



Little Lambs Home Daycare Inc.

license #58105

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Parent Handbook

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Who We Are

Our agency office is located in Stirling, Ontario, with partnering Child Care Providers residing in many areas of Hastings County. We are delighted to extend our expertise in Licensed Home Child Care to the communities we serve. Little Lambs Home Daycare is dedicated to providing a safe, nurturing, and enriching environment for your child's development.

Program Statement & Handbook Disclaimer,

Dear Parents/Guardians,

We appreciate your commitment to Little Lambs Home Daycare and your trust in our services.

Our ever-evolving pedagogy is rooted in years of cumulative experience from our dedicated staff, child care providers, and community partners. We continually integrate research-informed practices to ensure that our programs align with the best standards in early childhood education. At Little Lambs, we take pride in our approach of viewing each child as capable, competent of complex thought, curious contributors to their environment, and rich in potential. By focusing all of our business energy on the singular aspect of "Home Child Care," we can confidently apply our expertise where it matters the most.

Please be advised that the Parent Handbook provided to you is an essential document outlining our policies and procedures. We kindly request that you thoroughly review its contents and abide by the guidelines outlined herein.

It is important to note that the Parent Handbook is a dynamic and evolving document. Little Lambs Home Daycare reserves the right to amend the content, policies, and procedures contained within the handbook in accordance with the requirements of the Ministry of Education, governing bodies (such as Hastings County), or changes within the child care sector.

Effective January 1st, 2024, any changes made to the Parent Handbook will be communicated to parents/guardians with a minimum of 60 days notice, whenever possible. Please be aware that urgent changes mandated by the Ministry of Education or Hastings County Children's Services may necessitate adjustments with less than 60 days notice. In such cases, we will strive to communicate these changes promptly and transparently.

Your cooperation and understanding are crucial in ensuring a safe and nurturing environment for all children under our care. If you have any questions or concerns regarding the Parent Handbook or any updates, please feel free to reach out to us. We are committed to maintaining open communication and providing the best possible care for your child.

Thank you for entrusting Little Lambs Home Daycare with your child's well-being.

Sincerely,

Little Lambs Home Daycare Staff
and Child Care Providers

Our Team,

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Contracted Home Child Care Providers

Little Lambs is proud to support incredible independent contractors who provide high quality inclusive, developmentally appropriate and caring child care services. Providers are our neighbours and community members who have opened their homes to provide child care. Through their partnership with Little Lambs they show their commitment to continued professional learning, quality child care and business ethics. Providers are encouraged to use the professional resource developed by the Ministry of Education, How does learning happen? Ontario's pedagogy for the early years to plan activities that facilitate learning through play and provide a balanced program that supports children's optimal development.

Parents/Guardians as Partners

At Little Lambs, we believe mutual respect is key to developing healthy relationships with our families. We encourage and strive to make regular connections in person or by other means (e.g., Lillio child care software [formerly **HiMama**], notes, posting information on bulletin boards, emails, social media updates). Each child's success in our program is important. Our providers will share information with parents/guardians regularly. We are eager for parents/guardians to share their knowledge about their child's learning strengths and preferences and day-to-day experiences. We invite parents/guardians to collaborate and work together with us to ensure we are providing the best possible learning experience for each child.

Help us to be Environmentally Friendly,

In an effort to cut down on the paper communications we provide our families, we are requesting that families provide an email address to which we can send our information (if internet access is available). This request is easily completed when submitting the child care registration form. We respect and appreciate the fact that we all receive many emails each day, the communication from us will follow anti-spam policies. An attempt will always be made to keep emails direct and to the point. Staff email information is found in the “Our Team” section of this handbook. Families are encouraged to use phone and email services as a means of communication whenever necessary or wanted. If internet access is not available, we will continue to provide hard copies of any communication/information to those families who request this service. .

Resources for Parents/Guardians

If you wish to obtain information on a particular topic, we will attempt to provide what you require. We may inform you of a person, agency, or service that may be of assistance to you if we are not directly able to do so. We have access to a number of resources that may be of interest to you. When you enrol your child with us, we accept the responsibility of assisting with special/individual needs in relation to your child's adjustment, growth and development. If you wish to arrange meetings with any of the providers and/or agency staff, we will do so upon request. Your child will be given maximum consideration as an individual. Programs are planned to meet the developmental and educational needs of children and families we serve.

What to Expect,

Who We Welcome to our Programs

Our home child care program is available to all children who may benefit from our service who are between 16 weeks to 12 years of age. Our partnering child care providers will discuss schedule needs and their ability to accommodate during the interview process. We recognise the importance of flexibility, including; extended, evening, and weekend care. However these hours are not guaranteed in all of our licensed child care programs.

Waitlists

Due to the extreme volume of waitlist submissions, combined with the administrative burden of maintaining a “traditional waitlist” we decided to suspend our previous waitlist protocol/policy. Any requests for care that we are not immediately able to support will be directed to join our "waitlist email subscription list."

Full policy can be found by visiting: www.littlelambshdc.com/waitlist

No fee is charged to have a child added to the waitlist subscription list

Application Process & Current Information

At Registration

For the safety of your child/ren, we must be aware of all pertinent information relating to your child/ren. BEFORE a placement is arranged and a child may begin care, the following information must be supplied to the agency office:

- Completed application form available on our website. If required a physical copy can be provided.
- Completed and signed review of our Parent Handbook (required annually). Ensuring transparency and awareness of our policies and procedures, expectations, and services.
- A copy of each child's up-to-date immunization card, a copy may be made for you at the agency office.
- A copy of all documents relating to the custody of the child/ren being enrolled, if applicable.
- Any applicable individualised plans and authorization forms as may be applicable.
 - Individualized medical plan for a child with medical needs: anaphylactic allergy, asthma, or medical condition that could impact their health and well-being while in care.
 - Individualized Service Plan for a child with developmental, neural, gross motor, behavioural differences that require accommodations or additional support/resources.
 - Medication Administration and Authorization forms if the child requires life saving medication to be kept at the child care premises.

We strive to meet the individual needs of all children and families within our programs. We will work in conjunction with your family and support services to ensure that if applicable your child's special needs are accommodated.

Note: the original application (detailed form) is automatically emailed to the email address provided at the time of completion. In addition a copy is uploaded to the child's Lillio profile which the child care provider and agency staff may access at any time through the cloud software.

Information Changes

We must ensure that all information remains up-to-date and valid. A revised Parent Handbook will be distributed with application update forms on or around January 1st annually. Lillio allows parents to login and make changes to their child's information anytime necessary. Potential changes include: address, phone numbers, emergency contact info etc. Parents are encouraged to update their child's information through Lillio. If required Little Lambs can complete updates per parental request. An email from the address on file with required changes is acceptable. Parents are not able to upload or remove files, edit providers notes, or otherwise change daily documentation.

Agency Recognized Days of Closure

Municipal

In conjunction with the Municipal government for this area, Little Lambs recognizes the following days as "Days of Closure" and will be closed for said days:

New Year's day (Jan 1st)	Family Day (Feb)	Good Friday (Mar or Apr)
Victoria Day (May)	Canada (July 1st)	Civic Holiday (Aug)
Labour Day (Sept)	Thanksgiving Day (Oct)	Christmas Eve and New Year's Eve early closure (2:00pm)
Christmas Day (Dec 25th)	Boxing Day (Dec 26th)	

Professional Development Days

Similar to elementary school educators, our child care providers are committed to life-long learning for the betterment of the children they serve. Our conference style Professional Development Days are planned 3x a year gathering our team of child care providers, RECE Home Visitors and staff to connect and learn together. Little Lambs recognizes the importance of timely communication and planning. Professional Development Days of closure will be announced with a minimum of 8 weeks notice.

Regular fees are billed for the indicated above if they fall on a regularly scheduled day-no exceptions. For STAT holidays that fall on a nonbusiness day the STAT will be recognised and billed on the nearest preceding or proceeding business day (following most common practices) . Professional Development Days, unless stated otherwise, follow the same billing protocol as STAT days. When a child is enrolled with Little Lambs Home Daycare, this condition is accepted as part of the payment policies.

Provider Closures

There may be instances when your provider requires time off due to illness, appointments, or planned vacation. Every effort is made to provide parents/guardians with ample notice, and we request, program holiday plans are communicated by February 1st annually. Changes to extended holidays are encouraged to be shared at least 4 weeks in advance. We recommend that parents/guardians make arrangements for backup care for such occasions. Little Lambs will make diligent attempts to accommodate backup care upon request; however, due to strict ratio requirements we cannot guarantee its availability.

In their capacity as 'Independent Contractors,' Home Child Care Providers exercise their legal rights over planned and unplanned closures, aligning to their individual needs. Although suggested best practices are shared, legally, Little Lambs Home Daycare is unable to enforce a specific limit on program closures. Transparent communication during enrollment regarding anticipated closures [within reason] is essential. Home Child Care is a personalized service, and not every program or family may align perfectly. Maintaining open communication ensures clarity and minimizes any unforeseen inconveniences. We appreciate your understanding and cooperation as we strive to provide a professional and nurturing environment for your children.

