



A Licensed Home Child Care Agency

Parent Handbook

2018

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Professional, Accountable, Caring and Educational Child care

Little Lambs Home Daycare has grown from a private home daycare established in 2012 into a newly established Home Child Care Agency. A strong reputation based on quality child care, honesty and fairness has been built in the Stirling and surrounding community. Our goal is to be leaders in what home child care should be.

We Believe:

- Parents/Guardians are entitled to affordable, accessible, safe, reliable, well-managed, high quality early learning child care for their children.
- Quality home childcare strengthens community relationships and respects each child's individual potential.
- Children will be the recipients of institutionalized education for at least 14 years of their lives. While formal centres attempt to be child led, holistic environments they will never match the freedom of home child care.
- "Home is where your heart is" as that's where your child should receive care.

Philosophy

At Little Lambs we:

1. Set the highest expectations for each individual child. By doing so we offer each child the potential to be the best they can be without limitations.
2. Foster inclusion within and outside our programs. Every child deserves to be a fully participating member of our programs, their families and their communities regardless of ability/skill.
3. Promote the importance of community and to respect our environment through sustainable practice. Little Lambs is committed to supporting locally owned businesses and educating children through our actions the importance of sustainability and conservation.

Our Team

Little Lambs non-discriminatory recruitment practices create a team of ECE home visitors, home child care providers, and administrative staff from diverse backgrounds who support the families and communities we serve.

Executive Director, Kristina Schwartz

A married mother of two and a proud resident of Stirling Ontario. Kristina is committed to providing a service that not only meets the needs of parents/guardians but exceeds expectations. She built a program from the point of view of the home child care provider. It ensures providers are treated fairly and recognised as the early childhood professionals they are.

The Executive Director oversees and manages the operation of the program including handling financial matters and can be contacted to support parents/guardians, home child care providers and employees.

ECE Home Visitor:

Little Lambs employs a Registered Early Childhood Educator who will visit and inspect each home on a monthly basis. Monthly visits will be planned to accommodate the schedules of our home child care providers. Quarterly safety checks (ministry regulated) will be completed on a drop in basis.

The ECE home visitor is responsible for interviewing all providers. Providers and any person eighteen years of age or older, residing in the home child care premises, or regularly at the premises must successfully complete a criminal reference check and vulnerable sector screening. Each provider must abide by all the regulations of the agency, County of Hastings and the Ministry of Education.

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

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., notes, posting information on bulletin boards, emails, social media updates). Your child's success in our program is important. Our providers will share information with you regularly. We are eager for you to share your knowledge about your child's learning strengths and preferences and

day-to day experiences. We invite you to collaborate and work together with us to ensure we are providing the best possible learning experience for your 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). A spot is available on the first page of the children's information form to provide your email address. Because we respect and appreciate the fact that we all receive many emails each day, the communication from us may simply be directing families to a new item posted to our website rather than sending a large file to everyone. An attempt will always be made to keep it direct and to the point. Our email address is printed on the pack cover of this handbook. Please contact us using email if and when it is convenient. If internet access is not available, we will continue to provide hard copies of our information for those families.

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 needs in relation to your child's adjustment, growth and development. If you wish to arrange conferences with any of the provider and/or agency, 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.

Parental Issues and Concerns Policy

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 supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff and foster engagement of and ongoing communication with parent's/guardians about the program and their children. Our home visitors are available to engage parents/guardians in conversations and support a positive experience during every interaction.

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

Issues/concerns may be brought forward verbally or in writing. 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.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person 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-modeling 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)

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 3 weeks to 12 years of age. In order to accommodate the varied schedules of the families we serve, we offer flexible hours and days of care. (According to what our providers are able to accommodate). Full-time spaces will take priority over part-time spaces.

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 and white information card for each child being enrolled.
- A copy of each child's up-to-date immunization card, this 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.

