



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



JANUARY 1 2023

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PHILOSOPHY

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 agency feels it is important for parents to have access to the type of flexible, reliable and inclusive child care that they require. A Home Visitor considers the specific needs of each family and matches them to the Provider who best meets their needs. This arrangement allows for siblings to be accommodated in the same setting and if possible, within their own family's neighbourhood. By interacting in a warm intimate environment, the Provider develops a continuous caring relationship with each child.

Through a variety of daily experiences and with the guidance of a trained Home Visitor, Family Space seeks to foster the child's physical, emotional, social, and intellectual development. Providers are carefully screened to establish their views on such topics as nutrition, discipline, and child activities. A child is placed by the Agency only after the Provider, parent(s), and child have had a chance to meet.

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.

MISSION STATEMENT

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

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 modelling 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.”

POLICY STATEMENT ON PROGRAMMING AND PEDAGOGY

How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014) is the document to be used for the purpose of guiding programming and pedagogy in Family Space Licensed Home Child Care. It is a professional resource guide about learning through relationships for those working with young children and families. It is intended to support pedagogy and curriculum/program development in early years programs. Pedagogy is “the understanding of how learning takes place and the philosophy and practice that support that understanding of learning”. Curriculum and pedagogy in early years settings are shaped by views about children, the role of educators and families, and relationships among them. Educators refer to all who work with children and families in Licensed Home Child Care.

This policy statement, together with the regulations that guide program development, pedagogy and practice in licensed child care settings, is intended to strengthen the quality of programs and ensure high quality experiences that lead to positive outcomes in relation to children’s learning, development, health and well-being. Children are viewed as being competent, capable, curious and rich in potential. Family Space Quinte Inc. is utilizing *How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)* to assist Early Years Practitioners, including Providers with the Licensed Home Child Care Program to plan and implement programming for children in their care to maximize their learning and development.

THE GOALS OF THE PROGRAM ARE TO:

- Promote the health, safety, nutrition, and well-being of the children.
- Support positive and responsive interactions among the children, parents.
- Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.
- Foster the children’s exploration play and inquiry.
- Provide child-initiated and adult-supported experiences.
- Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported.
- Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care.
- Foster the engagement of and ongoing communication with parents about the program and their children.
- Involve local community partners and allow those partners to support the children, their families, and staff.
- Support staff, home child care Providers or others who interact with the children in relation to continuous professional learning;

- Document and review the impact of the strategies set out in the above goals.

BELONGING

Family Space, Licensed Home Child Care programs strive to ensure that there is a genuine connection between the children, Providers, parents, and the world around them. Providers interact with each child on an individual basis and ensure that each child is given the opportunity to “belong” in the home environment provided by the Provider. Parents, as the most important person in a child’s life are welcome in the Provider’s home at any time. Providers communicate with each parent daily, verbally, or through written communications about their child, which include child development, meals and nutrition, activities, etc.

WELL-BEING

Each home where care is provided, and each Provider ensures that children are encouraged to interact and communicate in a positive way to support their ability to self-regulate and develop to his/her optimum potential. The well-being of the child is the primary focus of the Provider’s daily interactions. Providers will consider children’s emotional and physical well-being through daily routines and interactions.

ENGAGEMENT

The Provider’s home as the early learning environment is set up to ensure meaningful exploration, play and inquiry. Through play, children are given the opportunity to explore through materials that support an increased awareness and understanding of concepts associated with literacy and numeracy. Program planning reflects a variety of activities which are a combination of group and individual, active, and quiet activities, indoor and outdoor, while keeping in mind the interests of the children in care.

EXPRESSION

The relationship between the Provider and the child is the most important one in Licensed Home Child care. Children are encouraged to use varied forms of creative expression to communicate feelings, experiences, ideas, and understanding of the world around them. Children are given the opportunity to build communication skills with an ultimate goal of self-regulation. Through self-regulation, the need for behavior management intervention naturally declines.

All Home Visitors, Home Child Care Providers, students and volunteers must review and sign off indicating compliance with the program statement including self-regulation and prohibited practices prior to interacting with children, and at any time when the program statement is modified. Policies will be reviewed annually.