Hours of Operation

Providers offer flexible hours of care with the standard range being 7am-5pm. They may choose to adjust their availability to meet the needs of their own family and their child care clients. All children placed through Little Lambs are billed according to our set fee guide. Providers while licensed by Little Lambs Home Daycare Inc. remain by legal definition “independent contractors”. While they are required to follow Little Lambs policies and procedures their hours of care are independent to their home child care premises. Parents/guardians are responsible for ensuring their required hours are accepted by their prospective child care provider prior to completing an application/registration form. If a parent/guardian has concerns with their providers “hours of care” they are requested to contact Little Lambs staff to discuss if another child care program might be a better fit. .

Care *may* be available for: extended hours (more than 12 hours/day), during evening hours (including overnight care), or weekends to try and meet the needs of all our families.

Hours of care (arrival and departure times) are contracted with our providers before care begins. The required hours of care are to be indicated on the monthly CHILD CARE SCHEDULE REQUEST FORM available on our website (*or alternate format as requested by your child care provider*). Any deviation from this schedule needs to be discussed with the child care provider prior to making a change. Being late to pick up your child following your submitted/agreed upon schedule could result in additional fees being payable directly to your provider.

Financial Matters and Schedules

Fees

Little Lambs operates on a fee-for-service basis. Parent/guardian fees are reviewed annually by the Director and the County of Hastings. Parent/Guardian fees help to cover the expenses for children (equipment, supplies), provider wages, provider resources (including professional development) and administrative expenses. Parents/guardians must sign their acknowledgement to all financial policies contained in the Parent/Guardian Agreement found on the registration form, accepting responsibility BEFORE we will accept your child/ren's enrollment. A copy of the current fee guide is provided in the back of this handbook. ****base** daily fees are currently 'frozen' following CWELCC guidelines/contractual agreements with the County of Hastings.

Privately Placed Clients

A privately placed client is defined as any parent/guardian who enrolls their child with a child care provider licensed as "Private." These providers, while licensed by our agency, have distinct strengths and business goals. Privately placed clients adhere to their child care provider's billing and payment policies, which may differ from Little Lambs' policies.

Privately licensed child care providers advise potential clients of their licensing model, and their various policies during initial communication/interviews. It is essential to note that Little Lambs maintains an ethical billing policy, ensuring that privately placed clients are not charged a higher daily fee than agency placed clients. Furthermore, these billing practices must align with the requirements of CWELCC funding and daily fee regulations. Variations may exist in vacation, sick, STAT Holiday, and absence allowances between Little Lambs and privately licensed child care providers. Parents/guardians must thoroughly understand and acknowledge the terms set by their respective providers, as private billing and payment arrangements fall outside the control of Little Lambs.

Additionally, parents/guardians are obligated to read and acknowledge any additional contracts/agreements provided by their 'privately licensed' child care provider. As a privately placed client, you will follow the billing/payment policies of your provider, not Little Lambs Home Daycare Inc. In case of concerns about billing policies, open and honest communication with your provider is recommended. If concerns persist, Little Lambs may assist in finding an alternate child care provider more aligned with your preferences and needs.

Invoicing, Payments, and Processing

In an effort to reduce the amount of paper we use, Little Lambs uses Lillio billing to invoice and receive payment for child care services. Invoices are sent within the first 3 business days of the month to the email listed on your child's registration form/your child's Lillio account. We recognize the importance of timely invoicing and respecting your family's monthly budget. However, on occasion, we kindly ask and appreciate your patience if there are extenuating circumstances that result in your invoice being delayed. Lillio conveniently provides a billing tab within the parent/guardian app/website where invoices can be viewed and paid. Client accounts can be paid through the apps billing/payment platform. Accounts can be set to "auto-pay" which will automatically initiate payment on the invoice due date. Alternatively, accounts can be set to "manual pay" which requires the parent/guardian to click "pay now" within the app by the invoice due date. The Lillio Billing Platform uses EFT (Electronic Funds Transfers) which takes 4-5 business days to fully complete the transaction from Pending, Approved to Paid. In an effort to support our child care clients who have more time sensitive budgets we will continue to accept Interac E-Transfers to littlelambshomedc@gmail.com. If sending an E-Transfer we require the invoice number and child's name to be added to the comment line. Failure to do so could result in administrative difficulty to match the payment to the invoice. If internet is not an option a paper copy of your invoice can be provided through your child care provider. Parents/Guardians are requested to review their invoice for any errors or omissions as soon as possible. A copy of the invoice can be resent if requested.

All families enrolled with Little Lambs Home Daycare are required to pay for childcare based on the set number of days per week agreed upon at the time of registration. This agreement in collaboration with the monthly child care attendance record as documented in Lillio (by the child care provider) provides the data necessary to create invoices. Parents/Guardians are able to review attendance notes, schedule, and daily reports through the Lillio app and are expected to alert Little Lambs administrative staff if they feel any documentation submitted is false. Fees are billed for the entire month and are due in full within 5 days of receipt. Within reason an alternate due-date agreement can be made between the paying parent/guardian and Little Lambs Home Daycare. We strive to work with families in this regard, recognizing individual differences in budget cycles. Each reasonable request for an adjusted due date will be considered.

Canada Wide Early Learning and Child Care system [CWELCC]

Little Lambs is happy to support families through this Federal/Provincial Agreement to reduce child care fees payable by parents/guardians for children less than 6 years of age. The Adjusted CWELCC fee guide, provided at the back of the parent handbook ([here](#)), shows the parent pay portion of our daily fees as provided by Hastings County Children's Services. **children who are 6 years and older are billed

according to the 'full-fee' guide provided at the back of the parent handbook [\(here\)](#). For children with birth dates between January-June, they will continue to qualify for CWELCC daily fee rate reduction upon turning 6 years of age up to the end of the current school year (June 30th).

Service Charges and Consequences

Annual Registration Fees

A registration fee will be applied to your first invoice and annually thereafter to support costs not fully covered by normal daily fees and government funding. These costs include, but are not limited to: technology/software, insurance, professional fees and associations, and benefits. This fee is subject to inflation and will be reviewed annually.

Registration fee included in fee guide at the end of this handbook

Early & Late Fees

Providers may charge an over-time fee of \$5 per 5 minutes early/late or a portion thereof, over and above the contracted hours of care your child remains in care (according to the provider's clock). These fees are highly discretionary and should be used as a last resort for clients who routinely disregard the child care providers contracted hours of care. We value and respect both our child care providers and our child care families time. Often child care providers will make plans before/after their contracted hours. Arriving early/late is not only considered rude, it may negatively impact the child care providers ability to attend scheduled commitments. Early/Late fees are the responsibility of the provider to bill and collect directly from the parent/guardian. Little Lambs Home Daycare may be requested to support a child care provider with this fee if necessary.

Extra and/or Discretionary Fees

Extra and/or discretionary fees are charges that may be added to your child's invoice or billed directly by your child care provider to help cover optional or additional expenses throughout the year. These fees are designed to enhance your child's daycare experience and ensure their well-being. To keep you informed, we will notify you of any agency anticipated extra/discretionary fees through our Lillio messaging/Newsletter system at least 2 weeks before billing these fees. The method of billing, whether it's added to the child's regular monthly invoice or issued as a separate invoice, will depend on the type of extra and/or discretionary fee being applied. Extra and/or Discretionary fees billed directly by your child care provider may be communicated through their Lillio classrooms messaging system, verbally (in person) or through written newsletters.

Here are a few examples of what may be considered an extra/discretionary fee:

- Field Trip/Excursion Fees: Occasionally, we arrange exciting field trips or excursions for the children to explore new places and learn through hands-on experiences. These fees contribute to the cost of transportation, admission, and any associated expenses.
- Sunscreen, diaper cream or other ointments: If you prefer or request that your child care provider provide sunscreen (or other ointment listed on the ointment section of the registration form & parent handbook) for your child, a fee may be applied to cover the cost of these products to ensure your child's protection during outdoor activities and comfort as applicable.
- Diapers/Wipes (or other essentials): In the event that you run out of diapers or wipes for your child, and we need to provide these essentials, a fee may be added to your invoice to cover the cost of restocking.
- Swag/Clothing: We occasionally offer Little Lambs branded clothing or merchandise, such as t-shirts or hats, for parents who would like to show their support and pride in our daycare community. These items are available for purchase at your discretion.

These extra fees are meant to offer flexibility and convenience to parents while ensuring the continued high-quality care and experiences your child receives at our home child care programs. We are committed to providing a safe, enriching, and enjoyable environment for your child, and these fees help us maintain that commitment.

