



**Andrew Fleck Home Child Care**

# **Parent Handbook**

## **2023**

[www.afchildrensservices.ca](http://www.afchildrensservices.ca)



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\*Please note that the following sections may not apply if your child was privately-placed:

- *Pre-placement*
- *Alternate Care*
- *Subsidy Program*
- *Full Fee Paying Clients*
- *School Age Rates*
- *Payment Options*
- *Leaving the Program*

## Privacy Policy

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Andrew Fleck Children’s Services (AFCS) has always been committed to the protection of the personal information of its clients, partners, and other stakeholders. On January 1 2004, the federal *Personal Information Protection and Electronic Documents Act* (PIPEDA) began to apply to provincially regulated organizations that collect, use, and disclose personal information in the course of commercial activity. AFCS has developed a Privacy Policy in order to ensure compliance with PIPEDA, as well as to inform individuals of our continuing commitment to the protection of their personal information.

### Home Child Care-Helpful Information

You may find it helpful to note the following important information:

Start date of care: \_\_\_\_\_

Monthly fee: \_\_\_\_\_

Child’s provider: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Consultant: \_\_\_\_\_

**For the purpose of this handbook, parents and guardians  
will be referred to as “parents”.**

# Welcome to Licensed Home Child Care.

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**ANDREW FLECK HOME CHILD CARE**  
*Serving the Ottawa community since 1969*



We are a program of Andrew Fleck Children’s Services, a non-profit agency with a community Board of Directors and charitable donation status. Our program offers quality, monitored, early learning and care for children up to 12 years of age, in private homes usually in their neighbourhood.

## **“Licensed Agency”**

This handbook describes how AFCS operates within the requirements of the Child Care and Early Years Act (CCEYA). Throughout the year, we work with the Ministry of Education (MEDU) to ensure that we remain in accordance with the CCEYA. Our license is renewed on a yearly basis with the MEDU.

**“Consultants”** are employees of AFCS and are Registered Early Childhood Educators, who have years of experience working with children and families in early learning and care settings. Consultants regularly visit providers to ensure that all CCEYA standards are met, and to monitor the progress of all children in care. Consultants also offer support and resources to providers and parents.

**“Providers”** are self-employed individuals who provide care to children in their own home. They utilize and benefit from support and resources offered to them through a contractual agreement with a licensed agency. As self-employed contractors, providers choose which families they would like to provide care for and make other business decisions, such as setting their own hours of operation.

Providers may also have established their own practices and procedures in addition to the CCEYA or AFCS policies.

Andrew Fleck Home Child Care is pleased to announce that we have been approved for the Canada-Wide Early Learning and Child Care program CWELCC and will be following all guidelines in regards to fee reductions. The next fee reduction is expected to occur Fall 2024. Please note that only children under 6 years of age are eligible for CWELCC funding.

# Home Child Care Licensing Standards

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Providers' homes must meet the CCEYA requirements, in order to be a partner with AFCS. At the time of the initial screening process, the applicant is required to submit: a criminal reference check (for the vulnerable sector) for all family members over the age of eighteen and a health assessment and immunization record for all family members. The above includes any person who is in the provider's home regularly. Applicants are also required to submit personal references.

In addition, providers must undergo an extensive home opening assessment. Some criteria include a home check and a series of comprehensive interviews with a Home Child Care Consultant, in order to ensure that all requirements are met. Furthermore, providers must maintain Standard First Aid/CPR training and are required to attend ongoing child care related training. All homes must be in compliance with the Smoke-Free Ontario Act (2017).

## Home Child Care Policies

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To be in compliance with the Child Care and Early Years Act, Andrew Fleck Children's Services is required to develop written policies and procedures to support the delivery of care. These policies are reviewed and signed by all providers and any agency approved replacement provider.

It is the provider's responsibility to review all policies with each household member, persons regularly at the premises, students, and volunteers who are **18 years and older**. The review must be completed **before**: any interactions with children take place; an educational placement or volunteer work begins; and any time changes are made by AFHCC.



Photo source: [www.google.ca](http://www.google.ca)

## Insurance Coverage

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Providers are self-employed individuals that contract services from AFCS. Providers are encouraged to obtain liability insurance to cover their child care business. Please check with your provider and ask if they have coverage for all children in their care.

AFCS carries third-party liability insurance that covers children while under the care of AFCS.

# AFCS-About Us

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## **Building a future where ALL children thrive**

Andrew Fleck Children's Services (AFCS), as it is now known, is one of the oldest and most diversified, multi-service early learning, child care and family support organizations in Ontario. It began its operation in 1911 as a not-for-profit organization and was incorporated in 1920 under the legal name of The Ottawa Day Nursery Inc. It later changed its name to Andrew Fleck Children's Services in recognition of its benefactor Mrs. Andrew Fleck who donated the building at 195 George Street to the organization in 1932. In 1967, AFCS became a charity thus allowing it to issue income tax receipts to its generous donors.

AFCS has always taken a leadership role in the child care community and in early childhood education in Ottawa. Over the past 100 years, in response to the changing needs of the community, it has developed innovative programs and expanded the organization to provide a comprehensive range of services that meet the diverse early learning and child care needs of families in the City of Ottawa. AFCS takes pride in being innovative, progressive, responsive and – most importantly – committed to excellence in all its services.

### **Program Statement**

Our program goals and approaches support staff and home child care providers in meeting children's optimum development. We promote high quality early learning and care environments in relation to children's learning, development, social interactions, health and well-being. We view children as competent, curious and capable of complex thinking.

Our program encourages the use of reflective practice and program planning based on the uniqueness of each child, as well as their needs, interests, and ideas.

Our approach in supporting optimum learning environments is built on the four foundations of ***How Does Learning Happen?*** (HDLH):

- Belonging
- Well-being
- Engagement
- Expression

*For our Program Statement see pages 25-29.*

## Communication

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In order for us to provide a high quality care service to you and your family, providers and Consultants are committed to keeping you informed and up to date on your child's progress. If your child's medical and/or developmental needs change, it is important that the provider and our agency are made aware, in order for us to accommodate your child's ongoing needs. We value our partnership with parents and encourage you to ask questions and provide feedback in regard to our service.

