



Licensed Home Child Care Program Statement & Parent Agreement



Required Items Before Child Care Begins:

- Registration Forms, Including Signed Consents
- Copy of Immunization Record if Child NOT in School
- Void Check/ Blank Debit Check OR Subsidy Approval
- Signed Confirmation of Receipt at End of Package

Growing Healthy Families

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The HUB Child & Family Centre – Home Child Care Program Statement & Parent Agreement

Welcome to The HUB Child & Family Centre. We are excited that you have chosen to use our child care facility and look forward to getting acquainted with your family.

Land Acknowledgement

The land where The HUB Child & Family Centre (The HUB) operates is on treaty land rich in Indigenous history and home to many First Nations. We are situated on traditional Anishinaabe (Ah-nish-in-ah-bay) and Haudenosaunee (Ho-den-o-show-nee) territory. We are grateful to be able to live, learn and play on these lands.

About The HUB

The HUB, formerly known as Prince Edward Child Care Services, was established as a not-for-profit, charitable organization in 1989. The HUB is dedicated to providing Prince Edward County families with quality early learning and child care services through the provision of various programs and services focusing on children aged infant to 12 years and their families.

Policy Statement on Programming and Pedagogy

How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014) is the document to be used for the purpose of guiding programming and pedagogy in all of the Hub's programs. It is a professional resource guide about learning through relationships for those working with young children and families. It is intended to support pedagogy and curriculum/program development in early years' programs. Pedagogy is "the understanding of how learning takes place and the philosophy and practice that supports the understanding of learning".

Curriculum and pedagogy in early year's settings are shaped by views about children, the role of educators and families and relationships among them. The term "Educator" refers to all who work with children and families in any of the Hub's programs. Please see link to document How Does Learning Happen below.

<https://files.ontario.ca/edu-how-does-learning-happen-en-2021-03-23.pdf>

Program Statement

Welcome to The HUB Child & Family Centre (The HUB) licensed child care program. Our program statement describes how our programs support and foster early learning. It will outline our view of the child, our philosophy as well as the goals and approaches used to ensure healthy child development.

It will also outline how we evaluate our programs to maintain quality and how we support the professional educators who work with the children.

The HUB program statement is reviewed annually to ensure it is aligned with the Minister of Education's Policy Statement. Caregivers/Educators have ongoing conversations in their daily planning and monthly staff meetings to ensure documentation, reflection, and the way we think and interact with children and families, reflects How Does Learning Happen and its evidence in daily operations. These documents can be found on the Ministry of Education, Ontario link provided here http://www.edu.gov.on.ca/child_care/

Our View of the Child

Every child is special in the eyes of their parents and those who love them. Your child(ren) are special to us too. The HUB teachers know that each child is an individual and develop at their own pace. We understand that nature and nurture influences children, and the adults they will become. Their individual family life experiences make them the individuals they are, and allows them to think and interact in their own unique way.

At The HUB we understand that children learn through play. Play is enjoyable, spontaneous, active, and allows children to explore the world through their eyes. Children are self-learners and do not require an adult to choose what or how they will learn, but rather provide interesting activities and engage in play and learn with the children.

Adults who support children through caring and responsive, positive relationships in a developmentally appropriate learning environment will allow a child to feel a sense of belonging, well-being and engagement. We believe this will allow children to freely explore and express themselves. We believe this develops the child's own abilities in competence, capacity, and curiosity is maximized allowing them to reach their full potential. We incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to individual needs of child(ren) receiving child care.

Promoting Health, Safety, Nutrition and Well Being

Keeping children healthy and safe is a priority of The HUB. We understand that parents want the well-being of their child to be at the forefront of all we do. We believe that providing risk in an appropriate challenging way through play, and equipment that is monitored by the caregiver/educator allows children the freedom to explore and grow. We follow the procedures below when planning our environment and activities:

- Safe supervision of children at all times.
- Child protection procedures and training.
- Sanitation and disinfection procedures.
- Menu planning following the Canada Food Guide.
- Communicable disease prevention.
- Emergency procedures.
- Standard First Aid and CPR training for all educators and caregivers.

