FAMILY SPACE QUINTE INC. LICENSED HOME CHILD CARE
PARENT HANDBOOK
613-966-9427 EXT 238

OCTOBER 27, 2026

TABLE OF CONTENTS

OVERVIEW	3
PROGRAM STATEMENT	3
DIVERSITY/EQUITY/INCLUSION	5
"WHY" STATEMENT	6
AGENCY SERVICE AND COMMUNICATION	6
PROVIDER SELECTION, ALTERNATE PROVIDERS AND INCLUSIVE CHILD CARE MODEL	6
EMERGENCY ALTERNATE PROVIDER, VOLUNTEERS & STUDENTS	6
CONFLICT RESOLUTION	7
SELF REGULATION	8
PROCEDURES PREFERRED PRACTICES, PROHIBITED PRACTICES, CONTRAVENTION OF PRACTICE	9
GENERAL SAFETY, SAFE ARRIVAL	10
RELEASING CHLD FROM CARE, OUTDOOR SUPERVISION, OUTINGS, WATER SAFETY	11
WATER SAFETY, HEALTH & SICK DAY POLICIES	12
ANAPHYLAXIS POLICY, NUTRITION, SLEEP, CHILD DEVELOPMENT	13
SPECIAL SERVICES, LICENSING INFORMATION AND SERIOUS OCCURRENCES	14
INDIVIDUAL PLANS AND REGISTRATION	15
FEE POLICIES	17
SCHOOL AGE FEE AFFORDABILITY PILOT	18
CWELCC, BILLING	19
NSF, PAID PROVIDER CLOSURES	20
PUBLIC HOLIDAYS, SUBSIDY, AGREEMENTS, WRITTEN NOTICE	21
LATE NON-BASE FEES, UNCONTROLLED CLOSURES AND OTHER RESOURCES	22
QUESTIONS TO ASK YOUR CHILD PROVIDER	23
FAQ'S	24

OVERVIEW

Family Space Quinte Inc. has been established to provide Licensed Home Child Care for children ages birth to twelve years, who require quality care in convenient locations throughout Belleville, Trenton, Centre Hastings, Deseronto and Tyendinaga Township in Hastings County. Family Space Quinte Inc. is a non-profit organization that is governed by a volunteer board of directors elected by the membership of the organization.

The final decision as to the selection of the Provider will be that of the parent(s). It is the decision of the Providers registered with Family Space Licensed Home Child Care Program which children they will provide care for and at which times. The Providers are independent contractors who are self-employed. Parents have the right to enter the Provider's home at any time that their children are in care.

PROGRAM STATEMENT

Family Space's licensed home child care program believes that all children are capable and competent. We believe that children's skill development, confidence and self-esteem are fostered by environments rich in early learning resources and programming.

Our home child care agency offers an inclusive, child-centered program that celebrates diversity and fosters a sense of belonging for every child. We prioritize nurturing individual strengths and creating a supportive environment where all children can thrive and grow together.

We support the four foundations of *How Does Learning Happen? Ontario's Pedagogy for the Early Years*, Belonging, Engagement, Well-Being and Expression. We include this philosophy into every aspect of our program. Whether through nurturing relationships, fostering curiosity, supporting emotional and physical health, or encouraging each child's voice. We strive to ensure every moment is a meaningful opportunity for learning and growth.

Children are engaged in play-based learning that uses play as the primary method to explore, learn, and make sense of the world around them. Providers encourage children's developing sense of wonder by creating an environment that encourages exploration, curiosity, and discovery. Open ended play, providing toys and materials like blocks, water, sand, art supplies that can be used in multiple ways, spark imagination and experimentation.

Providers and Home Visitors encourage open, communication with children and families. Parents are supported with ongoing guidance through their search for child care and the registration process. Family Space reaches out to new families shortly after they begin care, and connects through quarterly newsletters, shares observations of some home visits, inform of policy changes and provincial child care updates. Family Space welcomes connections from families whenever they have questions or concerns and can act as a liaison with parents and Providers.

Providers and families are encouraged to share children's experiences, social and emotional well-being, routines, developmental milestones, family values, culture and traditions. Daily communication between Providers and families offers peace of mind, stronger trust, and insight into development and consistency between home and child care.

This communication is one way to offer a sense of belonging to children and families. Providers create a warm, inclusive environment where each child feels seen, and respected. Consistent routines and personalized care help children feel safe, valued, and part of a close-knit community.

Providers offer environments that support the healthy development of children's emotional and physical well-being. Nutritious meals and snacks are offered daily, rest time that meets the individual needs of the children, outside programming that includes opportunities for gross motor development, fresh air, exploration of nature, and development of social skills. Manageable risks in outdoor play are those that offer children valuable leaning experiences while being reasonably controlled by supervision and safe environments. Manageable risks may include climbing, balancing, running on uneven surfaces, using tools under supervision, playing in puddles, tumbling, swinging, and sliding.

Providers receive informal training and resources on supporting children's co-regulation and self-regulation. Practices such as offering positive reinforcement, acknowledging children's emotions, encouraging communication and responsive caregiving are essential. Positive tones and positive guidance strategies help children develop their own self-regulation.

Practices including harsh tones, time out, spanking, degrading a child, withholding basic needs or confinement are strictly prohibited.

Family Space encourages ongoing professional learning for Providers and Home Visitors. The agency, in partnership with Hastings County Children's Services and the Home Child Care Association of Ontario offers frequent learning opportunities through virtual and in person workshops and meetings, conferences, written materials, and peer networking. Providers are invited to attend monthly Community of Practice meetings where they share knowledge, experiences and best practices. These gatherings foster professional growth, reduce isolation, and help Providers stay current with early childhood education standards. By collaborating regularly, home child care providers build a supportive network that enhances the quality of care and learning for the children they serve.

Home Visitors play a key role in monitoring and supporting the quality of care offered by Providers. Home Visitors conduct unscheduled and scheduled visits to ensure the home environment complies with licensing regulations, ratios are being followed, monitor the use of approved equipment, and observe children's interactions and engagement. Home Visitors offer support and coaching for providers on programming, child guidance, health and nutrition, give feedback on strengths and areas for improvement, and share updates from the agency or any regulatory changes.

By upholding high standards of care, professionalism, and continuous improvement, we strive to create a warm, home-like atmosphere where children feel valued, supported, and empowered to explore, grow, and reach their full potential.

DIVERSITY EQUITY INCLUSION- COMMITMENT STATEMENT AND ACTION ITEMS

We respect the value that diverse life experiences bring to our organization through governance, leadership and education and we strive to listen to their views and give them value.

We're committed to modelling diversity, inclusion, and equity and maintaining fair and equal treatment for all.

DIVERSITY EQUITY INCLUSION-

"***Diversity*** focuses on representation and who is present. It is relational and shows up in groups. People alone aren't diverse: the communities they belong to are.

Inclusion addresses the quality of the experience that people in a group have. It is the degree to which someone can fully benefit from and participate in what the group is offering.

Equity acknowledges that different people have had different experiences and have different needs. Equity seeks to even the playing field and disrupts the idea that fairness means equal." P. 28. Coughlin & Baird (2022)

Family Space Organizational Commitment Statement

Family Space is committed to a diverse equitable environment where all feel respected and valued equitability. The dimensions of diversity include but are not limited to ancestry, culture, ethnicity, gender, gender identity, language, physical & intellectual ability, race, religion, sex, sexual orientation, and socio-economic status.