# Dealing with Issues & Concerns

The Ministry of Education (MEDU) requires all licensed child care programs to develop a transparent process for parents/guardians, the home child care agency licensee and staff to use when parents/guardians bring forward issues/concerns.

In order to maintain a positive relationship, parents/guardians\* are encouraged to take an active role. We support positive and responsive interactions among the children, parents, child care providers and Home Child Care Consultants. Through ongoing communication, parents are kept informed and up to date on their child's development and experiences in the program.

Issues or concerns may be brought forward verbally or in writing. Every effort will be made to resolve issues to the best of our ability and an initial response will be provided within 2 business days. Confidentiality is of the utmost importance and we strive to protect the privacy of all parties involved except when information must be disclosed for legal reasons (ie- MEDU, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

***\*Please note: 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.***

Nature of Issue or Concern	Steps for Parents *All issues or concerns that puts a child's health, safety and well-being at risk should be reported to the agency as soon as parents become aware of the situation.	Steps for: Provider (P), Consultant (C), Agency (A) and Everyone (E)
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<b>Daycare/program related</b> (ie-schedule, routines, indoor and outdoor activities, nutrition)	Raise the issue or concern to the: <ul style="list-style-type: none"> <li>➤ provider directly</li> <li>➤ Consultant</li> </ul>	<ul style="list-style-type: none"> <li>➤ Address the issue/concern at the time it is raised (E)</li> <li>➤ Send an initial response within 2 business days and arrange for a discussion if needed (C) (A)</li> <li>➤ Document the issues/ concerns in detail (if applicable) (E) including:               <ul style="list-style-type: none"> <li>○ the date &amp; time the issue/concern was received</li> <li>○ any relevant information regarding the issue/concern</li> <li>○ any steps taken to resolve the issue/concern and/or information given to the parent regarding next steps</li> </ul> </li> <li>➤ Ensuring that every effort will be made to resolve issues and that the appropriate referrals are made given (if applicable).</li> </ul>
<b>Agency or operations related</b> (ie-fees, placement)	Raise the issue or concern to the: <ul style="list-style-type: none"> <li>➤ Consultant</li> <li>➤ Director or Team Leader</li> <li>➤ Finance department (if financial)</li> </ul>	
<b>Provider, replacement provider or those regularly on the premises</b> (ie-conduct of provider or household members)	Raise the issue or concern to the: <ul style="list-style-type: none"> <li>➤ provider directly</li> <li>➤ Consultant</li> <li>➤ Director or Team Leader</li> </ul>	
<b>Staff related</b> (ie-conduct of Home Child Care Consultant or other agency staff)	Raise the issue or concern to the: <ul style="list-style-type: none"> <li>➤ individual directly</li> <li>➤ Director or Team Leader</li> </ul>	
<b>Student or volunteer related</b> (ie-conduct of student/volunteer)	Raise the issue or concern to the: <ul style="list-style-type: none"> <li>➤ Provider or the person responsible for supervising the volunteer or student</li> <li>➤ Consultant</li> </ul>	



## Our Program

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### **Training**

In order to ensure that providers maintain ongoing professional development, our agency offers a variety of training and discussion groups on an array of topics including nutrition, early brain development, behaviour guidance, early literacy, sensory play, and risky play.

### **Home Visits**

The Consultant's role is to ensure that all CCEYA requirements are being met in the home. They also offer support, information and guidance to providers and parents and to ensure that the individual needs of each child in care are a primary focus, in order for children to reach their optimum development. Your Consultant will contact you occasionally, to discuss your care arrangement and/or your child's progress. You should not hesitate to call your Consultant if you have any questions, concerns, or if you need support.

### **Playgroups**

We encourage and support attendance at other community-based playgroups. March Break Activity Day and AFCS park picnics are some of the special events offered throughout the year.



***Parents are welcome to join any activities.***



# Pre-placement

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*\*This section may not apply if your child was privately-placed*

Before care begins, a Consultant will arrange a convenient time for you and your child to meet one or more providers in their home. On this pre-placement visit, you will have an opportunity to interview the provider and to discuss the specifics of the child care arrangement. After the interview, the Consultant will ascertain that everyone feels comfortable with the child care arrangement before proceeding with your child's admission.

When a provider has been selected, an integration period is recommended so that your child can transition into care slowly. Children usually adjust more easily when parents and providers take time to get to know each other and communicate openly.

## Admission

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Before your child starts care and in future, you are required to complete and submit a number of forms, as required by the CCEYA and AFCS.

Here is an example of some forms:

- Swimming and Pool Consent
- Application and Consent
- Emergency Information Card
- Child Care Agreement (if applicable)
- A copy of your child's immunization
- Infant Feeding Schedule (if applicable)
- Medication Authorization (when necessary)
- Photo/Video Permission
- Pre-Authorized Debit for Child Care Fees (if applicable)
- Transportation Policy (if applicable)

# Hours of Care - Signing In/Out

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Our program aims to meet the needs of parents by providing full-time or part-time care options, whenever they are available. However, it is not always possible to find care for long shifts, evenings, overnights, or on weekends.

Your regular hours of care should allow for travel time to and from work or school. Once your hours of care are established with the Consultant and the provider, please ensure that you arrive for drop off and pick up, on time.

As a requirement of the CCEYA, when you arrive to the provider's home each day, it is essential to document your child's arrival and pick up times. You will also be responsible to sign the disclaimer at the top of the sheet each month that verifies all information recorded by you, the provider or another person who has picked up/dropped off, is accurate. The information will be used to ensure accuracy for billing purposes.



Consistency is important to both your provider and your child. Providers often care for children for long hours and it is imperative that they have time at the end of the day to attend to their family's needs and to prepare for the next day of care. Children have had a full day of play and look forward to spending time with their family.

Any change in the regular arrangement must be discussed and agreed to, beforehand, with your Consultant and provider.

If, for any reason, you will be late dropping off or picking up your child (i.e. weather conditions, missed bus etc.), please contact your provider.

If your child will be absent from care, will not be attending school, or will arrive late, it is essential that you inform your provider, preferably the day before, as an outing may be planned for a specific time.