Here are resources with information about the Ministry of Education supporting positive learning environments for children:

<http://www.edu.gov.on.ca/child>

http://www.edu.gov.on.ca/child/care/?fbclid=IwAR3K92YVi1Ka8rLmtIYXKbAZ7mi3ZN9YA6mt1kTd_SsWOPWEHyCHXzxEFS8#covid

THE ROLE OF THE HOME VISITOR IN SUPPORTING PEDAGOGY

The Home Visitor will ensure that the approaches set out in the policy statement are implemented in the operation of its program at each Provider’s home. The focus of the visit will be to assist the Providers to explore their interactions with children and parents. This will be through the exploration of “*How Does Learning Happen*”, with each Provider. The Home Visitor will utilize exploratory questions with each Provider to assist them to reflect upon their practice with children and parents. Ideas will be shared through monthly visits by the Home Visitor, communications sent via e-mail, and sharing amongst Providers on the Family Space Licensed Home Child Care closed Facebook group, through social media, annual policy review and communities of practice.

AGENCY SERVICE

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.

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.

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 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 Standard First Aid/CPR Level C certificate as well as up to date immunization records.

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

Volunteers or students are not permitted to be alone with any child in care.

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 Licensing 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 PRACTICE

Providers registered with Family Space Licensed Home Child Care Program, or any persons who have interactions with a child during program operation 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

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.

THINGS TO BE LEFT AT PROVIDERS HOME:

- a complete change of clothing labelled with the child's name (more clothing for infants)
- 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
- a toothbrush/ toothpaste if meals are served to that child) and sunscreen labelled with the child's name

GENERAL SAFETY AND LATE DROP OFF:

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 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 regarding place of employment, residence, telephone numbers and vacation plans
- 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.

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.

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. Parents will be charged for days that their children are absent due to illness. 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.

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. **Never 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 to the Provider and agency 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.

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 in the following locations:

- Home Child Care Office
- Provider’s Home
- 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 - 100 Station Street, Belleville. The inspection summary is in graph form and shows how well Family Space Home Child Care did on the date of inspection. If the level shown on the graph is less than 100 percent, it means the licensing requirements were not fully met on the date of inspection. The agency has been given instructions on how to correct this situation and meet the 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. voluntary or Health Unit directed closures due to the Provider or resident displaying symptoms of 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: www.ontario.ca/ONT/portal61/licensedchildcare

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 Family Service Plan – developed in coordination with Family Space Resource Consultant Program, an individualized plan for children with medical needs and/or a Health Care Plan which has been signed off by the child’s physician. 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 Resource Consultant Program. A Family Service Plan is developed within 3 months of the child being referred to the Resource Consultant Program in coordination with the family, Provider, resource consultant and Home Visitor. The Family Service 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 Resource Consultant 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 Resource Consultant Program – Family Service plan	Individual Health Care Plan – Sign off by physician required.	Individualized Plan for a child with medical needs- Ministry form (sign off by physician not required)
Referral made to Resource Consultant Program and a consultant is actively involved with the family	Children with diabetes, seizures, etc.	Children with asthma

**** 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. Once a family has confirmed a space with a Provider, Family Space will send the parent an email to complete the registration process. 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, there is no waiting list for services.

REGISTRATION PROCEDURES AGENCY REGISTERED FAMILIES ONLY

Below are the things required before you can access care:

- Registration in Crafts (Childcare Records, Attendance & Financial Tracking System) – a link 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. This can be uploaded in CRAFTS.
- Completed Immunization History form
- Void cheque/Bank form. This can be uploaded in CRAFTS.
- Family Space Provider/Parent Agreement-your provider will complete with you

REGISTRATION PROCEDURES PRIVATELY REGISTERED FAMILIES ONLY

Below are the things required before you can access care:

- Registration in Crafts (Childcare Records, Attendance & Financial Tracking System) – a link to register will be emailed to you, please check your “junk folder” if you don't see it in your “inbox”.
- Copy of immunization record if child is not in school. This can be uploaded in CRAFTS.
- Pages 2 & 3 of the Family Space Provider/Parent Agreement- your provider will complete with you.

