London Children's Connection INC.
Community Home Child Care

LONDON CHILDREN'S CONNECTION

COMMUNITY HOME CHILD CARE PARENT HANDBOOK



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WHAT IS COMMUNITY HOME CHILD CARE?

Community Home Child Care (CHCC) is a non-profit home child care program operating since 1978. Our program offers nurturing child care for infant to school age children in safe, approved homes with carefully selected Providers in London and Middlesex.



London Children's Connection

PROGRAM STATEMENT GOALS AND APPROACHES

London Children's Program Statement is consistent with the Ministry of Education's policy statement on programming and policy (0.Reg. 137/15), aligns with our policies and procedures, and is used to guide our work with children and families.

Children have a strong sense of self, health and well-being. Children are provided opportunities for flexible schedules built around their hunger cues and need for rest.

Children are capable communicators who can express themselves in many ways. Children are able to express their thoughts, ideas and needs through a variety of mediums. Providers encourage deeper thinking by facilitating discussions, asking open-ended questions and providing children with a variety of materials that support creative growth.

Children are supported in developing self-regulation skills. Providers are responsive to children's abilities to self-manage behaviour, demonstrating a calm, supportive approach to guiding children.

Children are actively engaged learners who explore the world with body, mind and senses. Children are provided with opportunities to explore materials, and initiate activities based on their own interests and ideas.

Providers plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans. Children actively participate in positive, interactive experiences that are based on their current interest and real life experiences. Providers are mindful of building relationships to meet the individual needs of the children.

Children are viewed as resourceful, competent, capable of complex thinking and rich in potential. Children are encouraged to feel powerful, independent, important and competent. They are provided with a variety of materials and experiences that offer opportunities for exploration and discoveries.

Our indoor and outdoor environments allow for limited transitions, flexibility for rest periods, and periods of uninterrupted play where safe risk measures are practiced. Programming allows children the opportunity to sleep, rest or engage in quiet activities, based on their individual need to regenerate or self-regulate.

Providers value positive and responsive relationships with families. Providers are mindful of building relationships to meet the individual needs of the child and family. By participating in ongoing communication with parents, Providers exchange information and involve them in decision-making for their child.
All children feel a sense of belonging and positive self-worth through respectful and supportive relationships. Providers work in collaboration with community resource agencies to meet the individual needs of children and families.

Providers are warm, caring, qualified professionals, carefully chosen through a selection process designed to determine their ability to meet the needs of children. Providers participate in professional learning opportunities throughout the year which reflect on topics that are relevant to providing quality care for children and effective support to families.

Program Coordinators document and review the impact of the approaches on the children and their families. Program Coordinators conduct monthly home visits to document, review and discuss with the Providers, the impact the approaches have on the children and their families.

PROVIDERS

We view our Providers as knowledgeable, caring, reflective, and resourceful professionals. Our Providers are carefully selected and their homes fulfilled the requirements of the Province of *Ontario's Child Care and Early Years Act* and local by-laws. These requirements include:

- a completed Vulnerable Sector Check for all Providers and a completed Judicial Matters Check for household members over 19 years of age and an offence declaration from household members when they turn 18
- valid Standard First Aid and Infant-Child CPR, this is also a requirement of the Provider's back-up person
- personal references
- a personal interview with our qualified Home Child Care Coordinators
- an initial home safety check and quarterly safety checks thereafter
- proof of automobile insurance, personal liability insurance and insurance extended to cover the children in care

HOME CHILD CARE COORDINATORS

All of our Coordinators are Registered Early Childhood Educator professionals with extensive backgrounds in child care. The Coordinators visit the Providers' homes monthly, other than during a time of exceptional circumstance. Some visits are unscheduled, while others are scheduled to engage with the program or to support and ensure the ongoing maintenance of required standards and practices. Providers and Coordinators use these visits as an opportunity to observe the children's growth and development. In any case where a referral to an outside expert seems to be appropriate, the Coordinator can assist the parent with the referral.
Coordinators are a valuable resource for both the parents and Providers. They are always available to discuss your child's home child care experience. You may contact your Coordinator by telephone, email, or in person. The office hours of operation are 9:00 am and 5:00 pm, Monday to Friday. If your Coordinator is not available, another Coordinator will be happy to help you.