***\*Please note: some providers may charge an additional fee if you arrive late to pick up your child.***

## Personal Belongings

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Please ensure that your child has appropriate outdoor clothing such as a warm coat, snow pants, hat, mittens, and boots in the winter; rain gear for spring and fall; and a sunhat and sunscreen in the summer, as all children are required by the CCEYA to play outdoors daily (for 2 hours). An extra set of indoor clothes should also be left with the provider daily. Any soiled clothing will be sent home at the end of the day to be laundered.

We discourage parents from bringing their child's personal items to the provider's home. AFCS is not responsible for any lost, broken or misplaced jewelry, toys, bicycles and other items that you bring to child care.



Photo source: [www.goodle.ca](http://www.goodle.ca)

# Child Care Equipment

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Any equipment that is used in the provider's home is inspected by a Consultant during routine quarterly safety checks, to ensure that it is clean and in good working condition; however, it is the responsibility of the provider to cease using any equipment that appears to be unsafe and to be aware of any recalls. Some parents prefer that their own equipment is used on its own or in conjunction with the provider's equipment. You are also encouraged to examine all equipment periodically

Equipment refers to, but is not limited to: strollers, highchairs, booster seats, gates, playpens, mats and cots.

Please do not hesitate to ask the provider about any equipment that is being used for your child.

# School Aged Children

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For school aged children, please inform the school that your child has started child care with an AFCS provider and give them their name, address and phone number. Remember to keep this information current with the school.

***\*Please note: providers are not considered an emergency contact for your child, in the event that they become ill and must be picked up immediately. If your child is too ill to remain at school, it is important to remember that they cannot attend care. If your child is not permitted to attend school, for any other reasons, the provider is not permitted to care for your child unless prior approval has been arranged by the City of Ottawa and/or AFCS.***

If your child does not attend school or is picked up at school, please remember to inform your provider in advance so that they know your child is safe.

If older children are permitted to play outdoors with limited supervision, the CCEYA requires a parent's signed consent. Your Consultant will help to set up boundaries for outdoor play, for going to and from school, and any other special circumstances. AFCS believes that children should be viewed as competent and capable individuals particularly where there is an opportunity for the child to be responsible within a reasonable set of parameters. This may align with the expectations for independence and self-regulation that are in place during the school day. Consultants should consider the individual child's competency when helping to make decisions that can appropriately support the child's independence. These plans will be reviewed at regular intervals.

***\*Please note: children are not permitted to play in a neighbour's home while in AFCS care.***

# Field Trips and Transportation

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Outings are encouraged in order to expose children to resources in the community. Most providers walk with the children to parks, playgroups, shopping centers, library, etc. In these circumstances, signed permission is not required. When providers use public transportation or their own vehicle to transport children on field trips, they are expected to have you sign an Excursion form for your child to participate. It is important to discuss this topic at your pre-placement visit with the provider so that there is a clear understanding of what you can expect.

You are not under any obligation to approve any excursion or method of transportation. If you do not wish for your child to attend a particular field trip, other options would be to request AFCS alternate care or to make your own private arrangements. Parents are also welcome to accompany their child on an outing.



## Access to Bodies of Water

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Children are not permitted access to:

- A privately owned swimming pool, hot tub, or kiddie wading pool
- A water slide park or wave pool
- Large bodies of water, for the purpose of swimming (City of Ottawa wading pools are excluded)

AFHCC supports play-based learning and sensory exploration and therefore encourages providers to use water play, backyard sprinklers and/or public splash pads. Children are permitted to use a **public wading pool**.

In addition, children **over 6 years of age** may be permitted to use any **City of Ottawa operated pool** (these are considered deep, in ground City pools), **except a wave pool**, as long as:

- The Consultant has approved the arrangement **at least one week prior** and the parent has provided a signed:
  - Swimming and Pool Consent-Children 6 years +
  - Excursion Consent
- There are no children in care under the age of 6
- A lifeguard is present, who meets the requirements set out in Ontario Regulation 565
- The provider actively participates with the children **in** the pool (unless in the case of swimming lessons, in which case the provider must remain in the pool area but not in the pool)

# Caring for Infants

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If this is your first experience with home child care, our monitored licensed program will offer you reassurance and support.

Your provider will want to learn as much as possible about your baby. They will work to combine your baby's needs with those of the other children and their daily routines so that your baby will adapt and thrive in care.

Until your child is approximately one year of age, and is able to eat the provider's own food, it is your responsibility to provide all bottles, formula, foods and drinks, **labeled with your baby's name**. Please introduce any new food at home, and if no reactions have occurred, then provide the food to the provider with written instructions. If your child is under one year of age, you will also be required to complete an Infant Feeding Schedule (provided by the Agency).

It is your responsibility to provide diapers, wipes, and extra clothing; most parents leave an extra supply of these items with the provider. Please discuss the other items that may be required for care.

**Daily communication between the provider and parent is essential.**

## Nutrition

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The CCEYA requires providers to meet children's nutritional needs, by following Canada's Food Guide and offering a variety of healthy foods, when planning snacks and meals. During quarterly safety checks, your Consultant and provider review the typical meals that are served.

A mid-day meal and two light snacks are provided for children in care for a full day. Children who are in care for a part of the day will receive snacks and/or meals according to their hours of care. Some providers post their meal plans for parents to view and others will inform you of the foods that were served during the day; feel free to discuss the daily menu with your provider.

Breakfast and supper are typically given at your home. If your hours of care do not permit this, please speak to your provider and Consultant to see if special arrangements can be accommodated.



Photo source: [www.google.ca](http://www.google.ca)

# Special Diets

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If your child has food allergies or requires a special diet, please discuss with your provider and Consultant. Written instructions may be required and you may be requested to supply any special food(s). Any food(s) provided by you must arrive to the provider's home labeled with your child's name on the container(s).

# Accident/Illness Reporting

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AFCS recognizes that all children are competent and capable individuals, therefore children will be offered opportunities relative to their age and developmental capabilities within a reasonable set of parameters. Providers are expected to consider the individual child's competency when making decisions regarding risky play opportunities that can appropriately support the child's development. Providers recognize that there is a difference between risky play and hazardous/unsafe play and are expected to continue to monitor and assess play for hazards.