We're committed to being non-discriminatory and providing equal opportunities for employment, volunteering, and advancement in all areas of our work.

We respect the value that diverse life experiences bring to our organization through governance, leadership and education and we strive to listen to their views and give them value.

We're committed to modeling diversity, inclusion, and equity and maintaining fair and equal treatment for all.

Adapted from:
"Board Effect – A Diligent Brand"

Resources:
Creating a Culture of Reflective Practice – The Role of Pedagogical Leadership in Early Childhood Programs – by Anne Marie Coughlin & Lorrie McGee Baird, 2022

OUR "WHY" STATEMENT – Our statement that expresses our program's distinctive contribution and impact.

"To support, educate and inspire Providers to offer safe, quality child care for families."

AGENCY SERVICE AND COMMUNICATION

The program will be re-evaluated by the Executive Director, the Home Visitors, and the Board of Directors regularly to reflect changes in the Child Care and Early Years Act and to incorporate new ideologies on early childhood education and development. An orientation session will be arranged for the Providers before children are placed in their home. Providers are visited regularly by a Home Visitor, who acts as a resource and support person. Providers are encouraged to seek alternate Providers for emergency back-up purposes.

Networking and professional learning opportunities are offered through Family Space which are open to all Providers. Newsletters to inform parents and Providers about the program, child activities, agency news and special events will be emailed on a quarterly basis. Please feel free to contribute to the newsletter with any topic of interest.

Email is the main method of communication from Family Space offices to parents and Providers. Parents are encouraged to check their email regularly for communication from the agency.

PROVIDER SELECTION

All Providers are screened through standards set by regulatory bodies such as the Ministry of Education, County of Hastings, Fire Departments, Hastings and Prince Edward County Health Unit, and Municipal Governments. Vulnerable sector checks are conducted prior to children being placed in the Provider's home. Vulnerable sector checks are also conducted on any adult residing in the home who is 19 years of age or older according to policies of the local police force. In addition, both the agency and the fire department inspect the home prior to the placement of children. The vulnerable sector check is completed every five years, and an offence declaration must be completed every year.

Section 9 of Ontario's Child Care and Early Years Act, 2014 (CCEYA) sets out strict prohibitions that prevent an individual from providing child care, operating a child care premises, or entering into a home child care agreement if specific disqualifying conditions apply including an offence under the CCEYA itself, specific sections of the Canadian Criminal Code, or any other federal or provincial offences prescribed by regulations.

Any contravention of Family Space Policies, standards of quality including safety of children and families, Child Care and Early Years Act, 2014, County of Hastings, Health Unit, Fire, Police, etc. could result in the immediate termination of the agency/Provider agreement

THINGS TO BE LEFT AT PROVIDERS HOME:

- a complete change of clothing labelled with the child's name (more clothing for infants)
- weather appropriate clothing, hat, boots, mitts, snowpants, sunhat
- bedding for each child who rests or sleeps (it is the parent's responsibility to ensure that their child's bedding is laundered regularly)
- for infants, diapers in a package/box labelled with the child's name and wipes, diaper cream if used.
- sunscreen (labelled with the child's name)
- a toothbrush/ toothpaste if meals are served to that child

INCLUSIVE CHILD CARE MODEL

Family Space Providers have the option of providing care to:
A) only children registered with the agency
B) a combination of children registered with the agency and privately placed children
C) only children that are privately placed.

All regulations, policies and procedures are consistent regardless of which model Providers choose. Providers with privately placed children will set and collect private non base fees. Providers will give a receipt for payment to a person who pays privately for child care, free of charge. Family Space will not provide administrative services regarding fee collection for privately placed children. Providers offering private arrangements will determine their own absence and withdrawal policies.

EMERGENCY ALTERNATE PROVIDER

Emergency alternate care may be provided in the Provider's home by someone 18 years of age or older who has been approved by Family Space. Emergency alternate Providers have reviewed and signed off on all Family Space policies including self-regulation and prohibited practices, submitted a Vulnerable Sector Check and have a valid Intermediate/Standard First Aid/CPR Level C certificate.

Emergency alternate Providers can be used on a short and infrequent basis i.e. emergencies, medical appointments, and when the Provider walks children to and from school while younger children are sleeping. They are not to be used if the Provider is ill and requires a day off. It is the parent's responsibility to find back up care if the Provider is not available for the day.

Emergency alternate Providers are not permitted to administer medication, nor transport children in a vehicle. The vulnerable sector check is completed every five years, and an offence declaration must be completed every year. The Provider must ensure compliance with established guidelines for the use of alternate Providers. Parents must give written authorization in advance of all potential short-term Providers. If parents do not approve of the alternate Provider and choose not to bring their child to care on that day, the parent will not be charged for that day.

VOLUNTEERS AND STUDENTS

1. The individual plan (Family Service Plan) for a child with exceptionalities and/or anaphylaxis and the emergency procedures are reviewed and signed off by alternate Providers or volunteers or others who will be providing care or guidance in the Provider's home before they begin providing care and annually afterwards. These policies and procedures will be reviewed with alternate Providers or volunteers or others by the Provider registered with Family Space Licensed Home Child Care program. Family Service plans will not contain medical information without written consent from parents.

2. Students placed in the home of a Provider will attend orientation with the Provider before beginning placement. Orientation will include review of all Family Space policies and procedures, program philosophy and the needs of individual children. During orientation students will review and sign off on Alternate Providers, Volunteers and Students policy as well as program statement including self-regulation and Anaphylaxis policies before placement in a Provider's home begins and annually afterwards. Students will receive a Parent Handbook during orientation.

3. Students will not be left unsupervised by the Provider or alternate Provider with any child.

4. Volunteers and students are expected to comply with all policies and procedures in the Provider policy manual, review annually.

5. Family Space will review the Alternate Provider, Volunteer and Students policy annually.

CONFLICT RESOLUTION

Family Space encourages parents/guardians to take an active role with their Provider, and regularly discuss their child's experiences. All issues and concerns raised by the parents/guardians are taken seriously by Family Space and will be addressed.

- Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. Issues/concerns from either parent/guardian, Provider, or Home Visitor which cannot be resolved through open communication that has not been successful the following steps may be taken:

- The person who raised the issue/concern will be kept informed throughout the resolution process verbally and if requested in writing. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

- A Home Visitor is contacted, and the issue is discussed. A Home Visitor, if necessary, can convene a meeting between the two parties if not initially resolved through phone or face to face contact. A Home Visitor will respond to the complaint made by a parent or Provider within five (5) working days. The action taken detailing the resolution, or if no resolution is found is recorded in the Daily Written Record at the office by the Home Visitor, and journal at the Provider's home if applicable. The parent/Provider involved will be verbally updated and e-mail resolution sent to all parties if deemed appropriate.

- If resolution is not achieved, the Executive Director, or designate will be engaged to assist in the resolution of the issue within five (5) working days if the Home Visitor has not successfully resolved the issue. This outcome is recorded in the Home Visitor's journal and the resolution, or of no resolution is found, is e-mailed to the Home Visitor, and the parent/Provider if deemed appropriate.

