



DAY CARE CONNECTION

1954 Gerrard St. E., Toronto, Ontario, M4E 2B1
(416) 698-0750
After Hours Line (416) 460-5437
E-mail: homechildcare@daycareconnection.net

PARENT MANUAL

YOUR HOME CHILD CARE COORDINATOR IS:

_____ Extension: _____

Email: _____

The best times to reach your HCCC by phone are:

Day Care Connection is Bill 168 Compliant

Day Care Connection is also compliant with the Accessibility for Ontarians with Disabilities Act/IASR

This information can be made available in other languages and formats. We are committed to accessible client service; please let us know how we can help.

MISSION, VALUES AND SERVICE PRINCIPLES

MISSION

Day Care Connection (DCC) is a non-profit organization committed to enhancing the lives of children. At DCC, people of all ages are involved in the care of children and helping them to get the best possible start. We offer high-quality programs, opportunities for mutual support and guidance, education about child development and learning – all in a welcoming environment. We work together with others in the community to meet the emerging needs of children and improve the quality of their lives.

VALUES

Day Care Connection fulfills our mission by listening and responding to emerging community and family needs.

We believe in:

- The Best Possible Start for Children**
Children’s self-esteem and optimal development depend on growth in all areas – social, emotional, language, cognitive and physical.
- The Rights of Children**
Children are entitled to have their basic needs met within a caring family and community, and to have the resources and opportunities necessary for the best possible start.
- Mutual Support**
Community members of all ages affect each others’ well-being and development; sharing our experiences, our wisdom and ourselves has mutual benefits for young and old.
- Choice**
Families need opportunities for choice about their children’s care and services to strengthen family life. These opportunities should be affordable and accessible.
- Inclusiveness**
DCC strives to create an accessible bias-free climate of mutual respect and understanding in our workplace and provision of service.

SERVICE PRINCIPLES

In developing our organization and services and delivering our programs, we are guided by the following principles:

- Involvement**
Our programs provide opportunities for individuals and families to belong, contribute and make decisions about services that affect their lives. Listening and involvement are essential to high-quality programs and easy-to-use services.
- Building on Abilities**
Our programs build on individuals’ strengths and abilities, which are the basis of everyday coping and personal change.
- Humour and Sharing**
Our programs recognize that a safe, warm and enjoyable social environment enables sharing, confidence and personal and family development. In particular, programs for children must be fun, stimulating and nurturing.
- Variety of Expertise and Experience**
The knowledge, skills and leadership of volunteers, support staff and professionals are all necessary for program quality and organizational development, and are supported through the opportunities for growth.
- Wise Use of Resources**
We believe that public and private resources must be used creatively, efficiently, and effectively in the fulfillment of our mission and service delivery.
- Advocacy**
Our commitment demands advocacy to bring about change in public policy that impacts on the lives of children and those who care for them.

WELCOME TO DAY CARE CONNECTION

Day Care Connection is a non-profit organization, licensed by the Province of Ontario and under contract with Toronto Children's Services Division.

Quality programs exist in all areas of Day Care Connection, our programs are AODA and Bill 168 compliant. A summary of our programs are listed below.

Home Child Care: Day Care Connection (416) 698-0750

Our home child care program provides government regulated home-based child care. The Caregivers provide care in a family atmosphere for children from infancy to age twelve. The homes are carefully selected and monitored to ensure that children receive care in a loving, safe and stimulating environment. This care fills a need for parents who want their children to experience the comfort and intimacy of an environment.

This program also offers information and advice to help families obtain services outside our jurisdiction of child care beyond our regular services.

Family Drop-in Centre: Family Resource Connection (416) 690-0102

Our drop-in centre is open to parents, caregivers, nannies, grandparents or any adult who is caring for young children, newborn to five years. Early Learning activities are provided for children in a playroom setting with adults. A Parenting Book Library and Child Care Registry are part of the Resource Centre. We also provide support, education and referrals to families who need other specific services, such as counseling or assessments.

Downtown Montessori – Accessible Centres (416) 698-0218

Our program – for infants to 6 years of age – provides a carefully prepared and ordered environment in which children have freedom and choice. Like all Montessori schools, children learn at their own individual pace and according to their choice from hundreds of possibilities.

THE AGENCY

Day Care Connection, a non-profit agency, has been operating since 1976 providing licensed home child care to the east-end community. Our home child care program provides the following services:

- 1) Homes are carefully selected. Providers are independent contractors chosen for their ability to provide children with a safe, warm and stimulating environment. Their routines include outings and creative and early learning activities as well as free play. The Provider shall provide a program that is varied, flexible and specifically designed for your child's development.
- 2) Homes are supported by professional agency staff. Regular monthly visits to the child care home serve to enrich the child's activities and to support the Provider. Our Home Child Care Coordinators are Early Childhood Educators who provide a resource for problem solving and for monitoring the child's development.
- 3) Homes are equipped. Day Care Connection helps ensure that Providers have essential equipment that you might not be able to provide, such as a playpen or highchair.
- 4) The number of children per home is controlled. Homes have no more than six children under the age of thirteen, in accordance with Provincial regulations and City standards. The number and ages of children in any Provider home is regularly assessed based on ages of children in care, special needs of children, space, and safe evacuation. Homes have no more than three children under two years of age, in accordance with the Child Care and Early Years regulations. Day Care Connection Providers provide care to children from two months to 13 years of age.
- 5) All Providers participate in the Provider Development Program. Topics include health and safety, nutrition, First Aid, child development, and behaviour management techniques. Our Home Child Care Coordinator keep parents informed of completed training workshops, and resource materials given to Providers.
- 6) We provide parent consultation – our staff are trained Early Childhood Educators and are experienced in dealing with children and families. Feel free to call us with your questions and concerns about any area of parenting.
- 7) Day Care Connection has a contract with Toronto Children's Services to provide home day care to families approved for a day care subsidy. Full-fee parents whose circumstances have changed can apply for subsidy.

ADMINISTRATION

We prefer to devote as much staff time as possible to Providers and day care children. You may help us in this goal by co-operating with administration procedures.

OFFICE HOURS

The office is open Monday to Friday from 8:30 a.m. to 5:00 p.m. We observe statutory holidays, as follows: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

PROVIDER HOURS

Providers are independent contractors and as such may choose the hours that they are available to provide care. The agency will attempt to match the hours the family requires to the providers best suited to the needs of the family. Full, part-time, and before and after school care options are available dependent of Provider availability.

ADMISSIONS/ENROLLMENT/WAITLIST

In an effort to ensure that fair process is followed and communicated with all parties, DCC maintains a clear, transparent, and consistent wait list policy for families seeking to enroll their children. Wait list status is maintained and made available to families on a confidential basis. There is no fee to be placed on the waitlist. Parents, who wish to withdraw their child for a certain period, must reapply for admission at a later date. Please note that your status on our waitlist may change due to the following admission practices.

Priority placement is often given to:

- i) siblings of children who are already enrolled at one of our other locations
- ii) returning families
- iii) children awaiting transfers to/from another DCC location

As our licensed homes are located in a variety of communities/areas and offer varied hours, when you register you will be asked to identify areas you are able to travel to and hours you require and wish to be wait listed for.

While it is impossible for us to give estimates on when and if openings will become available, we do encourage early registration and timely interactions with us. For example, it is the responsibility of the registrant to communicate with the office staff if there is a change in contact information.

Once you have been in contact with an office staff or Home Child Care Coordinator about an available opening, and have accepted the space offered, you must fill out all necessary forms/documents and payment will be reviewed (see Payment Policy below).

Once your child's admission and start date have been confirmed with the Home Child Care Coordinator and Provider, the Home Child Care Coordinator will meet with you at the Day Care Connection office to complete the child admission package prior to your first day of care. This meeting is an opportunity for you to share information about your child and ask questions. We encourage you to share as much information as you feel comfortable, to help the Provider to make your child as comfortable as possible.

It is recommended that a child become acquainted with the Provider gradually to support a smooth and positive transition for your child. Your Home Child Care Coordinator and Provider can work with you to develop a transition plan for your child.

CHANGE OF ADDRESS

If either your home or work address should change, be sure to notify the office within three days of the change. The same applies to phone numbers. Remember to also provide your Provider with this information.

PAYMENT POLICY

Day Care Connection has opted in to the CWELCC plan and extends the fee reduction benefits to all children under the oversight of the agency, including privately placed children. The Canada Wide Early Learning and Child Care plan is a joint plan between the Federal and Provincial governments to reduce child care fee to achieve an average fee of \$10 per day in approximately 5 years. **Eligibility for the fee reduction is limited to children under the age of 6.**

Your current fees will be indicated in your Parent Guideletter. Fees are invoiced Monthly. Your fees will be ESTIMATED, based on your childcare agreement. Your invoice and Parent Guideletter will contain information regarding your base fee as well as your CWELCC reduction. You are required to pay for all days of scheduled care regardless of whether your child(ren) are in attendance. This includes child illness and vacation as well as statutory holidays.

Child care payments are due on the first of the month, in advance of the care period. Late payments are subject to a \$20.00 late payment charge. Upon registration you will be asked to register for pre-authorized debit payments using the Plooto platform.

Plooto offers a secure and efficient way for you to make payments directly from your bank account. Here is how it works:

- ☐ **Invoices:** You will receive invoices prepared in QuickBooks.
- ☐ **Payment Process:** You will receive a payment request email from Plooto. Simply click on the “Make a Payment” button. You will be directed to log into your bank account to process the payments securely.
- ☐ **Confirmation and Acceptance:** The first time you make a payment through Plooto your bank details will be verified, and you will need to accept Plooto’s Pre-Authorized Debit (PAD) Agreement.
- ☐ **Going Forward:** After the initial payment, you’ll be all set. Future payments will be processed directly through pre-authorized debit. You will continue to receive invoices prior to payments being withdrawn, with no further action needed on your part.

Actual fees will be based on the attendance recorded on your Provider’s monthly timesheets based on the Provider availability (i.e. illness, vacation, etc.).

A two week pre-payment of fees will be due upon registration and will be credited to your account upon commencement of care. **Please note that if your child care arrangement changes, and your child does not start care with Provider, the 2 week pre-payment will not be refunded and will be paid to the Provider.**

If adjustments are made to your account, they will be reflected on your statement, which can be mailed/emailed to you upon request. If, for some reason, payment will be delayed please call us. Many administrative problems can be avoided with your co-operation. Lack of co-operation may result in the suspension of child care.

Providers depend on a guaranteed rate. If your child is not in care, your fees DO NOT change.

FULL FEE RATES

Age Group	Hours of Care	Provider Rate	Parent Fee
Under 2 years	Full Time (6-12 hours)	\$65.00	\$22.00
2 +to Under SA	Full Time (6-12 hours)	\$60.00	\$22.00
School Age 4-6 years	School Year	\$29.40	\$13.89
	Summer	\$40.80	\$19.28
School Age 6 and over	School Year	\$29.40	\$22.00
	Summer	\$40.80	\$22.00

GIVING NOTICE

Our fee policy is designed to protect the Home Child Care Providers from financial hardship and loss resulting from unexpected withdrawals and to minimize the expense to families when such withdrawals occur. If you wish to terminate your child care arrangement with Day Care Connection **you are required to give two weeks’ written notice to the Agency and your Provider in advance of the date of withdrawal. In lieu of the appropriate notice, you will be charged for two weeks of care.**

WITHDRAWAL POLICY AND PROCEDURE

The Agency will make every effort to serve all children in the ongoing program. This is accomplished by observation of individual children and the entire group, gathering information from parents, Providers, Home Child Care Coordinators, and other appropriate professionals (with proper release of information) and developing the program to meet the needs of both the individual child and the group.

There may, however, be unusual situations in which the regular program cannot meet the needs of some children. In this case, the Home Child Care Coordinator has a right to decide that a child will need to be withdrawn. This should be done as a last resort. A decision to withdraw a child should be made with the consideration of the best interests of the child and the safety of the group. The Home Child Care Coordinator will assist the family as much as possible to find an alternate placement for the child, including contacting potential placements for transfer. Parents are to be involved in making choices and in consultations with other appropriate professionals. All discussions will be documented. The Director and City of Toronto will be notified. Notice of withdrawal will be given in writing.

As an independent contractor, the Provider has the right to give notice independent of the agency, at any time. Should your Provider decide to terminate her childcare agreement with you, it is recommended that they give you two weeks' notice unless there are extenuating circumstances. In this event, Day Care Connection will attempt to identify a new placement suitable for your child(ren).

ATTENDANCE RECORD

Please ensure that your child's attendance is accurately recorded by your Child Care Provider when you sign the attendance record on the last working day of the month. NOTE: Pre-signing of the attendance record by the Provider or parent is not permitted. For subsidized children, the attendance record is an invoice sent to Toronto Children's Services, and parents can be held liable if they verify (sign) an inaccurate record.

The procedure for recording attendance is as follows:

- V Child physically in care
- A Child absent due to illness, vacation or any other reason
- B Caregiver unavailable to provide child care. Child with back-up provider through the Agency. Back-up provider paid for this day.
- U Caregiver unavailable to provide child care. Parents made their own child care arrangement. Caregiver not paid for this day as she was unavailable to provide care; parents not charged.
- Blank Statutory holidays are left BLANK.

ALTERNATE CARE (Back-up Care)

It is the Provider's responsibility to notify parents and the Agency when she is unavailable to provide child care. In the instance of an unforeseen Provider absence (e.g. sudden illness) it is the parent's responsibility to contact your Home Child Care Coordinator about your needs for alternate care. With advance notice of vacations etc. Home Child Care Coordinator will contact parents to confirm whether child care is required, and do their utmost to facilitate back up care. Arrangements will be made through the office. A back up care arrangement that is to last 20 care days or more will be a transfer of care. When an alternate care arrangement is made, it is your responsibility to take your Backup Child Care-Information and Medical Consent form, which you will have received during registration, and is also available on line (at www.daycareconnection.net/forms), to the alternate Provider for the period of care. If the card is not presented, care will be denied. If alternate care arrangements are arranged and not used, you will be charged the full fee for that day.

If you choose to make your own alternate care arrangement, it is your responsibility to notify your Home Child Care Coordinator in order to receive a credit for the day. If your Home Child Care Coordinator is unavailable, another staff will be able to help you with your alternate care arrangement.

If you discover you require back-up care when the office is closed, you may call the cell phone at 416-460-5437 and a Home Child Care Coordinator will contact you to arrange care.

ABSENCES/VACATION

If your child is absent for any reason other than the fact that care is unavailable, you are required to pay your fee for the absent days.

If you pay the full cost of child care (you are not subsidized through the City of Toronto), your child may take an unlimited number of absent/vacation/sick days. However, please remember that you will still be charged for these days.

If your child care is subsidized through the City of Toronto, your child's total absent days cannot exceed 35 per calendar year. Absences cannot exceed 20 consecutive days. Absent days **include** a child's vacation, illness or absence for any other reason. If a child exceeds the maximum of 35 days, you will be charged the Agency's full-fee rate. (Note: Additional days of absence may be approved through an appeal process when a child is absent more than the allowable days due to a documented special need or serious illness. Refer to www.toronto.ca/children or contact your Eligibility Caseworker.).

Many families arrange their holidays to coincide with the Provider's. If this is not possible, we will attempt to provide an alternate home for the required period.

YOUR HOME CHILD CARE COORDINATOR

Your Home Child Care Coordinator (HCCC) is a trained Early Childhood Educator registered with the College of Early Childhood Educators. During their monthly visits to the day care home, they may do an activity with the children, as well as talk to the Provider about the child care routines, or complete developmental profiles and suggest early

learning activities appropriate for your child, or they may do an in-home training workshop with the Child Care Provider. At least four times per year, your HCCC drops in for unscheduled visits. On these visits, the homes are spot checked to ensure that all health, safety and fire prevention regulations are being met, as well as reviewing policy and Program Statement compliance. Your HCCC is available to the Provider and to you to discuss any aspect of your child's development, your day care situation, or any questions about Agency administration. If you wish to have a meeting about your child's development/progress/behaviour, please call your Home Child Care Coordinator. Collaboration between our home child care program and your home is truly important to us. We can provide educational expertise, objectivity and years of experience in early childhood education. You can provide knowledge about your child that can only be achieved by the intimacy, love and caring that exists in your family environment.

YOUR PROVIDER

Your Provider has been chosen by Day Care Connection for their warmth and interest in children, as well as their ability to meet the health, safety, and developmental needs of each child. In caring for children, he/she/they is/are doing a very important and sometimes difficult job. Do remember to:

- Be on time;
- Phone your Provider if you can't avoid being late, either in dropping off or picking up;
- Phone your Provider if your child will be absent from care, either the evening prior to care or in the morning.

Should your Provider decide to terminate their childcare agreement with you, they will give you two weeks' notice in writing. In this event, Day Care Connection will work on your behalf to identify a new placement suitable for your family.

Keep in mind that your Provider has a private life apart from their business life. It is important that you adhere to your agreed-upon hours, as Providers have families and commitments of their own. Providers appreciate your departing on time so their own plans, and home life, are not disrupted.

We are required to inform the Children's Aid Society if you are more than 60 minutes late and the Provider has had no contact from you.

COMMUNICATION

You and your Provider will want to exchange daily information about your child, from basics like appetite and amount of sleep to how he/she/they spent the day or past weekend. Knowing the child's recent activities can help the parent or Provider in talking with the child, and provides continuity between the child care and home.

You may sometimes wish to have a lengthy discussion about your child's progress. Check with your Provider and set a special time for this; one that won't interrupt her child care or family routine. A midday phone call may work well when morning or evening schedules are crowded.

Be sure to discuss with your Provider any new routine that you are introducing to your child. Consistency is the cornerstone of a child's world and if the rules keep changing, your child won't know what to expect.

Home Child Care Coordinators maintain regular contact with parents to share information on the child's growth and progress, and ensure the provision of quality care, at least one contact per quarter is necessary, and more often when the situation warrants. Your HCCC is available to support your relationship with your Provider and would be happy to discuss any concerns you may have either by telephone, personal appointment or by way of a partnership meeting with you and your Provider.

PARENTS ISSUES AND CONCERNS POLICY AND PROCEDURES

Purpose

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

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each home child care agency it operates (e.g. the operator).

Home Child Care Provider: The individual with which the home child care agency has established an agreement for the provision of child care in their home premises.

Staff: Individual employed by the licensee (e.g. Home Child Care Coordinators).

Policy

General

Parents/guardians are encouraged to take an active role in our home child care agency and regularly discuss what their child(ren) are experiencing with our staff and Home Child Care Providers. As supported by our program

statement, we support positive and responsive interactions among the children, parents/guardians, Home Child Care Providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our Home Child Care Coordinators are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Day Care Connection and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two to five business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, Home Child Care Providers, other persons in the home child care premises, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

Conduct

Our agency maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, Home Child Care Provider and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](#) (CAS) directly.

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

Please see procedures chart on following page

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<p>Program-Related e.g.: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Home Child Care Provider directly or - the Home Child Care Coordinator and/or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within 2 to 5 business days.
<p>General, Agency- or Operations-Related e.g: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the Home Child Care Coordinator or licensee. 	<p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received;
<p>Provider-, Staff-and/or Licensee-Related e.g: conduct of provider, home visitor, agency head office staff, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the licensee. <p>All issues or concerns about the conduct of the Home Child Care Provider or staff that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Related to Other Persons at the Home Premises	Raise the issue or concern to <ul style="list-style-type: none"> - the Home Child Care Provider directly or - the Home Child Care Coordinator and/or licensee All issues or concerns about the conduct of other persons in a home child care premises that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 to 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student or - the Home Child Care Coordinator and/or licensee. Note: All issues or concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Director, Mona Stephens, and if still unsatisfied to the DCC/DTMS’ Board President, Margaret Simmons (416-699-3262).

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

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

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

WHAT PARENTS PROVIDE

Parents provide diapers, wipes, a wipeable change pad, formula, bottles, special diets (i.e. formula and infant food) and clean clothes, and sunscreen to the child care home. Formula and food containers need to be marked with the child’s name.

If the parent/guardian should so choose they may also provide any or all of the following products: moisturizing lotion, lip balm, insect/bug spray, diaper cream, and hand sanitizer. If these items are provided they must be labelled with the child’s/children names, and permission for use will be provided and acknowledged by the parent. Parents may also provide permission for the Home Child Care Provider to allow their child/children to make use of communal access hand sanitizer, available through the Provider.

Clothing should include a spare change in case of accidents, a set of going-home clothes (if you wish), and outdoor clothes appropriate to the season. It is also a nice idea if your child can have a familiar blanket, or personal belonging, in the child care home. This can help to bridge the gap between home and child care. If given enough advance notice by the Provider, a parent may accompany a Provider on a planned outing from time to time.

YOUR CHILD'S FIRST FEW DAYS

A little planning can smooth your child's transition into child care. The following are a few suggestions. Your Home Child Care Coordinator will have more ideas that can be tailored to your specific needs.

- Visit the new child care home with your child a day or two before the start date.
- If your child is old enough, talk with your child about going to child care, acknowledging feelings (for example: "Yes, I know you will miss me, and I'll miss you. Boy, will we be glad to see each other at the end of the day!").
- Emphasize the positive aspects – new friends, new activities.
- Familiar objects items can provide continuity between home and child care.
- Have your child pack a 'child care bag' with spare clothing, etc.
- Children faced with the prospect of their first separation from home react in different ways. Many children protest during the first few days, then adjust quickly. Others may have a delayed reaction, long after he/she seems to have made an easy adjustment, he/she will regress and begin to express some reservations. Both reactions are normal. Keep in mind that the worst moment for your child is the instant you leave. Things get better after that, but it is knowing that the moment is approaching that upsets the child. **Delaying your departure will only prolong your child's distress. It is important that you convey your trust in the setting to your child.** Your quick departure will enable the Provider to redirect the child's attention to some toy or activity. You may want to phone later in the morning to see how your child and Provider are getting on.

ARRIVALS AND DEPARTURES

When you arrive at the Provider home in the morning, please do not hesitate to share information regarding your child's evening, morning, or weekend that may affect their day in care, as well as any change to pick-up info. This will help them meet your child's daily needs.

Your Provider will be happy to share information with you about your child's daily activities, eating, outdoor activities, and community visits and other pertinent information with you at the end of the day.

Parents will list authorized alternate adults responsible for picking up their child at time of registration, and will update this information as changes occur. Your child will not be released to anyone not listed unless you have phoned or informed the Provider personally of the name and phone number of the person to whom your child would be released. This information should also be emailed to the HCCC prior to the pick-up of the child. These people will be asked to provide photo identification (e.g. driver's license, health card) if the Provider has never met them.

In the event of a late arrival, or absence, we ask that you notify your Provider as soon as possible to assist in the smooth planning of their day.

If you have not contacted the Provider and it is thirty minutes after the agreed upon pick up time your emergency contact person will be contacted and asked to pick up the child. If the emergency contact person cannot be reached, or isn't able to pick up the child, and it is an hour after the contracted pick up time, a Child Welfare Agency may need to be contacted.

If the hours of care you're require change please contact your Home Child Care Coordinator as amendment will need to be made to your contracted hours of care. Any amendments will need to be confirmed with the Provider prior to the change.

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

The safe arrival and dismissal policy helps to support the safe arrival and dismissal of children receiving care.

This policy provides home child care providers, home child care coordinators, and agency staff with a clear direction as to what steps are to be taken when a child does not arrive at the home childcare premises as expected, as well as procedures to follow to ensure safe arrival and dismissal of children.

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

General:

- Day care connection will ensure that any child receiving childcare on the premises is only released to the child's parents\ guardians or an individual over 16 years of age that the parent back slash guardian has provided written authorization that the child may be released 2.
- Daycare connection will only dismiss children into the care of their parents\ guardian or another authorized individual we will not release any child from care without supervision
- . Where a child does not arrive in care as expected or is not picked up as expected, the provider must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting the Child into Care

The private provider is responsible for signing children in on the attendance record as the child children arrive at the home premises where the care is provided

the provider is responsible for ensuring any communication from parents last guardians related to drop off or absence is noted on the daily written record.

Where a Child has not Arrived in Care and is Expected

1. Where the child does not arrive to child care and the parent\ guardian has not communicated to change and drop off or that the child will be absent (e.g., phone, texted, emailed, or advised the parent the provider at pick up the night before), the provider must;
 - Commence contacting the child's parents SPAC slash guardians no later than two hours after their expected arrival. They shall call or e-mail or text the parent\ guardian to confirm the absence if there is no response to the phone call, text or e-mail, they must leave a message asking the parents\ guardian to confirm the absence.
 - If there has been no information from a parent\ guardian about a Child's absent by 4 hours after their expected arrival time the provider will contact the home child care coordinator who will confirm the next step
2. Once the child's absent has been confirmed, the provider shall document the child's absence on the attendance record and any additional information about the child's absence absence in the daily written record.

Releasing a Child from Care

The provider shall only release the child to the child's parents back slash guardian or another individual that the parent\ guardian has provided written authorization that the child may be released to.

Where the provider does not know the individual picking up the child (i.e., parent\ guardian or authorized individual), the provider must ask the individual for legal photo identification to confirm the individual's information against the parent\ guardian\ authorized individuals name on the child's file or written authorization provided by the parents\ guardian.

Where a Child has not Been Picked Up as Expected

1. Where a parent slash guardian slash authorize individual who was supposed to pick up a child from care and has not arrived within one hour of the expected pickup time, the provider will ensure that the child is given a snack and activity while they await their pickup. The provider shall phone the parents slash guardian and advise that the child has still not been picked up.
2. Where the provider is unable to reach the parents slash guardian they must leave a message for the parents slash guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the provider shall proceed with contacting the individual and confirming pick up as per the parents slash guardians instructions or leave a voice message to contact the home childcare provider.
3. If the provider is unable to reach the parents slash guardian or authorized individual who was responsible for picking up the child, they should leave a message and contact emergency contacts slash authorized individuals listed on the child's file.

The provider shall also contact the home child care coordinator and inform them or leave a message that a child has not been picked up as expected. They can also contact the daycare connection after hours line.