- The completed financial agreement form
- The completed individual emergency response plan for every child being enrolled who may be at risk of anaphylaxis (life threatening allergic reaction), asthma or other serious medical condition.

Note: the original application (detailed form) is kept in the agency office at all times. A copy of the application and the white 2-sided information card is kept with your child's provider at all times.

Information Changes

Although all forms will be updated annually (approximately January 1st), **you must inform the office of any and all changes as they occur.**

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.

All changes to the information you have provided on your child's application form/information card must be submitted to the office on the form provided by Little Lambs Home Daycare as soon as possible.

Early Learning & Child Care Program

Little Lambs Home Daycare is licensed under the Childcare and Early Years Act (CCEYA) through the Ministry of Education and subject to the regulations established by the Government of Ontario and County of Hastings. Geared to the age and developmental levels of the children, the daily activities both indoors and outdoors. We strive to provide:

- Opportunities for being with other children in a setting conducive to the development of wholesome, social relationships both with caregivers and other children.
- Meaningful play experiences based on the children's needs, interests, limitations and abilities.
- Quality care for children and provide opportunities to build important foundations for future skills and pursuits.

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 at 2pm
Christmas Day (Dec 25th)	Boxing Day (Dec 26th)	

Regular fees are billed for the indicated above if they fall on a regularly scheduled day-no exceptions. When a child is enrolled with Little Lambs Home Daycare, this condition is accepted as part of the payment policies.

Provider

There may be days when your provider is not available (illness, appointments, vacation time). As much notice as possible will be given. Providers must submit their intended holidays by Feb 1st annually. In consideration to our parents/guardians any change to providers holidays must be made with at least 4 week's notice. Parents/guardians are encouraged to have back-up care for these occasions. Little Lambs will make every attempt to provide back-up care at the parents/guardians request but no guarantee can be made.

Hours of Operation

Providers offer flexible hours of care. Some offer full time and/or part time hours of care.

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 childcare are indicated on the CHILD CARE SCHEDULE REQUEST FORM provided by Little Lambs and are agreed upon by the provider.
See **Extended hours-Home child care policy**.

Program Statement

Little Lambs Home Daycare provides child care in the comfort of a home environment. Through this non-institutionalized atmosphere we proudly deliver an inclusive, child-centered, 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 provides 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:

- Use 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.littlelambs hdc.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.

- a. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- b. Foster the engagement of and ongoing communication with parents about the program and their children
- c. 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, ECE home visitors, volunteers and students are encouraged to:

It is the policy of Little Lambs Home Daycare that all employees, ECE 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”, 2017.

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

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. Any travel excursions outside the immediate vicinity of the home child care premises or that requires transportation by vehicle or bus require a signed permission form prior to the event. Car or booster seats must be used as required by the Highway Traffic Act.

Financial Matters and Schedules

Fees

Little Lambs operates on a fee-for-service basis. Parent/guardian fees reviewed annually by the Executive 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 the **Parent/Guardian Agreement** found on the application form, accepting responsibility of the financial arrangements BEFORE we will accept your child/ren's enrollment. A copy of the current fee guide is provided in the back of this handbook.

Account Updates

In an effort to reduce the amount of paper we use, we will prepare a monthly statement of account and send it to the parent/guardian using the email addresses provided on the application form. If internet is unavailable account updates can be picked up at the agency office or sent confidentially to you in a sealed envelope through your provider.

Enrollment-registration fee

All families are required to pay a non-refundable **registration fee (\$20/child or \$30/family)** upon enrollment and **every January 1st** thereafter. The registration fee will be included with

your first monthly account statement and every January 1st thereafter while enrolled in our programs. If you must temporarily withdraw from the program for a period of time, you are required to pay the **registration fee** upon return to the program unless the minimum holding fee is paid to hold and guarantee your child's placement. The fee helps cover the cost of administrative fees (example: annual information updates). The annual registration fee will not be billed to you in January if you enrolled during the period of October to December of the previous year.