GETTING OFF TO A GOOD START

We want your child's transition into care to be as smooth and positive as possible. Meeting with the Provider is an opportunity to get to know one another and ensure the program is the right fit for your family.

Your Coordinator will be interested in hearing your feedback about the Provider and the home environment. Your input helps us support families and Providers in the best way possible.

Before your child can begin care, please ensure our office receives the completed registration forms, your child's up-to-date immunization record, and payment arrangement for care.

During your initial visit consider the following questions before the child care arrangement is finalized:

- Providers set their own business hours. Will the Provider's business hours accommodate your schedule?
- How will you plan to communicate with the Provider about the care of your child?
- What methods will be used to guide the children's behaviour?
- Have you discussed the sleeping environment and the location of the Provider when your child is sleeping?
- Have you reviewed the Provider's menu plan?
- Have you reviewed the Provider's program to learn the indoor/outdoor activities which will be offered?
- Have you discussed how you and the Provider will successfully transition your child into care?

Community Home Child Care has developed a Parent-Provider Information form as a suggested guide to review important parent-Provider conversation. The Parent-Provider Information form will state the days and hours your child is contracted to be in care.

COMMUNICATION WITH YOUR PROVIDER

Our program values positive and responsive relationships with families. You and your Provider will be working in partnership to ensure the best possible care for your child. Good communication and mutual respect is essential to this partnership. Setting aside a few minutes at the end of the day, completing a daily log, or communicating 'after hours' are some of the ways you could discuss your child's care with the Provider. Any changes in your child's normal routine should be communicated to your Provider to help them be sensitive to your child's needs.

If concerns or issues arise, we encourage you to discuss them with your Provider directly. However, if the issue has been unresolved, please contact your Coordinator.

LICENSING

Community Home Child Care is licensed by the Ministry of Education (MEDU), and operates under regulations set out in the *Child Care and Early Years Act, 2014* (*CCEYA*) of the Province of Ontario. Our self-employed Providers are not licensed, but contracted by CHCC to provide a form of licensed child care. Community Home Child Care is licensed to ensure that the approved Providers meet the requirements of the *CCEYA* and related policies and procedures.

Our program is inspected and licensed annually and a license is issued upon successful completion of the licensing procedure. Each licensed program office must post a copy of a license along with signage prescribed by regulation. Signage must also be placed at each approved Provider's home, as it is intended to make it easier for parents to recognize licensed child care. More information about licensing is available on MEDU website at www.edu.gov.on.ca/eng/parents.

CHILD / PROVIDER RATIO

The *CCEYA* regulations state that a Provider may care for a maximum of six children under the age of thirteen. The Provider's own children under the age of four years must be included in these numbers, unless the Provider's own children are attending publicly funded Full Day Kindergarten. The *CCEYA, 2014,* regulations dictate that there may be no more than three children under the age of two years, up to a total of six children under the age of thirteen, in care at any time. Your Coordinator should be contacted if these regulations are not being followed.

SAFE ARRIVAL AND DISMISSAL

Absent Without Reason

If a child does not arrive at the program and the parent has not given prior notice of the absence, the Provider will take the following steps:

- Within a half hour of the child's expected time of arrival, the Provider will check for a text, phone message, or email from the parent.
- The Provider will contact the parent by phone or text.
- If the parent cannot be reached within half an hour, the Provider will call the emergency contacts.
- The Provider will then document the incident and any messages in the Daily Written Record including the time of day and the method of communication under the heading, anything affecting the physical or mental, health, safety, well-being of any child.