4. Where are the providers slash home childcare coin error is unable to reach the parents slash guardian or any other authorized individual listed on the child's file (e.g., emergency contacts) within two hours of the expected pick up time, the provider or home child coordinate care coordinator shall proceed with contacting the local children's aid society.

Where a Child has not Arrived in Care as Expected

1. Where a child does not arrive at the child care and the parent/guardian has not communicated a change in drop-off or that the child will be absent (e.g., phoned or emailed or advised the provider at pick-up), the provider must:
 - commence contacting the child's parent/guardian no later than 2 hours after their expected arrival.** They shall call or email the parent/guardian to confirm the absence. If there is no response to a phone call, they must leave a message asking the parent/guardian to confirm the absence.

- If there has been **no information from a parent/guardian about a child's absence by 4 hours after their expected arrival, the provider will contact a Home Child Care Visitor/Coordinator**, who will determine next steps.
- 2. 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.

Where a Child has not Been Picked up as Expected

1. Where a parent/guardian/authorized individual who was supposed to pick up a child from care and has not arrived **within 1 hour of the expected pick-up time**, the provider will ensure that the child is given a snack and activity while they await their pick-up. The provider shall phone the parent/guardian and advise that the child is still in care and has not been picked up.
2. Where the provider is unable to reach the parent/guardian, they must leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the provider shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the home childcare.
3. If the provider is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, they shall leave a message and contact emergency contacts/ authorized individuals listed on the child's file.

The provider shall also contact the Home Child Care Visitor or Coordinator and inform them or leave a message that a child has not been picked up as expected.

Where the provider/Home Child Care Visitor/Coordinator is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., emergency contacts) **by 2 hours of the expected pick-up time, the provider or Home Child Care Visitor/Coordinator shall proceed with contacting the local Children's Aid Society (CAS)**

IMMUNIZATIONS

The Child Care and Early Years Act requires that all children be immunized against disease, at appropriate ages, as recommended by the local Medical Officer of Health, unless there is evidence of a medical exemption (please ask for a Statement of Medical Exemption Form) or in cases where immunizations conflict with a family's conscience or religious beliefs (please ask for a Statement of Conscience or Religious belief form). Any updated immunizations should be forwarded to the agency as they occur.

POLICY REGARDING ILL CHILDREN

As an Agency licensed under the Child Care and Early Years Act, we are required to have an illness policy. The Agency's concern with ill children going into day care homes is three-fold:

- 1) The health of the Provider and the other children in the home is jeopardized when they are exposed to a sick child. If any of the other children become ill, their parents must also be off work.
- 2) The Provider, or her own family, may become ill. The Provider will be unable to provide day care; then all the children are without a day care arrangement.
- 3) The sick child may need special care that is inappropriate for the caregiver to provide while she is caring for other day care children.

For everyone's well-being Providers are not expected to accept your child if he/she has a contagious illness. In some cases a note from the physician may be necessary to ensure your child is well enough to return to the Provider's care.

If your child is ill and will not be coming to care, please call your Provider to let them know as soon as possible. If your child becomes ill while in care they will be separated as much as possible from the other children and comforted, and parents/guardians will be contacted to discuss arrangements for pick up. Please note that it is your child's behaviour together with their symptoms that indicates if a call is to be made for you to pick them up. This is a case-by-case decision. Children with a low grade fever who are happy and eating well may be able to remain in care while children who have no fever but are lethargic and have no appetite may be sent home.

If your school age child becomes ill while attending school the child must be picked up from the school by the parent. If the school contacts your Provider for pick up they will be redirected to contact the parent. Providers may not pick up ill children from school; when a child is not well enough to attend school they are not well enough to be in child care.

The following guidelines are based on information found in “Well Beings: A Guide to Promote the Physical Health, Safety and Emotional Well-Being of Children in Child Care Centres and Family Day Care Homes” (published by the Canadian Pediatric Society, 2008), and Toronto Public Health Guidelines for Common Communicable Diseases

When to exclude and have child seen by a physician. When the child has:

- Fever over 37.8° C
- Chickenpox
- Head lice (must be treated before returning to care; physician visit not required)
- Hepatitis A
- Impetigo (must be excluded until appropriate treatment taken for 24 hours)
- Measles
- Mumps
- Pink eye (conjunctivitis) with yellow or white discharge
- Rash
- Ringworm (must be treated for at least 24 hours)
- Rubella (German measles)
- Scabies (must be treated for at least 24 hours)
- Strep throat (must be treated for at least 24 hours)
- Scarlet Fever (must be treated for at least 24 hours)
- Tuberculosis
- Whooping cough
- Cold Sore (must be treated for at least 24 hours, and/or crusted over)
- Diarrhea – if child has had 2 or more episodes, or also has a fever, vomiting or blood in the bowel movement
- Vomiting, unless physician advises otherwise.

If the doctor prescribes an antibiotic, the child must take the medication for 24 hours before returning to day care. In some cases, a doctor’s note verifying that the child is well enough to return to care is necessary. Please contact your Home Child Care Coordinator. Information is subject to change by Toronto Public Health.

In accordance with the Local Officer of Health (Toronto Public Health), all cases of infectious diseases will be reported and recorded. Parents will be notified of any outbreaks of illness. Information regarding voluntary immunization is available from your Home Child Care Coordinator. In the instance of an infectious illness outbreak, children exempt from immunization will not be permitted to attend until the outbreak has been deemed concluded.

MEDICATION POLICY

The Provider must receive a completed Medication Record form from you before they can administer any prescription or non-prescription drugs to your child. Non-prescription drugs cannot be administered without written consent from the doctor.

Medication shall be clearly labeled with the child’s name, the date, the name of the drug and the instructions for storage and administration.

All medication in the day care home must be retained in its original container and stored in an area inaccessible to children except in cases where individual plans permit a child to carry his/her own asthma or emergency allergy medication.

Anaphylactic/Asthma/Allergy/Individualized Medical Needs policy and individualized plan for the child will be followed where required and will be reviewed by all persons regularly resident or regularly present in the premises. A train the trainer model will be used to educate all afore mentioned persons.

Unused/outdated medication shall be returned to parent and so recorded on Weekly Medication Record.

Only the Provider shall be in full charge of the medication.

Providers may administer sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer and diaper cream. All products, except for hand sanitizer, must be provided by the parent/guardian and labelled with the child’s name, stored and administered in accordance with the label, and with parent authorization.

ANAPHYLAXIS

Anaphylaxis is a severe allergic reaction that can be fatal, resulting in circulatory collapse or shock. The allergy may be related to food, insect stings, medicine, latex, etc.

Daycare Connection is committed to taking a pro-active position regarding the prevention of anaphylaxis. The purpose of the policy is to provide a process for dealing with anaphylaxis in Provider homes, as well as to ensure the requirements for children with on-going medical needs will be addressed and met by the Provider, those regularly resident or ordinarily present in the home, and the Home Child Care Coordinator.

Parents/Guardians will be informed by a posting of all allergies in the home care location, and asked to not bring in any outside food, in order to minimize risk of exposure, and a list of allergies will be posted in the home care location. For those parents who provide pureed foods or food for children with highly specialized diets, a list of allergens that may not enter the home will be provided to parents/guardians by the home care agency. As well, monitoring strategies and strategies to reduce the risk of exposure will be reviewed.

Parents with children with anaphylaxis will provide an individual plan for their child prior to enrolment, which will be updated yearly and/or as changes occur.

Parents are requested to advise the Provider, as well as the agency, in writing if their child develops an allergy, requires medication and/or of any change to the child's individual plan or treatment. Individual Plans will be revised yearly and as directed by the parent or physician. Copies of Anaphylaxis plans are in the child's file in the Home Care office.

Prior to placement and annually thereafter, unless a change occurs, all Providers, persons ordinarily resident or regularly present in the home, and the Home Child Care Coordinator will be trained by parent/guardian or physician (as per the train the trainer model), of each child with anaphylaxis/an on-going medical need enrolled in the Provider home. The Provider, persons ordinarily resident or regularly present in the home, and the Home Child Care Coordinator will be required to sign and date that they have received training. Training will include procedures to be followed in the event of a child having an anaphylactic reaction, recognizing the signs and symptoms and administering medication. Volunteers and Students are not permitted to administer medication unless under extreme circumstances (i.e. the Provider is unconscious).

REPORTING CHILD ABUSE

Provider's and Day Care Connection staff are legally obligated to inform the appropriate Children's Aid Society if there are any concerns about the safety or well-being of a child, or if a child has made a disclosure. It is not the responsibility of the Provider or Day Care Connection staff to prove that a child has been abused or neglected, nor to determine whether a child is in need of protection. Providers and/or Day Care Connection staff will not contact the child's family or any other person to determine the cause of any suspected abuse or neglect. The Day Care Connection Child Abuse/Neglect Policy and Procedures will be followed.