Fee Payment

All families enrolled with Little Lambs Home Daycare are required to pay for childcare based on the submitted schedule request form.

Holding Fee: Only if Provider is Agreeable

If you are temporarily withdrawing from care and you wish to return to care with the same provider, the minimum fee equal to one day per week must be paid. This fee will be applied to your account in order to secure your child's space with your current provider. Paying this fee ensures that no other placements will fill your child's space. Your child may attend one day per week if you choose rather than withdraw. These arrangements must be approved by both the provider and the ECE Home Visitor. In the event that you must temporarily withdraw from the program, you must submit **TWO WEEKS ADVANCE WRITTEN NOTICE**.

How we Calculate What You Owe

Based on the schedule you submit:

<p>Payment Method #1 Paying once per month on the 1st or the 15th</p>	<ul style="list-style-type: none"> ● The amount for the 1st of the month will pay for the care scheduled from the 2nd of that month to the 1st of the following month <u>or</u> ● The amount from the 15th of the month will pay for care scheduled from the 16th of that month to the 15th of the following month.
<p>Payment Method #2 Paying twice per month on the 1st and the 15th</p>	<ul style="list-style-type: none"> ● The amount for the 1st of the month will pay for care scheduled from the 2nd of that month to the 15th of that month <u>and</u> ● The amount for the 15th of the month will pay for care scheduled from the 16th of that month to the 1st of the following month.

Adjustments

Adjustments for a particular period (overpayments or underpayments due to changes in schedules) will be made on the next transaction date. It is your responsibility to make certain that we are fully aware of your care needs in advance to assist with ensuring accuracy in our calculations.

Receipts

A receipt for payments made for child care fees made for the year will be issues on or before February 29th to attach to your income tax return. Income tax receipts may be picked up at the agency office or 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.

Subsidy- Fee assistance

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.

Schedules

Child Care Schedule Request forms are provided for families to specify, in advance, the days and hours of care required. Each form covers an approximate two-week period with the deadline it is due to be completed and submitted to the office clearly stated on the bottom. The form is available in your home child care office and on our website www.littlelambshdc.com parent/guardian tab.

Account balances are calculated directly from the information you provide on you schedule request form. You are responsible for FULL PAYMENT of the schedule you submit and any approved extra days you may require.

Schedule changes

You are responsible for the schedule you submit. Two weeks advance written notice is required for a permanent change to your child's schedule. Requests for changes to schedules (adding or cancelling days) must be submitted to the office on the **change to schedule** form provided by Little Lambs.

In order to use allotted "free" days for days you wish to book off/cancel from your schedule, the form must be completed, signed and submitted two weeks before the change is to occur.

Added days must be approved to ensure space is available. Because we adhere to strict provider ratios and space requirements, **NEVER arrive unannounced without prior approval-we may not be able to accommodate an extra child.** Little Lambs will make every attempt to accommodate requests for changes to schedules.

Vacation & Free Off Time

Requests for vacation/free off time must be submitted to the office on the **Change to Schedule** form (available at the agency office of website under parent/guardian tab) two weeks before the change occurs.

For children enrolled in SK and younger (at January 1st)

Each child will be allowed up to three weeks “free” off time each year. (January 1st to December 31st). The number of “free” days off which you are entitled is based on the average number of days your child attends the program. If you child normally attends:

- 5 days/week, the child may be absent 15 day for which no charges apply
- 4 days/week, the child may be absent 12 days for which no charges apply
- 3 days/week, the child may be absent 9 days for which no charges apply
- 2 days/week, the child may be absent 6 days for which no charges apply

For children enrolled in gr 1 or older (at January 1st)

Care requests for school age children will be accommodated when possible. School age children are not granted “free” days.

- If a day is booked and the child is absent without notice, the full fee applies
- Two week’s notice must be given to cancel a scheduled day. When sufficient notice of given no fee is charged.