During the normal course of play, children will experience minor injuries. When this occurs, an Accident/Incident Report must be completed by the provider and submitted to AFCS which will require your signature.

An Illness Report will also be completed, if your child is too ill to remain in care you may be asked to pick up your child. This procedure ensures that all parties are communicating important information, which helps foster the partnership between the parent, the provider, and the Agency.

All parents will receive a copy of the signed document, once completed.

# Emergency Procedures

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Parents are required to complete an AFCS information card with contact and medical information, as well as to provide an emergency contact person who can pick up your child in the event of an urgent situation where you cannot be reached. This ensures that a provider will always have easy access to current information pertaining to your child regarding allergies and medical consent/permission.

In the event of an emergency, parents will be contacted at once. If the parent cannot be reached, the provider and/or Agency will call your emergency contact person. If the emergency is not related to your child, a Consultant and/or an emergency back-up person may help provide care until you arrive for pick up, as this is only a temporary solution.

If the emergency involves the provider or their family, you may need to access alternate care in the event that your provider is temporarily unavailable. Please contact your Home Child Care Consultant to request an alternate provider.

**AFCS is required by CCEYA to keep all children's contact information up to date. Please inform both the provider and AFCS immediately of all changes. Failure to do so will result in a non-compliance for our agency.**

# Health and Illness

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The 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. To ensure that there is no disruption in care, the agency is required to have a copy of your child's most current immunization record on file.

Please do not bring your child to the provider's home if they are ill. To protect all children in care, your provider cannot accept a child with symptoms such as fever, vomiting, diarrhea, or an undiagnosed rash. Providers have the right to refuse care if they believe that your child is not well enough to attend. You may need to schedule a medical appointment to identify if/when your child is able to attend care. If you do not agree with the provider, please contact your Consultant to discuss the matter.

If your child becomes ill during the day, you will be asked to pick them up as soon as possible; meanwhile your child will rest quietly, away from other children until your arrival. Please ensure that all contact numbers are current at all times.

For a sick child, care at home is best. Please call your Consultant if your child is sick for longer than a few days. After prolonged illness, we may require a medical certificate prior to your child returning to care.



Photo source: [www.google.ca](http://www.google.ca)

**Prior to returning to care, your child must be able to participate in regular daily activities and should be free of all symptoms for 24 hours, without the aid of medication (unless prescribed by a doctor).**

## Medication

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Should it be necessary for the provider to administer medication, you must sign a Medication Authorization form for each type of medicine, stating the dose, time to be given, and possible side effects. All medication must be in its original container, as the provider must follow the written directions. Providers have the right to refuse to give medication. Whenever possible, please ask your doctor to prescribe medication that you can give at home, before and/or after care.

### Did you know?

**As recommended by Canada's pediatricians, cough & cold medications should not be given to children under 6 years old without first talking to your doctor. The only exceptions are drugs used to treat fever (such as ibuprofen and acetaminophen).**

# Children with Special Needs

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With the experience of providers and Consultants, and with the support of community resources, our program is successfully placing children with special needs, in care.

*Children's Inclusion Support Services*, a citywide program of AFCS, is a valuable partner in providing information, resources, support and program plans specific to your child's ongoing needs.

The early identification of any possible difficulty with language, or development, is important. *First Words* is a city-run service with screening clinics to provide a free assessment of your child's language development. For more information and for the online screening tool, please consult their web site at [www.firstwords.ca](http://www.firstwords.ca).



Photo source: [www.google.ca](http://www.google.ca)

If you have any concerns about your child, please contact your Consultant for information about services that may be available to you. Early intervention is imperative to your child's development.

## Individualized Support Plans

AFCS is structured so that children diagnosed with special needs are supported and accommodated with the use of an Individualized Support Plan. The plan is created in consultation with parent(s), provider, staff and any regulated health professional to ensure the early learning and care environment is inclusive, identifies developmental goals and provides the necessary support for success. Individualized support plans will be reviewed, at a minimum, annually.

# Life Threatening Medical Conditions

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To fully understand the extent of your child's needs, as well as any preventative practices and procedures, it is imperative that you discuss the details of your child's health with the Consultant who is arranging care for your child, and with any potential provider before care begins. Please ensure that any required medications are given to the provider with clear and specific instructions and with signed consent (refer to the AFCS Medication Authorization form).

For children with Anaphylaxis, an Emergency Plan must be completed before care begins; this information will be posted in the provider's home. Parents must provide instructions and demonstrate how to administer Epi-Pens.

If your child develops a medical condition after care begins, please keep your child at home until you have completed the above requirements.

In the case of a severe/anaphylactic allergy, you may also be asked to provide all food and drinks for your child. If another child in care has a severe food allergy, you will be alerted so that you can avoid bringing dangerous foods to the provider's home. These foods must be clearly labeled with your child's name.



Photo source: [www.google.ca](http://www.google.ca)



# Serious Occurrence Reporting Procedures

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Serious Occurrence (SO) reporting is one of the many tools providing the Ministry and the child care program with an effective means of monitoring the appropriateness and quality of service delivery. Monitoring includes an ongoing review of the child care program's practices, procedures, and training needs.

All child care programs that are funded, licensed, or operated by the MEDU are responsible for delivering services that promote the health, safety, and wellness of clients. Child care programs are accountable to the MEDU to demonstrate that their services are consistent with relevant legislation, regulations and/or the Ministry's policy.

## Serious Occurrences-Definitions

- The death of a child
- Allegations of abuse or neglect
- A life-threatening injury or a life-threatening illness
- An incident where a child is missing or is temporarily unsupervised
- An unplanned disruption of the normal operations that poses a risk to the health, safety or well-being of children

Home Child Care providers are required to report any SOs to our office immediately. Providers have access to an after-hours call center that will contact staff if an incident occurs, when the Agency is closed. A staff member will follow the Agency's policies and procedures to ensure that a report is submitted to the Ministry within the required time period.

An agency staff member must also complete a Notification Form that will be posted in the provider's home, in a visible area, for 10 business days. This posting will inform parents about the incident and outline any follow-up action(s) taken and the outcomes, while respecting the privacy of the individuals involved. Parents will be personally informed by the Agency if they are directly affected by the Serious Occurrence.