NUTRITION POLICY

- 1) Each child under 1 year of age shall be fed in accordance with written instructions from the parent. Upon receipt of a revised feeding plan, the Provider shall forward the outdated schedule to the agency.
- 2) Providers shall follow correct procedures of nourishment, storage, preparation and service to prevent contamination and retain nutritive value.
- 3) Providers shall plan menus in consultation with the child's parent/guardian and Home Child Care Coordinator, to meet the requirements set out in the Canada Food Guide, the Child Care and Early Years Act, and Toronto Operating Criteria. Consultation will take place during the interview process, at registration, during daily conversations between the parents and the Provider, and at such times as the dietary needs of the child changes (e.g. dietary restrictions emerge or change).
- 4) Where a child is in attendance for 6 hours or more, the Provider shall offer the child two snacks and one meal per day.
- 5) Nutritious between-meal snacks will consist of foods that promote good dental health and do not interfere with a child's appetite at meal time.
- 6) The provider shall follow special dietary or feeding arrangements in accordance with written instructions from the parent. If parents are supplementing the food provided, or providing a specialized diet, they should refer to the recommendations within the Canada Food Guide. The portion size within the Canada Food Guide vary depending on the age of the child, as well, serving sizes may vary depending on the individual needs of each child.

BAGGED LUNCHES

Bagged lunches provided by parents should meet the basic guidelines/requirements found within the Canada Food Guide. The suggested guidelines for school age children is that a lunch should include one serving of meat/meat alternatives, two servings of vegetables or one serving of vegetable and one serving of fruit, one serving of grain products, and one serving of milk/milk alternative. The recommendations within the Canada Food Guide regarding portion size vary depending on the age of the child, as well, serving sizes may vary depending on the individual needs of each child.

Please remember to keep in mind any prohibited foods (allergy based) within your child's school and home care environment when packing lunches. Parent/guardians providing bagged lunches will be informed of any foods that are prohibited from entering the Provider home due to anaphylaxis allergies. If your Provider is supplementing bagged lunches in any way be sure to discuss any foods that will be routinely provided. Also, be sure to label your child's bagged lunch.

REPORTING POLICY FOR SERIOUS OCCURRENCE

Serious Occurrences are reported to the CCLS in the following instances:

- a. The death of a child who received child care at a home child care premises or child care centre whether it occurs on or off the premises;
- b. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care 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 child care premises or child care centre;
- d. An incident where a child who is receiving child care at a home child care premises or a child care centre goes missing or is temporarily unsupervised child was found or still missing 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 child care at the home child care premises
Fire/Flood/Gas Leak/Detection of Carbon Monoxide/Outbreak/Lockdown/Other Emergency Relocation or Temporary Closure

Detailed procedures and reporting practices are available from your Home Child Care Coordinator. Serious Occurrences must be reported within 24 hours of the agency being informed.

We are required by law to report any cases of suspected child neglect or abuse. If it is necessary for us to contact the Children's Aid Society about your child, our communication with you will be guided by CAS.

REPORTING POLICY FOR MINOR ACCIDENTS

- 1) Provider applies first aid and comforts child.
- 2) Provider reports to parent and Home Child Care Coordinator.
- 3) Provider completes Accident Report within the same day of care as the incident and report is signed by the parent.
- 4) A copy of the Accident Report be provided to the parent and a copy will be filed in child's file at the agency.

USE OF VEHICLES AND CAR RESTRAINTS

Some Providers use their cars to transport day care children. Day Care Connection does not supply car restraints. We have advised Providers that:

- All children must be in a car seat/booster seat, as required by the Ministry of Transportation.
- In accordance with the Ministry of Transportation, all "front-facing" car seats must be tethered into the car, meaning attached to a secured bolt by a tether strap.
- Provider should check her auto insurance coverage to ensure that coverage includes day care children. Day Care Connection's liability coverage does not include automobile coverage.
- Provider should have written consent from you, the parent, to transport your child in her car.

Please work with your Provider to ensure that all possible safety precautions are met.

FIRE EVACUATION PROCEDURES

Policies and procedures relating to fire evacuation procedures must be reviewed by Providers, volunteers and students, all persons who are ordinarily residents or regularly on the premises (18 or older), Home Child Care

Coordinator and employees of Day Care Connection, as well as implemented and monitored for compliance and contraventions in accordance with CCEYA.

MAKING IT WORK (Parent Participation)

Day Care Connection is committed to a philosophy of parent involvement. Parents receive the agency newsletter. The newsletter informs families of scheduled social events, meetings, workshops, and child/family issues through articles. To ensure client satisfaction, parents may be requested to complete a questionnaire. The questionnaire asks parents to comment on the services they are receiving from their Provider.

Privacy is maintained in the collection, use and disclosure of your personal information, except where we are required to share information by law. A complete copy of our Privacy Policy will be provide to you during registration, or before upon request.

SUPERVISION AGREEMENTS/AUTHORITY AND RELEASE

Your child is under direct supervision by the Provider. With the parent's consent, the Provider can ensure supervision of your child by an adult (18 years of age or older and Agency approved), when she is unavailable.

Supervision agreements for outdoor play must be discussed with the parent, Provider, and Home Child Care Coordinator. Such agreements must be in writing and reviewed regularly and updated when change occur. Infants, toddlers and preschool children not yet enrolled in kindergarten must be supervised by the Provider during outdoor play.

- Supervision agreements allow school-age children to exercise their growing need for independence.
- However, supervision agreements shall take into consideration an individual child's ability to manage without direct supervision. It may be necessary to change the agreement as a result of a child's behaviour.
- Any changes to the agreement shall be ratified by all three parties.
- All activities that are part of the Provider's daily routines and occur off premises, must be supervised by the Provider or approve back-up at all times, will be reviewed during the registration process (Consent Form), and parents will be advised of all revisions/additions to these plans before they occur.
- Field trips consist of any community experience not included in the Outdoor/Backyard Play Plan section of each child's Consent Form. The Provider must obtain written parental permission for any special outings (e.g. trip to zoo, Riverdale Farm, etc).

CHILD CARE SUPERVISION POLICY FOR VOLUNTEERS

There may be limited unsupervised access by persons other than the agency Provider, who are regularly resident or regularly present in the premises of the home child care, and over the age of 18. Criminal reference checks and offence declarations are required for these adults, prior to a child being placed at the home child care, or when the resident turns 19. The agency and Provider will identify to the child's parents any person who is ordinarily resident or regularly present who has limited unsupervised access, and the parent will confirm this arrangement on the Parent Consent Form. All the aforementioned individual must have reviewed all of the policies required by the CCEYA. A list of the policies reviewed can be provided by your Home Child Care Coordinator. Students and volunteers will always be under direct supervision and never left alone with the children in care.

The individualized plans for a child, and the emergency procedures are reviewed by persons/volunteers who will be providing care or guidance at the home child care location before they begin providing that care or guidance, and at least annually afterwards.

INCLUSION POLICY

Day Care Connection confirms its commitment to the inclusion of children and their families in its programs and services regardless of race, colour, heritage, ethnic origin, religion, sex, sexual orientation, age, disability and physical attributes, as stated in our Bias-Free Policy, below.

Policy statements include the principles of:

- Accessibility
- Full Participation
- Staff Readiness and Expertise
- Information sharing, confidentiality and consent.

A copy of the full policy is available through your Home Child Care Coordinator.

BIAS-FREE POLICY

Introduction

In this policy, “participants” include all those involved in Day Care Connection/Downtown Montessori as service users, volunteers, Home Child Care Providers, staff and board members. “Community” refers to people who live and work in the geographic area served by Day Care Connection/Downtown Montessori through its programs.

1. Agency participants are reflective of the community served by Day Care Connection/Downtown Montessori.
 - The agency will make every effort to be reflective of the diverse aspects of the community it serves, in the hiring of staff, volunteer selection and board appointments.
 - Procedures should follow the non-discriminatory human resources policies of legislation and guidelines by governments and agencies providing leadership in multicultural/anti-racism policy development; e.g., the Ontario Human Rights Code, United Way, Toronto Children’s Services Division.
 - This would be accomplished by ongoing dialogue, consultation and education with key staff, outside agencies and board members, and outreach to the general community, etc.
2. Services are sensitive to the needs of culturally and racially diverse groups.
 - Staff is aware of cultural differences in communicating in the child care/authority context and differences that would affect use and expectations of child care and the resource centre.
 - Staff and volunteers respond sensitively and with skill and tact to cultural differences in child rearing practices, while not compromising basic standards of child care in Canada.
 - The agency will make every effort to respond to the majority of service users in their languages; networking with other organizations will facilitate finding interpreters, when necessary.
 - Program activities show respect for and active interest in sharing cultural, racial and language diversity.
 - Programming includes conscious teaching of positive intercultural attitudes and behaviour.
 - DCC reaches out to ensure that the services provided are those needed by the community members.
3. Programs seek to eliminate systemic barriers to full participation and promote positive race relations and attitudinal change.
 - All members of the community are welcome to participate in all aspects of our agency.
 - The agency multicultural policy will be fully implemented according to an implementation plan which includes:
 - o commitment of the board, staff and users;
 - o review of all programs, policies and practices, including human resources, admission and leaving procedures, and agency communications to identify need for improvements in sensitivity and elimination of biases;
 - o training for all agency participants; and
 - o monitoring of implementation (e.g., survey of agency participants).
4. Discriminatory or racist incidents and/or behaviour are not tolerated.
 - Expressions of discrimination or bias in any form, because of race, colour, heritage, ethnic origin, religion, sex, sexual orientation, age, disability or physical attributes by staff, volunteers, board members and service users will not be tolerated.
 - Any incident involving verbal or non-verbal expression of a negative attitude or malice towards any person and/or group’s race, colour, heritage, ethnic origin, religion, sex, sexual orientation, age, disability or physical attributes (comments, slurs, jokes, stereotyping, etc.) will be addressed through Day Care Connection Human Resources Anti-Bias Procedures, and may be reported as a serious occurrence.
5. Communications present a positive and balanced portrayal of the racial and cultural diversity of the community.
 - Agency information (e.g., brochures), forms, program materials for children (e.g., books, videos) and educational materials for parents (e.g., child development and behaviour) are in languages of service users to the greatest extent possible.
 - Program materials are not biased; (i.e., they present a variety of depictions of people regardless of race, colour, heritage, ethnic origin, religion, sex, sexual orientation, age, disability of physical attributes).