Unknown Adult Comes to Pick Up Child

A child must be accompanied by an adult when arriving or departing from the Provider's program. Providers may only release the child to persons who have been named on the child's Registration Form, which has been signed by the parent. If this person is unknown to the Provider, their picture identification will be required.
The parent/guardian must give written permission for any person that is not listed on the child's registration form to pick up their child. If an adult comes to pick up a child and their name is not on the registration form, the following steps will be taken:

1. The Provider will inform the adult that there is no written permission to release the child to them.
2. The Provider will call the parent to inform them of the situation.
3. In case the parent gives direct instructions to release the child to the adult who has come to pick up their child, the following steps will be taken:
    a) The parent's verbal confirmation will be documented in the Daily Written Record
    b) The parent will be asked if they would like to add this person to the child's registration form
    c) The adult will be asked for photo identification
4. If the parent cannot be reached, or the parent is unable to come to the program, the emergency contact person(s) will be called and asked to come to pick up the child.
5. Under no circumstances is the child to be left with the adult during this process. If the adult insists upon taking the child before parental consent is received, the parents will immediately be contacted to inform them of the situation.

Note: Anytime this situation occurs, the Program Coordinator (or a member of the CHCC team) will be immediately contacted.

If a minor (a child under 16 years old) arrives to drop off or pick up a child in the program, written approval is required prior to releasing the child to the minor. Additionally, children 12 years of age and under are not permitted to pick up a child.

Should a situation occur where a minor (a child under 16 years) arrives to either drop off or pick up a child in the program, approval in writing is necessary PRIOR to releasing the child to the minor, however, a child 12 years of age and under is not permitted to pick a child.

The approval letter is written by your Coordinator and will include the parent's signature, Provider's signature and the Coordinator's signature.

If there are custody arrangements pertaining to the legal right of access to the child, a copy of necessary legal forms will be given to the program office and the Provider to prevent the child's release, i.e., Court Order, Separation or Access Agreement, etc. If this documentation is not received, the Provider cannot prevent the child from being picked up by the person in question.

If a child arrives to the program without an adult. The parent would be contacted immediately.



Late Parent

Parents are expected to arrive within the contracted hours to pick up their child. Please communicate with your Provider if you are going to arrive unexpectedly late so that they can prepare your child.
If a parent is unable to pick up their child, they will be asked to arrange for another adult to do so and to immediately contact the Provider.
If the parent has not arrived by pick up time, the Provider will take the following steps:

- The Provider will contact the parent by phone or text.
- If the parent cannot be reached, the Provider will call the emergency contact person listed on the child's information sheet. If the emergency contact picks up the child, the Provider will continue to try and contact the parent to let them know.
- If the emergency contacts cannot be reached, the Provider will contact the Coordinator or a member of the CHCC team to inform them of the situation and to receive further instructions.

A child must be accompanied by an adult when arriving or departing from the Provider's program. Providers may only release the child to persons who have been named on the child's Registration Form. Written notice is required if someone other than the registered parent/guardian or those who are identified on the registration form is to pick up a child. This person will be required to show picture ID. The parent / guardian / emergency contact(s) will be called should this situation arise. Anyone under the age of 12 years will not be permitted to pick up the child.

If there are custody arrangements pertaining to the legal right of access to the child, a copy of necessary legal forms will be given to the program office and the Provider to prevent the child's release, i.e., Court Order, Separation or Access Agreement, etc. If this documentation is not received, the Provider cannot prevent the child from being picked up by the person in question.

ILLNESS of YOUR CHILD

Child Care and Early Years Act (2014)

London Children's Connection follows the guidelines as set out by the Middlesex-London Health Unit. To minimize the spread of contagious illnesses, we ask that parents keep their children home when they are not feeling well.