- If resolution is still not achieved, a complaint, or appeal, in writing can be submitted to the Board of Directors of Family Space. The appeal must be made within thirty (30) days of meeting with the Executive Director or designate. The Board Chair shall convene a meeting of all parties to review the concern (within 10 working days). A decision shall be rendered within five (5) working days from the date on which the meeting was convened.

  Failing settlement:

- The complainant shall request a hearing of his/her appeal before the Board of Directors. This hearing shall be held no later than the next scheduled Board of Directors meeting. The decision will be recorded in the board minutes. The decision, which will be final and binding, shall be rendered within ten (10) days of the completion of the hearing, and will be submitted in writing to the parties involved, including Executive Director, and Home Visitor. The final resolution will be recorded in the Home Visitor's journal

- Confidentiality will be maintained, and every effort will be made to protect all involved except when the information must be disclosed for legal reasons (ie: MOE, College of ECE, CAS, Law Enforcement). Positive communication & interactions will guide the process. Harassment and discrimination will not be tolerated from any party. If anyone in this process feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Home Visitor and/or Executive Director.

If at any time during this process, a complaint about service standard falls into the category of serious occurrence, or child protection issues, the policies will be followed for reporting. For issues related to compliance requirements set out in CCEYA the Ministry of Education Child Care Quality Assurance and Licensing Branch should be contacted. Other concerns/issues can be reported to other relevant regulatory bodies.

Issues/concerns related to compliance with requirements set out in CCEYA should be reported to Ministry of Education Child Care Quality Assurance and Licencing branch.

SELF REGULATION

Home Visitors, students, volunteers, and Providers will promote positive approaches to managing behaviour that comply with the stated standards and requirements in provincial government legislation and regulations. Home Visitors and Providers interact with children in a way which will encourage them to interact and communicate positively and assist them to increase their ability to self-regulate. Self-regulation defines how a child is able to deal effectively with stressors. When children are involved calmly in activities which engage their attention, they are much better equipped to deal with stressors which could result in negative behaviour. The acquisition of self- regulation skills for a child allows them to manage their emotions, pay attention, ignore distractions, and exhibit impulse control. This allows them to increase empathy for others which in turn allows them to assess the consequences of their actions, and understand what others are thinking and feeling.

PROCEDURES-PREFERRED PRACTICE

Child guidance used by Providers registered with Family Space Licensed Home Child Care Program, during program operation should be:

- related to the nature of the troublesome behaviour.
- appropriate to the development levels of the child;
- used in a positive and consistent manner;
- designed to assist the child to learn appropriate behaviour.
- implemented as soon as possible after the troublesome behaviour; and
- discussed with a parent(s) if a difficult situation arises with a child.

Providers are expected to give children in their care the skills and abilities to learn self-regulation. Some examples of practices to assist Providers during stressful times for children are as follows:

- channelling the child's energy to another area – diversion
- ignoring inappropriate behaviour
- positive verbal reminders regarding inappropriate behaviour
- redirection to a closely supervised activity
- positive reinforcement of desired behaviour - both verbal and non-verbal
- an environment filled with opportunities for exploration, ample resources, and positive interactions with adults reduces the need for intervention by the Provider.

PROHIBITED PRACTICES

Providers registered with Family Space Licensed Home Child Care Program, or any persons who have interactions with a child during program operation including residents, volunteers, regular visitors and students shall NOT be permitted to inflict:

- corporal punishment of the 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 the child or 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.
- time out
- sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the Early Childhood Educators Act, 2007)

CONTRAVENTION OF PRACTICE

- For Providers registered with Family Space Licensed Home Child Care Program, failure to comply with the program statement, including self-regulation and prohibited practices could result in:
  Termination of Agency/Provider Agreement
- For others including parents:
  A verbal warning.
  Written warning
  Other action as deemed appropriate by the Executive Director/Board including, but not limited to, the person not being permitted on the premises.

GENERAL SAFETY AND SAFE ARRIVAL:

For the safety and well-being of your child(ren) the following guidelines are strictly enforced.

PARENTS MUST:

- inform the Provider who will deliver and pick up the child & provide written permission if anyone else is to pick the child(ren) up.
- give Provider notice of late arrival or a change in drop off or pick up
- give written permission for any school age child over the age of 8 years to walk unescorted to and from school. Children under the age of nine must be escorted to and from school as per the contract with the agency.
- agree that the Provider is responsible for the child only after arrival and up to departure from the Provider's home unless the contract states Provider provides transportation.
- be contacted in case of accident. This will enable a parent to be present when medical assistance is required.
- sign a permission form for transportation in the Provider's vehicle.
- inform the Provider of pertinent information regarding their child's school (school name, address, telephone number and child's grade). They must supply the school calendar and bus schedule where applicable.
- give written notice to both the Provider and the agency of any change to contact information or emergency card information.
- agree not to leave their car running when they drop off or pick up their child(ren) at the Provider's home.
- no smoking or vaping on the Provider's property.
- give written authorization for Providers to utilize lifeguard supervised pools or any swimming facilities with their child.

SAFE ARRIVALS – Family Space considers the safety of all children, and families including at arrival and departure. Providers will contact families of any children by phone or text who are 20 minutes late for a scheduled arrival or pick up if they have not been notified. For older children who leave the Provider's house by themselves - if going to school and the child does not arrive on time, the school will implement their own Late Arrival policy. For children leaving the Provider's house by themselves and going home – an individual agreed upon by Provider and parent will contact the Provider to ensure safe arrival home.

PROVIDERS MUST: Where a child does not arrive at the home child care premises and the parent has not communicated a change in drop-off or that the child will be absent (e.g., sent a text, left a voice message or advised the home child care provider at pick-up) the home child care Provider must:

- contact the child's parent within 20 minutes of the child not arriving at the scheduled arrival time. Providers shall call, text, and/or leave voice messages to parents or guardians inquiring about the late arrival or absence.
- Providers who do not hear back from a parent within 15 minutes will then reach out to other adult contacts and/or the emergency contact person listed on the registration form to inquire about the absence and ask for assistance in contacting the parent.
- If the Provider has not received confirmation of the child's safe absence within 1 hour of the child's scheduled arrival, the Provider will reach out to a Home Visitor for guidance.
- 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 record.

RELEASING A CHILD FROM CARE

Providers shall only release the child to the child's parent or another individual that the parent has provided written authorization that the child may be released to.

Where Provider does not know the individual picking up the child, the Provider must 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 provided by parent.

Where a child has not been picked up as expected

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by the end of the Providers day time hours, the Provider shall ensure that the child's basic needs are met i.e given a snack and/or activity, while they await their pick-up.
2. Providers will try to contact parents, guardian or authorized pick up individual to advise that the child is still in care and inquire their pick-up time.
3. Where the Provider is unable to reach the parent, guardian or authorized pick up individual, the Provider shall contact the emergency contact individual and a Home Visitor for guidance.
4. Where the Provider is unable to reach the parent/guardian or any other authorized individual listed on the child's file including emergency contacts within 2 hours of a scheduled pick up, the Provider shall proceed with contacting the local Children's Aid Society (CAS) 1-800-267-0570. The Provider shall follow CAS's direction with respect to next steps. The Provider shall also advise a Home Visitor of CAS's direction and record the details of the situation in their daily journal.
5. If overnight children are not picked up on time the Provider will contact a Home Visitor for guidance regarding supervision, ratios, and next steps.

