



**Growing Healthy Families**

## **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

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Effective January 1<sup>st</sup>, 2024

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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.

### **Vision Statement**

The HUB Child & Family Centre  
Growing healthy families in Prince Edward County!

### **Mission**

To provide a variety of quality services and supports to enhance the physical and emotional well-being, development and education of all children in partnership with caregivers, parents and the community.

### **Values**

The HUB Child & Family Centre values:

- \*Compassionate and caring staff
- \*Professionalism and integrity
- \*Safe and engaging learning environments
- \*Learning through play and exploration
- \*Accessible affordable programs
- \*Healthy nutrition and healthy lifestyles

### **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 here:

<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/](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.

### **Licensed Home Child Care vs. Unlicensed Home Child Care**

Individual home child care providers are not licensed by the Ministry of Education. They are contracted by home child care agencies that are licensed by the ministry. Home child care agencies also oversee child care providers who offer parents in-home child care services.

An individual home child care provider that is overseen by a licensed agency can care for up to six children under the age of 13, which must include any of their own children under the age of four.

All licensed child care centres, home child care agencies and child care providers that are overseen by a licensed home child care agency have a decal on display that says that they are licensed. Private residences that provide in-home services will not have a decal.

### **Unlicensed Child Care**

Unlicensed child care providers are not inspected by the Ministry of Education and are not required to meet most provincial standards. However, the Ministry of Education does investigate complaints from the public about child care providers who may be operating illegally.

Under the *Child Care and Early Years Act, 2014*, unlicensed child care providers are not allowed to care for more than five children, which includes:

- the provider's own children under the age of four
- no more than three children under the age of two

This limit on the number of children applies regardless of how many adults are present at the home. Unlicensed providers may also not operate at multiple premises.

### **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 31<sup>st</sup>.

### Child Care Rates

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

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

As of January 1, 2023 a further 37% reduced fee will be charged for those that qualify as described above. Your new CWELCC base rate fee is as follows:

### Child Care Rates (CWELCC reduced base fee January 1, 2023)

Age Group	Full Day (Up to 9 hours)	Half Day (Under 5 hours)	Extended Day (9 hours or more)
<b>Infant</b> Younger than 18 months	\$24.57	\$16.54	\$2.36 per hour
<b>Toddler</b> 18 months or older and younger than 30 months	\$23.15	\$16.07	\$2.36 per hour
<b>Preschool</b> 30 months or older and younger than 44 months	\$21.74	\$15.59	\$2.36 per hour



### Child Care Rates (CWELCC reduced base fee January 1, 2023)

Program	Hours	Daily Rate
Before School	Up to 2 hours	\$10.00
After School	Up to 4 hours	\$12.00
Before & After School	Combined 6 hours	\$12.00
Half Day	Under 5 hours	\$15.12
Full Day	Up to 9 hours	\$21.26
Extended Day	9 hours or more	\$2.36 per hour

**School-Age** - 44 months or older and up to 6 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. As of January 2023, families already enrolled are not billed for their approved vacation time per calendar year. Any families enrolled after January 2023 are not billed for their approved vacation time per year starting from your date of enrollment.

Full time children who use 4-5 days a week receive 15 days of non-billable vacation per year, part time children who use 1-3 days a week receive 7 non billable vacation days per year. Vacation time in excess of your approved amount per year will be subject to regular scheduled fees.

#### Billing & Statements

- Child care fees are billed twice a month, the 1-15<sup>th</sup> and 16-31<sup>st</sup>. Statements are sent out by email shortly after the 1<sup>st</sup> and 15<sup>th</sup> of each month.
- Families accessing child care fee subsidy will be billed their Monthly Parental Contribution on the 15<sup>th</sup> of each month.
- **Payment is due upon receipt of statement.**
- Child care arrangements may be terminated by the program manager if your payment is 30 days overdue from the day you received your statement. Parents can request a payment plan with your manager and bookkeeping. Once a payment plan is in place any missed payments will result in immediate termination of care.
- If child care is terminated for non-payment, parent will lose the child care space. If full payment is not submitted to the HUB, you will not have access to any HUB child care programs. Parents can request to be put on the waitlist after losing their space due to non-payment but there is no guarantee we will be able to get you back into care once another child is in the child care space that was terminated for non-payment.
- Parents who request to return to care will be required to provide full payment of the outstanding debt and pay in advance per billing period of any child care days requested.
- 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](mailto: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 14<sup>th</sup> and 28<sup>th</sup> 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.