Non-payment Fees

Parents/Guardians are responsible for FULL PAYMENT of your child(s) schedule as documented in Lillio in accordance with your child care space commitment at the time of enrollment. Payments are to be made no later than the agreed payment schedule. A late fee of 5% per week (prorated) will be charged to the child care account with a suspension of care after 15 days no-payment. Parents/guardians who have more than three late payments will be required to enter a Fee Probation Agreement. If the agreements made in the Fee Probation Agreement are not followed then they will be asked to find child care elsewhere and services will be terminated. Delinquent accounts will be forwarded to a collections agency after 60 days of non payment/no communication. Contact information for delinquent accounts will be shared with the County of Hastings Children's Services which could impact future child care placement opportunities. In signing and acknowledging Little Lambs payment policies at the time of registration, parents/guardians waived their right to confidentiality in the event of account nonpayment resulting in a "delinquent account."

Adjustments

Adjustments (overpayments or underpayments due to changes in provider availability/error) are supported through the Lillio billing and payment system. If applicable any amount overpaid will be added as credit on the child's billing profile. Likewise, any amount underbilled will be adjusted on the current invoice (if not already paid) or issued as a separate invoice. It is the parents/guardians

responsibility to review their child's billing account and bring any concerns or issues to our attention as soon as possible. A \$5 banking fee may be deducted for any applicable credit requested as a refund.

Receipts

A receipt for child care fees made during the year will be issued on or before February 28th to attach to your income tax return. Income tax receipts may be picked up at the agency office or emailed free of charge. Receipts may be mailed at parent/guardian request. A \$5 service charge applies to mailed receipts or if a reprint of the tax receipt is required. Please allow 24 hours for processing. *Lillio billing, allows parents to access a year end tax receipt through the app once approved by Little Lambs*

Subsidy- Fee assistance (read carefully)

If you feel you may require financial assistance to pay for your child care costs, please contact Hastings County Social Services at 613-771-9630 or 1-866-414-0300. A needs assessment will be conducted to determine your eligibility for obtaining assistance.

IMPORTANT! Fee subsidy is an agreement between the County of Hastings and the parent/guardian. The contracted parental contribution is the full responsibility of the parent/guardian. It is based on Net-income and is not reflective of actual child care used. Little Lambs is UNABLE to reduce the parental contribution based on vacation taken, provider closure or sick days. An approval letter outlining the parent/guardian's approval is provided by Hastings County to Little Lambs. Any care not covered by this approval letter will be billed at full rates to the parent/guardian in addition to the "monthly parental contribution". The County of Hastings is to be contacted if parents/guardians have questions concerning their subsidy contract.

Fee subsidy provided by PELASS, the Mohawks of the Bay of Quinte, Metis Nation of Ontario, Children Aid Society or other community partners are also separate from Little Lambs Home Daycare Inc and follow the above statements.

Schedules

Child Care Schedule Request

Available on the Parent's page of our website (www.littlelambs hdc.com/parents) the schedule request form is to be completed monthly if possible. The agency retains the right to invoice for a greater number of days than scheduled if care requested does not meet the minimum number of days per week as per registration agreement. ***please discuss monthly schedule form with your child care provider, they may request you use the agencies form, or they may suggest an alternative format***

Vacation, Holidays, and Sick Days:

Fees are invoiced for regularly contracted hours of care during your vacation, recognized holidays (see days of closure above) and sick days. FREE Vacation Days were eliminated April 1, 2023 to align with professional pay for professional service guidelines. With the incredibly reduced child care rates due to CWELCC (the Canada Wide Early Learning Child Care system funding) this change in billing supports our child care providers and agency to have better stability of revenue.

Vacation days for our child care providers will continue to be unbilled at this time, however, we retain the right to amend this policy as the parent pay portion of daily fees further reduces over the next couple of years.

WITHDRAWAL POLICY

TWO WEEKS ADVANCE WRITTEN NOTICE is required if you plan to temporarily or permanently withdraw your child from our program. Your regular/anticipated schedule will be billed to your account until this office receives this notice in writing.

Program Statement

Little Lambs Home Daycare Inc. provides child care in the comfort of a home environment. Through this non-institutionalized atmosphere we proudly deliver an inclusive, child-centred, family oriented program based on the philosophy of children as competent, curious participants and contributors in their environments, their families and their communities and so very rich in potential. Through our daily practice we foster supportive and responsive relationships based on trust and mutual understanding. These relationships start with our employees, home child care providers, volunteers and students and ripples out to relationships with children, families and the community. We pride ourselves on our professional knowledge, compassion and communication that allows us to assist families and children to reach their full potential.

The Minister of Education has named “How Does Learning Happen? (HDLH) as Ontario’s framework for guiding programming and pedagogy in licensed child care settings. Little Lambs believes that each child who enters our programs should feel that they belong, that they are engaged in the program, that their well-being is supported and that they are free to express themselves. These four foundations of belonging, engagement, well-being and expression are the rights of every child and provide the basis of our goals and expectations for our program.

As such our program statement is an ever evolving document based on the ongoing engagement of all those involved with Little Lambs Home Daycare. The program statement will be reviewed with all employees, home child care providers, students and volunteers prior to interacting with children and at any time when the program statement is modified. Annual and on-going reviews of the document will be completed to ensure continued compliance and relevance with the Minister's policy statements regarding programming and pedagogy.

Our Goals and Approaches to deliver a meaningful Home Child Care Program:

Belonging:

Goal for children: Every child has a sense of belonging when he or she is connected to others and contributes to their world.

Program expectation: Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.

- a. Support positive and responsive interactions among the children, parents, child care providers and staff;
- b. Encourage the children to interact and communicate in a positive way and support their ability to self regulate;

Sourced from: How Does Learning Happen

Approaches to accomplish this goal: Our home child care providers, ECE home visitors, volunteers and students are encouraged to:

- Using a warm and caring manner through body language as well as words – how we touch, carry, and move children through daily routines sends a strong message.
- Capitalize on opportunities for one-to-one interactions during daily routines (e.g., for infants and toddlers: diaper changing, dressing to go outdoors, and feeding/meal times are ideal opportunities for making connections and building relationships).
- Discover the unique characteristics and gifts of each child by talking with his or her family, observing, and documenting (e.g., in addition to what the children are interested in, notice what brings them joy and how they relate to others and to the environment around them; to support inclusion, consider each child's capabilities rather than focusing solely on his or her needs and deficiencies).
- Rather than reprimanding children for undesirable behaviours, assist them in finding new ways to achieve their goals (e.g., look for the root cause of behaviour; reduce stressors; support children's efforts to initiate and join in play with others; notice, acknowledge, and document positive interactions and attempts at self-regulation and share the information with children and families to gain new insights).
- Helping all children in the program to gain a clearer understanding of the capabilities and challenges of others is a way to build their social competence. The ability to value the

differences of others is strengthened both for typically developing children and for children who require additional support.

- Build connections between the home and the program by communicating with families using multiple means (e.g., At Little Lambs we write a daily report for each child. This note allows parents to know how their child ate, slept and played during their time at daycare. This documentation allows families the opportunity to extend learning at home.
- Parents are encouraged to access www.littlelambsshdc.com , email updates are sent when required and providers may choose to set up a documentation panel where families can find out more about their children's experiences.

Well Being

Goal for children: Every child is developing a sense of self, health, and well-being.

Program expectation: Early childhood programs nurture children's healthy development and support their growing sense of self.

- a. Promote the health, safety, nutrition and well being of children;
- b. Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving care;

Sourced from: How Does Learning Happen

Approaches to accomplish this goal: Our home child care providers, ECE home visitors, volunteers and students are encouraged and to:

- The health, safety, nutrition and well-being of the children in our programs is our primary focus. Our goal is for all children to develop a sense of self, health and well-being that they are able to bring with them into their later years. We recognise the significance of the early years in children's development and strive to provide children with a strong foundation.
- Providing nutritious snack and meals based on Canada's food guide
- Involve children and families in meal choices: respecting cultural and family preferences
- provide children opportunities to participate in meal preparation (e.g., baking activities)
- Home child care allows for a family style eating atmosphere. Portion sizes are responsive to children's cues of hunger and fullness
- We are sensitive to dietary restrictions and food allergies
- Children are encouraged to participate in physical activity in an effort to reduce the amount of time spent in sedentary activities
- incorporating opportunities and time to practise self-help and self-care skills based on each child's capabilities throughout daily routines and activities;
- providing regular daily opportunities (responsive to individual capabilities) for children to be physically active and explore the world around them with their bodies, minds, and senses;

- Create safe and stimulating outdoor spaces for intentional active play that is individualized and adapted as needed to support children's varied abilities, offering challenges that are within each child's ability to master;
- facilitating children's efforts to take reasonable risks, test their limits, and gain increasing competence and a sense of mastery through active play and social interactions
- Completing a daily health check through communication with families to understand the child's state of health entering the program and continually monitoring their health during involvement in program.
- Ensuring that Little Lambs health and safety practices follow guidelines set by Hastings and Prince Edward Public Health Unit.
- Providing at least 2 hours of outside time daily, weather permitting
- Providing an array of experiences throughout the day.

Engagement

Goal for children: Every child is an active and engaged learner who explores the world with body, mind, and senses.

Program expectation: Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.

- Plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- Foster the engagement of and ongoing communication with parents about the program and their children
- Involve local community partners and allow those partners to support the children, their families and staff;

Sourced from: How Does Learning Happen

Approaches to accomplish this goal: Our home child care providers, ECE home visitors, volunteers and students are encouraged and to:

- design indoor and outdoor environments and experiences that spark curiosity, invite investigation, and provide challenges that are responsive to individual capabilities to help children extend the boundaries of their learning;
- connect with families and communities and inviting their participation to ensure that environments and experiences reflect and are relevant to children's everyday lives;
- provide a wide variety of interesting objects and open-ended materials for children to explore with their senses, manipulate, and investigate;
- plan daily routines (the flow of the day) with limited interruptions and transitions to maintain a sense of calm and simplicity for infants and toddlers, and providing ample opportunities through large blocks of time for older children to engage in sustained, complex play and inquiry;

- Participate with children as a co-investigator, co-learner, and co-planner rather than as director or “keeper of knowledge” and “keeper of the plans” in a way that is separate and apart from the children;
- continuously questioning and testing their own theories and strategies and seeking new ideas to facilitate children’s exploration and understanding of the world around them in meaningful ways;
- working with families and community partners to ensure that environments and experiences provide equal learning experiences for all children by making flexible program adaptations and providing special equipment and/or adaptive devices (as recommended by a regulated health professional);
- ensuring that the spaces and experiences provided promote play and inquiry that will help children discover and develop an increasing awareness and understanding of key concepts, including those associated with literacy and numeracy development;
- documenting and making children’s thinking, learning, and competence visible to children, families, and others.

Expression

Goal for children: Every child is a capable communicator who expresses himself or herself in many ways.

Program expectation: Early childhood programs foster communication and expression in all forms.

- a. Foster children’s exploration, play and inquiry
- b. Provide child-initiated and adult-supported experiences

Sourced from: How Does Learning Happen

Approaches to accomplish this goal: Our home child care providers, ECE home visitors, volunteers and students are encouraged to:

- be attuned and responsive to children’s varied cues and communications;
- engage in authentic, reciprocal communication with children, where children participate as both initiators and equal partners;
- facilitate successful communication between children by helping children listen to and express themselves to one another;
- document children’s communication to help them revisit thoughts and ideas expressed in order to extend their understanding;
- provide time, space, and materials to encourage expression through creative materials that reflect children’s capabilities as well as their social and cultural background
- engage and cultivate children’s connections with stories and books in a variety of contexts (e.g., by sharing books and telling stories with individuals, small groups, and large groups), and for a variety of purposes (e.g., to foster close relationships, explore and play with language structures, recount past events, research ideas, spark conversations, and connect with cultural traditions);

- weave language- and literacy-related activities and materials into all daily experiences, routines, and physical spaces;
- work with families and community members to find ways to support and enrich the transmission of language and culture;
- become aware of the many “languages” children use to communicate and providing individualized support so children of all abilities can express themselves and be heard;
- reflect continuously on and seek to improve their own communication strategies and techniques for facilitating responsive, authentic conversations with children and families

Administrative Goals:

Support Staff, home child care providers or others who interact with the children at the child care premises in relational to continuous professional learning.

Approaches to accomplish this goal: Our home child care providers, RECE home visitors, volunteers and students are encouraged to:

It is the policy of Little Lambs Home Daycare that all employees, RECE Home Visitors and Home Child Care Providers continue to grow as professional individuals with guidance and support. Due to the nature of early childhood education Little Lambs is committed to the practice of lifelong learning. It is our goal to be an example of what home child care can and should be.

The policies and procedures relating to the staff and provider training and development must be reviewed with home child care providers, volunteers and students, persons who are ordinarily residents of the premises or regularly at the premises, home child care visitors and employees of Little Lambs Home Daycare. These policies are implemented and monitored for compliance and contraventions in accordance with O.Reg 137/15

Please view Little Lambs Home Daycare: “Training and Development Policy for Home Visitors and Providers.”.

Document and review the impact of the strategies set out in this Program Statement on the children and their families

At Little Lambs Home Daycare, we understand that pedagogical documentation is a way for our Providers, Home visitors and staff to learn about how children think and learn.

Approaches to accomplish this goal: Our home child care providers, ECE home visitors, administrative staff, volunteers and students are encouraged to:

- make daily observations of children in the program and use this information to inform their future planning. Our intention is to move beyond reporting of children’s behaviour, in order to find meaning in what children do and experience.

The purpose of our documentation is also:

- A way to value children's experiences and help them to reflect back on those experiences and what they have been learning
- An opportunity to make children's learning and understanding of the world visible— to themselves, to other children, to their parents and other families,
- A way to reflect on developmental growth over a period of time
- A process for providers to co-plan with children about learning
- A dialogue with families about children's experience and an invitation for parents to add their own documentation about their children's learning
- A self-reflection opportunity for program staff, as they participate in continuous professional learning

Policies

Little Lambs has developed a number of policies to ensure the safety and well-being of the children registered. The policies of Little Lambs can be accessed on our website. Paper copies are available upon request. A \$50 printing/administration fee will be applied to printed copies. Please allow 72 hours for processing.

Parental Issues and Concerns Policy

As a first step Parent's/Guardians are encouraged to take an active role in our home child agency and regularly discuss what their child(ren) are experiencing with our staff and home child care providers. As written in our program statement, we support positive and responsive interactions among children, parents/guardians, child care providers and staff. We foster engagement and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

Parents guardians should:

- schedule a time to speak with their child care provider about their concerns (that way both the parent/guardian and the staff or child care provider will be ready to talk.
- Be prepared with notes ahead of the initial meeting
- Be clear about what's being said (if clarification is needed or there are concerns about the providers/staff's response, parents/guardians should ask for clarification and/or further explanation).
- Arrange a follow-up meeting (if necessary)

All issues and concerns raised by parents/guardians are taken seriously by Little Lambs 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.

Formal Issues/concerns may be brought forward verbally or in writing to Little Lambs Home Daycare staff. Responses to 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.

(detailed procedure for parent issues/concerns found on pg 37 of this handbook)

An initial response to an issue or concern will be provided to parents/guardians within 1 business day.

The individual who raised the issue/concern will be kept informed throughout the resolution process.

Investigation 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, 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).

Conduct

Our agency maintains high standards for positive interaction, communication and role-modelling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to Kristina Schwartz, owner/Director Little Lambs Home Daycare (613-827-1441). If misconduct is witnessed by parents/guardians and they do not feel comfortable speaking with their child care provider/agency staff or they feel a complaint or concern was not resolved to their satisfaction they are encouraged to submit a licensed child care complaint to the Ministry of Education.

Telephone: 1-877-510-5333 email: childcare_ontario@ontario.ca

We pride ourselves on the service we provide along with our professionalism. We would hope that no one ever feels the need to make a licensing complaint, however we recognise the importance of having the option available.

Anaphylaxis/Asthma/Serious Medical Condition

If your child is at risk of anaphylaxis (life threatening allergic reactions), asthma or other serious medical condition (e.g. Diabetes), you must indicate this fact on your child's application form and complete an Individual Emergency Response Plan and any other requirement paperwork as mandated by the CCEYA. The forms are available on our website and in the office and must be updated immediately as changes occur.

Appropriate Dress (read carefully)

Provide simple clothing that is free of complicated fasteners that is washable to eliminate feelings of fear of getting dirty. Always provide at least one full extra set of clothing for your child-regardless of age. All of the children are involved in a variety of activities that can become quite messy. Toileting mishaps can happen at any age. Remember to change the size of extra clothing as your child grows. Please label everything. Children must have appropriate outdoor wear. Provide sweaters, jackets, splash pants, boots, snow boots, mittens, caps-hats, etc. depending on the temperature and weather conditions. We enjoy at least one hour in the morning and one hour in the afternoon of outdoor activities (ministry regulation). We do not keep children inside-If your child comes to care without appropriate outdoor clothing they will be sent home and full daily fees will be billed. As a parent/guardian it is your responsibility to appropriately dress your child. Providers do not have a supply of extra clothing, please be sure your child is prepared. Not clothing your child appropriately is considered a form of neglect, as a child care agency Little Lambs is bound to the requirements of "Duty to Report". As such Children's Aid Society will be contacted on your child's behalf if inappropriate outdoor clothing becomes a trend.

Safe Arrival and Dismissal

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. This policy will provide home child care providers, staff (e.g., home child care visitor, home child care agency administrators, etc.), students and volunteers with a clear direction as to what steps are to be taken when a child does not arrive at the home child care premises as expected, as well as procedures to follow to ensure the safe arrival and dismissal of children. This policy is intended to fulfil the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Expectation of Parent/Guardian

Commitment to Timely Communication: Parents/Guardians recognize the vital importance of timely communication in case of a child's unexpected absence or changes to drop-off/pick-up times. Parents/Guardians are committed to promptly informing their child care provider (via text/call/ or Lillio message) of any changes in attendance or responsibility for their child's safe arrival/departure. This Safe Arrival and Departure Mandate, effective January 1, 2024, introduces valuable safety measures, prioritizing the well-being of children in licensed child care. Parents/Guardians will thoroughly review the policy, actively taking responsibility for their role in respecting everyone's time and concerns.

Policy and Procedures

Accepting a child into care

The home child care provider is responsible for signing children in on the attendance record, utilizing Lillio child care software, as children arrive at the home premises where care is provided.

The home child care provider is responsible for ensuring any communication from parents/guardians related to drop-off changes or absences is noted within their daily written record and child's daily attendance notes.

Where a child has not arrived in care as expected

01. Where a child does not arrive at the home child care premises and the parent/guardian has not communicated a change in drop-off or that the child will be absent (e.g., left a voice message or advised the home child care provider at pick-up) the home child care provider must:
 - a. contact the child's parent/guardian no more than 1 hour after the child's anticipated arrival time. Home child care providers shall send a message through the Lillio child care app [using SMS or email function] or text/call the parent/guardian [whatever is easiest/most convenient for the child care provider and their child care clients.]
 - b. If the child care provider does not make contact with the parent/guardian confirming child's absence they will be required to send a brief text message to the Little Lambs Home Daycare administrative number: 613-827-1441 no more than 30 minutes after the initial attempt, alerting to safe arrival alert/concern.
 - i. Brief text message should include: the child's name and when (time) the child care provider first attempted to make contact with parent/guardian.
 - c. A Little Lambs Home Daycare Staff will then: (follow steps i-v in order)
 - i. Reply to Home Child Care Provider confirming receipt of alert/concern.
 - ii. attempt to call the parent/guardian cell number, leave voicemail if no contact then, call the parent/guardian work number on file. Leaving a voicemail if no contact.
 - iii. If no contact is made in step (ii.) staff will immediately follow same procedure for second parent/guardian listed on the child's file if available*
 - iv. If no contact is made in step (ii.-iii.) staff will immediately call 1 emergency contact listed on the child's file. Leaving a Voicemail if no contact.
 - v. If no contact is made after a period of 1.5 hours since the "Safe Arrival/Dismissal" procedure commenced, staff will contact local police services for a well-being check. Applicable notes will be added to the daily written record. IF there are concerns of child safety/neglect (repeated pattern of safe arrival concerns), staff will follow 'duty-to-report' requirements with the Children's Aid Society.
02. Once the child's absence has been confirmed, the home child care provider (or Little Lambs Home Daycare Administrative staff, if applicable) shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

The home child care provider shall only release the child to the child's parent/guardian or another individual that the parent/guardian has provided written authorization that the child may be released to. Where the home child care provider does not know the individual picking up the child, the home

child care provider must ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization provided by parent/guardian. [Written authorization can include; a dated and signed written physical note, a text message, or a Lillio daycare app message. The written authorization must include the authorized person's full name and any relevant details; one-time or on-going permission, schedule, etc.]

Where a child has not been picked up as expected

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by the child care providers closing time, or, no more than 1 hour after scheduled pick-up time (whatever is earlier), the home child care provider shall ensure that child's emotional and physical well-being continues to be supported, while they await their pick-up. [no comments shall be made to the child or in a way that the child will overhear that could cause worry, concern, or shame for the child.]
2. The Home Child Care Provider shall contact the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the home child care provider will use their discretion (considering their knowledge of their individual client's circumstances/wishes) as to whether they contact the 'authorized individual' first, or to call parent/guardian first.
3. Where the home child care provider is the person contacting the parent/guardian and they have been unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the home child care provider shall send a brief text message to the Little Lambs Home Daycare administrative number: 613-827-1441 no more than 30 minutes after the initial attempt, alerting to safe dismissal alert/concern.
 - a. A Little Lambs Home Daycare staff will work collaboratively with the Home Child Care Provider to continue attempting contact with the child's parent/guardian(s), and authorized person(s).
4. Where a Little Lambs Home Daycare staff and/or Home Child Care Provider is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., emergency contacts) after 30 minutes of the child care programs closure or 1.5 hours from the child's scheduled dismissal time (if earlier in the day), the home child care provider shall proceed with contacting Highland Shores Children's Aid Society (CAS) at 613-962-9291 (option 1 to connect with child welfare concern operator). The home child care provider shall follow CAS's direction with respect to next steps. The home child care provider shall also advise the Little Lambs Home Daycare staff member who had supported in step 3. and add detailed notes to their daily written record.
 - a. If needed/requested a Little Lambs Home Daycare staff may drive to the impacted child care program to offer in-person support.

Dismissing a child from care without supervision procedures

Following the Outdoor Supervision Policy and Procedure for school age children and where a parent/guardian has provided written and signed authorization for their child to be released from care without supervision, the home child care provider is responsible for dismissing the child from care. The written and signed authorization form must be reviewed by the RECE Home Visitor with the Home Child Care Provider before it can be implemented at the child care premises. The review will ensure the written instructions for release provided by the parent/guardian are sufficient in detail, appropriate to the child's developmental and physical capabilities and are understood by all.

Prior to dismissing the child from care, the home child care provider shall ensure the child's health and well-being are adequate to ensure their safe arrival at school (or intended location), once dismissed from the home child care premises. It is the child care provider's responsibility to release the child at the time set out in the instructions, unless there is a reasonable concern for the child's safety and well-being. The home child care provider shall document the time of departure by checking the child 'out' of the Lillio app, noting 'unsupervised dismissal' following Outdoor Supervision Plan.

Duty of Care: Reasonable Concern

If for whatever reason the child care provider does not feel comfortable dismissing the child without supervision the child care provider should not dismiss the child and immediately contact the child's parent/guardian for guidance.

Reasonable concerns to not dismiss child 'unsupervised' could include, but are not limited to;

1. Illness: the child does not appear well enough to walk or bike themselves to their intended destination.
2. Behaviour: the child's behaviour is erratic and/or otherwise 'different' from the child's 'normal' and the provider is concerned about dismissing the child unsupervised.
3. Environment: there is a community event/alert that raises concern for the child's safety while 'unsupervised' in the child's travel area.

'Duty of Care' supersedes any written authorization or plan agreed upon between the home child care provider and the parent/guardian. Where there is reasonable concern, duty of care voids the provider's responsibility to dismiss the child from care 'unsupervised.' The safety and well-being of the children entrusted to our care is our number one priority. Any resulting conflict or concern is to be shared with Little

Bullying, Harassment & Violence in the Workplace

Little Lambs Home Daycare is committed to providing a work environment in which all individuals are treated with respect and dignity, free from any form of bullying, harassment or violence. To that end, workplace bullying, harassment and violence will not be tolerated from any person in the workplace. Little Lambs Home Daycare will take all reasonable measures to prevent incidents and protect workers.

Zero Tolerance: Although clients and members of the public are not governed by this policy, Little Lambs does not tolerate any behaviour constituting bullying, harassment and/or violence to be exhibited by clients/public toward any member of Little Lambs Home Daycare. Any client or public person displaying any of these behaviours may be restricted future access to the properties affiliated with Little Lambs. The authorities will be contacted as required for protection issues.

Child and Family Services Act

The child and family services act states that every person who has reason to believe that a child is at risk has a legal obligation to report his or her suspicions immediately to the Children's Aid Society. Little Lambs is committed to meeting the legal requirements of the Child and Family Services Act and to ensuring the safety and protection of each child enrolled. Little Lamb's Providers and RECE Home Visitors are trained to spot signs of child abuse or neglect, they are required to file a report. It will be the responsibility of the Children's Aid Society to investigate suspicions and evaluate the situation. Failing to report a situation can result in a fine and professional consequences.

Custody

Please be advised, in situations where there are custodial concerns, the Home Child Care Agency may not refuse the release of a child to a parent/guardian at the request of the other parent/guardian unless we have a legal document on premise in the child's file, specifically outlining the custodial arrangements to this effect. We cannot legally refuse the pick-up of a child by a parent/guardian without custody arrangement stating this at our disposal. With the safety and well-being of the child in mind, please be prompt with providing all necessary documents.

Emergency Contacts

In case of accidental injury, every attempt will be made to contact a parent/guardian. If we cannot reach a parent/guardian, we will contact the emergency contact person(s) you have noted on your child's registration form. It is imperative that the agency and the provider are informed immediately of any changes in the numbers where you or your emergency contacts can be reached. It is for your child's benefit and safety that you keep the child's file up-to-date at all times in regard to phone numbers, emergency contact person's, change of address, new place of employment and all other pertinent information. This information can be updated at any time through the parent portal of Lillio. (Lillio is the child care software used by Little Lambs. If you have not received your "welcome" email please contact the office to have it resent).

Extreme Situations & Weather Can Affect Our Service

The safety of the children and providers in our programs is top priority for us! Safety concerns may result in the Administration making an emergency decision that affects the service we provide (i.e., closure for a part/full day or a component of the service not available for part of a day). Decisions of this magnitude are given careful consideration because we fully understand the impact the decision will have on families. The deciding factor comes down to one simple statement, “Is there real or potential risk to the children and/or staff if we continue with the “expected” service.” If the answer is an obvious, “yes”, a choice to modify the service, at that time, for that particular circumstance, must be made. Every measure will be taken to inform those affected by the decision at the earliest convenience, with as much notice as possible.

For the situations described, NO fee amendments will be applied. Extreme situations & weather that affect our services are considered “acts of God” and are out of our control. Situations involving intense heat, extreme wind chill factors, electrical storms, ice storms, heavy rainfall, etc. do keep us from participating in outdoor activities on occasion. At times, our outdoor periods are simply reduced to allow for some outdoor active play. Again, decisions to modify our service and our programs are directly affected by any “real or potential threat to our children’s and provider’s safety”. Please ensure your back-up contact people indicated on your child’s application form are current and can be reached in the event that you are not available.

Note; fees WILL BE adjusted if Little Lambs has NOT warranted a change of service but your provider closes anyway. In this situation the provider's closure will be viewed as a provider “sick day” and no fees or a lessoned fee will be billed.

First Aid and Emergency Response

Minor accidents and illnesses are common occurrences with children. All Little Lamb’s providers have valid Standard First Aid Certification to respond to minor cuts and/or bruises. When a minor occurrence happens, parents/guardians are notified of and asked to sign an incident report form at pick-up time. The parent/guardian is given a copy of the report. Serious accidents or illnesses will be reported to parents/guardians immediately. Parents/guardians will be requested to pick-up their child at the earliest convenience and seek medical attention if needed. If during program time, there is an emergency requiring immediate medical attention, Little Lambs providers will call 911 and if possible accompany the child to the hospital. Parents/guardians will be notified and requested to meet the child at the hospital.

Food & Menu, and Bringing Food from Home

Menus at our child care programs are thoughtfully planned in alignment with the Canada Food Guide, consulting the ODPH 'paint your plate' and 'nutrition in early years environments' resources. The RECE Home Visitor routinely reviews menu documentation in children's Lillio daily reports. Parents/guardians are encouraged to take an active role in communicating dietary requests, feedback with their child care provider. If your child has any dietary restrictions, or their nutritional needs change, kindly discuss this important information with your child care provider and specify this information on the child's registration form. Little Lambs Home Daycare provides space for 'nutrition/dietary need' updates on our Child Information Update form, easily found on the parents page of our website.

Parents/guardians are responsible for supplying their child's food (or a portion thereof) if their child has specific nutritional needs, as outlined by a physician (or parent/guardian personal requirements) that exceed reasonable expense/effort for our child care providers. This includes baby food/formula, special dietary items, and any additional snacks or meals needed for the child. Payment arrangements can be made directly with the child care provider to purchase *special food items*, if desired, with a written agreement, and a copy forwarded to the agency office. **All food and containers (including water bottles) brought from home, must be clearly labelled with the corresponding child's name.**

For children attending a full day and consuming table food, our child care programs provide a mid-morning snack, lunch, and an afternoon snack. If a child is present for multiple meal times, a meal is provided at each corresponding time (e.g., lunch & dinner, lunch & breakfast).

Parents/guardians receive a daily report through Lillio, from the child care provider regarding the snacks and meals served, including during extended care hours. It's important to note that children are never forced into eating, and privileges are never revoked. Instead, they are encouraged to explore and try the provided foods.

Communication Plan for Allergies:

In line with our anaphylactic policy and procedure: If there is a child enrolled with an anaphylactic allergy,

- Parents/Guardians are required not to bring foods containing the listed allergen(s) to the home child care premises. Anything sent without a food label, or with "may contain" allergens will be sent home.
- Families receive written and verbal information about anaphylactic allergies and known allergens that are to be omitted from the child care premises. A list of 'do not bring' Allergens will be posted on the Child Care Provider's communication board, if there are any children enrolled that are at risk of Anaphylaxis. Families are encouraged to review these boards regularly for updates
 - Dietary restrictions/or special dietary requests that do not pose life threatening risks to child(ren) at the premises will be not posted/shared with families/communication board.

Infant Feeding

Infant feeding should be flexible and adapted to each individual child's needs. Parents/guardians are required to supply food and bottles for their child until the child is able to eat table food and drink from a cup. Bottles and food supplied by the family must be labelled even if your child is the only child in care – this is a Ministry licensing requirement. The gradual introduction of solid foods, beginning sometime between four to eight months, is recommended for optimum growth and development. The parent/guardian, in consultation with the child's doctor, will determine when to introduce solids to the infant's diet. This information will be provided and recorded on the Infant Feeding Chart. If you have not received one with your registration package, please ask for one. Your provider will need this before care begins in order to keep the child on his/her regular schedule. Feeding instructions will need to be updated on a regular basis in consultation with your provider.

Health & Safety

It is our policy to make every attempt to make the workplace safe and without risk to the health and safety of any person. We will endeavour to:

- Ensure the safe use, handling, storage and transport of chemical products.
- Provide information, instruction, supervision and training to providers.
- Ensure safe systems of work are in place e.g. hygiene practices, safe use of equipment.
- Ensure children, parents/guardians, visitors and members of the public are not exposed to activities or agents which may present risks to their health and safety
- Establish directions and procedures for children, providers, volunteers, parents/guardians and members of the public to ensure health and safety.

Regular inspections are performed to help identify health and safety risks. Strategies are developed to address any identified potential hazard.

Illness

Little Lambs is not equipped to provide care for children who are ill. Parents/guardians are asked to keep their children at home if they show symptoms of contagious illnesses. This includes, but is not limited to, the following: fever, vomiting, diarrhoea, and discharge from the eyes, skin rashes or itching, lethargic, severe or croupy coughs. A daily health check is completed by providers in order to minimize the spread of illness in the home. If a child becomes ill during the day, parents/guardians will be notified and asked to pick the child up. When a child is sent home due to illness, infection, fever is present, or medication is required (antibiotic, eye drops, etc.), the child must be free of fever and/or using the prescribed medication for not less than 24 hours before returning to the program. If your child is ill with the flu or flu-like symptoms during the night, the child must be kept home the following

day. In some cases, a Doctor/Nurse Practitioner note may be required for readmittance. If your child is too ill to attend elementary school, he or she is also too ill to attend our program.

Immunization

Your child's health is of major importance to all of us. Upon enrollment, a copy of your child's immunization record or a signed Ministry-approved affidavit form excluding your child from immunization must be submitted for our files. An update must be submitted after every immunization booster. You can email a scanned copy to littlelambshomedc@gmail.com attn: Immunization, or a copy can be made for you at the office.

Note: your child cannot attend care until we have an up-to-date immunization record or affidavit on file.

Living Arrangements

At no time should any members of families enrolled with Little Lambs Home Daycare reside with the home child care provider who cares for their child. The Ministry stipulates that no child shall be in the home child care provider's care for more than a 24-hour period at one time.

Medication

Whenever possible parents are encouraged to administer medication to their children at home, if this can be done without affecting the treatment cycle. If medication must be administered while receiving child care then a completed Medical Administration Form must be completed by the parent/guardian. This form is available on Little Lambs Home Daycare website or directly from the office. No medication may be administered until this form has been completed and signed.

Little Lambs strives to create childcare that is inclusive of all children regardless of their abilities or conditions. In circumstances where medication is to be given to child receiving care that requires professional knowledge Little Lambs will work diligently to ensure the provider receives necessary training (e.g. insulin, epinephrine).

IMPORTANT!

Providers do not supply medication of any kind. Supplying medication for a child is the parent/guardian responsibility. Never leave medication of any kind in your child's bag. Always hand deliver medication to the provider.

Medication procedure:

- Completed Medical Administration Form on file.
- Medication is in the original container
- Prescription medication states the child's: Name, date filled, medication name, dosage, time(s) to be given, length of time to be administered, expiry and method of administration on the pharmacist's label.

