or collect a deposit from families to place their children on the waiting list. The Child Care Advisors will verbally confirm that the Agency does not charge a fee or collect a deposit when registering a child's name on a waiting list. Places will be allocated according to age groups and ratios. Information about families who are on the waiting list remains confidential at all times. Families can contact the Agency to find out where they are on the waiting list.

## MATCH VISIT

Once the application has been received by the Agency, the Child Care Advisor will contact the parent. She will recommend a Home Child Care that meets your needs—close to your home, your workplace, or your child's school. It is your responsibility to arrange introductory visits with Providers to discuss your expectations, your child's habits, and daily routine. Refer to page 9 for recommended questions and elements to observe during your visit with the Child Care Provider.



## CHILD'S ENROLMENT

Once you have entered into a verbal agreement with the Provider, the Child Care Advisor will meet with you to discuss the Agency's rules and procedures. **You must bring along a photocopy of your child's immunization record to this meeting.**

The following documents will be signed during your meeting with the Child Care Advisor:

- A written agreement determining the hours of care;
- A consent form for medical emergencies;
- A match-visit form stating the policies and procedures of the Early Years Services;
- An Eastern Ontario Health Unit form regarding your child's immunization record.



## ITEMS PROVIDED BY THE PARENT

Children should wear clothing that is comfortable and appropriate for play. You must also provide warm clothing, since the children will play outside everyday, weather permitting.

\* Here is a list of items that your child might need.

### SPRING AND FALL

- Rubber shoes
- Rubber boots
- Waterproof pants
- Coat

### SUMMERTIME

- Swimsuit
- Towel
- Sun hat/cap
- Sunscreen
- Insect repellent

### WINTERTIME

- Warm coat
- Snow pants
- Two pairs of mittens
- Two pairs of socks
- Warm boots

- Copy of the policies and procedures— billing, absenteeism, and fees.
- An agreement between the parent(s), Child Care Worker, and the Agency which will be signed on an annual basis.

Parents are responsible and must notify the Agency of any change pertaining to the child's file (immunization, relocation, home phone number, status).

The Early Years Services must be notified if a child's care is submitted to certain conditions (joint custody, court judgment, foster care, etc.), and a copy of the agreement must be in the child's file. The Provider must also be notified of these conditions.



## FOR BABIES AND TODDLERS WEARING DIAPERS

- Plastic diaper pad (for diaper change)
- Disposable diapers and wipes
- Zinc-based cream (if necessary)
- Two complete changes of clothing (sweater, pants, socks, and underwear)
- Bottles and formula (if necessary)
- Comb or hairbrush
- A blanket

## FOR CHILDREN 18 MONTHS AND OVER

- One complete change of clothing (sweater, pants, socks, and underwear)
- A sipping cup
- Comb or hairbrush
- A blanket



## POLICY ON ARRIVAL AND PICK-UP TIME

### HOURS OF CARE

The hours of care agreed upon by the parent, the Provider, and the Agency must be respected. Any changes to the agreement requires a written notice of at least one week and must be authorized by the provider. Fees will be charged if this time frame is not respected.

Please note that the Provider is not available before or after the hours stated in the agreement. If the need arises that you must arrive earlier or leave later than the stated hours of care, you must call your Provider to ensure that she is available. If you exceed your contract hours, additional fees will be charged.

Parents must sign their child's arrival time and departure time as well.

### ABSENTEEISM OR LATE ARRIVALS

To ensure your child's safety, we request that you report all absences or late arrivals to your Provider. If your child is absent from the Home Child Care and your Provider has not been informed, she will contact you.

### PERSONS TO WHOM THE CHILD MAY BE RELEASED

The parent or authorized person must inform the Provider of any change in the arrival and departure time of the their child(ren). The Provider is not responsible for any child who walks from the Home Child Care to school or to the bus stop.

The parent must provide a list of the persons allowed to pick up the child(ren) from the Provider's home. The Provider will not allow the child to leave her home with any other person than those stated in the Match Visit Agreement.

The Provider will ask for a valid photo ID if she has never met the person. The parent must contact the Child Care Advisor to modify this list if needed.

### NUTRITION

Providers offer well-balanced meals and nutritious snacks (morning and afternoon) that meet the Canadian Food Guide requirements. **Menus are always posted.** Parents must provide baby food until the child is one (1) year old. Food containers must be labelled with the child's name. When the child is one year old it is essential that all new foods be introduced at home. The parent must give the Provider a list of foods not yet tried by the child. Once the child eats regular food and if he does not require a special diet, the Provider will supply all the meals.

## BREAKFAST

At the parent's request, breakfast may be served to the child if he/she arrives before 7:30 a.m. at a cost of \$5.50 per meal. If the Provider agrees, the parent may bring the child's breakfast if the child arrives before 7:30 a.m. Healthy and easy to serve food is recommended.

## HEALTH POLICY IMMUNIZATION

The regulation under the *Child Care and Early Years Act, 2014*, stipulates that before admission, your child(ren) must be immunized as recommended by the local Medical Health Officer and according to the Immunization schedules of Ontario. Children with incomplete immunization records could face exclusion from the Home Child Care.

It is the parent's responsibility to advise the Eastern Ontario Health Unit of each immunization received by their child. An updated copy of the immunization record must be given to the Agency as soon as possible.

Parents who wish to have an exemption can obtain a "Statement of Conscience or Religious Belief" form from the Child Care Agency, the Health Unit or a medical exemption form from their doctor.

### ILLNESS

As a general rule, all children in the Home Child Care must be well enough to follow the Provider's regular activity program. Parents must keep their child at home if he or she requires special care and attention from the Provider.

The Provider cannot care for a sick child. The parent must not bring a child to the Home Child Care if one or several symptoms of poor health are present (fever, vomiting, contagious disease, etc). The parent must advise the Provider that the child is taking medication or has taken medication upon arrival at the Home Child Care. If your child becomes ill at the Home Child Care, the Provider will notify you promptly (within one hour) so that arrangements can be made to take your child home. The sick child will, if possible, be isolated from the other Child Care children to minimize exposure. If the parent cannot be reached, the person designated as the emergency contact will be notified.

The Child Care Advisor will give you a pamphlet describing the exclusion criteria of current illnesses, which will help you decide when your child should stay at home. In order to minimize the spread of illnesses and maintain a healthy environment, everyone who attends the Home Child Care must comply with the health policies.

When your child has a contagious disease (ex. Measles, Mumps, Croup, Chicken Pox, Rosella, Pink Eye, lice), consult the “Childcare Exclusion List” or contact the Eastern Ontario Health Unit at 1 800 267-7120. The parent must inform the Provider and the Child Care Advisor of any contagious disease. If necessary, the parent might have to submit a doctor’s certificate stating that the child is no longer contagious.

If the doctor prescribes antibiotics for your child, he can return to the Home Child Care twenty-four (24) hours after starting the medication if there are no other symptoms and he can follow the Provider’s daily routine.

Even though it can be difficult to find replacement care in case of illness, parents have the responsibility to do so.

### MEDICATION

**\*\*\*No medication can be administered to a child without the parent’s written consent.\*\*\***

The Agency allows Providers to administer both prescription and non-prescription drugs according to provincial legislation. This requires that parents:

- provide written authorization including the drug’s name, dosage, duration, and the physician’s name.
- provide medication in its original container, clearly labelled with the child’s name, the name of the prescribed drug, dosage, and direction for storage.

The prescription must be given to the Provider upon the child’s arrival. The medication will be stored in a safe place or in the refrigerator if necessary. The Provider can choose not to administer prescription drugs to a child.

### ALLERGIES

Parents must inform the Agency of **any allergies, special diet, or food-related problems** upon enrolment. In the case of a special diet, parents will provide food to the Provider.