Our View of the Caregiver/Educator

The HUB believes that the caregivers/educators and other adults are critical in the child's life. They support and set the stage for lifelong learning. Their role in a child's life is to support them to learn how to interact effectively with the world around them, other children, adults and the environment. Providing the supports for self-regulation is critical and each child is unique in the ability to master these skills. Our caregivers/educators set the following approaches in practice for positive interactions among children:

- Caregivers/educators provide small group experiences that allow for more individualized adult attention.
- Caregivers/educators role model inclusive, respectful, and collaborative interactions with children and other adults
- Caregivers/educators ensure the learning environment is flexible so they can respond in the moment, build, and expand the child's interest and learning opportunities.

- Care givers ensure toys, equipment and materials are appropriate and available for all children.
- Children make the choices with freedom in the environment.
- Caregivers/educators engage as a play partner with children, role modelling pro-social skills including expanding discussion enriching language, problem solving when conflict arises, educators reflect and understand how their actions effects the children.

Those caregivers/educators who have their ECE Certification and maintain their standing as registered, are supported and encouraged through the College of ECE to continue with their own continuous professional learning and to develop a plan that works for them to set short and long-term learning outcomes.

Documentation

The HUB care givers/educators participate in a continuous cycle of observation by:

- Documenting play and its significance
- Determining the children's interests
- Planning activities that support their interests
- Discussion with team members which includes updating program statements to ensure relevance to the program
- Documentation on the children is posted for parents to read, discussed with the educators in individual children's Continuum of Development booklets, and in photographs and written descriptions of activities.

This process of continuous program assessment is reflective practice. Daily caregivers/educators are observing and engaging with children and evaluating the effectiveness of the learning environment to build on children's interests. Weekly they are reviewing, planning and discussing with the program manager (visitor) to ensure they are supporting children's learning and development and meeting monthly as a team, to look back on what did and didn't work and then plan for the future. Caregivers are required to keep in confidence all information about children and their families who are, may be, or have been enrolled in the program.

Our learning environments support every child's learning

The HUB believes in supporting children and families through quality child care experiences. Caregivers/educators share their experiences through their observation, documentation, and reflections with families and welcome their participation in their child's daily playing environments. Caregivers/educators communicate daily with families, to ensure they have the information they need to know about their child's development and activity throughout the time they spend with us.

Our view on learning environments

The HUB's unique approach to planning and creating learning environments that supports children's play, offers maximized early learning and healthy development for all children. Our environments include calm colours, soft furnishings, items from nature like plants, family photographs, and accessories that help children feel comfortable and safe.

Inclusion

“The values, policies, and practices that support the right of every infant and young child and his or her family, regardless of ability, to participate in a broad range of activities and contexts as full members of families, communities and society.” Shared from the national definition of the Division of Early Childhood (DEC) and the National Association for the Education of Young Children (NAEYC).



We work closely with Community Living Prince Edward (CLPE). They refer families and their children to our programs and with parent permission we make referrals to them. CLPE states “Children are welcomed, supported and valued.” This means that the activities of playing, learning and growing happen in a way in which all children feel they belong. It does not mean that there are no challenges – rather that the child is in the best environment to experience success. It does not mean every child does exactly the same thing at exactly the same time. All children have different abilities and aptitudes; an inclusive setting accommodates and builds on those.

Sometimes children require an extra set of hands to help them succeed in the program. In this case enhanced support workers may be hired to assist the child. In support of our inclusion policy, enhanced support workers work with other children and educators in the room so that they are not viewed as a particular child’s “worker”.

Children requiring enhanced staffing support must be referred to the Resource Consultant Program with Community Living Prince Edward. If parents do not grant permission to seek the support of Resource Consultants, the program may not be able to accommodate their special needs without impacting the quality of care. Every effort will be given to ensure inclusion but enhanced staffing is only available in consultation with CLPE and a referral to this program.

The HUB views all children as competent and capable, curious and rich in potential.

Location and Hours of Care

The Home Child Care program has child care available throughout the year based at each caregiver’s discretion. This includes full time, part time, overnight, weekend and holiday care. Home child care is available in various homes in Prince Edward County. Your caregiver should be given at least two weeks advance notice of your hours and days of care so that the caregiver can arrange their schedule accordingly. If your child is unable to attend please ensure the caregiver is notified as soon as possible.