CRAFTS SOFTWARE ALL FAMILIES

To support your registration in CRAFTS we have included this link to some helpful videos explaining the use of this software. <https://www.familyospacequinte.com/parentforms>. Your parent portal can be accessed at any time by going to <https://quinte.usecrafts.ca> and logging in with your email and password you created when you registered. You can review your attendance, billing information, communication, and update information any time in your parent portal.

You can add the parent portal app, known as CRAFTS (Childcare Records, Attendance, & Financial Tracking System) to your Android phone or computer by clicking the "Install App" button found in the top right corner of the screen once you're logged in using Google Chrome. iPhone users would log into the parent portal in Safari, tap the menu icon (3 dots in upper right-hand corner) and tap "Add to Home Screen" to add the app to their device.

FEE POLICIES

**Fee Schedule Effective January 1 2023- This section will not apply if your child was privately placed.
FAMILY SPACE HOME CHILD CARE RATES FOR PARENTS**

Under 6 Years Old

CODE	PARENT RATE	TYPE OF CARE	DESCRIPTION
9	\$19.85	Full Day	6 to 10 hours of care with one meal
10	\$17.01	Half Day With Meal	3 up to 6 hours of care with one meal
11	\$16.06	Half Day With No Meal	3 up to 6 hours of care without a meal
U27	\$12.00	Hourly	Hours after a full day (if 3 hours, half day rates must be charged) or any care under 3 hours.
U227	12.00	2 Hours	Hours after a full day (if 3 hours, half day rates must be charged) or any care under 3 hours.
U15	\$22.68	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.
U16	\$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.
U17	\$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.
U18	12.00	Before and/or After School	2 up to 3 hours of care before and/or after school

Over 6 Years Old

CODE	PARENT RATE	TYPE OF CARE	DESCRIPTION
22	\$42.00	Full Day	6 to 10 hours of care with one meal
23	\$36.00	Half Day With Meal	3 up to 6 hours of care with one meal
24	\$34.00	Half Day With No Meal	3 up to 6 hours of care without a meal
O27	\$12.00	Hourly (circle number of hours)	1 hour after a full day or 1 single hour of care in a day
O15	\$48.00	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.
O16	\$40.00	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.
O17	\$36.00	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.
O18	\$24.00	Before and/or After School	2 up to 3 hours of care before and/or after school

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.

FEES FOR PRIVATELY PLACED CHILDREN WILL BE AGREED UPON BY THE PROVIDER AND PARENT

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 fees and payments are between parent and provider, no financial involvement with the agency) should be aware that their private child care fees must be capped at the providers rate as of March 27, 2022.

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

BILLING PROCEDURES AGENCY REGISTERED FAMILIES ONLY

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 **or** split between two payments on the 28th of the month and the 14th of the following month. If the 14th or 28th falls on a weekend or bank holiday, accounts will be debited the following business day. You can view your statement anytime by logging into your CRAFTS account. Prior to a scheduled debit we will email you to let you know your current statement is ready to view. If you notice any discrepancies, please let us know at the office. Billing is based on the attendance recorded in CRAFTS.

For any NSF payments, there is a \$30 NSF fee charged. Parent and provider will be given notice of termination pending full payment on account. To ensure there is no interruption of care, it is the parent's responsibility to ensure that full payment is made by e-transfer to childcare@familyspace.ca prior to the next scheduled debit date. If full payment is not received at that time, care will be terminated immediately until full payment is received. Once full payment is received on account, care can re-commence IF the provider still has space(s) available.

PUBLIC HOLIDAYS/PREMIUM BILLING DAYS 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. Two weeks' notice is not required for interruption of care for a public holiday. If care is needed by parents for these days the parent must negotiate their need with their Provider in advance.

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

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/INTERRUPTION OF CARE NOTICE/VACATION AGENCY REGISTERED FAMILIES

Providers and parents both must give 2 weeks written notice to the agency and each other prior to taking vacation, a day off, moving, terminating service or any other reason for an interruption of care. Failing to give 2 weeks 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, a contract 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 FEES & MAXIMUM VACATION

Providers set their own individual rules related to the maximum vacation time a family is allowed. Providers set their own individual rules related to late fees. Family Space does not collect or monitor this. Providers must collect these fees directly from the parents. It is not related to Family Space billing for care used. The fee is the responsibility of the parent to pay directly to the Provider. Providers will issue a receipt for these fees and will not charge a fee for the distribution of a receipt related to vacation or 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 fees during this time.