SMOKE-FREE POLICY

In accordance with the *Child Care and Early Years Act* and the *Smoke-Free Ontario Act*:

No person is smoking tobacco or holding lighted tobacco on the premises or on the playground at any time whether or not there are children present.

In the case of home-based child care locations, all persons are prohibited from smoking on the premises, including the backyard, if children play in the backyard, whether or not the children are present. No smoking is permitted in the garage or driveway areas when the children are present.

SMOG AND HEAT AND COLD WEATHER

Smog Advisories are issued by the Ministry of the Environment when smog conditions are expected to reach the poor category in Ontario. Smog alerts are issued for Toronto to the local Medical Officer of Health.

The Medical Officer of Health will issue Extreme Cold Weather Alerts when Environment Canada forecasts a temperature of -15 °C or colder or a wind chill of -20 or colder in the City of Toronto. Extreme Cold Weather Alerts may also be issued at warmer temperatures when Environment Canada's weather forecast includes factors that increase the impact of cold weather on health such as precipitation, low daytime temperatures, or several days and nights of cold weather in a row.

Information about Heat Alerts and Extreme Heat Alerts is updated daily. Alerts are issued by Toronto's Medical Officer of Health. Toronto Public Health monitors the Heat Health Alert System every day from May 15 to September 30 each year, to alert those people most at risk of heat-related illness that hot weather conditions presently exist and to take appropriate precautions.

The Provider will check for heat and smog conditions and follow Toronto Public Health recommendations during alerts, and adjust their program and outdoor time accordingly.

USE OF STANDING AND RECREATIONAL BODIES OF WATER

As required by the Ontario Ministry of Education, Providers are prohibited in the use of and access to all standing bodies of water (e.g. ponds) and recreational in-ground/above ground swimming, portable/"kiddie"/inflatable wading-type, and hydro-massage pools, hot tubs, and spas located on the premises of any single or multi-dwelling private residence, including a provider's own house, townhouse complex, or apartment building where the provider resides, for children under the supervision of the contracted Home Day Care Provider in his/her capacity as a child care Provider during operating hours.

All homes that have standing water/pools must be in compliance with City of Toronto bylaw fencing requirements.

Prohibited practices:

- Access to the use of any standing and recreational bodies of water located on the providers premises.
- Use of parks and recreational wading and/or swimming pools by children under the age of six.
- Use of parks and recreational wading and/or swimming pools by children over the age of six without a written plan on file.
- Use of parks and recreation wading and/or swimming pools without direct supervision by Provider or approved back-up Provider.
- Use of parks and recreation wading and/or swimming pools without the presence of an on duty qualified lifeguard.

When using public recreational bodies of water Providers must:

- Advise parent/guardian of field trips/community experiences accessing wading/swimming pools. (Permission for use of wading and/or swimming, splash pads, and sprinklers found on Consent Form)
- Review and follow the rules of public wading and/or swimming pools.
- In consultation with the Home Child Care Coordinator and parent/guardian, have an approved pool plan in place, and on file with Day Care Connection, before use of wading/swimming pool occurs.

Day Care Connection encourages and supports play-based learning and sensory exploration through the use of splash pads, sprinklers, hoses or water tables, under close supervision of adults at all times, as safer alternatives during cooling or play/sensory activities. Child care Providers are strongly encouraged to familiarize themselves with basic water/swimming safety tips and have been provided with resources to do so.

Home Child Care Coordinators will use proactive measures to protect children from water hazard by initial and quarterly inspection of the home, as well as ongoing monitoring of the Provider's understanding of close supervision of approved water activities such as sprinklers and hoses.

DAYCARE CONNECTION PROGRAM STATEMENT : Home Child Care

Daycare Connection is committed to meeting each child's needs in the areas of health, social, emotional, creative and cognitive development. Home Child Care Providers build positive, caring and responsive relationships, creating an environment that allows for flexibility based on each child's characteristics, abilities and interests. We believe that not only must we strive for excellence in the provision of physical and nurturing care; we must also excel at providing learning-enriched environments. We have developed our own method of delivering care and education to young children using **the best practices of Early Childhood Education with the Ministry of Education "How Does Learning Happen"**, as a guide. Daycare Connection strives to promote a learning environment that meets the requirements of the Ministry of Education Childcare and Early Years Act and the City of Toronto Home Child Care Assessment Expectations for Quality.

Belonging: Providers cultivate caring connections where parents and children feel they belong by developing supportive relationships, tuning into their needs and interests and valuing their uniqueness. We value families' engagement and provide opportunities to belong and contribute. Parents are busy and need choices about their level of involvement. Demonstrating respect for values, traditions and differences helps build supportive relationships.

Expression: In the mixed-age groups present in most agency homes, younger children have the opportunity to learn from the older children, and vice versa. This peer interaction encourages the child to clarify his/her own thoughts in order to communicate them clearly to others. Children are encouraged to express themselves in many forms. Quality materials and interactions support children's literacy and language development. As children converse with others, share experiences, and resolve differences, they develop the skills necessary to live effectively with others.

Well Being: The child has the opportunity to develop a nurturing and continuous relationship with the Child Care Provider. The parent and the Provider form a meaningful relationship as they work hand-in-hand to provide the child with the best experiences possible contributing to family health and well-being. Providers foster health and well-being through nutrition, safe active play, rest and support of children's **developing self-regulation**.

Engagement Each Home Child Care Provider cares for a small number of children, ensuring that each child receives individual attention. In play-based learning children take part in activities that are suited to their developmental needs and are **actively exploring** in the home and the community. In the child care home, activities are planned to meet the individual needs and routines of the children. The activities planned are related to the child's interests and abilities that change as the child develops. The experiences are relevant to the child's world and provide unique and exciting learning opportunities. Play materials are **available and accessible allowing children to make choices and encourage exploration and inquiry**.

The primary goal of the program is to provide a unique mixture of developmentally-focused activities in a small group environment. Care is strengthened by careful home selection and ongoing agency involvement. We believe that engagement, expression, well-being, and belonging are key components to providing quality care.

DCC uses a variety of approaches to provide an environment which meets the following principals:

PRINCIPAL: To promote the health, safety, nutrition and well-being of the children.

GOAL: *To ensure that Home Child Care Providers promote and support the health, safety, nutrition, and well-being of the children they care for.*

Nutrition: Meal and snack times are viewed as learning experiences that promote social interactions and a healthy relationship to food. When possible, Providers sit directly at the table with children to role model healthy eating practices. Providers engage in meaningful dialogue with children regarding healthy food choices and nutritional foods. By following and meeting the Canadian Food Guide standards, Providers offer portion sizes/servings and nutritious value from all food groups that allow children to grow and thrive.

Allergy, dietary and cultural restrictions are supported, documented and discussed with parents and Providers at intake and updated as changes occur. Menus, which meet nutritional requirements as set out in Health Canada documents, are posted in the home and are regularly discussed with parents and reviewed by Home Child Care Coordinators. Nutrition resources are available to our Providers and families through both the DCC Newsletter and published materials. Providers encourage all children to participate in meal and snack routines and promote appropriate eating practices, self-help skills, and hygiene practices.

