

Home Child Care Agency Policy for Monitoring Compliance and Contraventions

Name of Home Child Care Agency: Little Lambs Home Daycare Inc.

Date Policy and Procedures Established: January 1, 2020

Date Policy and Procedures Updated: annually

Purpose

This policy sets out the process that will be followed to monitor the implementation of our policies, procedures and individualized plans on an ongoing basis.

The policy sets out how compliance and contraventions (non-compliance) with the policies, procedures and individualized plans listed below will be monitored, recorded and addressed.

This document is intended to fulfill the obligations set out under Ontario Regulation 137/15 for written policies and procedures for monitoring, recording and addressing compliance and non-compliance with policies, procedures and individualized plans for child care centres.

Policies and procedures required under the *Child Care and Early Years Act, 2014*:

- Provision of Equipment
- Standing Bodies of Water
- Anaphylactic policy
- Sanitary Practices
- Sleep Supervision
- Serious Occurrence
- Drug and Medication Administration
- Supervision of Volunteers and Students
- Program Statement Implementation
- Staff Training and Development
- Police Record Check
- Fire Evacuation
- Waiting List
- Parent Issues and Concerns

Individualized plans required under the *Child Care and Early Years Act, 2014*:

- Anaphylaxis
- Special Needs
- Medical Needs

Other policies and procedures developed by the home child care agency:

- Sexual/abuse harassment policies and procedure

- Policy for off-premises activities/outings
- HiMama Software
- Billing Practices (for providers who care for “private” children)

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy and Procedures for Monitoring Compliance and Contraventions

1. Monitoring and Observations

- Little Lambs Home Daycare Inc. will monitor each home child care agency staff, provider, student, volunteer and other person regularly present or ordinarily resident at a premises is to assess whether policies, procedures and individualized plans are being implemented, as follows:
 - RECE Home Visitor will observe and monitor the home child care provider
 - RECE Home Visitor in addition to the home child care provider will observe and monitor placement students;
 - RECE Home Visitor in addition to the home child care provider will observe and monitor volunteers; and
 - RECE Home Visitor in addition to the home child care provider will observe and monitor the other persons regularly present or ordinarily resident in a home child care premises.
- Monitoring and observations will be conducted on an ongoing basis through various means including, but not limited to:
 - participating regularly and informally in the program at a home child care premises;
 - completing monthly formal observations highlighting each child care providers observed strength(s), next steps, and any observed non-compliances.
 - collecting feedback provided from families; and
 - reviewing written documentation (e.g. medication administration forms, daily written record, attendance records, etc.).
- Home child care agency staff, students, volunteers, home child care providers and other persons regularly present or ordinarily resident at a home child care premises are encouraged to raise questions or concerns to the home visitor about their own observations of others in order to encourage ongoing learning and constructive feedback.
- Monitoring will be conducted at different times of the day (e.g. morning, afternoon, periods of arrival/departure, rest periods, meal times, outdoor play periods, transitions, etc.) to observe that policies, procedures and individualized plans are being implemented as required for different parts of the program and daily routines.

2. Documentation and Records

- Monitoring and observations will be recorded by the RECE Home Visitor or agency staff using the agency provided template.
- Documentation of observations will be completed at the time the observations or by the end of the next business day to ensure accuracy of detail. Monthly planned visits and Quarterly unplanned inspections ensure observations are made or at least 12 times a year and will include concrete examples of observed compliance and non-compliance.
- All records will be stored in the secure cloud software utilized by the Little Lambs for at least three years from the date they are created.
- All Quarterly Home Visitor inspections will be kept at the agency office for at least three years from the date they are created.

3. Follow-up

- Any areas of concern with an individual's ability to comply with policies, procedures and individualized plans will be brought forward to the Director.
- The RECE Home Visitor will address their observations through a review and discussion with the individuals observed and will seek to or provide them with supports to achieve compliance as needed (e.g. additional training).