Dismissing a child from care without supervision procedures

Where a parent has provided written and signed authorization, that has also been signed by a Home Visitor, for their child to be released from care without supervision, the Provider must be responsible for dismissing the child from care. Prior to dismissing the child from care, the Provider shall review the written instructions for release provided by the parent and release the child at the time set out in the instructions. The Provider shall document the time of departure from care.

OUTDOOR PLAY AND SUPERVISION

All children who are at the Provider's home for six or more hours in a day will be taken outside daily for a minimum of two hours, weather permitting. Parents must agree upon a plan with the Provider and Home Visitor.

OUTINGS

Family Space encourages Providers to involve children in community activities. Providers may take children on local outings/activities off the Providers premises with parents permission. Common outings include neighbourhood walks, parks, splash pads, libraries, EarlyOn playgroups etc. Providers will take emergency contact information, any emergency medication and a first aid kit with them. Outings that involve swimming require separate written permission from the parent for each child and Providers will comply with the Family Space swimming policy.

WATER SAFETY

Ministry of Education requires that **no child under six years old** in Licensed Home Child care is permitted to use or have access to any standing or recreational body of water on the **Provider's premises**. (ie: pools, ponds, hot tubs, beaches, etc.)

Children may have access to a pool off of Provider's premises, as long as someone who meets the qualifications for a lifeguard set out in Ontario Regulation 565 (Public Pools) is present. Child 6 and older may visit a beach or swim on the Provider's premises with the Provider as long as someone who meets the qualifications for lifeguard set out in Ontario is present. The Provider must follow the rules and regulations of the recreational facility. The parent/Provider agreement must be completed outlining details regarding authorization and supervision of children who utilize bodies of water. A separate Swimming Authorization form must also be completed. Providers may attend splashpads with children of all ages.

SICK DAY POLICY

For the well-being of all children in the Provider's care, the Health Unit and the Ministry of Education state that parents may not bring ill children to the Provider. Parent will be billed the scheduled agreement for the day. Parents must inform the Provider of any communicable disease that their child may have been exposed to. The child may return to the Provider's home when the contagious period is over, or as permitted by the Health Unit. The Provider is not expected to provide care for a child whom they feel is too ill to attend day care. If the child is displaying symptoms of ill health including nasal and eye discharge, chest congestion, open sores, fever, vomiting, diarrhea, undiagnosed skin rash, acute cough, unusual irritability, fussiness or listlessness, head lice, nits and scabies, parents are notified and expected to pick up their child. Anyone who is sick or has any new or worsening symptoms of illness should stay home until their symptoms are improving for 24 hours (or 48 hours for nausea, vomiting, and/or diarrhea) and should seek assessment from their health care provider if needed. Providers are not responsible for picking up sick children from school. It is the parent's responsibility to ensure that the school has an emergency back-up person who can pick up the child if they are ill.

If a resident of the Provider's home is displaying symptoms of ill health and they are able to self-isolate, the Provider may continue to offer care. If parents choose not to attend while a resident is self-isolating the parent will still be charged for the day as the Provider is available for care and within compliance of sick policies.

HEALTH POLICIES

Immunization approval from the Hastings and Prince Edward Counties Health Unit is required prior to the child being admitted to the Provider's home.

The agency will fax immunization information to the Health Unit for approval. Exemptions are permitted if: the parent does not have their child immunized on the grounds that the immunization conflicts with the parent's religion, conscience or a legally qualified medical practitioner determines that the child should not be immunized. If a parent decides to not have their child immunized, they must have an affidavit signed by one of the following: MP, Justice of the Peace/Attorney General, paralegal or lawyer. If a medical practitioner

determines your child will not be immunized, a statement of medical exemption is signed by that medical practitioner. Forms are available on the Family Space website or at the home child care office.

Parents are responsible for keeping all information up to date. This includes a record of the child's accidents, or illnesses. **Providers are not permitted to administer over the counter medication unless prescribed by a doctor**. Providers have the option of administering doctor prescribed medication. If prescription medication is to be administered, it must be in the original container bearing the child's name, dates, times and method of administration. The parent must complete and sign the "Medication Authorization" form in order for any medication to be administered to their child. Providers have a copy of the Administration of Medication policy, and they must adhere to it. Please hand the prescription medication directly to your Provider. **Providers or children may carry emergency allergy and asthma medication, as well as medication for epilepsy and diabetes or other medication that a prescribing medical professional determines must be readily available to prevent a significant risk to the child's health. Leave any health care products (Tylenol, sunscreen, hand sanitizer, diaper cream) in your child's bag.**

ANAPHYLAXIS POLICY

In our Licensed Home Child Care Program, there may be children who are at risk for potentially life-threatening allergies. Anaphylaxis is a severe allergic reaction that can be caused by foods, insect stings, medications, latex or other substances. While anaphylaxis can lead to death if untreated, anaphylactic reactions and fatalities can be avoided. Education and awareness are key to keeping children with potentially life-threatening allergies safe. Our Licensed Home Child Care Program's anaphylaxis plan is designed to ensure that children at risk are identified, strategies are in place to minimize the potential for accidental exposure and Providers are trained to respond in an emergency situation. Family Space Licensed Home Child Care Program can be expected to create an "allergy-safe" environment. It is unrealistic, however, to expect an "allergen-free" environment.

Parents will be made aware if a child with anaphylactic allergies is in attendance in their Provider's home and receive information to promote an "allergy-safe" environment. All parents are made aware of all anaphylactic allergies. When food is supplied by a parent, Providers will ensure that it does not include any ingredients a child in their care may have an anaphylactic allergy to.

NUTRITION

Parents must negotiate with the Provider about the meal and two snacks that the Provider is required to serve. For infants up to one year of age, a signed written feeding schedule including the type of food, time and quantities must be provided for the Provider to follow. The schedule should be reviewed at least monthly with the Provider in case changes need to be made. For children on table food, the Provider is required to plan their menus following the Health Canada documents "Eating Well with Canada's Food Guide – First Nations, Inuit and Metis" or "Nutrition for Healthy Term Infants". All infant foods including formulas and cereals must be provided by the parent(s) until the child is one year old or eating table food. All food bottles and boxes must be labelled with the child's name. The parent(s) must provide full written instructions (including the name of the food, quantity and when to serve it) to the Provider for any parent supplied food. Parents will provide written instructions to the provider if the child requires a special diet. This includes listing allergies. Providers are required to have menu plans available for parents, the Home Visitor, and the Ministry Program Advisor to review. When food is parent supplied, consideration of allergies of any of the day care children will be given to determine which foods to avoid.

Any parent supplied food from home must be labelled with the child's name and include written instruction regarding proper storage, preparation, and serving instructions including the time to serve.