Photo source: [www.google.ca](http://www.google.ca)

# Behaviour Guidance

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Children learn best from encouragement, mutual respect, and through the modeling of appropriate behaviour. The CCEYA prohibits all forms of physical punishment, harsh treatment, and the use of humiliating language. Providers are required to review a behaviour guidance policy every three months and sign it annually; family members regularly in the home over the age of eighteen must also sign the policy annually.

At the pre-placement visit, you will want to discuss behaviour guidance practices, both yours and the providers. Effective methods of communication, setting limits for children, and providing positive reinforcement, will in turn create an optimum atmosphere. To support a positive and supportive early learning environment, providers establish a consistent schedule, and offer a variety of learning opportunities.

While transitioning into care, it is important that your provider is aware of any issues that may affect your child. This will help the provider understand your child's needs and help them feel secure. Open communication will help foster the relationship between your family and the provider. Should you wish to discuss your child's progress, you are welcome at any time to request a meeting with your provider and/or home child care Consultant.



**Please tell the provider of any circumstances which might affect your child's physical health or emotional well-being. Your provider will also tell you about your child's day at pick-up time.**

# Supervision of Children

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One of the many benefits of home child care is for children to be part of the provider's family environment. Family members contribute to the quality service that they provide and add to the overall positive development of children.

The Ministry of Education requires all licensed child care programs to develop and implement a policy for the supervision of volunteers, students, persons who are ordinarily residents of the premises or regularly at the premises.

Students and volunteers may, from time to time, participate in licensed home child care, supporting providers in the daily operation of their early learning and care environment. All students and volunteers will abide by AFCS policies and engage with the children, colleagues, and parents in a positive manner. The provider is expected to supervise, monitor and ensure that the volunteer/ students are never left unsupervised with children and that all policies and procedures are followed.

**Resident:** A person who resides on the premises that may or may not interact with the children.

**Regularly on the premises:** A visitor that may or may not interact with the children.

**Replacement provider:** A designated person who has been approved by Andrew Fleck Home Child Care, to provide care to children in the planned absence of the provider and in a non-emergency situation.

**Student:** A person from an educational institution who visits a home day care location to complete assignments and study activities related to child care.

**Volunteer:** Any person who donates their time to participate in caring for the children.

Andrew Fleck Home Child Care only permits those who have completed our approval process to have direct, unsupervised access to children in **non-emergency** situations. In an emergency, the approved replacement provider or a responsible adult will be asked to care for the children until you arrive to pick up your child or until an agency staff member arrives to assist with the situation.

**For your child's safety, please ensure that an authorized adult brings them to the provider's door and picks them up at the end of the day. This will also allow time to sign your child in and out daily.**

**Written or verbal consent is required to release your child to anyone other than you. It is preferred that you introduce your emergency contact person prior to any pick-up times.**

**\*Please note: your emergency contact person will be asked to show photo identification to the provider, the first time they pick up your child.**

# Alternate Care

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*\*This section may not apply if your child was privately-placed*

Providers are self-employed and therefore determine their availability. If your regular provider is unavailable, alternate care may be arranged in another AFCS provider's home, dependent on availability. You are not obligated to take time off at the same time as your home child care provider and can make your own arrangements if you do not wish to keep your child with an alternate care provider.

Please contact your Consultant, well in advance, if alternate care is required. The Consultant will do their best to accommodate your needs, but cannot guarantee that alternate care will be available.

If alternate care has been arranged by your Consultant and you decide to cancel, a 24 hour notice period must be given directly to the alternate care provider; otherwise, you will be billed the applicable rate. For subsidized clients, one of your 36 paid days away will be applied. Please follow up with your Consultant.

## Replacement Care - Approval Process

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Some providers may choose to have a designated replacement person when they are unavailable. It is expected that if approved, the replacement provider will only be caring for children on an occasional basis. Only responsible, mature and capable persons over 18 years of age will be considered. Before any non-emergency care is provided by a replacement provider, an approval process is conducted by a home child care Consultant.

Pending approval, the applicant must provide a:

- Police Records Check (for the vulnerable sector)
- Health assessment, including immunization and TB, if applicable
- Reference check from non-familial person (x3)
- Valid Standard First Aid/CPR training certificate

***\* Please note: The replacement provider must review and sign off annually on all policies and procedures required by CCEYA and AFCS.***

A discussion of any health concerns and medical conditions must take place prior to care being provided so that the replacement provider is better able to respond to your child's needs. If your child has a life threatening medical condition, the replacement provider must receive appropriate training from you on how to respond to a medical emergency and how to properly administer any medications, prior to care commencing.

Parents must sign the Permission for Replacement Care form prior to any non-emergency care arrangements.

It is the responsibility of the provider to notify the parent(s) and the Consultant, in advance, each time the provider arranges for the replacement provider to provide care in non-emergency situations.

# Safe Sleep Policy

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Andrew Fleck Home Child Care promotes sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep.

## Providers must adhere to the following practices for all children who sleep:

- Discuss with parents(s) any policies, procedures and information regarding sleep arrangements (location, equipment, routines etc.), prior to care beginning, when there are changes, or upon parental request.
- All sleep equipment is appropriate for the child's age and weight. A child must be transferred from a crib or playpen, to a mat/cot, at 18 months of age (unless written permission from the parent is obtained).
- Ensure all children, who sleep, are assigned to a specific crib, cot or mat (according to their age and weight).
- Direct visual checks of each sleeping child will be performed 2 to 3 times throughout the sleep period; the provider is required to check off, in their Daily Log, that direct visual checks were completed.
- For children who sleep overnight:
  - 2 to 3 direct visual checks will be conducted before the provider goes to sleep for the evening.
  - The parent will provide written instructions as to whether direct visual checks are necessary and how often, for the duration of the night.
- Adjust the number of direct visual checks if there are any significant changes in a child's sleeping patterns or behaviours (this must be communicated to the parent).
- Ensure that there is sufficient lighting in the sleep area to conduct direct visual checks.
- If using an electronic sleep monitoring device (baby monitor), you must ensure that it is able to detect & monitor the sound of every sleeping child when not in visual range (the monitor must be checked daily to ensure it is in working order). ***This is not to be used to replace direct visual checks.***
- Advise parents of children younger than 12 months, that they are placed for sleep in a manner consistent with the recommendations set out by the Ministry of Education.



Photo source: [www.google.ca](http://www.google.ca)

## Best practices for children 12 months and younger:

- Blankets are not permitted. If the parent chooses that their child is covered while sleeping, they will have to provide fitted, one-piece sleepwear (i.e.-sleep sac or sleeper).
- Place infants on a firm crib mattress (which meet current Canadian safety regulations) and use a fitted sheet.
- Always place infants on their backs for sleep.
- Ensure that the room temperature is comfortable.
- Infants, who use a pacifier for sleep, should be offered it for every sleep time; a pacifier is not required to be reinserted if it falls out during sleep.

## Prohibited practices:

- More than one child on the same sleep equipment.
- The use of bumper pads, positional devices, pillows, and toys while sleeping in a crib or playpen (stuffed toys are permitted after 12 months).
- The use of a pacifier attached to a cord/ribbon on the infant's clothing.
- Regular sleep time in a car seat, stroller, baby swing, bouncer, sling, highchair or an ExcerSaucer.

***\*Please note-children under 18 months should not be given food or bottles in their cribs or playpens as these could cause tooth decay and are potential choking hazards.***

## Custody and Access

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To support your child care arrangement, it is imperative that you keep both your provider and AFCS apprised of any custody and access information that could affect care or lead to a misunderstanding. If you are placing any limitations on custody/access, AFCS requires you to submit the supporting court documents. Please indicate on the Application and Consent Form the details around your child's pick-up and drop off.

Out of respect for your provider, please do not involve them in any parental disputes. These types of situations can put providers in uncomfortable situations and may lead to a breakdown of the child care arrangement.

## City of Ottawa-Wait List

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As per Andrew Fleck Children's Services policy, all families are expected to be registered on the [City of Ottawa Child Care Registry and Wait List tool](#). Available vacancies are posted on our website. To fill available spaces we contact families, whose child is age eligible for the space available. For subsidized spaces we must follow the City of Ottawa's Priority List; for our full fee families, we offer spaces based on the registration date; the only exception is that priority is given to siblings of children currently attending at our location. There is no fee for using the City of Ottawa Child Care and Registry Wait List tool and we do not collect a fee or a deposit for the placement of a child on a waiting list for admission for any of our programs. To ensure we are providing families with the best early learning and care experience as possible, a conversation will occur to ensure we can meet children's needs before a space is confirmed.

The [City of Ottawa Child Care Registry and Wait List tool](#) automatically updates when a child is eligible, it is important to keep your information as up to date as possible, (which you can do by clicking on the link above) including the date when you require care or if you are no longer in need of care. This assists in keeping the waiting list up to date and accurate for all agencies.

## Subsidy Program

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*\*This section may not apply if your child was privately-placed*

Subsidized child care is funded by the City of Ottawa and the Province of Ontario. Parental contributions vary and are determined through an "Income Test" administered by the Children's Services Program.

Once your subsidy is approved, it is your responsibility to inform the subsidy office of any change in circumstance (e.g. end of job or school, change in salary, change of address, telephone number, work place, etc.). A subsidy for the purpose of searching for employment, may be available. You are also responsible for renewing your subsidy before it expires; otherwise, you will be responsible for paying the full cost of child care.

## Absent Days

If you are in receipt of a subsidy, the City of Ottawa allows your child to be absent up to 36 days, in each calendar year. Absent days include vacation, sick days, and any other days that your child is away from the provider's home. If your child exceeds more than the 36 allowable absent days, you will be responsible to pay the full fee cost for all additional days missed. The 36 days are pro-rated depending on your start date and if your child is in care part-time; unused days cannot be carried over to the next year. It is your responsibility to track your child's absences; however, you can contact the City of Ottawa for confirmation of days used.

In cases of joint custody, each parent is entitled to a pro-rated amount of paid days away. The Child Care Subsidy Coordinator will advise each parent of the number of days for which they are eligible.

***\*Please note: in the case of a medical condition, the City may grant you some additional days. Please speak with your Subsidy Coordinator for more information.***

## Income Testing

According to the City of Ottawa Income Test, it may be determined that you have a daily fee. Your monthly payment to the City of Ottawa will be based on the number of days of care. You will be billed your daily fee when your child is: in care with their regular provider; on vacation; sick; or in care with an alternate/replacement provider, through the agency. You are not required to pay your daily fee if your provider is unavailable; however, if you choose to use your paid days away at this time, this will be considered your child's vacation time and your daily fee will apply.

For more information regarding the City of Ottawa subsidy program, please visit their web site at: [www.ottawa.ca](http://www.ottawa.ca)



Photo source: [www.google.ca](http://www.google.ca)

**If you do not have access to the internet or find that you are not able to find what you are looking for on the website, you can call 311 and follow the links to speak to someone directly from Social Services about applying for a subsidy (help for child care costs).**

## Full Fee Paying Clients

*\*This section may not apply if your child was privately-placed*

### Monthly Care Billed

You will be billed your daily fee when your child is: in care with their regular provider; on vacation; sick; or in care with an alternate or replacement provider, through the agency. For parents of children receiving part-time care, you will be billed your daily fee for any additional days of care used. You are not required to pay your daily fee if your provider is unavailable; however, payment is optional.

## School Age Rates

*\*This section may not apply if your child was privately-placed*

The average monthly school age fee, as listed on the Fee Schedule, is based on school day rates only and does not include any full-day rates.

Providers will be paid at the full-day rate for all days where school age children are expected to be in care for the full day (as listed below). Full fee clients will be billed accordingly.

Payment at the full-day rate:

- School closures: Christmas and March Break; PD days; and summer holidays (including any statutory holidays during these times)
- Days when your school aged child is in care for the full day

## Payment Options - Full Fee Clients

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*\*This section may not apply if your child was privately-placed*

Andrew Fleck Home Child Care offers three methods of fee payment:

- Pre-authorized debit plan
- Post-dated cheques
- Credit cards (please note that any fees charged to us by the credit card company, which may be as high as 3% depending on the card) will be added to each payment made by credit card.