The HUB Child Care Centres observe the following stat days: New Year's Day, Family Day, Good Friday, Easter Monday (Professional Development day), Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, and Christmas & Boxing Day.

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**

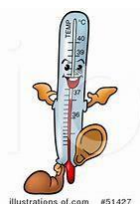
When school buses in Prince Edward County are cancelled HUB Child Care Centres operate. When schools in Prince Edward County are closed HUB programs will not operate, excluding The HUB Child Care Program.

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**

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

## **Policy**

- The HUB will strive to accommodate all requests for the registration of a child within the home child care programs
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

The Home Child Care Manager or designated person will be in charge of managing the waiting list. To keep the family's information confidential, families will be assigned a number and placed on the list in a chronological order that can be viewed by parents so they can look up their own number and status on the wait list. Parents are also reminded that their number on the list may not reflect placement priority and of the waitlist procedures.

### **Receiving a Request to Place a Child on the Waiting List:**

1. The Home Child Care Manager or designate will receive parental requests to place children on a waiting list via telephone, parent application, email, or in person.

### **Placing a Child on the Waiting List:**

1. The Home Child Care Manager or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the Home Child Care Manager or designate will inform parents of their child's position on the list.

### **Determining Placement Priority when a Space Becomes Available:**

1. When space becomes available in the program, it first has to be a suitable fit for the provider. We send the request through to applicable caregivers who assess the fit and partnership and determine acceptance.

Some factors affecting this:

- Scheduling/operating hours.
  - Risk factors/allergies.
  - ratios must be met.
  - parental preferences
  - programming styles.
2. When a space becomes available it has to be a suitable fit regarding several factors for the family:
    - The space must be in the geographical area that is convenient for the family
    - How many days or which days a week required must match what is available

3. Regardless of the intricacies of the aforementioned factors every effort shall be made to inform parents of their child's position on the relevant waitlist if possible to be ascertained.
4. If approved all info is passed on and your caregiver will be in touch. If not, your child's place remains in chronological order as was and the caregiver moves to the next child on the waiting list.

#### **Offering an Available Space:**

3. Parents of children on the waiting list will be notified via telephone, text or email (which ever one works best for them) that a space has become available in their requested program.
4. Parents will be provided a timeframe of one week (7 days) in which a response is required before the next child on the waiting list will be offered the space.
5. Where a parent has not responded within the given timeframe they will be removed from the list.

#### **Responding to Parents who Inquire About Their Child's Placement on the Waiting List:**

6. The Home Child Care Manager or designate will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
7. The Home Child Care Manager or designate will respond to parent inquiries and provide a reminder of the placement priority procedure and that a time frame is difficult to give.

#### **Maintaining Privacy and Confidentiality**

8. 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.
9. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

#### **Additional Procedures**

A Home Child Care waitlist is not a typical "first come, first serve" format that a child care centre would use. The HUB Child & Family Centre has many child care homes throughout Prince Edward County, and each home is unique.

Children will be removed from the wait list upon the following reasons:

- parents or guardians request.
- family has moved away or phone number is out of order (the client is then unreachable).
- if the parent contacts the child care centre after the timeline to respond has past, that child will be placed at the bottom of the waitlist for their age group

## **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 four 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.

## **Safe Arrival & Dismissal**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. This policy will provide the home visitor and home providers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the home child care as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

### **Policy**

The HUB Child & Family Centre - HCC will ensure that any child receiving child care at a home childcare premises is only released to the child's parent/guardian or an individual over the age of 18 years that the parent/guardian has provided written authorization the home childcare may release the child to.