SLEEP

The Provider will ensure that each child has a safe crib/cot/playpen or bed in which to sleep. It is the parent's responsibility to supply clean bedding for their child. Parents are consulted respecting a child's

sleeping arrangements at the time the child is enrolled and at any other appropriate time, or upon a parent's request. Children younger than 12 months will be positioned when sleeping according to ***the Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada.*** (i.e.: placed on their backs) A copy of this statement is available to parents upon request or is available on the Ministry of Education website. Providers perform hourly direct visual checks, by being physically present and checking for indicators of distress or unusual behaviours & document their findings for all children 24 months and younger who may sleep in their home. There is sufficient lighting in the sleep area to allow Providers to conduct these visual checks. Children sleeping overnight will be checked at a minimum of 3 times.

CHILD DEVELOPMENT: LOOK SEE CHECKLIST

Family Space Quinte Inc. provides information to parents and Providers to ensure that all are aware of developmental milestones that children should be reaching. The most effective way to ensure this happens is to make the Look See Developmental Screen available to all parents and Providers.
Parents and Providers can access all of the Screens: 1 month, 4 month, 6 month, 9 month, 12 month, 15 month, 18 month, 2 year, 30 month, 3 year, 4 year, 5 year, and 6 year

Online: https://lookseechecklist.com/en/

Families are encouraged to complete the age-appropriate Developmental Screen on their child and discuss any findings with their Provider or Home Visitor.

SPECIAL SERVICES

Family Space Quinte Inc. operates EarlyON Learning Programs for South Hastings. Early Learning Programs are offered in 16 different locations weekly at varying hours. They offer programs and supports to parents, Providers, and children. The programs offered include Early Learning Playgroups, parent/Provider courses, conferences, workshops, information and discussion groups and newsletters.

For more information, please visit our website at www.familyspacequinte.com
Facebook: Family Space

LICENSING INSPECTION SUMMARY MINISTRY OF EDUCATION

Licensed child care programs in Ontario are required to publicly post the results of annual licensing inspections. A licensing inspection is conducted for Family Space Licensed Home Child Care on an annual basis. The inspection summary is available in the office of Family Space – 363 Dundas Street West, Belleville. The agency is given instructions on how to correct any non-compliances and meet all requirements. Parents are encouraged to speak to the Home Visitor or Executive Director of Family Space for an explanation of the inspection findings. More information about child care and licensing is available on the Ministry of Education website at: www.edu.gov.on.ca

SERIOUS OCCURENCES IN LICENSED CHILD CARE PROGRAMS

Family Space Providers work diligently to provide a safe, creative, and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

A serious occurrence could include:

a. The death of a child who receives child care at a licensed home premises or child care centre;
b. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home premises or child care centre;
c. A life-threatening injury to or a life-threatening illness of a child who receives child care at a home premises or child care centre;

d. An incident where a child who is receiving child care at a home premise or child care centre goes missing or is temporarily unsupervised, or
e. An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care premises or child care centre
f. Public Health Unit directed closures related to COVID-19.

Family Space is required to report serious occurrences to the Ministry of Education, which is responsible for child care licensing. Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

This policy supports the government's efforts to increase access to information about licensed child care programs in Ontario. This includes the recent launch of child care licensing inspection findings on the Licensed Child Care Website which is available at:
https://www.earlyyears.edu.gov.on.ca/LCCWWeb/childcare/search.xhtml

INDIVIDUALIZED PLANS FOR CHILDREN WITH MEDICAL AND/OR SPECIAL NEEDS

All children who have an identified special need or require extra support to be included in a licensed child care setting must have adequate documentation to ensure that the health care and developmental needs of the child are met. The documentation will be either a Developmental Inclusion Plan – developed in coordination with an Inclusion Coach with Family Space Special Needs Resourcing Program, an individualized plan for children with medical needs and/or a Health Care Plan. When a child with special needs has been identified by either the parent or the Provider, a referral (with the parent's consent) is made to the Family Space Special Needs Resourcing Program. A Developmental Inclusion Plan is developed within 3 months of a child being referred to the Special Needs Resourcing Program in coordination with the family, Provider, Inclusion Coach and Home Visitor if the child is in tier 3. The Developmental Inclusion Plan must be updated at least every 6 months, and a copy of the plan needs to be in the Provider's home and in the child's file at Family Space. For children who have an identified medical or other exceptional needs and the family is not involved in the Special Needs Resourcing Program, an individualized plan for a child with medical needs or an individual health care plan must be completed. A copy will be kept at the Provider's home and at the Home Child Care office. These plans must be reviewed on an annual basis.

EXAMPLES

Family Space Special Needs Resourcing Program – Developmental Inclusion Plan	**Individualized Plan for a child with medical needs**
Referral made to Special Needs Resource Program and an Inclusion Coach is actively involved with the Provider.	Children with asthma, diabetes, seizures etc.

***** Anaphylactic forms are separate, and parent has the option to have signed by a doctor.***

REGISTRATION ALL FAMILIES

Families looking for care can submit the child care request form from the Family Space website or contact the Home Visitor directly to enquire about space availability. If space is available to meet the required child care needs, the Home Visitor will refer Providers to the family. Parents are encouraged to visit the Provider's home and ensure that they and their child are comfortable before care begins, (see below for questions to ask when meeting a new provider). Once a family has confirmed a space with a Provider, Family Space will send the parent an email to complete the registration process and give approval for care to begin. Flexibility is offered through Licensed Home Child Care to families. As independent contractors, Providers are able to determine whether or not they will take children who are looking for care. As a result, Family Space does not hold a wait list. Child care inquiries will be accepted by the agency, and an attempt will be made to meet the family's child care needs. When a suitable space is available, the agency will make the family aware of the space. If no suitable space is

available, the family may try back again at a later date. Providers are encouraged to connect with the agency regarding past child care inquiries to fill their spaces as they become available.

If you have any changes to information, please complete and submit the change of info form available on our website.

REGISTRATION PROCEDURES AGENCY REGISTERED FAMILIES ONLY

Below are the things required before you can access care:

- Registration – an attachment to register will be emailed to you, please check your "junk folder" if you don't see it in your "inbox".
- Child Care subsidy approval letter if eligible.
- Copy of immunization record if child is not in school.
- Family Space Provider/Parent Agreement-your provider will complete with you.
- Banking setup in Plooto for child care payments (the set up information will be emailed once we receive your completed registration and emergency card)

FAMILY SPACE HOME CHILD CARE RATES FOR PARENTS

Under 6 Years Old (including children who turn 6 January to June)

CODE	BASE RATE	CWELCC PARENT RATE	TYPE OF CARE	DESCRIPTION
9	$42.00	$19.85	Full Day	6 to 10 hours of care with one meal
10	$36.00	$17.01	Half Day With Meal	3 up to 6 hours of care with one meal
11	$34.00	$16.07	Half Day With No Meal	3 up to 6 hours of care without a meal
27	$12.00	$12.00	1 Hour	1 hour after a full day or 1 hour of care in a day
227	$24.00	$12.00	2 Hours	2 hours after a full day or 2 hours of care in a day
15	$48.00	$22.00	Premium Full Day	6 to 10 hours care with one meal when care provided on a weekend, statutory holiday or if majority of care provided after 6:00 p.m. and before 7:00 a.m.
16	$40.00	$18.90	Premium Half Day With Meal	3 up to 6 hours of care with one meal when care provided on a weekend, statutory holiday or if majority of care provided after 6:00 p.m. and before 7:00 a.m.
17	$36.00	$17.01	Premium Half Day With No Meal	3 up to 6 hours of care with no meal when care provided on a weekend, statutory holiday or if majority of care provided after 6:00 p.m. and before 7:00 a.m.
18	$24.00	$12.00	Before and/or After School	2 up to 3 hours of care before and/or after school