Health and Safety: The safety of the children, Providers and Home Child Care Coordinators is our primary concern as we strive to offer safe indoor and outdoor environments where children are encouraged to explore. Provider homes meet all health and safety requirements from the Ministry of Education, and local government bylaws including fire and public health. We use a variety of policies and procedures to promote overall health and safety for children. Some of these policies include Serious Occurrence, Sleep Supervision, Anaphylaxis and Allergy,

Medication, Supervision, Accident, Health and Illness, Infection and Control, Standing and Recreational Bodies of Water, and Immunization policies. These can all be found in the parent manual, or policy binder. Furthermore, we follow Toronto Public Health's Communicable Disease guidelines in an effort to curb the spread of illness. Our practice includes separating an ill child by keeping them comfortable while a family member is on route. Toys and equipment are disinfected as per Toronto Public Health requirements and procedures are reviewed with providers quarterly.

PRINCIPAL: To support positive and responsive interaction among the children, parents, child care providers, and staff.

GOAL: *Create an environment that supports positive and responsive interactions among the children, parents, childcare providers and staff. To foster and engage in ongoing communication between parents and staff about our programs and their children.*

It is our belief that a collaborative, positive relationship between our Providers, Home Child Care Coordinators and parents/guardians/families is a key component to a child's positive development. Providers furnish, prepare, and presents a friendly, welcoming environment for children/families. They maintain positive voice tones, speaking in a supportive manner with others. They model appropriate positive social behaviors. They demonstrate the ability to accommodate for unexpected changes and provide flexibility while looking at individual needs, while respecting the requirements of the CCEYA. Providers display empathy, understanding, and patience, directing positive attention to all of the children, while supporting individual's feelings, modelling positive non-verbal communication skills, and using teachable moments to further develop positive social behaviours. They are approachable, engaged, and interested (1).

Providers fosters healthy connections by being available to families throughout the day, engaging with parents/guardians daily at drop off and pickup, providing information regarding daily events, and encourage positive relationships where parents/guardians feel welcomed and open to discuss any concerns. The Provider premises is open to parents during the hours their child/children are in care.

As well, Home Child Care Coordinator initiate parent phone calls, and provide screening feedback, visit reports, newsletters and event invitations/information. Both Providers and Home Visitors welcome family insights and value their input. As an agency we continue to foster the engagement of and ongoing communication with parents about the program and their children using Nippissing and Ages and Stages Questionnaire screening tools.

Daily schedules are discussed/reviewed with parents/guardians during the intake and interview process, as well, a current daily schedule is posted in every Provider home allowing parents/guardians to reflect on the structure of their child's day while in care and at home.

Program plans are posted in each Provider home outlining the potential learning opportunities being offered to their child, Providers discuss daily activities with parents regularly, and are available to answer any questions regarding the child's day at pick up daily. Through communication, we work hand in hand with parents/guardians to provide the child with the best experience possible to contribute to child and family well-being. Providers and Home Child Care Coordinators welcome feedback/input from parents/guardians regarding their child's interests, and daily activities

Children's artwork is displayed within the Provider's home.

PRINCIPAL: To encourage the children to interact and communicate in a positive way, and support their ability to self-regulate.

GOAL: *To ensure the Provider home environment is designed, and that Providers and Home Child Care Coordinators respond to children, in a manner that encourages the children to communicate in a positive way, as well as supports their ability to self-regulate.*

Providers encourage children to interact and communicate in a positive way, as well as supporting their ability to self-regulate. Providers offer a balance of program opportunities that allow for group interactions, one on one activities, active, and quiet times to relax and unwind, to aid in the development of self-regulation. Children are able to participate in learning experiences based on their interest.

Providers encourage children to demonstrate their feelings and needs through interaction and cooperation with peers and with adults. Providers assist children in processing their own emotions and recognizing the emotions of others through dialogue/discussion, and labelling of emotions, learning about empathy, impulse control, emotion management practice, and negotiation and communication skills through this process. Children are active participants in conflict resolution and are taught skills that help them to solve interpersonal conflicts with minimal adult intervention.

Providers and those regularly on the premises are observed by Home Child Care Coordinator to ensure interactions encourage the children to communicate in positive ways and support their ability to self-regulate. Home Child Care Coordinators offer Providers training options such as; self-regulation to help children to reduce their stress, providing calming sensory materials, responding with nurturing, calm tones, labeling emotions and helping with self-awareness and awareness of others.

PRINCIPAL: Foster the children’s exploration, play, and inquiry.

Goal: *Foster children’s active exploration through play and inquiry-based learning in positive learning environments that incorporate child-initiated and adult-supported experiences where each child’s learning and development will be supported.*

Providers provide a variety of learning opportunities to children in the home environment, through outdoor play and experiences within the local community, as well as accessing community resources such as drop-in centres, community centres, parks, local libraries and book banks, that provide extended opportunities for exploration, play, and inquiry/investigation/observation. Learning opportunities are reflected on weekly program plans, within the daily log book, and through on going verbal communication with families. These activities are scaled to the ages, levels of ability, interests, and developing skills of a multi aged grouping and actively supported by the Provider. Providers offer an inclusive, non- judgmental, welcoming environment where children belong, are supported, and their unique qualities are valued.

PRINCIPAL: Provide child initiated and adult supported experiences.

GOAL: *To offer inclusive, flexible learning experiences and opportunities for children that are based on their individual interests.*

We maintain the view that every child is competent, capable, curious and rich in potential. We recognize that each child has their own pattern of development and deserves a nurturing, rich environment for optimal growth. Providers ensure activities are accessible to children to allow for child initiated activities, choice, movement, expression, creativity and adult initiated interactions to ensure development unfolds.

Children are invited to investigate, create and solve problems encouraging self- expression and self- regulation both indoors and out.

Providers demonstrate inclusive practices and are observed engaging in play and learning experiences/opportunities with children. Through observation and collaborative play Providers gain a better understanding of childrens’ skills and their level of development. Opportunities are created for enhancing self- help skill through play and daily routines.

PRINCIPAL: Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported.

GOAL: *To view children as capable, competent, curious and rich in potential. Through Early Learning for Every Child Today (ELECT), we aim to look at each child’s stage of development in an inclusive way to provide a holistic environment for them to belong, feel safe and strive developmentally.*

Providers adapt learning experiences to ensure that all children are able to participate. Observation of childrens’ individual abilities and strengths provides the caregiver knowledge and the opportunity to ensure that each child can apply their own skills to the group.

Resource educators and third party organizations are available to work closely with children with different abilities, families and Providers to establish individual goals as needed. A resource consultant is also able to assist with the development and implementation of an Individualized Program Plan (IPP) if required. We are aware of the vast differences that exist among children at all ages.

Actively observing, monitoring, reflecting, documenting, training and planning are a continual process for Home Child Care Coordinators and Providers who act as guides and co-learners exploring collaboratively with children.

PRINCIPAL: To 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.

GOAL: *To 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.*

Safe outdoor settings are chosen and utilized with careful supervision while recognizing each child’s need to investigate through age appropriate exploration of the natural world. Children are allowed the opportunity to master their movements while taking safe risks.

Weather permitting; the children are outside for a minimum of 2 hours per day for children in care 6 hours or more, and at least 30 minutes for those who are not. Developmentally appropriate play materials are made accessible indoors and outdoors to meet the needs of the children enrolled.

Sleep and meal routines are also integral components of overall health and wellbeing. Rest and quiet times vary based on children's needs. Full day children over 18 months who regularly sleeps at the premises shall have a rest period not exceeding 2 hours. A child unable to nap will not be kept in bed longer than an hour and is permitted to engage in a quiet activity. Infants sleep according to their natural sleep cycles and are monitored in accordance with provincial regulations. Approved nutrition standards are followed with child specific dietary needs catered to. Quiet time is always available during program time, children can rest in a comfortable and quiet area.

PRINCIPAL: To foster the engagement of and ongoing communication with parents about the program and their children.

GOAL: *To initiate healthy family connections and built a strong sense of community between children, parents, provider, and home child care coordinator.*

DCC builds a strong sense of community and supports positive and responsive interactions among the children, parents, Providers and Home Child Care Coordinators. When Providers offer daily feedback regarding their program and the activities, routines, and observations of individual children they initiate healthy family connections. An inclusive learning environment is built upon diversity, equality and inclusion. Providers and Home Child Care Providers recognize each child and their family by respecting culture, ethnicity, race, language, gender, gender identity, and family environment in an inclusive environment (1).

Parents are viewed as experts on their child, knowing them best, and are vital to their child's successful experience in the home child care environment. Knowing that communication between families, Providers and Home Child Care Coordinators is key, we aim to provide positive relationships where parents feel welcome to share concerns with both the Provider and the Home Child Care Provider. Parent meetings are set up if necessary where Provider, Home Child Care Provider, and families can work together for the overall success of the child/children. Parents are encouraged to be involved in various events and activities in that DCC and/or the Provider plans. Parent surveys are conducted annually to allow parents the opportunity to review and give insights on how they feel the Provider and DCC are upholding the agency policies and guidelines.

PRINCIPAL: Involves local community partners and allow those partners to support the children, their families and staff.

GOAL: *Connect children and their families to outside community partners in order to a) support families, b) educate children on topics of interest to the child's development, and to c) broaden their understanding of the larger community.*

DCC encourages all Providers to develop community partnerships/relationships as allows those partners to support children, providers, and families. Many Providers take children to approved parks, local libraries, family resource and drop in centres, as well as recreation centres.

Community partners provide many useful resources distinct to specific areas, as well as information on public health, safety, education, and child development allowing parents, and Providers, to make informed choices for their families and children.

By involving community partners, such as Resource Consultants, DCC is better equipped to support children, their families, and Providers. A Resource Consultant is also able to assist with the development and implementation of an Individualized Program Plan (IPP) if required.

Family support community partners provide many public health, early years education and consultation resources for Providers, children, and parents, as well as Home Child Care Coordinator.

PRINCIPAL: To support Staff, Provider, or others who interact with the children at the home child care premises, in relation to continuous professional learning

GOAL: *Support DCC Home Child Care Coordinator, Provider, or others who interact with the children, in their professional growth and development through a variety of measures.*

Specific required training must be completed prior to interaction with children. Through attendance at outside training, workshops, conferences, and/or on site tutorials Providers and Home Child Care Coordinator are given numerous opportunities to further their professional growth. Home visits provide opportunities to engage in collaborative discussion, reflect on practices, and identify goals and training needs, through continued review and refining of techniques, as well as role modelling of effective practices.

Workshops, study groups and individual consultation help the Provider to develop and utilize appropriate program and behaviour management strategies.

Home Child Care Coordinator engage in constructive feedback, and modelling of behaviours and language to encourage and support growth and skill development. As well, extended learning opportunities are arranged for Providers through outside agencies/community resources, as well as arranging intra-agency opportunities. Using the Nippissing and/or AQI as another resource, Home Child Care Coordinators and Providers are also able to reflect on their daily work and to consult on how to continue providing, and engaging in, the best possible approaches.

PRINCIPAL: To document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

GOAL: *Program Statement and its principles will be routinely reviewed by Home Child Care Coordinators and Caregivers. Reviews will be done to determine whether the approaches and goals specified have been achieved, and their impact on children and their families.*

This Program Statement will be documented as reviewed at least annually and whenever modified;

- by the Director/Supervisor with consideration of its impact on families and children and the development of additional strategies resulting from ongoing feedback and observation.
- by Home Child Care Coordinator, Providers, persons ordinarily resident in the home, or regularly present in the home prior to interacting with children and as needed based on concerns or contraventions.

All approaches outlined in this Philosophy and Program Statement are observed within the program and approaches that contravene are unacceptable. In addition to regular discussion with Providers to ensure understanding and compliance Home Child Care Coordinator will observe Providers during visits and record observations of compliance/non-compliance. Action plans will be developed to assist Providers in meeting requirements including increased monitoring and additional training/workshops if required. Consequences for non-compliance to requirements will result in disciplinary action up to and including dismissal.

The Home Child Care Coordinator visits to Providers are ongoing and as needed. Through these visits, each Home Child Care Coordinator is able to observe and make note of the care environments, interpersonal interactions, and Provider practices, as well as ongoing monitoring of the program statement implementation, which will be documented on the Home Visitors Standard Checklist, as well as monthly home visit observations and notes as applicable.

A review of the Program Statement will be completed by all Providers, persons ordinarily resident, and/or regularly present in the home, who are age eighteen and over, annually and whenever modified, and will be signed off on by those individuals.

At least once a year a Prohibited Practices Monitoring form will be completed by Home Child Care Coordinator. This document allows for the review of each Provider's practices in relation to prohibited practices while ensuring approaches set in our Program Statement are being upheld and adhered to.

In a situation where a Provider is not adhering to practices that are in line with our Program Statement, the Home Child Care Coordinator would schedule a meeting with the Provider in order to discuss their observations and set goals. Specific strategies will be offered in order to help bridge any gaps. In addition to our own internal monitoring, when reviewing for impact of these principles routine visits from the City of Toronto Children's Services, The Ministry of Education, and Toronto Public health provide opportunities to ensure that our principles are being upheld.

Agency Internal Strategies:

Home Child Care Coordinators will conduct ongoing program statement and prohibited practice monitoring. Through monthly Home Child Care Coordinator meetings, setting child, program and individual goals, the program statement will be used as a living document to guide and support each Provider, child and family.

Feedback opportunities to support ongoing communication are available to Providers and Home Child Care Coordinators at all times.

DISCIPLINE AND GUIDANCE POLICY AND GUIDELINES

As anyone who comes in contact with children knows, they inevitably become involved in conflicts. There are many kinds of conflicts, ranging from possession disputes to power struggles to aggressive play. Providers work hard to provide children they care for with a safe and peaceful setting and to teach them problem-solving skills. Of course, we know that it is impossible to have conflict-free environment, but we also know that we can help children to begin to understand, accept, and attempt to control their feelings.

As required by the Child Care and Early Years Act, Providers shall review prohibited practices and be given guidelines for suitable guidance and discipline strategies.

Prohibited Practices

All Caregivers, persons ordinarily resident or ordinarily present, and volunteers are to review this list prior to interacting with children. An on-going process for monitoring contraventions and compliances will be used as per DCC' Compliance and Contravention Policy, Program Statement Implementation Policy and if needed, DCC' Progressive Discipline Policy.

We shall not permit:

1. use of corporal punishment of the child;
2. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless 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 risk of injury is no longer imminent;
3. locking the exits of the child care centre or home child care premises for the purposes of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurred during an emergency and is required as part of the licensee's emergency management policies and procedures;
4. use of harsh or degrading measures or threats or used of derogatory language directed at or used in presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
5. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. inflicting any bodily harm on children including making children eat or drink against their will.

Engaging in any of these prohibited practices will result in a suspension from the workplace pending an investigation, as per our Child Abuse Policy, and the other policies noted above.

Workshops, study groups and individual consultation help the Provider to develop and utilize appropriate guidance and discipline techniques. Limits are established with respect to health, safety and level of development of the child. They are stated firmly, and followed through consistently. Natural consequences, logical consequences, reminders, redirection, as well as positive reinforcement and rules that make sense (This involves concepts such as, "hands are for helping not for hurting," and taking care of the environment, "if you spill it you need to clean it up.") are acceptable and effective guidance and disciplinary measures. Home Child Care Coordinators regularly monitor the guidance and disciplinary practices of each Provider.

Contravention of the Behaviour Management Policies may result in immediate termination of care. All principles of our Program Statement are monitored on an ongoing basis and documented at **least annually or more often as needed**.

Vulnerable sector criminal reference checks are required for staff, providers, those regularly at the licensed home care premises and volunteers having contact with children and are updated every 5 years. In the interim they are required to complete an Offence Declaration, annually or more often as needed.

1. Toronto Children's Services, Assessment for Quality Improvement 2016.

DAY CARE CONNECTION FAMILY CODE OF CONDUCT

We all have the right to be safe and feel safe in our community. The Day Care Connection Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our child care community including parents or guardians, home child care coordinators, staff, providers and volunteers.

These standards apply whether they are on program property or at program-sponsored events and activities. All members of the program's community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, and shouting) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a student, parent, home child care coordinators, staff or providers will result in immediate intervention up to and including the family's expulsion from the program and/or police intervention. This type of behaviour includes but not limited to harassment or intimidation by written note, email, texts, social media, words, gestures and/or body language.

Illicit drugs or weapons are not allowed on program property or at program sponsored events. The consequences for failure to comply will include but are not limited to the family's expulsion from the program.

The privacy and confidentiality of our parents, guardians, home child care coordinators, staff, providers, volunteers and students important to us. Photographs, gossip/public criticism via electronic mediums such as Facebook etc. are unacceptable. All concerns and comments should be addressed with home child care coordinators, providers or staff. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and/or Director. Failing resolution with the Supervisor/Director, the matter will be referred to the appropriate member of the Board of Directors.

This code of conduct must be reviewed by any and all adults that will be involved in your child's experience at DCC including parents, guardian, grandparents, siblings and providers.

Parents/Providers who breach any policies will be at risk of expulsion.

Complete Policies and Procedures are available from your Home Child Care Coordinator

- Bias Free/Access and Equity
- Behaviour Management
- Confidentiality
- Infection Control/Sanitary Procedures/Disinfection
- Discrimination/Inclusion
- De-escalating Volatile Situations
- Medication Policy and Procedure
- Anaphylaxis Policy and Procedure
- Complaint/Concern
- Serious Occurrence Procedure/Enhanced/Notification
- Playground Safety
- Sun Safety and Smog
- Smoking
- Child Booster and Child Restraint System
- Illness
- Communicable Disease
- Privacy
- Supervision/Student/Volunteer
- Withdrawal
- Parent Involvement
- Criminal Reference
- Missing Child Response Plan
- Family Code of Conduct
- Program Statement
- Waiting list Policy and Procedure

Updates to the Parent Manual will be provided as an addendum either electronically, or as a hard copy, as they occur.