4. Dealing with Contraventions of Policies, Procedures or Individualized Plans:

- Little Lambs Home Daycare Inc. will make every effort to clarify expectations, and encourages home child care agency staff, students, volunteers, home child care providers and other persons regularly present or ordinarily resident at a home child care premises to raise their questions and concerns about implementing policies, procedures and individual plans on an ongoing basis. However, these individuals need to understand that all non-compliances will be recorded and addressed.
- Progressive discipline, up to and including dismissal or agreement termination, may be used to address observed non-compliance with policies, procedures and individualized plans, taking into consideration the nature and severity of the incident, and the individual's history of previous non-compliances.
- Where a home child care visitor, student or volunteer is observed to be non-compliant, the home child care agency will take one or more of the following actions:
 - Inform the individual that a non-compliance was observed, including the review of records or documentation that provide evidence of the non-compliance;
 - Re-review the relevant policies, procedures, and/or individualized plans with the individual;
 - Issue a verbal warning;
 - Issue a written warning;

- Inform any relevant parties (e.g. College of Early Childhood Educators, College of Teachers, College of Social Work and Social Services, the contact person for the program from which a student has been placed, CAS, police, etc.); and/or
 - Report violations with the College of Early Childhood Educators' Code of Ethics to the College.
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- Where a provider and/or a person regularly present and/or ordinarily resident at a premises is observed to be non-compliant, the home child care agency will take one or more of the following actions:
 - Inform the individual that a non-compliance was observed, including the review of records or documentation that provide evidence of the non-compliance;
 - Re-review the relevant policies, procedures, and/or individualized plans with the individual;
 - Issue a verbal warning;
 - Issue a written warning;
 - Temporarily close the home child care premises for duration of formal investigation;
 - Terminate the active agreement with the home child care provider; and/or
 - Inform any relevant parties (e.g. College of Early Childhood Educators, College of Teachers, College of Social Work and Social Services, the contact person for the program from which a student has been placed, CAS, police, etc.);
 - Report Home child care provider/premises to the Ministry of Education for non-compliance.
 - Where an observed non-compliance meets the criteria for a reportable serious occurrence (e.g. an allegation of abuse or neglect), the serious occurrence policy and procedures will be followed.
 - Where appropriate, the home child care agency will follow up with the family of a child in accordance with our policies and procedures on parent issues and concerns.

Review

Home Child Care Providers, Staff, students, volunteers, persons who reside at the premises or are normally at the premises are required to review the policies and procedures at least annually or whenever there is confusion or concern.

Additionally when updates are made to the policies and procedures the RECE Home Visitor will circulate the updated document to all home child care providers.

It is the home child care providers responsibility to ensure volunteers, students, persons who reside at the premises or who are ordinarily at the premises review any new/updated policies.

Additional Policies and Procedures

Neighbours/Community members who report any observations of non-compliance are directed to speak with the Director. A formal complaint procedure will be initiated immediately. Observations of compliances and general positive feedback made by the community will be forwarded to the home child care provider.

Glossary

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the home child care agency.

Student: Individual enrolled in an education program/school and is completing a placement.

Volunteer: Any individual who is engaged in the child care program and interacts with the children in care, but is not paid by the licensee.

RECE Home Visitor: The individual(s) employed by Little Lambs Home Daycare. The RECE is a member of good standing with the College of ECE's and acts as a program tutor/supervisor overseeing all home child care premises.

Quarterly Home Visitor Inspection: Ministry of Education mandated checklist ensuring all CCEYA requirements are being met/followed.

Regulatory Requirement - Ontario Regulation 137/15:

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- (7) Every licensee of a child care centre or home child care agency shall have written policies and procedures that set out,
 - (a) how compliance with the policies, procedures and individualized plans will be monitored on an ongoing basis, recorded and addressed; and
 - (b) how contraventions of the policies, procedures and individualized plans will be monitored on an ongoing basis, recorded and addressed.
- (8) Every licensee shall ensure that records of compliance or contraventions are kept in accordance with section 82.