### SLEEP POLICIES AND SUPERVISION

The Prescott and Russell Licensed Home Child Care Agency has a Sleep and Supervision Policy. Children registered with the Agency for a period of six hours or more in a day have a rest period not exceeding two hours in length. Also, the children are permitted to engage in quiet activities based on the child’s needs. When registering a child, the parent will be consulted about their child’s sleep habits. The parent of a child aged 12 months and under will be advised of our practice regarding the sleeping position for infants. Parents should inform the Home Child Care Provider about any changes in their child’s sleep pattern. The Home Child Care Provider will inform the parents of any significant changes or behaviour to their child’s sleep. She will adjust how to monitor the child while sleeping. The Home Child Care Provider will provide periodic supervision of each child during the rest period by being physically present at his or her side and ensuring his or her safety at all times. Any changes observed by the Home Child Care Provider during the rest period will be communicated to the child’s parents.

### EMERGENCY CARE POLICY

#### EMERGENCIES AND SERIOUS OCCURRENCES

In case of a minor injury or a minor ailment (sprain, scratch, nose bleed, etc.) the Provider will administer first aid and take the next appropriate steps.

In case of a medical emergency, the Provider will contact the parent and the emergency services. If the parents cannot be reached, the Provider will tend to the child until the parent or other authorized person can take charge of the situation.

The incident must be reported to the Agency if medical treatment or hospitalisation is needed. A serious occurrence report describing the incident and events must also be written and signed by the

Provider and the Child Care Advisor. Any and all incidents related to the children’s health and safety within the Home Child Care must be reported to the Ministry of Education.

The Ministry of Education requires our Agency to post information about serious occurrences that happen at the home of the contracted Provider. The “Serious Occurrence Notification Form” must be posted in a visible area for 10 days.

### EMERGENCY MANAGEMENT

The Prescott and Russell Licensed Home Child Care Agency has policies and procedures in place for managing emergencies. During an emergency, the Child Care Provider or the Child Care Advisor of the United Counties of Prescott and Russell will notify the parents. You will also receive a report following the event.

### TEMPORARY CLOSURE

Parents will be informed immediately if for any reason beyond the Provider’s control the Child Care is being temporarily closed (heating problems, flood, storm ,etc.). **Parents will be contacted by telephone to pick up their children** if the closure happens during the day. Child Care fees will not be charged if the home day care is temporarily unavailable.

### RULES PERTAINING TO OUTINGS

Children should be exposed to fresh air and sunlight daily. Upon signing the child care agreement the parent acknowledges that the Provider may go on outings (park, playgroups, etc.) as part of the daily programming. Parents will be notified in advance if a special outing is planned which requires the use of a vehicle, and a consent form will be signed each time. The parent has the right to refuse that his child(ren) participate in the outing; however, the parent must find replacement care for his child(ren) that day.

### WATER SAFETY

According to the *Child Care and Early Years Act, 2014*, the Provider will ensure that the children in her care will not have access to, nor be permitted to play in a/an in-ground pool, above-ground pool, kiddie wading pool, hot tub, spa, and all standing bodies of water (pond) located on the premises of the Provider or any single or multi-dwelling private residence and shall prohibit access.

The Licensed Home Child Care Agency of the United Counties of Prescott and Russell requires:

- that the above-ground or in-ground swimming pool be fenced;
- that access to the pool be kept safely locked at all times;
- that all chlorine products be kept in a safe place away from children’s reach;
- that any object which could be used to climb into the pool be removed.



### CHILD CARE FEES AND TERMS OF PAYMENT

#### DAILY RATES

(see page 18 for rate schedule)

The hours of care will determine the daily rate requested from parents. The fees carried to your account result directly from the codes indicated by your Provider on her attendance sheet/invoice and according to your agreement. Before signing the attendance sheet, the parent must verify the codes and details on the Provider’s invoice. The Agency uses this document to calculate the parent’s invoices.