Parent and Fee Policy

Canada Wide Early Learning and Child Care System (CWELCC)

The HUB Child and Family Centre has enrolled in the CWELCC System. Effective October 1, 2022 HUB families will be billed the CWELCC reduced base fee as shown in the following table.

We believe that child care provides a strong foundation for early childhood development and well-being of children and we are committed to providing child care services that meet the needs of your children and families. Participating in the CWELCC System will help us to continue to provide high quality child care that is accessible, affordable, inclusive and sustainable. If you would like more information about the CWELCC System, please visit <https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

Fee reduction through the CWELCC system is for children under six years old. If your child turns six years old between January 1 and June 30 in a calendar year you will continue to receive the reduced base fee rate until June 30. If your child turns six years old between July 1 and December 31, you will continue to receive the reduced base fee rate until the end of your child's birth month.

For example if your child's birthdate is March 6 – reduced base fees will continue to be charged until June 30 or if your child's birthdate is Oct 6 – reduced base fees will continue to be charged until October 31st.

Child Care Rates

Age Group	Full Day (Up to 9 hours)	Half Day (Up to 5 hours)	Extended Day (9 hours or more)
School Age*	\$45.00	\$32.00	\$5.00 per hour
School Age* Before School	\$10.00		
School Age* After School	\$17.00		
School Age* Before & After School	\$25.00		

***School Age** – 44 months or older and younger than 13 years

Child Care Rates (CWELCC reduced base fee)

Age Group	Full Day (Up to 9 hours)	Half Day (Up to 5 hours)	Extended Day (9 hours or more)
Infant Younger than 18 months	\$39.00	\$26.25	\$3.75 per hour
Toddler 18 months or older and younger than 30 months	\$36.75	\$25.50	\$3.75 per hour
Preschool 30 months or older and younger than 44 months	\$34.50	\$24.75	\$3.75 per hour
School Age*	\$33.75	\$24.00	\$3.75 per hour
School Age* Before School	\$10.00		
School Age* After School	\$17.00		
School Age* Before & After School	\$18.75		

***School Age** – 44 months or older and younger than 13 years

Late Pick-up Fee (CWELCC non-base fee)

Families will be charged \$5 per child for every 10 minutes after 5:30 pm, for late pick-up.

Parent Vacation

Parents must give two weeks written notice for vacation days otherwise parents are responsible for all child care fees. Parents are not charged for three (3) weeks a year of holiday time. Holiday time in excess of three weeks a year will be subject to regular scheduled fees.

Billing & Statements

- Child care fees are billed twice a month, the 1-15th and 16-31st. Statements are sent out by email shortly after the 1st and 15th of each month.
- Families accessing child care fee subsidy will be billed their Monthly Parental Contribution on the 15th of each month.
- **Payment is due upon receipt of statement.**
- Child care arrangements may be terminated by the program manager after the last day of the month if accounts have not been paid in full.
- A \$20 fee will be charged against all NSF transactions (your bank or financial institution may charge you additional penalties).

Payment Options

On-line banking (BMO, CIBC, TD, & Scotia)

Add THE HUB CHILD & FAMILY CENTRE as a payee and use your 4-digit parent account number (the 4-digit number that follows your account name, which can be found at the top of your statement).

Email transfer

Send to bookkeeper@thehubcentre.ca – using the last name on your account and your 4-digit parent account number (no capitals, no spaces) as the password. (e.g., smith1234)

Pre-Authorized Debit (PAD) Plan

Electronic fund transfers will be withdrawn from your bank account on the 14th and 28th of each month (or next business day). A Payor's PAD Agreement must be completed and signed to enroll in the PAD Plan. A statement indicating the amount to be withdrawn will be emailed at least one week in advance of each withdrawal date.

Cash and/or Cheque

Cash is accepted at the Picton office located at 10 McFarland Court, Picton.

Cheques made payable to "The HUB Child & Family Centre" are accepted at the Picton office and licensed centre-based child care locations. Please ensure a receipt is issued to you by a staff member.

Additional Fee Information

- Child care fees are reviewed annually and subject to change. Parents will be given notice of at least one month of any fee changes.
- Annual child care receipts will be issued for income tax purposes by the end of February of the following year.
- Please ensure we are notified of any personal information changes (mailing address changes) at your earliest convenience.