Wait-List Policy

Little Lambs Home Daycare is committed to developing and maintaining waitlist policy and practices that are transparent, fair and consistent. These policies are reviewed and followed by home child care providers, volunteers and students, ECE home visitors and administrative staff.

- Families may complete the online waitlist request form available on Little Lambs Home Daycare webpage or by contacting the office directly.
 - www.littlelambshdc.com
 - 613-827-1441

- No fee is charged to have a child added to the wait list
- The waitlist will follow strict policies of confidentiality. The information provided for the “wait list request” will remain within the agency and will be accessed only if a space becomes available.
- Parents/guardians upon request will be informed of the position of their child on the list.
- When a space becomes available, the family at the top of the waitlist will be contacted. Regardless of whether the space is full time or part time.
 - If family was waiting for a part time space and is offered the full time space they will be obligated to fill the full-time space if they should choose to accept. If they choose not to accept the full-time space they will become 2nd on wait list and can choose to wait for a part time space.
 - Parents waiting for a full-time space will be offered a part-time space if it becomes available first. If they choose not to accept the part-time space they will be moved to 2nd on the list to wait for a full-time space.
- Once a placement is offered, a family will be charged the registration fee.
- Families will have 48 to confirm their acceptance of the offered placement. If they do not accept the placement within 48 hours the next family on the waitlist will be contacted.

Responding to Parents who inquire about their child’s placement on the waiting list

- Parents should contact the office at 613-827-1441 to inquire about the status of their child’s place on the waiting list.
- The office will respond to the parent inquiries and provide the child’s current position on the list and an estimated likelihood of the child being offered a space in the home child care premises.

Maintaining Privacy and Confidentiality

- The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child’s position on the waiting list will be provided to parents.
- Names of the other children or families and/or their placement on the waiting list will not be shared with other individuals.
- Further a physical copy of the waitlist can be shown to parents if requested. This printed list will have child’s name as initials only and personal information blacked out for privacy.

Special considerations:

- Siblings of children currently enrolled. To be included on the waitlist the family must provide Little Lambs Home Daycare with a waiting list request form.

WITHDRAWAL POLICY

TWO WEEKS ADVANCE WRITTEN NOTICE is required if you plan to temporarily or permanently withdraw your child from our program. Your regular schedule will be billed to your account until this office receives this notice in writing. Vacation and free off-time cannot be used in lieu of the withdrawal notice.

Service Charges and Consequences

Early & Late Fees

Providers may charge an over-time fee of \$5 per 4 minutes late or a portion thereof, over and above the contracted hours of care your child remains in care (according to the provider's clock). Over-time charges are billed through your child care account. 100% of the fee will be paid to your provider. Parents/guardians are required to provide written authorization for the amount to be added to the next account payment. An email to the agency is acceptable littlelambshomedc@gmail.com. An income tax receipt can be issued for overtime fees.

Non-payment Fees

You are responsible for FULL PAYMENT of the schedule you submit and any approved extra days you may require. Payments are to be made no later than the agreed payment schedule. A late fee of \$5/day will be charged to the child care account with a suspension of care after three 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 child care services will be terminated. You will be asked to find child care elsewhere.

Policies

Little Lambs has developed a number of policies to ensure that 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 \$5 administration fee will be applied to printed copies. Please allow 24 hours for processing.

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. The forms are available in the office and must be updated immediately as changes occur.

Appropriate Dress

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-you may be called to provide your child's necessary items to participate in our activities. Providers to not have a supply of extra clothing, please be sure your child is prepared.

Arrival and Departure

For obvious safety reasons, ALL children must be escorted into and from the provider's home. Inform the provider of your arrival and departure. Upon arrival, inform the provider of any relevant information concerning your child's well-being. The provider will make every effort to keep you up-to-date on your child's progress, adjustments, difficulties etc. on an ongoing basis. Do not hesitate to discuss any matters of importance to you and your child (e.g., perhaps he/she did not have a good night's rest, etc). Always remember to say good-bye to your child when you are dropping him/her off. If your child appears upset when you leave, you may wish to telephone later in the day to ease your mind.