### STATUTORY HOLIDAYS

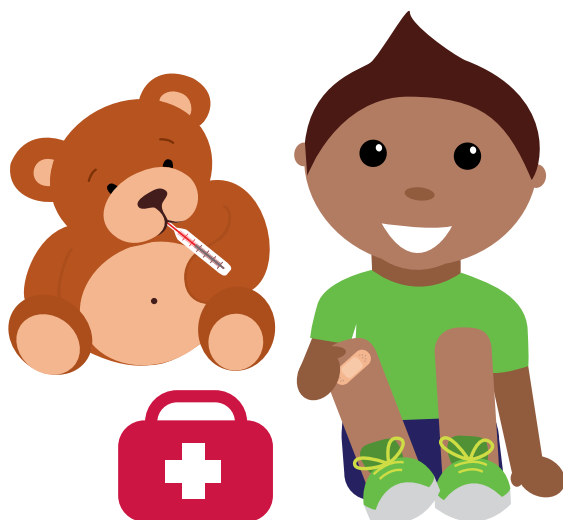
Parents will not be charged for the following nine statutory holidays: New Year’s, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving, Christmas, and Boxing Day. If a statutory holiday is on a Saturday or Sunday, **the following Monday will be considered a holiday.**

### INCOME TAX RECEIPT

Every year, following the audit, an official income tax receipt will be issued to the parent for the total amount received during the period of January 1<sup>st</sup> to December 31<sup>st</sup> of the previous year. It is important to inform the Early Years Services of any change of address.

### ABSENTEEISM

Parents will benefit from annual absenteeism days (days without fees) if a child is sick or on holiday. The number of days allowed will be stated in the agreement. Once the number of days specified is used, the regular fee is automatically charged.



These days are calculated annually from January 1<sup>st</sup> to December 31<sup>st</sup> and are not cumulative. The allotted days will be determined according to the number of months of service used. The number of absenteeism days allowed per child will be determined and indicated in the agreement. If you leave the Agency before the end of the year and have used all your absenteeism days, you will be charged for the number of days taken too many.

Parents must give Providers a minimum of two weeks notice when leaving on holidays.

### CHILD CARE NOT AVAILABLE

**Parents must have a backup** (someone they can call) in case the Provider is not available (illness, holidays). When a Provider is not available, a parent will not be charged for this particular day. Consequently, the parent must care for their child, as stipulated in the agreement made between the parent, the Provider, and the Agency.

### CRIMINAL REFERENCE CHECK

Each Provider must have a Criminal Reference Check, Vulnerable Sector, before they begin providing Child Care.

### VOLUNTEER AND STUDENT

The Agency requires that every child assigned to a licensed Home Child Care be supervised by an adult at all times. Volunteers, students, and any person who helps with the children enrolled in our Child Care Services must obtain a Criminal Reference Check and fill out an immunization report and a medical form. Volunteers and other persons who are regularly in the Home Child Care, who are over the age of 18, may be asked to submit to a verification with Valoris for Children and Adults of Prescott-Russell. Prior to the start of placement, orientation offered by the Agency to volunteers and students will include reviewing our policies and procedures such as nutrition, safety, and health. Volunteers and students must be supervised at all times by the Home Child Care Provider and can not be alone with the children.



### METHOD OF PAYMENT

A security deposit of \$250.00 is required before the placement begins and will be refunded upon termination of service unless your account is outstanding. After the service begins, you will receive an invoice. The balance due on your invoice must be paid **upon reception**. If payment is not received in full, a monthly interest rate of 1.25% will be charged. The payment can be made through Internet banking, credit card (Visa or MasterCard), Interac, pre-authorized payments, cheque, or money order payable to the United Counties of Prescott and Russell. If a cheque is returned stating insufficient funds (NSF), **an administrative fee of \$35.00** will be added to the account as per Policy No. ADM/004 of the Counties.

**If a second “NSF” cheque is received, the Agency will only accept payment by Internet banking, credit card (Visa or MasterCard), Interac, pre-authorized payments, certified cheques, money orders, or cash.**

If the balance due is not paid upon reception, a two-week notice will be sent to parents to terminate the Child Care Services agreement. **Furthermore, if your account is still past due, it will be sent to a Collection Agency.**

INTERNET BANKING PROCEDURES		
BANK	CATEGORY	NAME OF THE COMPANY
National Bank of Canada	–	United Counties of Prescott and Russell
Caisse Populaire Desjardins	Miscellaneous	United Counties of Prescott and Russell
Scotia Bank	Public Services	United Counties of Prescott and Russell
Bank of Montreal	–	United Counties of Prescott and Russell
Royal Bank	–	United Counties of Prescott and Russell
CIBC	–	United Counties of Prescott and Russell Accounts Receivable
Toronto Dominion	Other	United Counties of Prescott and Russell

### CHILD CARE SUBSIDY

Depending on your family or financial situation, you could be eligible for a full or partial Child Care Subsidy for the Home Child Care. After your assessment with the Child Care Fee Subsidy Officer, **you might be asked to give a security deposit of \$125.00**. The deposit must be received before the placement begins.