Providers are unable to care for a child who is sick. In order to stop the spread of communicable disease or illness, you must pick up your child immediately if they:

- have a fever or unexplainable rash
- have more than 2 watery, loose bowel movements (diarrhea) in a day

  are unable to function normally in the Provider's program due to illness, i.e., severe cold, severe cough, vomiting
- are unable to go outdoors
- are infected with a communicable illness or condition, i.e., measles, lice, conjunctivitis, etc.

If you are unable to pick up your child, alternate arrangements will need to be made for their care. Please advise your Provider who will be picking up your child.

Please notify your Provider of your child's absence or illness as soon as possible. As well, please call your Provider when your child is absent due to a communicable illness. When your child returns to the Provider's home following a communicable illness, a medical certificate may be required.

2025 "Guide to Common Childhood Infections" on Middlesex-London Health Unit's website is used as a guideline for determining if diseases are communicable and when it is safe for your child to return to care.

IMMUNIZATIONS

Community Home Child Care must ensure that a child, not yet in attendance at a school, is immunized as recommended by the local medical officer of health before being admitted into our program. Parents who object to immunizing their child must have a *Statement of Conscience or Religious Beliefs* form notarized by a 'commissioner for taking affidavits', as required by the Ministry of Education. If your child has been exempted from immunizations, a *Statement of Medical Exemption* form must be completed by a doctor or nurse practitioner as required by the Ministry of Education.

It is the parent's responsibility to inform the program office of immunization updates.

Your child's up-to-date immunizations and medical information must be submitted to the office before care can begin. Failure to update your child's immunization information as required can result in suspension of your child care due to Middlesex London Health Unit requirements.

FEEDING YOUR CHILD



Children enrolled in care for a full day will receive a nutritious midday meal and a morning and afternoon snack, which meet the recommendations set out in the Health Canada documents "Eating Well with Canada's Food Guides". Breakfast is an important meal. Please ensure your child has eaten breakfast before arriving at the Provider's home.

Parents of infants 12 months and younger must complete a written Infant Feeding Schedule as required by the *CCEYA, 2014*. Parents are required to supply and labeled with your child's name, all food and formula and /milk, for children unable to eat regular table food. Parents are responsible to prepare formulas and to fill bottles for the child. Providers will not offer children a bottle in bed.

Children who require a specialized diet because of food allergies or food restrictions will be noted on their Registration Form. If your child is allergic to certain foods or medications, please advise the Coordinator of this information prior to meeting with the Provider and prior to completing the registration package. If your child requires a special diet, you may be asked to supply the food each day, labeled with your child's name, as required by the CCEYA. If the restrictions cannot be managed by the Provider, the child's parent will be required to supply the food. The parent will provide clear written instructions on the Special Diet Feeding instructions.

Parents will be informed if a child with a life-threatening allergy is enrolled in your child's program. You will be asked to follow certain guidelines or restrictions to avoid supplying food related to the child's allergy, in order to ensure the safety of all children in the program.

Food supplied by the parent must be labeled with the child's name or packed in a labeled container, which may be kept in the refrigerator at the Provider's home. Parents must discuss with the provider before bringing outside food into the program to ensure that food supplied is nutritious and meets the Allergy/ Dietary Restrictions. Providers will inform parents of any anaphylactic allergies in the program prior to food being sent.

TOPICAL CREAMS

As part of the registration package you will be signing a consent form for the application of topical creams. If your child requires a topical cream for regular use (such as diaper cream, moisturizing skin lotion, lip balm, hand sanitizer, or sunscreen) your Provider may apply the lotion without a medication form, as long as they are non-prescription. Topical creams must be provided in the original container labeled with your child's name. The cream will be stored and applied according to the label on the package. If different instructions are to be used for its application, a medical authorization form would need to be completed and would require your signature giving the Provider permission to administer the cream based on your instructions. If your child requires a cream to be administered to respond to or treat certain symptoms for a short-term period (such as Nystatin, Canesten, etc.) a medication authorization form would need to be completed and would require your signature, giving the Provider permission to administer the cream based on your instructions.