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 30 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.

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](http://www.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

HEALTH UNIT CHILD HEALTH CARE LINE AND HEALTHY BABIES HEALTHY CHILDREN

613-966-5500 – www.hpepublichealth.ca

ENHANCED HEALTH AND SAFETY POLICIES

Health Screening

In accordance with Ontario Regulation 137/15, s. 36(1), Ministry of Education Operational Guidance During COVID-19 Outbreak, and in consideration of the increased health risk associated with the spread of COVID-19, it is required that that all individuals entering into the home of a Provider registered with Family Space undergo a health screening. If an individual does not pass health screening entry into the Provider's home will not be permitted.

Parents dropping off children, must participate in health screening on their child's behalf. Health screening must be conducted in accordance with the procedures described in this policy.

Any visitors including Ministry staff, Public Health Inspectors and Home Visitors that enter the Provider's home must be screened. Masks are optional.

Health Screening Implementation

If any individual fails the health screening they shall not be permitted to enter the home.

Screening tools provided by Public Health are very specific on the direction to take depending on the answers given during the screening process. Providers will ensure that the appropriate direction is taken for themselves, residents in their homes, day care children and any visitors according to Public Health.

As much as possible parents should not go past the screening area. If parents do enter the home, the parent must pass screening prior to entry.

Procedure for In Person Health Screening

The Provider will review the health screening form. The Provider will follow the direction of the screening tool according to the answers given.

HPEPH recommends using [Ontario's COVID-19 School and Child Care Screening Tool](#) each morning to screen for symptoms of COVID-19 before leaving home.

The most current screening tool will be emailed to you once your child has been registered.

Child Pick Up Procedure

Where feasible, Providers are encouraged to offer drop off and pick up procedures where parents do not enter the home. This supports physical distancing and limits the number of in-person interactions necessary when children are dropped off or picked up. However, if the local public health unit has not provided direction to limit parental access and a parent wishes to enter the premises, the parent must be permitted to enter and cannot be denied access to their child(ren) or to the physical premises where child care is provided.

Providers must ensure all requirements for individuals accessing the premises are met, including screening for symptoms of COVID-19, maintaining attendance records that include time in and time out, maintaining appropriate physical distancing, hand hygiene and ensuring appropriate personal protective equipment is worn.

Other Considerations:

Ministry of Health Reference Documents can be found here:

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx#symptoms

HOW TO REPORT ILLNESS AND EXCLUSION OF ILL INDIVIDUALS

Due to the increased health risk associated with the spread of COVID-19, all Providers must adhere to this policy when excluding an individual or considering admitting any individual into program who has been previously excluded due to failing the Health Screening, or due to observed symptoms of ill health while in attendance in program.

When considering an individual (child or Provider and family) who has failed the Health Screening Questionnaire provided by HPEC Health Unit:

If the individual has failed the Health Screening, the individual must follow the direction included in the health screening tool. Depending on the symptoms, this may include: staying home, self isolating, seeking a COVID-19 test, or contacting a health care Provider.

If you have specific questions in regard to an ill child at your home/agency please contact HPE Public Health at 613-966-5500 or 1-800-267-2803 Ext 349

If the individual has reoccurring symptoms listed on the Health Screening Questionnaire as a result of a known medical problem, a physician can provide a medical attestation to be kept on file. A medical attestation is not required, just confirmation from the individual or parent. Providers will take the parents word on pre-existing medical concerns.

When considering exclusion of an individual with observed symptoms of ill health while in attendance at the Licensed Home Child care program:

- If the individual is a child, they should be isolated immediately and picked up as soon as possible as per the program's Arrangements for Ill Children Policy and Procedure.
- Public Health protocol will be followed.
- There may be additional guidance from public health following a positive laboratory test or suspected outbreak.

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 fees? Ask providers to explain extra costs, for example, if there are extra costs for holidays, sick days, late pick-up or application fees.
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?
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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?
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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 field trips? Local Park? Walk in community?
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Other: