Little Lambs Home Daycare

Best Practices for Daycare Software Policies and Procedures

Created - March 4, 2019

Little Lambs introduced HiMama to our home child care programs January 28, 2019. The software is designed to support Home child care Providers with meeting/exceeding Ministry requirements while reducing the burden of paperwork. This Software is an amazing asset that has proven to increase parental engagement and awareness of their child's daily activities. However there are some 'Best Practices" that need to be followed.

#1: HiMama does not replace face to face interaction and communication with parents. It is the Home Child Care Providers duty to facilitate responsive and reciprocal communication with parents/guardians. HiMama is to be used as a tool to support this communication.

#2: Photo/video documentation aids in showing children's learning but should be used only with parental permission and when appropriate. Providers are encouraged to resist taking "too many photos". It is recommended to send no more than two quality photos per child per day. Home Child Care providers first priority is spending time with the children. Taking too many photos takes away important time with the children.

#3: Parental email fatigue is a very real thing. It is suggested that providers select "include only in daily report" when uploading multiple photos. This will reduce the amount of notices received each day. The photos will still be present, however they will only be sent to the parent once the daily report has been sent.

#4: Ontario Regulation 137/15 Subsection 4.8 Daily Written Record. A daily written record must be kept containing any incidences that affect the health of any child attending care at the home child care premises or any incident that affects the health of the home child care provider. Other information to include may include but it not limited to the following:
- Changes to pick up/drop off arrangements
- Reason for child's absence
- Changes to a child's feeding arrangements for the day;

- Concerns received from a parent that requires follow-up; and or
- Notifying a parent whenever an incident occurs that affects a child's health, safety or well-being.

These requirements may be met within the HiMama app in the following ways
- Notes written at check-in or drop off time if different than scheduled
- Absence documented with reason when checking a child in/out
- A note can be created within each child's portfolio. This tool is to be used to document any parental concerns received by the provider, if there are any changes to the child's feeding arrangements etc.
- Health checks are to be completed every day for each child. The provider should use the available writing space to document any concerns or thoughts that that parent has about the child's health at drop off. E.g: Sam did not sleep well last night and seems tired, any bruises/cuts/scrapes/sore spots noted by the child or found by the provider, Laura wouldn't drink at all this morning. Ec.
- Any special outings that the child(ren) enjoyed/participated in can be added with a photo story and development connection noting important information.

#5: What to do in the event that the app is **not** working. (internet or device failure).
- Providers are required to use paper attendance sheets to note health checks, drop off and pick up times. These forms are available on the providers page @ www.littlelambshdc.com
- Daily written record will be completed using a journal/or/computer word program
- Written records will be filed and kept for no less than 3 years.

#6: HiMama will require app updates. Follow this guide from HiMama to resolve issues if the app is crashing.
Sourced from: https://help.himama.com/hc/en-us/articles/360013096194-HiMama-is-Crashing

      If you are experiencing the app crashing on your device, this usually indicates that your app version may be out of date. We recommend first updating the app on your device and your device's operating system.

We **highly** recommend turning on "Auto Updates" on your devices to ensure you have the most up to date version of HiMama.

Here's a step by step guide to ensure your HiMama App is the most current version.

iPad/iPhone:
1. Head to your app store (blue "A" icon on your device)
2. Tap "Updates" on the bottom
3. Tap "update" if an update is available, otherwise it will say "open" if no updates are available

Android:
1. Locate the Google Play Store on your Android device. ...
2. Touch the Menu icon, which looks like three horizontal bars stacked on top of each other
3. Tap "Update".

#7: HiMama requires the use of wifi or cellular Data. If leaving the premises please ensure that you have data to use the software or keep a written record you can input once you return to an internet connection. HiMama is compatible for offline use on two pages. Classroom updates and attendance. HOWEVER do not close the app if using offline. Closing the app will delete any notes/attendances completed offline. You may close the app once it has connected to an internet connection and uploaded the "offline information".

#8: HiMama has an amazing support team and multiple tutorial/help videos. If you are having issues or need support please watch the help videos/visit their help page. https://help.himama.com/hc/en-us if you cannot find a solution you may submit a "ticket" to the HiMama help desk.