If the provider is deemed unavailable, please contact the finance department to suspend any payments during this time.

Upon admission into care, your first payment to AFCS is due on or before the first day of care and is pro-rated to the number of billable days in that bi-weekly billable period.

Please refer to the Financial Policy for further information or you can call Accounts Receivable at 736-1913 ext. 225 for questions or information concerning your account. If Accounts Receivable is not available, then any other member of the Finance team will happily assist you. They can be reached at ext. 226 or 280.

## Statutory Holidays

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In keeping with City of Ottawa guidelines, providers are paid for the statutory holidays listed below. Parents are required to pay for any statutory holidays that coincide with their contracted days.

### **Care on a statutory holiday**

We are required, by city guidelines, to pay the provider an additional fee for care given on a statutory holiday. Therefore, full fee clients will be billed additionally to cover the provider's payment.

### **Statutory and other holidays recognized by the City of Ottawa and Andrew Fleck:**

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, Christmas Day, and Boxing Day.

***\*Please note: care on a statutory holiday must be approved by a Consultant in advance.***



# Leaving the Program

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*\*This section may not apply if your child was privately-placed*

We respectfully request one month's notice when withdrawing your child(ren) from care but require two weeks (10 business days) written notice or payment in lieu of notice will be invoiced. Please ensure that you inform your Home Child Care Consultant **and** provider when care is terminating. A call to the Accounting Office will ensure that your account will be settled accordingly.

Andrew Fleck encourages all providers to give adequate notice when they can no longer provide care for a child. Unfortunately, we cannot guarantee any notice of discharge due to the self-employment status of providers and the nature of our program.



Photo source: [www.google.ca](http://www.google.ca)

**For subsidized clients:** If you are planning to transfer to another child care program, please ensure that you provide the required notice before accepting a subsidized space at another program. When you leave our program, you are required to pay any outstanding balances.

## Home Closures

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In the event that your provider's home no longer meets the CCEYA standards; the provider has contravened any Andrew Fleck policies and procedures; or if a Consultant deems that, in their professional judgment, the care provided is not suitable, the provider's home will be closed with or without notice.

Although we will make it a priority to find you another child care home, please be advised that there may not be another option that will suit your needs. We will do our best to refer you to other community services in the event that we do not have any care options for your child.

## Program Statement and Implementation Policy

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Our program philosophy is to support staff and home child care providers in meeting children's optimum development. We promote high quality early learning and care environments which support children's learning, development, social interactions, health and well-being. We view children as competent, curious and capable of complex thinking. Our program encourages the use of reflective practice and program planning based on the uniqueness of each child, as well as their needs, interests, and ideas.

Our approach in supporting optimum learning environments is built on the four foundations of *How Does Learning Happen?* (HDLH)\*:

- Belonging
- Well-being
- Engagement
- Expression

# Andrew Fleck Home Child Care Program Goals

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## 1. Andrew Fleck Home Child Care (AFHCC) promotes the early learning, health, safety, nutrition and well-being of children by:

- Increasing support through additional visits and communications (exceeding the requirements).
- Providing regular training.
- Observing and documenting the development of each child in care.
- Offering support to providers in tracking children's development by using tools such as Nipissing District Development Screening (NDDS).
- Accessing community resources to support the mental health and well-being of families and children.
- Providing Canada's Food Guide to plan meals and snacks to ensure a balanced diet.
- Accommodating children's dietary and medical needs to ensure their safety.
- Ensuring any replacement persons are approved, prior to offering care.

## 2. AFHCC supports positive and responsive interactions among the children, parent(s), child care providers and staff by:

- Assisting with social interactions, language development, problem solving.
- Using active listening skills and recognizing others communication styles.
- Focusing on positive interactions and on the areas where skills need developing.
- Identifying what others are feeling and letting them know that they are being heard.
- Valuing children's input and assisting with expression by labeling emotions and/or expressions.
- Using visuals to assist children in understanding routines and expectations.
- Identifying and decreasing the stressors that a person may be feeling.
- Supporting and encouraging self-regulation, in children.
- Supporting self-expression through a variety of opportunities such as music and literacy.



## 3. AFHCC encourages the children to interact and communicate in a positive way and support their ability to self-regulate by:

- Promoting the use of a "calm down" area where children may go to have a quiet moment, to read a book or use self-regulating equipment such as squeeze balls or noise reduction head phones.
- Having a good understanding/knowledge of children's development.
- Modeling positive communication and being aware of facial expressions and body language to respond appropriately.
- Providing opportunities for children to work together and encouraging them to resolve their own social issues (with guidance from an adult, if needed).
- Offering opportunities for children to practice turn taking.

## 4. AFHCC fosters the children's exploration, play and inquiry by:

- Ensuring materials are sufficient in number, rotated and support play and inquiry.
- Observing and supporting children's interests.

- Providing opportunities where children can move freely from one play area to another.
- Taking pictures of activities and sharing them with children so that they can reflect upon them.



Photo source: [www.google.ca](http://www.google.ca)

**5. AFHCC provides child-initiated and adult-supported experiences by:**

- Encouraging providers to join in play, rather than overseeing it.
- Developing daily schedules that have a minimum of transitions and interruptions.
- Supporting children's autonomy and independence.
- Providing opportunities for the children to ask questions and problem solve.
- Providing parent(s) with information that demonstrates the value of play.

**6. AFHCC plans for and creates positive learning environments and experiences in which children's learning and development will be supported by:**

- Promoting a stimulating high quality early learning and care environment.
- Offering active and quiet activities.
- Ensuring materials are age appropriate, in good condition and offers good play value.
- Having flexible yet consistent routines and transitions.
- Providing children with a clear awareness of what to expect throughout the day as this helps children gain trust, security and order.
- Accessing community resources (i.e.-playgroups, libraries and parks).