Over 6 Years Old (as of July 1)

CODE	BASE RATE	*REDUCED OVER 6 AFFORDABILITY RATE*	TYPE OF CARE	DESCRIPTION
22	$44.50	$22.00	PA Day or School Holidays or Bus Cancellation s	6 to 10 hours of care with one meal
23	$38.00	$34.50	Half Day With Meal	3 up to 6 hours of care with one meal
24	$36.00	$32.50	Half Day With No Meal	3 up to 6 hours of care without a meal
27	$12.25	$12.25	1 Hour	1 hour after a full day or 1 hour of care in a day
15	$50.75	$47.25	Premium Full Day	6 to 10 hours of care with one meal when care provided on a weekend, statutory holiday or if majority of care provided after 6:00 p.m. and before 7:00 a.m.
15&16	$93.25	$89.75	Premium 11-15.5 Hours	11-15.5 hours of care with meal when majority of care provided after 6:00p.m. and before 7:00a.m.
16	$42.50	$39.00	Premium Half Day With Meal	3 up to 6 hours of care with one meal when care provided on a weekend, statutory holiday or if majority of care provided after 6:00 p.m. and before 7:00 a.m.
17	$38.00	$34.50	Premium Half Day With No Meal	3 up to 6 hours of care with no meal when care provided on a weekend, statutory holiday or if majority of care provided after 6:00 p.m. and before 7:00 a.m.
18	$25.50	$22.00	Before and/or After School	2 up to 3 hours of care before and/or after school

Reduced Over 6 Affordability Rate only available September 1- December 31, 2026

*Children move to the next age group at the beginning of the next month following their birthday
*Under 6 Years includes children with birthdays January to June until June 30th. July 1 they move to Over 6

When abnormalities outside of Family Space general billing structure arise, the home child care team will decide on each situation. This may apply to multiple drop off and pickups in a given day. NON BASE FEES FOR PRIVATELY PLACED CHILDREN WILL BE AGREED UPON BY THE PROVIDER AND PARENT

Hastings County Children's Services 228 Church Street, Postal Bag 6300 Belleville, ON K8N 5E2
Tel: (613) 966-1311
www.hastingscounty.com

RE: SCHOOL AGE AFFORDABILITY PILOT

Dear Parents and Guardians,

Hastings County Community and Human Services is dedicated to supporting and strengthening the well-being of individuals, families, and communities. The Children's Services division of Community and Humans Services plans and facilitates the delivery of Child Care and Early Years programs, manages funding for licensed Child Care services and EarlyON Child and Family Centres, and administers Ontario's Child Care Fee Subsidy Program.

Hastings County is pleased to share that the **School Age Affordability Pilot** that ran from September 1, 2025- June 30, 2026 has been approved to run from September 1, 2026 until December 31, 2026. The School Age Affordability Pilot was introduced to reduce fees for families with eligible children aged 6 to 12 years of age, who do not qualify for the Canada-Wide Early Learning and Child Care (CWELCC) program. Children must be accessing licensed child care in Hastings County, with whom we have a Service Agreement with, to be eligible for this pilot.

HOW MUCH IS THE FEE REDUCTION?

If your child(ren) attend only before school care or only after school care your fees will be reduced to $12.00 per day. If your child(ren) attend both before and after school care and/or a full day (PA days) your fees will be reduced to $22.00 per day. *If your fees are already below these rates, then no further fee reduction will be applied.* **Note**: If you pay for extended care, you will receive the discounted amount based on standard rates.

Families accessing fee subsidy may be eligible for a reduction to their parental contribution. Fee subsidy clients will be co ntacted by their Child Care Caseworker regarding their eligibility for this pilot and any applicable parent contribution changes. If you are not currently in receipt of fee subsidy and wish to apply to determine eligibility for additional financial assistance with your child care fe es, you may do so by calling Hastings County Children's Services Intake at 613-771-9630.

Your child care operator will post a revised fee schedule for parents so that you may see the regular fees that will be applied outside of the pilot duration.

WHAT IS THE TIME FRAME OF THE AFFORDABILITY PILOT?

The continuation of the affordability pilot will take effect as of **September 1, 2026, and run until December 31, 2026.** The pilot may continue into 2027 dependent on availability of funding.
Hastings County will aim to provide confirmation of the continuation of the affordability pilot within 30 days prior to 2027. Please note that all regular fees apply outside of the pilot duration, and that the duration of the pilot is subject to change.

DO I HAVE TO APPLY FOR THE REDUCED FEES?

There is no action required by parents or guardians. You will be billed the reduced fees by the child care operator beginning September 1, 2026.

This support to families is being made available by utilizing funds received by the Ministry of Education from the Province of Ontario and the Government of Canada.

With warm regards,

Juliee Harrison

Juliee Harrison, Early Years and Child Care Manager, Hastings County

CWELCC – CANADA WIDE EARLY LEARNING AND CHILD CARE SYSTEM

Family Space Licensed Home Child Care Program has opted in for the Canada Wide Early Learning and Child Care System. CWELCC will offer financial support to families accessing child care within our program.

Parents that have a private arrangement with their provider (all financial arrangements including base fees and payments are between parent and provider, no financial involvement with the agency) should be aware that their private child care base fees must be capped at the providers rate as of March 27, 2022.

If the provider joined the agency after March 27, 2022, the base fee charged for this private arrangement must be capped at the agency rate.

The rate for the next under 6 age group will come into effect as of the first day of the month following a child's birthday. Children turning 6 between January 1 and June 30 will remain under CWELCC rates until June 30. For example, if a child turns 6 February 3, they will remain under CWELCC rates until June 30. Children turning 6 after June 30 will pay full fee at the first of the month following the child's sixth birthday. For example, if a child turns 6 on October 16, they will fall under CWELCC rates until November 1 when they will begin paying full fee.

BILLING PROCEDURES AGENCY REGISTERED FAMILIES ONLY

For full fee base parents, child care used from the 1st to the 15th of the month will be debited on the 28th of the same month. Child care used from the 16th to end of the month will be debited on the 14th of the following month. For families in receipt of subsidy with a monthly contribution, the amount will be debited once on the 28th of the month. If the 14th or 28th falls on a weekend or bank holiday, accounts will be debited the following business day. Prior to a scheduled debit we will email you your invoice for the period to review. If you notice any discrepancies, please let us know at the office. Non payment on account can result in care being terminated.

Parent child care payments are processed with Plooto software. You will be required to setup your banking information during registration. You will receive a $5 invoice from Quickbooks Online to process your Plooto banking setup. The $5 non base will be refunded on your first child care invoice. **Please watch for a Plooto email as it is time sensitive**, please check your junk email, your payment can not be completed without this information being entered by you. You will have to follow some steps to get started and then going forward you will receive an invoice from Quickbooks and email notification from Plooto of the payment coming from the bank account you entered.