Providers follow safe sun practices. Please apply sunscreen on your child prior to arriving at the Provider's home, when needed. You are encouraged to supply a broad-spectrum sunscreen product for your child with SPF 30 or higher. The sunscreen provided must be in the original container, labeled with your child's name.

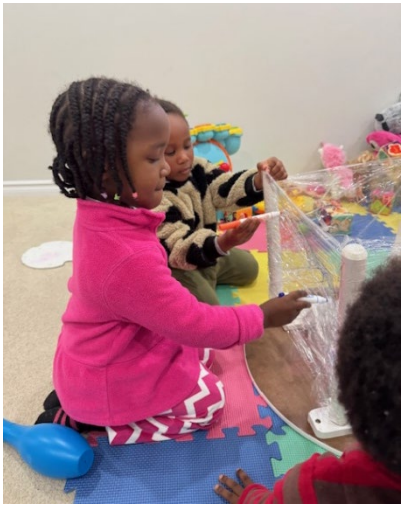
ADMINISTRATION OF MEDICATION

Providers may administer *prescription medication only*. In accordance with *CCEYA, 2014,* the medication must be in the original container with a prescription label that is clearly marked with your child's name, date, name of medication, and the instructions for storage and administration. Providers will only administer medication according to the instructions on the prescription label. A medication form must be completed and signed by the parent / guardian prior to administering the medication to the child. The Provider will document: the dosage, time given, the reason for administration and any side effects observed and sign each time medication is administered.

When a child's physician prescribes FEVER REDUCERS, DECONGESTANTS or similar "over the counter" medications, a specific prescription note with the information required above and the directions for short-term use must be given to the Provider.

For children who have an anaphylactic allergy, severe asthma, diabetes, seizures or any other emergency medical need, an Action Plan will be established between the parent and Home Child Coordinator, reviewed with the Provider and posted on site.

All ongoing medication information and action plans must be reviewed, signed and dated by the parent annually, or if changes are made, to ensure the information is accurate and up to date.



LIFE THREATENING / ANAPHYLACTIC ALLERGIES

For children who have an anaphylaxis allergy, asthma, diabetes, seizure disorder, or any other chronic or acute medical condition, the parent, in conjunction with the Coordinator will complete, sign, and date an Action Plan. All Action Plans must be reviewed, signed and dated by the parent annually, or if changes are made, to ensure the information is accurate and up to date. Your Provider will review your child's Action Plan before your child begins care and annually and/or when there is a change to their plan. In addition, household members, over the age of 18, will review the plan as well as your Provider's approved back-up Provider.

The information on the Action Plan is vital to ensuring the child's health and safety while in program.

Emergency Medication

If a child requires an emergency medication, the medication must always be accessible in case of an emergency. Emergency medication should not be locked up unless the child is absent from the program. If the emergency medication is not brought to the program with the child, the child cannot attend.

The Provider will exercise reasonable control of their home setting by making every effort to keep their home free from the food/ substance that the child is allergic to. It must be noted, however, that it is not possible to reduce the risk to zero.

All parents entering the Provider's home will be advised of a child's allergy and will be asked to refrain from bringing food or substances related to the allergy into the Provider's home.

A list of all allergies of all children enrolled must be posted anywhere that food is prepared and served and also in play areas.

If your child's allergy requires their snacks and meals to be supplied from home each day, the *CCEYA* regulations require that, they be supplied labeled with your child's name.

EMERGENCY MEDICAL TREATMENT

In the event of a medical emergency involving your child, the Provider will:

- call 911 to get medical assistance for your child
- contact you, and
- contact the program office

At the time of registration, you will be asked to sign a Consent Form. In the event of an emergency, this signed Consent Form along with the emergency contact information could accompany the child to the doctor or hospital. This would allow treatment to begin in your absence. Any cost for the emergency treatment of your child is your responsibility.