Closures

The HUB Child Care Centres observe all Ontario Public Holiday's under the Employment Standards Act, 2020. The HUB takes part in board approved professional development and team building days of which ample notice is given. Christmas Holiday closures will be given with appropriate notice. Caregivers, as they are self-employed, may use their discretion regarding providing care on these days. If care is needed by parents for the "stat", the parent must negotiate their need with their caregiver two weeks in advance.

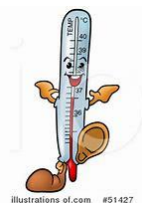
Inclement Weather

When school buses in Prince Edward County are cancelled all HUB programs operate. When schools in Prince Edward County are closed HUB programs will not operate, excluding The HUB Child Care Program. Caregivers have a choice to close their business and will communicate with parents as far in advance as possible their decision. Parents are not required to pay for days that their location is closed.

Sick Children

The Child Care and Early Years Act 2014 (CCEYA) and the Public Health Department require that you submit an up-to-date immunization record for all children who have not yet entered the school system.

Please do not bring your child to the caregiver's home if they are ill. To protect all children in care, your caregiver cannot accept a child with symptoms such as fever, vomiting, diarrhea, or an undiagnosed rash. You may need to schedule a medical appointment to identify if and when your child is able to attend. If you do not agree with the caregiver, please contact the Home Child Care (HCC) Manager/Visitor.



If a child becomes ill during the day, the caregiver will isolate the child away from others and provide temporary care until the parent arrives to take the child home. Please ensure that emergency contact information and numbers are kept current.

Symptoms and significant signs of illness must be reported immediately to the caregiver. Children must be free of nausea, vomiting and/or diarrhea for 48 hour consecutive hours and free of symptoms with high fever for 24 consecutive hours as a result of illness before returning to the caregiver's home.

Parents are responsible to pay for days a child is absent due to illness, vacation or withdrawal when this notice has not been given. Subsidized parents who use sick days/vacation or absent days more than their subsidy allows, will be subject to full fee payment.

Discharge and Termination of Child Care

Parents must give two weeks written notice to BOTH the Caregiver and The HUB for the termination of care or for any interruption of care. If two weeks' notice has not been received, then payment for that period is required. Parents are responsible to pay for any days a child is absent due to illness, vacation or withdrawal when this notice has not been given in advance. If the caregiver is unable to provide care, the parent will not be charged for that time.

Wait List Policy

A wait list will be formed when full enrolment has been reached in the caregiver's home.

Procedure

1. The number and ages of children that can be accommodated is outlined on the licence to operate (Regulation 75.1 137/15 CCEYA) and is posted at each HUB licenced child care location.
2. Full time children are given preference over part time children. If space is not available in the program when a full time child wants to enrol, the last part time child enrolled/age group will be given two weeks' notice that they are losing their space.
3. Completed registration forms returned by parents will receive a number with a date and added to the public waitlist form and staff will take children from that list accordingly. Parents will have access to the form upon request, as no identifying information will be included. Our internal paperwork will have the contact information that coincides with the number given to that families file.
4. The child's name and family contact information is on our internal waiting list form.
5. When an opening in the program occurs, the manager will contact the parents or guardians of the first child on the waiting list by telephone.
6. Children will be removed from the wait list for the following reasons:
 - parents or guardians request;
 - family has moved away or phone number is out of order (the client is then unreachable).

Registration & Admission Policy

Before your child begins, your child care information is given to caregiver with space to accommodate your needs. You will be contacted by the caregiver(s) to arrange an interview time where you can ask the caregiver(s) any questions/concerns you may have. Once a caregiver is chosen, we will proceed with registration.

The Home Child Care Program is licensed to accommodate children between the ages of birth to thirteen years. The total number of children, including the caregiver's own under six years of age, must not exceed six children at any one time. To ensure child safety, the Ministry of Education will impose strict penalties upon any caregiver found to exceed ratios. Before your child starts care, you are required to complete the registration package. This includes getting Proof of Immunization from Hastings Prince Edward Public Health.

Arrival & Departure

Upon arrival to the caregiver home, where possible, parents and/or guardians will check their child in using the HiMama App. Families are enrolled in the program upon registration. (For more information on the HiMama app refer to pg.14) Parents or authorized persons will deliver the child(ren) to the home and must ensure that the child is released directly to the caregiver. If a child travels to the home unaccompanied, the caregiver is not responsible for the child until he/she arrives at the home.