**The centralized waiting list for subsidized spaces** is administered by the United Counties of Prescott and Russell Early Years Services. The subsidies are intended to support working parents and students.

If you need more information on subsidized spaces and/or if you wish to add your child’s name to the centralized waiting list, contact a Clerk at **613 675-4642** or **1 800-667-9825** at extension **6310**.

### BEHAVIOUR MANAGEMENT POLICY

In the selection of Providers, the Child Care Advisor explains the behaviour management practices for children. The Agency’s Staff discusses principles and behaviour improvement methods at training sessions and workshops organized for the Providers. Children are disciplined constructively, according to measures tailored to their gestures and their ages.

It is strictly forbidden to impose corporal punishment upon a child (spanking, hitting, shaking, etc.)

You can transmit your opinions and principles regarding the improvement of your child’s behaviour to the Provider and Child Care Advisor during your initial meeting with them.

### PROHIBITED PRACTICES

For children receiving child care services with a Home Child Care Agency, the following practices are prohibited:

- Corporal punishment of the child;
- That the child be restrained physically by confining them to a high chair, car seat, stroller, or other methods used to discipline or in lieu of supervision unless for the purposes of preventing self-harm, harm to others, and only until risk of harm/injury is no longer imminent;
- That the exits of the Home Child Care premises be locked for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency and is required under the Licensee’s emergency management policies and procedures;

- That harsh or degrading measures be directed at the child, that threats or derogatory language be used in the presence of a child that would humiliate, scare, or frighten the child, or undermine their self-respect, dignity, or self-worth;
- That the child be deprived of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding;
- That any bodily harm be inflicted on the child, including making them eat or drink against their will.
- Depriving the child of basic needs including food, shelter, clothing, or bedding;
- Locking the exits of the Child Care Centre or Home Child Care premises for the purpose of confining the child;
- Using a locked or lockable room or structure to confine the child if he or she has been separated from other children.

### COMMUNICATION

#### MAINTAINING GOOD COMMUNICATION

Communication between Providers and parents is very important for the well-being of children. If you ever have problems with the Child Care arrangements, you should address your concern directly with your Provider.

#### CODE OF BEHAVIOUR

The Early Years Services has developed a Code of Behaviour which must be respected by both the child(ren) and parents.

#### CODE OF BEHAVIOUR

*Each human being possesses rights and freedoms designed to ensure his protection and development. Children and adults will respect the personal rights of each other. Any form of physical, emotional, or verbal aggression is unacceptable. No behaviour of this nature whether it be child to child, child to adult, adult to child, or adult to adult will be tolerated.*

## BREACH OF REGULATIONS

Anyone failing to comply with the Code of Behaviour will be given:

1. a verbal warning;
2. a verbal and written notice ending the agreement.

## TERMINATION OF CARE

### REMOVAL OF THE CHILD BY THE PARENTS

The parent must give a written two-week notice to the Provider and the Agency when the child is withdrawn from the Provider's care. Parents who do not observe this policy will be charged a period of two weeks' care.

### TERMINATION OF CARE BY THE PROVIDER

The Provider can terminate the child care agreement by giving a written two-weeks' notice.

## TERMINATION OF THE AGREEMENT BY THE PRESCOTT AND RUSSELL LICENSED HOME CHILD CARE AGENCY

The Agency reserves the right to terminate the agreement for service of care of a child, for whatever reason, if in their opinion, it is not in the interests of the Early Years Services or the child that the child remain under the Agency's care. For example:

- Non compliance with the Early Years Services policies by the parents or child(ren);
- Repeated non payment of child care fees;
- Contravention of the Code of Behaviour (such as intimidation, verbal, or physical abuse);
- Harassment towards a person or group by way of words or repeated, vexatious, or abusive acts or gestures.