Important

If no parent/guardian has arrived to pick-up your child within a half hour of your expected time and we cannot reach you, the persons you have indicated as persons to whom your child may be released (on the child's application form and information card), will be contacted to pick up your child. If Little Lambs Home Daycare cannot reach you or your emergency contact/alternate release people at a half hour after your expected arrival time, we will contact the local authorities at that time.

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 ECE 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 \$1000 fine.

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 and emergency card. 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.

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, families are not charged the regular fee because we have made the choice to modify our service and in most cases families have needed to make alternate arrangements for the day. 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

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

Menus are planned based on the guidelines outlined in the Canada Food Guide and in consultation with the ECE Home Visitor and the parents/guardians. If your child has limitations with regard to any food, be sure to inform the provider and note them on your child’s registration form and emergency card. The parents/guardians are asked to supply food for a child who has nutritional requirements, as specified in writing by the child’s physician, that are not provided by the home child care provider. Parents/guardians are required to provide baby food/formula, any

special dietary items and additional snacks(s) and/or meals, as needed for the child. If desired, the provider may be paid directly to do so for your children. If the provider is willing to do so, please put this agreement in writing with a copy of the agreement forwarded to the agency office. For those children in care a full day and who eat table food: the provider will supply a mid-morning snack, lunch and an afternoon snack. If a child is in attendance for more than one meal time, a meal is provided at each meal time (i.e., lunch & dinner, dinner & breakfast). Parents/guardians are notified by the provider about the snacks and meals that will be served to the children during the day, including during extended hours of care. Children are never forced to eat and privileges are never taken away. Children are encouraged to try what is provided.

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, diarrhea, and discharge from the

eyes, skin rashes or itching, 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 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.

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 parent/guardian have 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 secure place if child is outside having a serious asthma attack).
- Medication should be dispensed in a well lit area, where possible, it is preferable to remove child 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, lip balms, and hand sanitizers 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, Temptra, 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.

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 mid-day 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 need 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 initial 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 during the extended/ overnight hours must review and sign the bedtime/res 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 sleep monitoring form provided for extended/ overnight hours.

Any significant change in sleep patterns of behaviour experienced during the extended/ overnight hours is documented in the sleep monitoring form 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 ECE 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 age 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.

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.

Sunscreen

PROVIDERS DO NOT 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

Parents/guardians are responsible for supplying/restocking diapers and pull-ups 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.

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
- **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:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> ● The home child care provider directly <p>or</p> <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 <p>or</p> <ul style="list-style-type: none"> ● arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <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. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>General, Agency - or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> ● The licensee/Director 	

<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> ● the individual directly or ● 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>	<p>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.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> ● the Home Child Care Provider responsible for supervising the volunteer or student <p>or</p> <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 parents/guardians become aware of the situation.</p>	

For a complete list of Little Lambs Policies and Procedures please visit

www.littlelambshdc.com

Included:

- Standing and recreational bodies of water policy
- Sleep supervision policy
- Medication policy
- Program statement implementation policy
- Program statement
- Waitlist policy
- Supervision Policy for volunteers and placement students
- Training and development policy for Home Child Care Providers and Home Visitors
- Sanitary Policies
- Process for monitoring compliance and contraventions
- Provision of equipment

- Criminal reference check policy
- Serious occurrence policy
- Anaphylactic policy
- Parent Issues and Concerns Policy and Procedures
- Individualized plan for children with special needs
- Policies are reviewed annually or as needed. New policies may be added at any time.

2018 Home Child Care Fee Guide

Age of child	Type of care	Weekday	Weekend
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
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All premium day, weekend, overnight schedule requests must be approved by the Home Child Care Provider.

welcome To:



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