- Providers are required to fill out a Provider's Medication Administration Form for each treatment term as well as making a note on the child's daily record that medication was administered.
- If medication is administered "as necessary" (e.g. asthma medication, allergy medication topical steroid creams), the parent/guardian must state, on the medication form, the types of symptoms/reactions that could be observed during a period when the medication is required and being taken.
- Medications must be stored by the child care provider in the manner specified on the pharmacist's label and must be inaccessible to children at all times. With the exception of life saving medication that must be quickly administered: asthma/allergy medication (Ryan's Law). Emergency medication should be easily accessible at all times but kept out of children's reach.
- If a parent/guardian has written on the medication administration form that their child is to carry their life saving medication it must be securely placed on their person via: belt pouch/pack. If the provider is responsible for carrying the life saving medication then it must always be with the provider. (e.g. A provider would not necessarily have time to run into the house and get medication from a secure place if the child is outside having a serious asthma attack).
- Medication should be dispensed in a well lit area, where possible, it is preferable to remove children from the activity area to administer medication in a quiet environment with the least possible interruption.
- Leftover medication or surplus medication must be returned in the original container to the parent/guardian to properly dispose of.
- Any accidental administration of medication (e.g., medication administered to the wrong child or wrong dose given) is considered a serious occurrence and must be recorded and reported to the ECE home visitor or Little Lambs Home Daycare office who should then notify the parent of the child. If adverse symptoms are evident upon accidental administration of medication, home child care providers should call local emergency medical services.

Non prescription medications:

- Due to the frequency and longer term daily usage, sunscreen, diaper creams and lip balms will require a one time signature of authorization to be completed with enrolment form. They can be administered without a medication administration form provided they are non-prescription. These items must be provided by the parent/guardian if/when necessary.
- The administration of over the counter medication is highly discouraged and is at the sole discretion of the provider. (e.g. Tylenol, Tempa, benadryl, medicated ointments: non prescription).
- Parent's must complete a Medication Administration Form for non prescription medications to be administered to their child while at child care. The form must include information pertaining to cause, dosage, signs and symptoms requiring medication.

- Little Lambs Home Daycare does not believe in medicating children without just cause. If the child care provider does not feel comfortable administering non prescription medication then there will be no dosage given.
- The provider must complete a Provider's Medical Administration Form if medication is administered. If the provider refuses to administer medication then the form must also be completed with date and time of refusal and reason for refusal.

IT IS THE PARENT/GUARDIAN RESPONSIBILITY TO ASK FOR THE CHILD'S MEDICATION AT THE END OF THE DAY. It is not the provider's responsibility to remind the parent to take medications home.

Masking/Hiding illness:

If a child is suspected of being medicated to "look well" so they can attend daycare a note will be placed on the child's file and the Director will contact the parent/guardian to discuss the illness policy. Children who suddenly develop a fever after lunch or tell their child care provider "they had medicine this morning" will be closely monitored. As an agency we understand that parents are required to work and we empathise with the financial requirements of having a home and family. However it is completely inappropriate to mask a child's fever/illness with medication to make it appear as though they are well. If a pattern of hiding illness is suspected, child care may be terminated. This behaviour is not fair to the child, other children at the program or the child care provider.

Safe Sleep Supervision Policy

It is the policy of Little Lambs Home Daycare to ensure that:

- Infants' sleep and rest periods are based on their own schedules
- Each toddler and preschool child enrolled is permitted to sleep, rest or engage in quiet activities based on the child's needs.
- children will be assigned to individual cribs or cots in accordance with this Regulation

This policy and its procedures meet the mandatory Ministry of Education requirements regarding sleep and supervision of sleep.

Intent

While not all children need a midday nap, young children benefit from periods of quiet relaxation to balance their active play. Some children who are tired may take a relatively long time to relax and sleep, while others only require a short rest period. Children's needs may also change from day to day or week to week.

The need for rest and sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children. This provision allows for a period during which quiet activities are encouraged and children can nap if required.

For children who sleep

Toddlers and preschoolers who regularly sleep have a rest period not exceeding two hours in length.

Monitoring sleeping children reduces the risk of harm/injury as caregivers can look for"

- Signs of distress
- Behaviours during sleep
- Changes in sleep patterns

Special instructions

Sleep and rest time should be of such duration that normal sleep patterns at home are not disrupted. Programs should take into consideration instructions from parents regarding their children's sleep and rest period. These instructions should be followed as closely as possible but the provider also needs to take into consideration the needs of the individual child.

If a parent has provided instructions for the child not to sleep during the day but the child is falling asleep at the table, the provider should provide a rest period for this child. The provider can explain to the parents that the child required a nap that day because the child was unable to stay awake.

Supervision

Daytime hours:

All children that regularly sleep and rest at the home child care setting will:

- Be monitored by the provider, including direct visual checks four times throughout each two hour sleep and rest period. The number of daytime sleep and rest periods applies to the age and need of the child.
- Be monitored ensuring sufficient light in the sleep/rest area to conduct direct visual checks.
- Have the direct visual checks documented by initials on the sleep monitoring form. The completed sleep monitoring form is submitted with attendance forms to the agency office bi-weekly.
- Have any significant change in sleep pattern or behaviour observed while the provider is conducting the direct visual checks documented on the "sleep monitor" form and communicated to the parent/guardian. Adjustments, if applicable, will be documented on the child's application form and the provider will be notified by the ECE home visitor.

Extended/ Overnight hours

Families of children who sleep at the child care premises during extended/ overnight hours must review and sign the bedtime/rest time routine details form when initiated and any time a change is made.

When children sleep at the home during extended/ overnight hours, it is understood that the provider must also acquire sufficient rest and sleep. To that end, electronic sleep monitoring devices will be used to monitor sleeping children during that period. Electronic sleep monitoring devices must be checked before each sleep period to make sure they work and replaced immediately if they do not. The equipment checks are noted in the provider's written daily log book.

Any significant change in sleep patterns of behaviour experienced during the extended/ overnight hours is documented on the child's Lillio daily record and communicated to the parent/guardian at the earliest convenience.

Adjustments, if applicable will be documented on the child care information change notice and attached to the child's application form. The provider will be notified of changes by the RECE home visitor.

Important!

Electronic sleep monitors cannot be used in place of direct visual checks of sleeping children during daytime sleep and rest periods.

Safe Sleep:

Children aged 0-12 months of age are placed for sleep in a manner consistent with the recommendations set out in the most current version of the "Joint Statement on Safe Sleep: preventing SIDS in Canada (attached), a document endorsed by Health Canada.

Requirements relating to sleep positions may only be waived if a medical doctor advises a different position in writing. The recommendation must be submitted to Little Lambs Home Daycare.

Prohibited Practices

Little Lambs Home Daycare wants to ensure each child has a safe and positive experience that promotes their healthy growth and development. ECE Home Visitors will observe caregiver interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions. The following practices are prohibited at all times in our caregiver's homes:

- a. corporal punishment of the child;
- b. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c. locking the exits of a home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement

occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

- d. use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- e. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f. inflicting any bodily harm on children including making children eat or drink against their will.

Travel and Excursions

Many of our providers plan excursions for the children in care in order to provide new learning experiences and opportunities. At the time of registration parents sign a general travel/excursion permission statement. If parents/guardians are uncomfortable with the off premises outings attended by a specific child care provider they are encouraged to seek a different child care provider (not all providers travel). Some providers utilize their vehicle to visit local play-groups and activities that are beyond walking distances. Car seats/booster seats are used in accordance with the Highway Traffic Act. Any excursion greater than 20km must meet children's interests and be relevant to the current curriculum. Parental permission forms are required for 20+km trips and can occur no more than twice a month. See "off premises outings policy and procedure" for more information. If at any time as a parent you are uncomfortable or do not want your child to participate in off premises outings you are encouraged to speak with your provider and if necessary Little Lambs Director.

Additional information:

As discussed in How Does Learning Happen, children's well-being is supported when adults respect and find ways to support each child's varied physiological and biological rhythms and needs for active play, rest and quiet time.

Finding ways to reduce stress through providing space and time for rest and quiet play based on individual differences helps children become increasingly aware of their own basic needs and supports their developing self-regulation skills.

Our program makes every effort to organize time, space and materials to support the children's varied needs for sleep, rest and quiet time.

Smoke-Free Policy

As of May 2006, Ontario developed a Non-Smoking Bylaw that includes Home Child Care Facilities. There shall be no smoking in the home where child care takes place and smoking shall not happen in

the yard or garage outside when children in care are present. During the provider's personal time (hours/days of closure) no one shall smoke within a 10 metre radius of any door or window at the home.

Sunscreen

PROVIDERS DO NOT GENERALLY SUPPLY SUNSCREEN DUE TO COST AND ALLERGIES. They are, however, responsible for ensuring that it is applied before any outdoor excursions during seasons of high ultra violet rays. All children MUST come with SUNSCREEN and a hat in summer weather and a warm hat, extra mittens in winter weather.

Toilet Training

Children who are in the process of toilet training or those prone to accidents must come to the provider's home prepared with an appropriate number of changes of clothing. Please remember to consider your child's comfort as well as the convenience of your child's caregiver. The provider does not provide extra clothing or launder soiled clothing. When you begin toilet training your child, speak with your provider. It is important to be on the same routine and somewhat the same procedures. (I.e., Readiness can make all the difference in success and using the same procedures). Working together with the provider may help the process be less challenging for your child, you and your provider. Providers do not rinse soiled clothing or diapers as this causes the spread of bacteria and germs by way of splashing. Soiled clothing will be placed in a tied plastic bag and returned to you at pick up time.

Diapers, Pull-ups & wipes

Parents/guardians are responsible for supplying/restocking diapers, pull-ups and wipes at the provider's home. Consider purchasing an extra package to leave at the provider's home. Your provider will inform you in advance when the supply is getting low.

Toys from Home

It is our policy to discourage children from bringing toys from home. Aside from those special "things" needed during a child's adjustment to his/her new Home Child Care experience, all other treasures should not come to the provider's home. Problems with missing or broken toys and sharing situations quite often arise. If the child has a special blanket or toy he/she likes to rest with, it is acceptable. Please consult with your provider before bringing any items from home. *Our providers are not responsible for lost or damaged items from home.*

Supervision Policy for Volunteers and Placement Students

POLICY

It is the policy of Little Lambs Home Daycare to help support the safety and well-being of children enrolled in home child care settings monitored by this agency. Little Lambs Home Daycare abides by

The Ministry of Education, Child Care & Early Years Act regulations which indicate that every operator shall ensure that every child who is in attendance in a home child care premise is supervised by a person authorized by Little Lambs at all times (staff, provider/approved alternate). Every volunteer or student at the home child care premise is supervised by an employee or home child care provider at all times and is not permitted to be alone with any child.

PROCEDURE

The administration of Little Lambs Home Daycare will: Annually review and evaluate this policy. Ensure that the policy is reviewed with employees, agency providers, with volunteers or students who will be providing care or guidance at the home child premises, and with volunteers, students and persons ordinarily resident at, or usually on the premises of, the location where home child care is provided before they begin providing that care or guidance and at least annually afterwards. Ensure that staff, providers, volunteers and students access Little Lambs online training portal to complete required training for this policy as with other policy reviews.

CLARIFICATIONS:HOME CHILD CARE LOCATIONS

No child is supervised by a person less than 18 years of age. Criminal reference checks including Vulnerable Sector screenings are required for all students and volunteers, 18 years of age and older, having direct contact with children in licensed child care programs and for all persons usually on the premises of the home child care premise. The ministry criminal reference check and vulnerable sector screening policy does not apply to students under 18 years of age.

VOLUNTEER & STUDENT SUPERVISION

- An approved person:
 - Is 18 years of age or older
 - Has reviewed and completed required online training of agency policies and procedures including but not limited to:prohibited practices, confidentiality, and medical needs, including anaphylaxis.
 - Is required to review policies annually
 - Has provided an original criminal background checks, including vulnerable sector search
 - Has up-to-date immunization including tb-test if required
- Additional Points:
 - All matters involving professional misconduct, as defined by the Ministry and the College of Early Childhood Educators Code of Ethics and Standards of Practice will be referred to the appropriate agencies and organizations (e.g. Ministry of Education, College of Early Childhood Educators, County of Hastings, Police Services, Children's Aid Society, and Little Lambs Home Daycare administration
 - Little Lambs Home daycare's liability insurance covers volunteers and students.

- Parents are informed of the Supervision of Volunteers and Students Policy: In the Parent Handbook as well as discussed thoroughly during placement interviews.

Parent Issues and Concerns Procedure

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> • The home child care provider directly or <ul style="list-style-type: none"> • the Home Visitor or Licensee/Director 	<ul style="list-style-type: none"> • Address the issue/concern at the time it is raised or <ul style="list-style-type: none"> • arrange for a meeting with the parent/guardian within 2 business days. 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.
General, Agency - or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> • The licensee/Director 	<ul style="list-style-type: none"> • any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. 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 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> • the individual directly or <ul style="list-style-type: none"> • the Home Visitor or licensee/director. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> • the Home Child Care Provider responsible for supervising the volunteer or student or <ul style="list-style-type: none"> • The home visitor and/or licensee/Director. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Licensee/Director as soon as</p>	

	parents/guardians become aware of the situation.	
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For a complete list of Little Lambs Policies and Procedures please visit

www.littlelambs hdc.com

2020 Home Child Care Fee Guide

(IF* Base Daily Fee **NOT** APPLIED)

Age of child	Type of care	Weekday	Weekend
All enrolled children	Initial Registration fee, (billed annually thereafter)	\$60/year	\$60/year
Infant-Preschool (3 weeks- 4 years)	Full day/part day (max 9.5 hours)	\$40	\$50
Infant-Preschool (3 weeks- 4 years)	Premium (more than 9.5 hours care / or/before 7am or after 5:30pm)	Plus :\$10	Plus :\$15
Infant-Preschool (3 weeks- 4 years)	Overnight care (up to 12 hours)	\$50	\$60
School age	Before and after school	\$20	na
School age	Premium: B&A School (before 7am or after 5:30pm)	Plus: \$10	na
School age	PA day/school holidays	\$40	\$50
School age	Premium Day: PA Day, School holiday (more than 9.5 hours /or/before 7am or after after 5:30pm)	Plus \$10	Plus \$15
School age	Overnight care (up to 12 hours)	\$40	\$50

All premium day, weekend, overnight schedule requests must be approved by the Home Child Care Provider.

CWELCC Adjusted Fee Guide:

Little Lambs Home Daycare Inc.
updated 01Feb2023

Care Code	Base Rate	CWELCC Adjusted Rate 2022	CWELCC Adjusted Rate 2023
HCCI1 - HOME CHILD CARE INFANT FULL DAY	\$40.00	\$30.00	\$18.90
IN2 - INFANT PART DAY WITH MEAL	\$30.00	\$22.50	\$14.18
IN3 - INFANT PART DAY	\$25.00	\$18.75	\$12.00
PHCI1 - PREMIUM HOME CHILD CARE INFANT FULL DAY	\$50.00	\$37.50	\$23.63
PWHI1 - PREMIUM WEEKEND HCC INFANT FULL DAY	\$50.00	\$37.50	\$23.63
PWIN1 - PREMIUM WEEKEND INFANT FULL DAY	\$65.00	\$48.75	\$30.71
ETO1 - EVENING TODDLER FULL DAY	\$60.00	\$45.00	\$28.35
HCCT1 - HOME CHILD CARE TODDLER(UP TO 3 YRS.) FULL DAY	\$40.00	\$30.00	\$18.90
PHCT1 - PREMIUM HCC TODDLER(UP TO 3 YRS.) FULL DAY	\$50.00	\$37.50	\$23.63
PWHT1 - PREMIUM WEEKEND HCC TODDLER FULL DAY	\$50.00	\$37.50	\$23.63
PWTO1 - PREMIUM WEEKEND TODDLER FULL DAY	\$65.00	\$48.75	\$30.71
TO2 - TODDLER PD/MEAL	\$30.00	\$22.50	\$14.18
TO3 - TODDLER PD	\$25.00	\$18.75	\$12.00
EPS1 - EVENING PRESCHOOL FULL DAY	\$60.00	\$45.00	\$28.35
HCCP1 - HOME CHILD CARE PRESCHOOL(OVER 3 YRS.) FULL DAY	\$40.00	\$30.00	\$18.90
JKSK - JKSK BEFORE AND AFTER SCHOOL	\$20.00	\$15.00	\$12.00
JKSK1 - JKSK FULL DAY	\$40.00	\$30.00	\$18.90
JKSK2 - JKSK PD/MEAL	\$30.00	\$22.50	\$14.18
JKSK3 - JKSKPD	\$25.00	\$18.75	\$12.00
PHCP1 - PREMIUM HCC PRESCHOOL(OVER 3 YRS.) FULL DAY	\$50.00	\$37.50	\$23.63
PS2 - PRESCHOOL PD/MEAL	\$30.00	\$22.50	\$14.18
PS3 - PRESCHOOL PD	\$25.00	\$18.75	\$12.00
PWHP1 - PREMIUM WEEKEND HCC PRESCHOOL FULL DAY	\$50.00	\$37.50	\$23.63
PWPS1 - PREMIUM WEEKEND PRESCHOOL FULL DAY	\$65.00	\$48.75	\$30.71
HCCS1 - HOME CHILD CARE SA FULL DAY	\$40.00	\$30.00	\$18.90
PHCS1 - PREMIUM HCC SCHOOL AGE FULL DAY	\$50.00	\$37.50	\$23.63
PWHS1 - PREMIUM WEEKEND HCC SCHOOL AGE FULL DAY	\$50.00	\$37.50	\$23.63
PWSA1 - PREMIUM WEEKEND SCHOOL AGE FULL DAY	\$65.00	\$48.75	\$30.71
SA10 - BEFORE AND AFTER SCHOOL	\$20.00	\$15.00	\$12.00
SA2 - SA PD/MEAL	\$30.00	\$22.50	\$14.18
SA3 - SA PD	\$25.00	\$18.75	\$12.00
SAE10 - SA EXTENDED DAY BEFORE AND AFTER SCHOOL	\$30.00	\$22.50	\$14.18

Welcome To: Little Lambs Home Daycare !

Visit: www.littlelambs hdc.com
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Phone: 613-827-1441