The HUB Child & Family Centre - HCC will only dismiss children into the care of their parent/guardian or another authorized individual. The home child care provider will not release any children from care without supervision. Where a child does not arrive in care as expected or is not picked up as expected, the provider must follow the safe arrival and dismissal procedures set out below.

### **Procedures**

#### **Accepting a Child into Care:**

When accepting a child into care at the time of drop-off, the provider must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been. Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the provider must confirm that the person is listed on the children's file and children's emergency card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).

- document the change in pick-up procedure in the daily written log book if needed
- sign the child in on the attendance record with time, and daily health check

**Where a Child Has Not Arrived in Care as Expected:**

Where a child does not arrive at the providers home and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the provider at pick-up), the provider must:

- Contact the child’s parent/guardian no later than half an hour after their normal drop off time. The provider shall call the parents/guardian listed on the child’s file until someone answers.
- If parents/guardians are not available within a 30-minute time frame they will contact one of the emergency contact people on the list.

Once the child’s absence has been confirmed, the provider shall document the child’s absence on the attendance record and any additional information about the child’s absence in the daily written log book.

**Releasing a Child from Care:**

The provider who is supervising the child at the time of pick-up shall only release the child to the child’s parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the does not know the individual picking up the child (i.e., parent/guardian or authorized individual):

- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual’s information against the parent/guardian/authorized individual’s name on the child’s file or written authorization.

**Where a Child Has Not Been Picked Up as Expected (Before the Home Child Care Closes):**

Where a parent/guardian has previously communicated with the provider a specific time or timeframe that their child is to be picked up from care and the child has not been picked up half an hour from the specific time, the provider shall contact the parent/guardian by phone and advise that the child is still in care and has not been picked up.

Where the provider has not heard back from the parent/guardian or authorized individual who was to pick up the child the provider shall wait until program closes and then refer to procedures under “where a child has not been picked up and program is closed.”

**Where a Child Has Not Been Picked Up and the Home Child Care is Closed:**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by the time the provider normally closes, caregiver shall ensure that the child is given a snack and activity, while they await their pick-up.
2. The provider will call the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the provider shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the provider is unable to reach the parent/guardian or authorized individual who was responsible for



picking up the child, the provider shall start calling all emergency contacts on the list.

4. Where the provider is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) half an hour after their home child care normally closes the provider shall contact the manager and proceed with contacting the local Children's Aid Society (CAS) phone # 613-476-7957 posted on our emergency number list. The provider shall follow the CAS's direction with respect to next steps.

### **Dismissing a Child from Care Without Supervision Procedures:**

The provider will only release children from care to the parent/guardian or other authorized person of the age 18 years old. Under no circumstances will children be released from care to walk home alone.

### **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 & Lillio (Formerly HiMama)**

Upon registration into The HUB Home Child Care Program, families are also enrolled into our online child care system, Lillio. Lillio 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 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, up to date immunizations and CPR/ First Aid, 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**

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### **Policy**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by The HUB 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 and 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 two (2) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. 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, 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 a Children's Aid Society).

### **Conduct**

Our centre 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 the supervisor and/or licensee.

### **Concerns About The Suspected Abuse or Neglect of a Child**

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.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit:

<http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

### **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 Stacey Stanford, Executive Director, or the President of the Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.



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><b>Program Room-Related</b></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"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within two (2) business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></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"> <li>- the supervisor or licensee.</li> </ul>	
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <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>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two 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><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <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 supervisor as soon as parents/guardians become aware of the situation.</p>	

## Contacts

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [child\\_care\\_ontario@ontario.ca](mailto:child_care_ontario@ontario.ca)

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

Stacey Stanford, Executive Director, 613-476-8142, ext. 63

Board President: Contact The HUB at 613-476-8142, ext. 63 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	Reyjanne Marshall	613-503-1334
Home Child Care/Special Needs Manager	Kelsey King	613-476-8142 ext. 41 Cell 613-503-2073
EarlyON Manager	Sabrina Hudson	613-476-8142 ext. 58
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.