**7. AFHCC incorporates indoor/outdoor play, as well as active play, rest and quiet time, into the day, and gives consideration to the individual needs of children receiving child care by:**

- Balancing children's needs with indoor & outdoor play, restful periods, individual & group activities.
- Offering child-initiated, as well as adult-initiated, activities.
- Being aware of children's strengths and knowing when to provide more challenging activities.
- Being flexible with the day's routine.
- Offering a variety of outings in order to expand children's knowledge.

**8. AFHCC fosters the engagement of and ongoing communication with parents about the program and their children by:**

- Committing to excellent customer service and responding to all inquiries within 24-48 hours.
- Meeting with parent(s), prior to care starting, to help facilitate care arrangement.
- Having meaningful conversations with parent(s) about their children's day.

- Communicating any concerns that may be hindering children's development.
- Keeping parent(s) informed about children's progress through the use of different tools (i.e.- Storypark, NDDS).
- Creating an atmosphere where parent(s) feel comfortable to ask questions and participate.
- Offering parent workshops.
- Collaborating between the parent(s), provider and the Consultant.



**9. AFHCC involves local community partners and allows those partners to support the children, their families and staff by:**

- Collaborating with community partners.
- Supporting children with special needs through community programs such as Children's Inclusion Support Services and Community Health Services.
- Providing flexible meeting times, to accommodate varying schedules.
- Taking part in community events and activities and utilizing community space.

**10. AFHCC supports staff, home child care providers or others who interact with the children at a home child care premises in relation to continuous professional learning by:**

- Encouraging self-reflection to evaluate practices and approaches.
- Offering multiple training opportunities throughout the year to enhance knowledge and develop new areas of expertise; keeping the topics of workshops current and relevant.
- Offering consultation, information and resources for parent(s), providers and staff.

**11. AFHCC documents and reviews the impact of the strategies set out in clauses (1) to (10) on the children and their families by:**

- Documenting after communication and/or visit with providers, parent(s).
- Documenting and sharing observations on how best practices are incorporated into the program.
- Reviewing and discussing Daily Logs, during provider visits.
- Ensuring that policies and expectations are understood and signed.
- Having Managers accompany staff on visits (i.e.-provider homes and playgroup).
- Conducting annual staff performance reviews and quarterly check-ins.

## Implementing the Program Statement:

Prior to opening a provider's home, all persons who interact with children are expected to review/sign the Program Statement. This includes providers, persons who are residents at the premises or regularly visiting the premises, as well as any students and volunteers. For AFHCC staff, the expectation is that the Program Statement will be reviewed/signed prior to any interaction with children. The Program Statement will be reviewed/signed annually thereafter and at any time when the program statement is modified.

The Home Child Care Consultants will review, monitor, and document how the Program Statement is being implemented in the provider home using:

1. Observation and assessment (on visits or on safety checks)
2. Written documentation
3. Communication with parent(s) and providers
4. Surveys and client meetings



## Prohibited Practices as Legislated by the Child Care and Early Years Act (CCEYA)

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1. Corporal punishment of the child;
2. 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, themselves or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. 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;
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth;
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

***\*Please note: Andrew Fleck Children's Services does not support the use of food or "time out" as a means to control behaviour or reward the child.***

## Contravention of Prohibited Practices:

All suspected infractions of the prohibited practices will be reviewed by the Home Child Care Consultant, the provider and any other person that may be involved (if applicable) in order to determine the appropriate follow up. In some circumstances, contravention of prohibited practices may also involve Managers and the Executive Director. Failure to comply with prohibited practices may result in one or more of the following:

- A review of the AFHCC Behaviour Guidance policy
- Additional visits in order to support the provider and observe the home environment
- Receiving a letter, outlining the contravention(s), which will be kept on file
- Notify parents of the contravention(s) and possible removal of the child(ren)
- File a Serious Occurrence Report to the Ministry of Education (MEDU)
- Undergo a Quality Assurance Review (to help set goals and actions for the provider)
- The expectation to attend training
- A requirement to reimburse the Agency for any monetary penalty(ies) issued by the MEDU
- Home closure

Andrew Fleck Home Child Care strives to work with providers to achieve high quality standards that meet the CCEYA requirements. Providers are strongly encouraged to enlist the help of Consultants by asking questions and seeking advice and clarification, when needed.

## Glossary

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**Anaphylaxis:** a severe, potentially life-threatening allergic reaction. It can occur within seconds or minutes of exposure to something you're allergic to.

**Canada's Food Guide:** Nutrition guide produced by Health Canada that identifies and promotes a pattern of eating based on four important food groups.

**Subsidy Program:** Program through the City of Ottawa that administers subsidies, for those who qualify, and will pay for all or part of your child care fee once you find an available subsidized space in a licensed child care program.

**Children's Aid Society (CAS):** Community organization legally mandated to protect children and youth from abuse and neglect.

**Child Care and Early Years Act:** Legislation that licenses and regulates child care programs in Ontario.

**Early Learning:** Learning and development of young children across the domains of health and physical well-being; social and emotional well-being; approaches to learning; language development and symbol systems; and, general knowledge about the world around them.

**Immunization Record:** Record of all vaccination(s) that your child has received from a physician.

**Playgroup:** Group of providers and children who meet together for supervised play, in a public location.

**Reflective Practice:** Systematic and collaborative process of studying your own experiences to plan, evaluate, make decisions and create and implement change.

**Safety Check:** Extensive home safety check that is conducted by a Home Child Care Consultant every three months. This also includes a review of some of the Home Child Care policies and practices.

# A Team Working Together

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Close co-operation between the three parts of the “team”: parents, provider and Consultant is the key factor in making a success of your child’s early learning and care experience.

Open communication between parents and providers on a daily basis is very important, as is your Consultant’s supportive role, which will continue throughout your child’s care with AFCS.

We are confident that licensed home child care—with its caring adults, new friends and learning opportunities—will prove to be an enriching experience for you and your child.



Photo source: [www.google.ca](http://www.google.ca)

**Consultation for parents is available during regular office hours:**

Monday to Friday from 8:30 am – 4:30 pm

Phone: 613-736-1913 ext 238

Fax: 613-736-8378

E-mail: [hcc@afchildrensservices.ca](mailto:hcc@afchildrensservices.ca)

**Please keep this handbook available for future reference.**



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