The intention of these policies is to ensure that all individuals are treated with respect and dignity. For the sake of the children's well being, it is essential that the Providers and the parents have a positive and constructive relationship. The Agency reserves the right to refuse placement for care if it deems that the parent's or legal guardian's actions (past or present) have interfered with a Home Child Care Provider.

## SIGNATURE OF POLICIES AND REGULATIONS

By signing the application form, parents state they have read the regulations and policies described above and undertake to comply.

The Home Child Care Agency reserves the right to change the terms and conditions contained in this document after notifying all parents within a reasonable time, except when changes to laws or regulations are required by the Ministry. In such cases, the standard to follow is effective immediately.

Keep this document handy so that you may refer to it as your child grows up in the Home Child Care you have chosen.

## AVAILABLE RESOURCES

<http://www.edu.gov.on.ca/childcare/index.html>

## PARENT ISSUES AND CONCERNS

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 Child Care Advisors and Home Child Care Providers. As indicated in our program statement, we support positive and responsive interactions among the children, parents/guardians, Home Child Care Providers, and Child Care Advisors, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our Child Care Advisors 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 the Child Care Advisors 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 business days. 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 the 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, Child Care Advisors, 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 Valoris for Children and Adults of Prescott-Russell).

## 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 Child Care Advisors feels 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 Valoris for Children and Adults of Prescott-Russell directly.

Persons who become aware of such concerns are also responsible for reporting this information to Valoris for Children and Adults of Prescott-Russell 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/childrensaidd/reportingabuse/index.aspx>

## 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 the Licensee.

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

To reach the Ministry of Education, Licensed Child Care Help Desk, dial **1 877 510-5333** or send an email to [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca).

To reach the Early Years Services of the United Counties of Prescott and Russell, dial **613-675-4642** or our toll free the **1-800-667-9825** to speak to one of the following contacts:

- **Early Years Services Supervisor**  
Danika Joly, ext. 6300
- **Child Care Advisors**  
Ann Morris, ext. 6309  
Angèle Clairoux, ext. 6302

You can also send an email to [servicedegarde@prescott-russell.on.ca](mailto:servicedegarde@prescott-russell.on.ca).



PROCEDURE		
NATURE OF ISSUE OR CONCERN	STEPS FOR PARENT AND/OR GUARDIAN TO REPORT ISSUE/CONCERN	STEPS FOR HOME CHILD CARE PROVIDER, CHILD CARE ADVISOR, AND/OR LICENSEE IN RESPONDING TO ISSUE/ CONCERN
<b>PROGRAM-RELATED</b> Schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to - the Home Child Care Provider directly; or - the Child Care Advisor or Licensee.	- Address the issue/concern at the time it is raised; or - Arrange for a meeting with the parent/guardian within five business days.
<b>GENERAL, AGENCY- OR OPERATIONS-RELATED</b> Fees, placement, etc.	Raise the issue or concern to - the Child Care Advisor or Licensee.	Document the issues/concerns in detail. Documentation should include:
<b>CHILD CARE PROVIDER-, CHILD CARE ADVISOR-, AND/OR LICENSEE-RELATED</b> Conduct of Home Child Care Provider, Child Care Advisor, Agency head office staff, etc.	Raise the issue or concern to - the individual directly; or - the Licensee.  All issues or concerns about the conduct of the Home Child Care Provider or Child Care Advisor that put a child's health, safety, and well-being at risk should be reported to the Agency head office as soon as the parent/guardian becomes aware of the situation.	- 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 information given to the parent/guardian regarding next steps or referral.
<b>RELATED TO OTHER PERSONS AT THE HOME CHILD CARE PREMISES</b>	Raise the issue or concern to - the Home Child Care Provider directly; or - the Child Care Advisor or Licensee.  All issues or concerns about the conduct of other persons in a Home Child Care premises that put a child's health, safety, and well-being at risk should be reported to the Agency head office as soon as the parent/guardian becomes aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue/concern is initiated by the appropriate party within five business days, or as soon as reasonably possible thereafter. Document reasons for delays in writing.
<b>STUDENT- OR VOLUNTEER-RELATED</b>	Raise the issue or concern to - the person responsible for supervising the volunteer or student; or - the Child Care Advisor or Licensee.  <b>Note :</b> All issues or concerns about the conduct of students/volunteers that put a child's health, safety, and well-being at risk should be reported to the Agency head office as soon as the parent/guardian becomes aware of the situation.	Provide a resolution or outcome to the parent/guardian who raised the issue/concern.



### CHILD CARE FEES

Effective April 1<sup>st</sup> 2017

	Per Child
Between 5 and 10 hours of care For children from birth to 24 months <i>Including 1 meal and 2 snacks</i>	<b>32.00 \$</b>
Between 5 and 10 hours of care For children from 24 months and over <i>Including 1 meal and 2 snacks</i>	<b>30.50 \$</b>
Between 15 and 22 hours of care <i>Including 3 meals and snacks</i>	<b>53.00 \$</b>
Between 2 and 5 hours of care <i>Including 2 snacks</i>	<b>19.50 \$</b>
Between 0 and 2 hours of care <i>Including 1 snack</i>	<b>15.50 \$</b>
Additional meal	<b>5.50 \$</b>
Additional hour of care	<b>6.50 \$</b>

# QUESTIONS YOU CAN ASK WHEN YOU VISIT THE PROVIDER

## GENERAL QUESTIONS:

- Why did you choose to be a Provider?
- What do you like most about your job?
- How long have you been a Provider?
- How many vacations do you take during the year?
- How many children do you look after?
- What are your hours of opening and closure?
- Other than you, who may be present during the day?
- Are you a smoke-free house?
- Do you have animals?
- Have you received any training in the field of early childhood?
- Have you received First Aid Level C (AED) training?
- Do you participate in the Agency's workshops and training?
- Can you describe your daily routine with the children?
- Is it possible to have a copy of your menu and program?
- My child will have access to what room in the house?
- Is there an outdoor space enabling children to do activities?
- What do you do when children do not want to sleep?
- What is your method of discipline?
- Do you have references from parents who have used your service?
- Do you go on outings with the children?
- Can I visit with my child before signing the agreement?

## WHAT TO OBSERVE IN THE HOUSE:

- Well lit
- Organized
- Clean and safe
- Good playing space
- Children's crafts posted at the entrance or in the play room
- Appropriate toys for different age groups

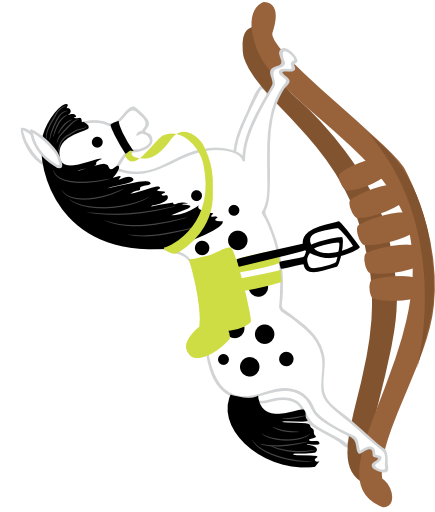
### THE PROVIDER:

- Friendly
- Concerned
- Sweet
- Joyful
- Patient
- Well organized
- Well informed



# DOSSIER DES ABSENCES | ABSENTEEISM RECORD

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Janvier/January																																
Février/February																																
Mars/March																																
Avril/April																																
Mai/May																																
Juin/June																																
Juillet/July																																
Août/August																																
Septembre/September																																
Octobre/October																																
Novembre/November																																
Décembre/December																																



V: vacance ou absence sans frais | vacation or absenteeism without fee

### PARENT PAYANT

Lorsque le maximum de V sera atteint vous devez indiquer A et l'encrer jusqu'au 31 décembre de l'année courante.

### PARENT SUBVENTIONNÉ

Lorsque le maximum de V sera atteint vous continuez à indiquer V, mais vous devez l'encrer.

### FULL FEE PARENTS

When the maximum of V is achieved you must indicate an A and circle it, till December 31<sup>st</sup> of the current year.

### SUBSIDED PARENTS

When the maximum of V is achieved you must continue to indicate a V and you must circle it.



# RÉPERTOIRE TÉLÉPHONIQUE

# TELEPHONE DIRECTORY

<b>Hôpital des enfants à Ottawa (CHEO)</b> CHEO (Children's Hospital-Ottawa)	613 737-7600
<b>Hôpital général de Hawkesbury</b> Hawkesbury General Hospital	1 800 790-8870 613 632-1111
<b>Centre Antipoison de l'Ontario</b> Poison Control Centre	1 800 268-9017 416 813-5900
<b>Télé Santé Ontario</b> Telehealth Ontario	1 866 797-0000
<b>Bureau de santé</b> Eastern Ontario Health Unit Rockland Hawkesbury Cornwall	613 764-2841 613 446-1400 613 632-4355 800 267-7120
<b>Valoris (Aide à l'enfance)</b> Valoris (Children's Aid)	1 800-675-6168 613 673-5148
<b>Police Provinciale de l'Ontario</b> Ontario Provincial Police	1 888 310-1122 613 632-2729
<b>Centre pour l'enfant et la famille ON y va</b> EarlyON Child and Family Centre	613 764-3434
<b>Agence de garde familiale</b> Home Child Care Agency	L'Original 613 675-4642
<b>Subventions aux frais de garde</b> Child Care Fee Subsidy	L'Original 613 675-4642, au poste/ext. 6307
<b>SERVICES À LA PETITE ENFANCE   EARLY YEARS SERVICES</b> L'Original   613 675-4642   1 800 667-9825	
<b>Superviseure des Services à la petite enfance</b> Early Years Services Supervisor	Danika Joly au poste/ext. 6300
<b>Conseillère en services de garde d'enfants</b> Child Care Advisor	Ann Morris Angèle Clairoux au poste/ext. 6309 au poste/ext. 6302
<b>Services à l'inclusion</b> Inclusion Services	France Contant au poste/ext. 6303
<b>Coordonnatrice de la qualité des services de garde</b> Coordinator, Child Care Quality Assurance	Dominique-Ann Boisvert Dominique Léger au poste/ext. 6700 au poste/ext. 6308
<b>Agente des subventions aux frais de garde</b> Child Care Fee Subsidy Officer	Christine Lalonde au poste/ext. 6307
<b>Commis comptes payables</b> Accounts Payable Clerk (Centres de garde/Child Care Centres)	Sonia Laflamme au poste/ext. 6305
<b>Commis comptes recevables/payables</b> Accounts Receivable/Payable Clerk (Agence/Agency)	Danica Larocque au poste/ext. 6310
<b>CENTRE POUR L'ENFANT ET LA FAMILLE ON Y VA   EARLYON CHILD AND FAMILY CENTRE</b> Casselman   613 764-3434   1 866 764-3434	
<b>Superviseure</b> Supervisor	Suzanne Boisclair au poste/ext. 222
<b>Éducatrices en petite enfance</b> Early Childhood Educators	Julie Jacqueline Lacroix Jean-Marc Michaud Maryse Grégoire Mélisha Bertrand-Rochon Keisha Malette Borden Julie Sabourin au poste/ext. 221 au poste/ext. 229 au poste/ext. 227 au poste/ext. 236 au poste/ext. 224 au poste/ext. 221
<b>Services à l'inclusion</b> Inclusion Services	Roger Gosselin Lyne Brabant Lucie Larochele Sophie Potvin au poste/ext. 225 au poste/ext. 234 au poste/ext. 223 au poste/ext. 231
<b>Coordonnatrice de l'analyse des données</b> Data Analysis Coordinator	Catherine de Quimper au poste/ext. 226
<b>Personnel de soutien</b> Support Staff	<b>Commis à la réception</b> Reception Clerk au poste/ext. 221 <b>Commis aux Services à l'inclusion</b> Inclusion Services Clerk au poste/ext. 233