If children are transported by taxi or school bus, it is the parent's responsibility to arrange for the child to be picked up, dropped off and returned home with an adult escort. The caregiver is not responsible before the child arrives at the home or after the child has been picked up by taxi or school bus.

Only parents or designates (authorized in writing) may pick up children from the caregiver home. If a parent or authorized person fails to arrive at the contracted pick-up time and has not advised the caregiver ahead of time or is unreachable, the caregiver will attempt to contact the parent(s) and/or emergency contact person. If unsuccessful after one hour, the caregiver will call the HCC Manager/Visitor and the Children's Aid Society will be contacted.

School-aged children under the age of nine (9) are not permitted to walk to and from school alone. In some cases, an older child may walk the younger one if the arrangement has been agreed upon by the parent, caregiver and agency.

Nutrition & Allergies

All meals, snacks and beverages must meet the recommendations set out in the Health Canada document "Eating Well with Canada's Food Guide", "Eating Well with Canada's Food Guide-First Nations, Inuit and Metis" or "Nutrition for Healthy Term Infants".



Caregivers will plan meals following Canada's Food Guide. Snacks must promote good dental and nutritional health and be provided at times which do not interfere with the child's appetite. Caregivers are required to have menu plans available for parents, HCC Manager/Visitor, and the Ministry Program Advisor, to review.

Allergies and Restrictions List

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by home visitors of the home child care agency, as well as providers, other persons regularly present or ordinarily resident, students and volunteers at each home child care premises.

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, childcare providers and any other persons at a home child care premises (i.e. home child care manager).

Parents, we ask that you review the allergies and ensure if you are bringing food into the home that it is safe as a child's life may depend on it. For example, if there is a peanut allergy and your child has had peanut butter for breakfast we ask that you ensure that all traces are washed from their face, clothes and hands and their teeth brushed before coming to the program.

In cases where a child has food allergies and the meals and snacks provided by the provider cannot meet the child's needs, the parent may be asked to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented. Ensure that parents label food brought to the premises with the child's full name and the date the food arrived at the premises.

Parents and families will be informed about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families of children receiving care at the premises, through communication with the caregiver. Caregivers will update families when changes to allergies occur for a child receiving care at a premise while maintaining the confidentiality of children.

If your child has an allergy that requires an Epi-Pen, you will be asked to review our Anaphylaxis Policy and obtain certain documentation from your child's physician. A full Anaphylaxis Policy is available at your child care home.

Special Dietary and Feeding Arrangements

For children who have allergies or need special diets, clear written instructions from the parent must be provided and agreed upon with the caregiver. Ensure that parents label food brought to the premises with the child's full name and the date the food arrived at the premises, and that parents advise of all ingredients. Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.

Home Child Care Program Orientation

Service

Our program is licensed to accommodate children between the ages of birth to 12 years. Caregiver ratios are maximum of six children; including the caregivers own children under the age of four. The caregiver can have no more than three children under 2 years old within the home.

Home Visits

Caregivers are visited on a regular basis by the Home Child Care Manager/Visitor who acts in a support role. Caregiver homes are monitored through monthly scheduled and unscheduled visits to ensure that the home is meeting the approaches set out in the policy statement and Ministry requirements and guidelines are met.

Communication & HiMama

Upon registration into The HUB Home Child Care Program, families are also enrolled into our online child care system, HiMama. HiMama is an app our child care organization uses to communicate with parents, track attendance and update daily reports. As our programs adapt to the online system we will be continuing to introduce more features to our caregivers and families.

In our home child care program we ask that all parents and/or guardians use the app on their own phones to check their child in upon arrival and out upon pick-up. We also encourage families to use the app for all communication regarding their children and childcare. In order for us to provide high quality services to your family, caregivers and the Home Child Care Visitor are committed to keeping your information up-to-date. Please keep us informed of any changes to your child's medical and/or developmental needs, and family contact information such as address, phone number, emails, etc.

Parent Involvement and Evaluations

Feedback, questions and suggestions are always welcome from parents. Since we are providing care for your children, it is normal for you as a parent to have concerns from time to time. It is important for you to voice these concerns so that our care of the children continues to be at a high quality level. The first step is for you to mention your concerns to the Caregiver. Parents will be asked to fill out an evaluation in November of each year, to help us ensure that needs are being met and quality child care is being offered.

Caregiver's Vacation

Parents are encouraged to discuss vacation during the initial interview. As contract workers, caregivers determine when they take vacation and for how long. However, at least two weeks of notice prior to vacation is required so that parents can make alternate child care arrangements. When possible, the caregiver will consider the schedules of the families served when planning their vacation.

Sick Caregiver

Caregivers will inform parents and the agency immediately if they are unable to provide care due to illness. A caregiver will not receive payment from parents if they are unavailable to provide care for any reason. Caregivers may have a back-up person on file in case of an emergency. This person must be 18 years of age or older, have a clear vulnerable sector check, and be approved by the HCC Manager/Visitor. If this person is not available, the caregiver should contact the agency for assistance.

Accidents

An accident/injury report will be completed if a child is injured in care, i.e. cuts, scrapes, bruises or falls. Your caregiver will provide you with an Accident/Injury Report form that you will read and sign.

Activities Off Premise

As part of the program of activities, the agency encourages caregivers to take children on outings to local libraries, museums, playgroups, etc. Most local outings are covered by the consent form signed in the registration package. If your caregiver plans a larger outing, notice will be given and permission will be required.

Caregivers will ensure that there is a high level of adult supervision appropriate for the number of children on all outings, i.e. one caregiver with five, any additional must have back-up or HCC Manager/Visitor assist.



Parents will be informed as to the type of transportation for trips. Caregivers will bring the emergency cards for each child in their care on the outing. Caregivers will give two weeks notice and parents if parents do not want their child(ren) to attend trips, will need to make alternate arrangements for the period of time in question. Normal fees for child care must be paid if you decide to not attend and child is absent. Concerns with any excursion should be discussed with the caregiver and/or the HCC Manager/Visitor.

It is the responsibility of the caregiver to ensure that children in their care are safe while they are in the caregiver's automobile. This is a requirement of the

Ministry of Transportation. For information go to <https://www.ontario.ca/page/choosing-child-car-seat>. We encourage parents to lend their caregiver car seats for excursions.

Caregivers who transport children must ensure that the child seating and restraint systems used in the vehicle are:

- Based on the birth date, age, height or weight of the child being transported.
- Installed in accordance with manufacturer's recommendations.
- Certified by CMVSS.
- Has all the required equipment.
- Properly adjusted and securely fastened.

In addition to this the caregiver must:

- Have written consent form parents giving the permission to transport children.
- Use good judgement regarding transporting children during inclement weather conditions.
- Be as knowledgeable as possible by referring to car seat requirements through the Ministry of Transportation (link above).

It is the responsibility of the parent to check the car seat out to ensure that it meets the requirements of the Ministry of Transportation, is certified by CMVSS, is not outdated and is installed according to the manufacturer's recommendations. Parents should check car seats every three months and provide updated height and weight information to ensure correct car/booster seat is being used.

Volunteers and Students

Volunteers/Students are not currently part of the Home Child Care Program. If a change in the current status occurs, Ministry standards will be incorporated.

Prohibited Practices

When disciplining a child, caregivers shall not use corporal punishment, including but not limited to:

- Corporal punishment of a child
- 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;
- Locking the exits of the child care centre or 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;
- 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 and undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

*****Contraventions of a prohibited practice will result in immediate termination*****

Parents and others who use prohibited behaviour management practices during the operation of the

program will receive a verbal warning. Failure to comply could result in prohibited access to the premises. Use of obscene or profane language by caregivers, parents, guardians or children will not be tolerated on the premises.

Suspected Child Abuse and Duty to Report

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society \(CAS\)](#) directly.

Caregivers are to be aware that unexplained bruises, welts or marks on a child may be indications of child abuse. Anxiety, depression, withdrawal, self-destructive or aggressive behavior or delayed development are sometimes indications of emotional abuse. It is the policy of The HUB to protect the children in our care in the community. Keeping children safe is everyone's responsibility.

If a parent suspects a caregiver registered with The HUB's licensed Home Child Care program of maltreatment it is their responsibility to contact the CAS. Parents are requested to also inform the HCC Manager/Visitor. If the HCC Manager/Visitor suspects a caregiver registered with The HUB's licensed Home Child Care program of maltreatment it is their responsibility to contact the CAS, and the Executive Director of The HUB.