Plooto is a financial services company that operates in Canada and the U.S. and serves over 10,000+ businesses across North America. Plooto helps automate payments for businesses such as ours to ensure you receive your payments faster with a seamless payment experience. As we or request payments going forward, Plooto will notify you of these payments via email on our behalf.

Note: You are not required to create a Plooto account to complete or receive a payment! You simply need to follow and review the short instructions on the email or have your banking details ready.

We understand that you may be curious to learn more about Plooto and their security standards. We have provided some additional resources below.

- Plooto is certified under the ISO 27001 standard, which is the same information security standard adopted by major banks and financial institutions.
- You can learn more about Plooto's Commitments to Security by reviewing their White Paper.
- On occasion Hastings County Children's Services may offer base fee refunds to families. In this circumstance Family Space will refund parents through direct deposit.

NSF POLICY

Parents with Family Space Licensed Home Child Care Program are required to pay non base fees based on the defined process to ensure continuity of child care without disruption as per our NSF policy. For any NSF payments (non base fees), a two-week notice of termination of care will be given to the parents and Providers. The 2 week notice of termination of care begins on the scheduled debit date. It is the parent's responsibility to ensure that they pay in full by e-transfer to childcare@familyspace.ca the amount owing plus $30 NSF fee before the two weeks has lapsed to ensure there is no interruption of care. If care is terminated, you will need to confirm space is still available before you can return to care. If a parent has 3 NSF payments, care may be terminated immediately, without notice. Individual cases will be reviewed by the agency to determine whether care may continue or not.

BILLABLE CLOSURES

Effective January 1, 2025 Family Space's Licensed Home Child Care program, in accordance with CWELCC (Canada Wide Early Learning and Child Care system) will be offering Providers 20 billable closure days per calendar year January 1 – December 31. 11 of these days will be used for the 11 stat holidays Family Space observes; **New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day**. The other 9 can be used at the providers discretion including sick day closures. 2 weeks notice is not required for sick days. 2 weeks notice is required for scheduled days.

Billable closures apply to agency registered families only.

Under CWELLC guidelines, Providers may not close for more than 2 consecutive weeks at a time.

For closures due to events outside a Provider's control (i.e., natural disaster/weather event, pandemic, school board strike) the days of closure are not counted toward the 20 paid full closure days.

If a public holiday lands on a weekend, provider will follow the Family Space day observed.

If a provider works on a public holiday they will get paid a premium and take an alternate day off as a billable closure in lieu of working the holiday. The lieu day will be paid at regular rate not a premium rate.

Besides the 11 paid stat holidays, the 9 flex day will only be charged to families that are scheduled according to their agreement with the Provider. For example, if the agreement is signed for care Monday to Friday and the Provider closes on a Monday, the parent will be charged for the Monday. If an agreement is signed for care Wednesday, Thursday, Friday and the Provider closes on a Monday, the parent will not be charged for the Monday.

If a family has a varying schedule, the Provider will charge according to the weekly average of the month prior.

Families that are not eligible for receipt of CWELCC (children 6 yrs. and older as of July 1) will pay their regular daily rate.

Individual families will not have to pay for more than 20 billable closures in a calendar year.

If a family switches Providers part way through the year, the family will still only be charged for 20 days in the entire year; depending on how many they have paid for before switching Providers will determine how many the second Provider may charge for.

A family using summer care only, whose child is not in care at all the other 10 months of the year, will only be charged for a maximum of 3 provider billable closure days.

In the event of a split family, each parent will submit their own registration form and their own Parent/Provider agreement. They will be considered 2 separate families in 2 separate files at the agency.

When a Provider is charging for their own billable scheduled closures, each parent will be billed for the days they are responsible for according to their agreement.

PUBLIC HOLIDAYS/PREMIUM BILLING DAYS/PROVIDER PAID CLOSURES - AGENCY REGISTERED FAMILIES ONLY

Listed below are the Public Holidays identified in the Province of Ontario and/or the County of Hastings Purchase of Service Agreement. Providers, as they are self-employed, may use their own discretion with regard to providing care on these days. A premium rate will be charged. If care is needed by parents for these days the parent must negotiate their need with their Provider in advance. Base fees are charged for public holidays based on your parent provider agreement. The following are the holidays recognized by Family Space and invoiced to families:

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day

School aged children regularly scheduled for Before and After school care on the day the public holiday falls will be billed the Before and After school rate, not a full day rate. The exception to this is public holidays that occur in the summer if the Provider/parent agreement includes scheduled full days for the day of the public holiday. For example, if Canada Day, August Civic holiday and Labour Day fall on a scheduled full day according to the agreement, Providers can charge a full day for the billable closure.

When care is required on a public holiday, families must complete a "request for care on a public holiday" form and their provider must submit it to the office before the holiday.

SUBSIDY AGENCY REGISTERED FAMILIES

Subsidized spaces are available for agency registered children. For more information on child care subsidy, please contact the County of Hastings Children's Services at 613-771-9630 OR 1-866-414-0300 Ext. 2396. A fee subsidy calculator is available at http://hastingscounty.com/content/fee-subsidy-calculator. For Prince Edward and Lennox and Addington please call 613-354-3364 Ext. 281.

PROVIDER/PARENT AGREEMENT ALL FAMILIES

Parents and Providers complete a written agreement together which covers such things as: schedule of care required, meals and snacks, supervision, and escorting children. In the situation where extended hours care will be provided, the Provider and parent will fill out an Extended Care Plan. Children are to be supervised by an adult at all times while in care. Providers fill out Child Care Billing according to the Provider/parent agreement. *Any changes in the Provider/parent agreement need to be made in writing by filling out a new agreement.*

WRITTEN NOTICE

Two weeks written notice is required if either a parent terminates child care with their Provider, or a Provider terminates child care with the parent. This notice must also be given to the Agency. Two weeks termination starts on the day the notice is given regardless of the time of day it was given. For example, if notice is given on Monday, Monday counts as day 1. Failing to give 2 weeks written notice will result in the parent being charged for 2 weeks from the day that written notice is received. Once a child care spot has been confirmed, an agreement signed, and the parent withdraws before care commences, the parent is responsible for paying for the 2-week notice period. In extenuating circumstances, the HCC team will look at individual situations and determine the result.

LATE NON BASE FEES
Providers set their own individual rules related to late fees (non base fees). Family Space does not collect this. Providers must collect these non base fees directly from the parents. It is not related to Family Space billing for care used. The non base fee is the responsibility of the parent to pay directly to the Provider. Providers will issue a receipt for these non base fees and will not charge a fee for the distribution of a receipt related to late charges.

UNCONTROLLED CLOSURES
In the event of an uncontrolled closure such as pandemic, natural disaster, school strike etc., 2 weeks' notice of an interruption in care from families is not required. Providers will receive compensation for one week from the beginning of the interruption according to their children's scheduled contracts. The situation will be re-evaluated after one week and on an ongoing basis.

Family Space will seek funding from Hastings County Children's Services to support parent base fees during this time.

OTHER RESOURCES /LOOKING FOR A SERVICE?
Call 211 or visit www.211ontario.ca. This free, non-emergency, information and referral service is open 24 hours a day, every day of the year, and is available in more than 150 languages.
Questions to ask a child care Provider | ontario.ca- A comprehensive list of questions to ask your Provider.