Emergency Management

The HUB has procedures in place that support all individuals to manage responses and responsibilities during an emergency resulting in the safest outcomes possible (Regulation 68.1 137/15 CCEYA). Staff, students, and volunteers read and sign-off on the Fire Safety Policy, Serious Occurrence Policy and have emergency phone numbers posted. Our policies ensure that children are kept safe, are accounted for, and are supervised at all times during an emergency situation. After emergency response procedures have been implemented, parent/guardians will be notified to pick up their child if a location closure is required.

Anytime an emergency occurs parents/guardians will be notified by phone. When an emergency evacuation site is being used parents/guardians will be notified by phone of the emergency situation, evacuation, and the location to pick up their children. Where possible, The HUB will update social media sites as soon as possible to inform the public.

A full Fire Safety Policy, Serious Occurrence Policy and list of emergency phone numbers is available from your Caregiver or the Home Child Care Program Manager.

Fire Safety

Fire inspections are completed at each home by the fire department prior to caregivers being approved by the agency. The HCC Manager/Visitor will ensure that the caregiver home has adequate smoke detectors, carbon monoxide detectors and fire extinguishers as determined by the fire inspector. Each home has a written fire evacuation plan approved by the agency and is practiced monthly with the children.

Parent Issues and Concerns

General

Parents/guardians are encouraged to take an active role in our home child care program and regularly discuss what their child(ren) are experiencing in our programs.

All issues and concerns raised by parents/guardians are taken seriously by The HUB and will be addressed and resolved as quickly as possible. An initial response will be provided within two business days. Throughout the resolution process the person who raised the concern will be kept informed.

Investigations 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, caregivers and other persons in the Home Child Care premises and staff, 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 a CAS).

Conduct

Our agency maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, home caregiver and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office.

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Executive Director.

Contacts

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or child_care_ontario@ontario.ca

Prince Edward Lennox and Addington Social Services, Pam Kent, 1-888-354-0114

Susan Quaiff, Executive Director, 613-476-8142, ext. 63 or Cell 613-847-3498

Board President: Contact The HUB at the agency office 613-476-8142, ext. 58 for the current name and number

Bookkeeper: Dorothy Colgan, 613-476-8142, ext. 0

Title	Name	Contact
Picton Child Care Centre Manager	Margie McConnell	613-476-8142 ext. 43
Mass-Red Child Care Centre Manager	Stacey Stanford	613-503-1334
Home Child Care Manager	Reyjanne Marshall	613-476-8142 ext. 41 Cell 613-503-2073
EarlyON/Special Needs Manager	Sabrina Hudson	613-476-8142 ext. 28
School Age Manager	Caitlin Cronkwright	613-476-8142 ext. 47 Cell: 613-503-1297

First Day Check List

Every Day Items

- Diapers/ Pull ups
- Wipes
- Change Pad
- Diaper rash Cream
- Pacifier
- Blanket/ Special toy/ Bedding
- 1 complete sets of extra clothing (more when toilet training)
- Bottles
- Formula
- Toothbrush/ toothpaste

Summer Items

- Sun screen
- Sun hat
- Water bottle
- Sandals/ Running

Fall/ Spring Items

- Rubber boots
- Splash plants
- Fall/ spring Coat
- Light mitts
- Light Hat

Winter Items

- Snow Pants
- Winter Jacket
- Hat
- Mitts (couple pairs)
- Winter boots

Please be sure to label all **CLOTHING AND POSSESSIONS** with your child's name
Parents/ Guardians are responsible for washing your children's personal items.

PLEASE BRING THIS FORM & CHECKLIST WITH YOU ON YOUR CHILD'S FIRST DAY

Confirmation of Receipt and Understanding Of Parent Handbook

Parents please initial the following items:

_____ I have reviewed The HUB's Home Child Care Program Statement & Parent Agreement.

_____ I understand and agree to the policies and procedures set out in The HUB's Home Child Care Program Statement & Parent Agreement.

_____ HUB staff have answered any questions I have at this time, prior to my child's first day in care.

Parent/Guardian Signature(s):

Date: _____

Date: _____