CHILD PROTECTION—If anyone has concerns about a child's welfare, call Highland Shores Children's Aid at 613-962-9291 or 1-800-267-0570 immediately.

EARLY ON PROGRAM/PLAYGROUPS
Family Space - 613-966-9427 - www.familyspacequinte.com
Facebook: Family Space Quinte Inc.
North Hastings Children's Services - 613-332-0179 - www.nhcs.ca
The HUB - 613-476-8142 - www.thehubcentre.ca
Trenton Military Family Resource Centre - 613-965-3575
Gateway - 613-478-1211 - www.gatewaychc.org

INFORMATION ABOUT SERVICES IN HASTINGS & PRINCE EDWARD COUNTY
www.hpechildrenandyouth.ca

Questions to ask your Child Care Provider

Quality child care programs make children feel safe, supported and cared for. They support children's learning and development by building relationships with families and educators and providing an engaging and caring environment that helps children develop and grow.

Use these questions to guide your search for quality child care that suits you and your child's needs.

Costs and availability

1. How much does it cost? Are there additional non base fees? Ask providers to explain extra costs, for example, if there are extra costs for holidays, sick days, late pick-up, Scheduled Billable Closure days?
2. Are there subsidized spots available? How do I apply?
3. Do you offer full-time and part-time enrollment?
4. What are your operating hours?
5. How flexible are pick-up and drop-off times?
6. How do you communicate with parents?
7. What am I required to send for my child (extra clothes, sun screen, diapers)

Health and safety

1. How do you ensure the health of children? For example, what are your cleaning practices and COVID-19 safety protocols?
2. What happens when my child is sick?
3. What safety measures are in place? Ask about fire extinguishers, smoke or carbon monoxide detectors, first aid kits, safety gates and plugs.
4. What is your emergency evacuation plan? Do you practice your fire evacuation plan with the children?
5. What happens when you or your own children are sick?
6. Do you have pets? How are they with children?
7. How often does your Home Visitor attend or Visit?
8. Do you have any other regular visitors during daycare hours?

Food and nutrition

1. Do you offer an anaphylaxis plan for children with severe allergies?
2. What kinds of snacks and meals do you provide?
3. Are certain foods not allowed? For example, do you allow nuts or other allergens?
4. Can you accommodate our family's dietary needs?
5. Can my child bring food from home? Do these items need to be labeled?

Learning and play

1. What will my child do throughout the day?
2. How do play materials support learning, creativity and social interaction?
3. How do you encourage both indoor and outdoor play? How much time is spent outside?
4. How are different cultural traditions integrated into the program?
5. What happens if a child is angry or upset? How will you support self-regulation?
6. Do you go on fields trips? Local Park? Walk in community?

FREQUENTLY ASKED QUESTIONS

Parent Handbook can be found at www.familyspacequinte.com under Parent Info.

Q: When and how do I pay?
A: For full fee parents, child care used from the 1st to the 15th of the month will be debited on the 28th of the same month. Child care used from the 16th to end of the month will be debited on the 14th of the following month. For families in receipt of subsidy with a monthly contribution, the amount will be debited once on the 28th of the month. If the 14th or 28th falls on a weekend or bank holiday, accounts will be debited the following business day. Prior to a scheduled debit we will email you your invoice for the period to review. If you notice any discrepancies, please email sskanes@familyspace.ca. For your first debit payment with Plooto you will be required to setup your banking information. Please watch for this email as it is time sensitive, child care can not begin until this is complete. You will have to follow some steps to get started and then going forward you will just receive an email notification of the payment coming from the bank account you entered.

Q: What if my child is sick?
A: Let your provider know when your child will not be attending as soon as possible. Parents will be charged for days that their children are absent due to illness based on their signed agreement. Parents must inform the Provider of any communicable disease that their child may have been exposed to. The child may return to the Provider's home when the contagious period is over, or as permitted by the Health Unit. The Provider is not expected to provide care for a child whom they feel is too ill to attend day care. If the child is displaying symptoms of ill health including nasal and eye discharge, chest congestion, open sores, fever, vomiting, diarrhea, undiagnosed skin rash, acute cough, unusual irritability, fussiness or listlessness, head lice, nits and scabies, parents are notified and expected to pick up their child. Anyone who is sick or has any new or worsening symptoms of illness should stay home until their symptoms are improving for 24 hours (or 48 hours for nausea, vomiting, and/or diarrhea) and should seek assessment from their health care provider if needed. Providers are not responsible for picking up sick children from school. It is the parent's responsibility to ensure that the school has an emergency back-up person who can pick up the child if they are ill.

Q: Do I have to pay if my child does not attend a scheduled day?
A: Yes, the provider can bill for the days scheduled in the parent/provider agreement.

Q: Can the Provider charge for the half day she was available, and the family chose not to attend?
A: No, the Provider cannot charge as they were unavailable to offer the care agreed upon in the Parent/Provider agreement. Many families are not able to attend for half day as they cannot leave work or school part way through the day to drop off, pick up their child. Many families must make alternate arrangements for the full day, many of them paying for the alternate arrangement. If the parent chooses to attend half day they will billed for a half day not a full day.

Q: What if I can't pay for my child care?
A: For any NSF payments (non base fees), a two-week notice of termination of care will be given to the parents and Providers. The 2 week notice of termination of care begins on the scheduled debit date. It is the parent's responsibility to ensure that they pay in full by e-transfer to childcare@familyspace.ca the amount owing plus $30 NSF fee before the two weeks has lapsed to ensure there is no interruption of care. If care is terminated, you will need to confirm space is still available before you can return to care. If a parent has 3 NSF payments, care may be terminated immediately, without notice. Individual cases will be reviewed by the agency to determine whether care may continue or not.

Q: Can I take family vacation?
A: Yes you can but will still be billed as per your agreement.

Q: Can my provider take holidays?

A: Effective January 1 2025 CWELLC guidelines allow 20 billable days of closures in a calendar year, January 1 – December 31. 11 of these days will be used for the 11 stat holidays Family Space observes. The other 9 can be used at the providers discretion including sick days. Sick days do not require 2 weeks notice. For example, if a provider wakes up sick and are not able to provide care they can use billable closure days to be paid for the days they have to close for sickness. Providers should let families know if using a billable closure for a sick day. Providers need to give 2 weeks notice for planned days off such as a vacation. Closures will only be charged to families that are scheduled according to their agreement with the Provider. For example, if the agreement is signed for care Monday to Friday and the Provider closes on a Monday, the parent will be charged for the Monday. If an agreement is signed for care Wednesday, Thursday, Friday and the Provider closes on a Monday, the parent will not be charged for the Monday. If a family has a varying schedule, the Provider will charge according to the weekly average of the month prior. Individual families will not have to pay for more than 20 scheduled closures in a calendar year.

Q: Do I have to sign an agreement?
A: Yes. A parent agreement for childcare needs to be signed prior to child care starting. Provider should go over their agreement with you prior to signing. If you have any questions or concerns, please address them before signing.

Q: I signed an agreement for care but now we don't need care what do I do?
A: As per the parent handbook for any changes to care, You will need to give your provider 2 weeks notice that care is not required. If you choose not to attend care during this time, you will still be charged for 2 weeks notice.