Your Provider will use the contact information that you provided on your child's registration form to reach you. If you cannot be reached, your emergency person will be contacted. Let your Provider and the Community Home Child Care office know as soon as possible if your telephone number(s), address, employment location, or emergency contacts need to be updated.

EMERGENCY MANAGEMENT

If an emergency is not related to the child and the parent is temporarily unavailable for pick-up, a Coordinator and/or approved emergency back-up person may provide care until the parent arrives. This arrangement is intended only as a temporary solution.

SLEEPING POLICY AND SUPERVISION

Every child who is younger than 12 months will be placed for sleep as recommended by the Public Health Agency of Canada document entitled, "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", unless the child's physician recommends otherwise in writing.

Parents are encouraged to provide input regarding their child's sleeping arrangements and preferences at the time the child begins care and any other time they feel it necessary.

Your child will be properly supervised while sleeping or resting. Providers will periodically perform direct visual checks of each sleeping child, younger than 24 months of age, by being physically present and looking for indicators of distress or unusual behaviours. Direct visual checks will occur at least once while your child is sleeping and more if required. Following each visual check, Providers will record the time and initial in the Daily Written Record. An electric monitoring device may be used by Providers but monitors will not be used as a replacement for direct visual checks.

CLOTHING / SPECIAL EQUIPMENT

Providers encourage the children's health and well-being by offering active programming. Your child should be dressed in clothing that is comfortable for physical activity, the weather and the season. Extra clothing should be provided for your child's use each day, including plenty of disposable diapers and training pants/Pull-Ups® for infants or toddlers. Parents must supply extra outdoor clothing (boots, sweaters, hat, socks, mittens, etc.) as the children are required to spend time outdoors for at least 2 hours each day, weather permitting.

The Middlesex London Health Unit requires each child, wearing diapers, to have their own vinyl change pad. Parents must supply a change pad labeled with your child's name, as well as disposable wipes or wash cloths for your infant or toddler. A toothbrush labeled with your child's name should also be supplied, if the Provider requests it.

In special circumstances where cloth diapers must be used, you will be asked to supply a diaper pail to be taken home and sanitized each night. Providers will not be expected to rinse diapers.

EXCURSIONS

At the time of registration, you will be asked to sign a Consent Form allowing the Provider to take your child on walks in the community, rides on public transit, or on periodic trips in her car. Safety-approved infant/child restraint seats must be used at all times. For child auto safety seats to be considered safe, they must be used correctly:

- rear-facing seats must be used for children weighing less than 20 lbs.
- forward-facing car seats must be used for children weighing between 40 and 60 lbs.
- booster seats are required by law for children under the age of eight, weighing between 40 and 80 lbs., or measuring less than 4 feet 9 inches tall.
- Child restraint systems must to be used according to the manufacturer's instructions for correct installation and use. Children under 13 years must be buckled in the back seat, away from active airbags. In accordance with our Program Advisory Committee's input, regular outings are to be within city limits. However, parents may sign a Special Outing Consent Form giving permission for a Provider to take a program child out of city limits, not exceeding 30 km. For Providers in Middlesex County, this distance is extended to 60 km.

Special equipment such as car seats is the responsibility of the parent if the Provider does not have this equipment available. Parents must check with the Provider that the car seat is properly tethered and adjusted. Parents are asked not to remove the tags on the car seats that indicate they are approved by the Canadian Motor Vehicle Safety Standards.

POOL USE AND SUPERVISION

The Ministry of Education prohibits the use of and access to all standing bodies of water on the Provider's premises during operating hours. Standing bodies of water include, but are not limited to, natural water sources (i.e., rivers, ponds, lakes), in and above ground pools, wading pools, decorative ponds and hot tubs. The Ministry of Education supports the use of the following water activities: sprinklers, hoses, splash pads and water tables, under close supervision of an adult at all times.

Providers may take the children to the local community pool if a qualified lifeguard is on duty and a permission form has been completed and signed by the child's parent/guardian.

BACK-UP CARE GUIDELINES

On occasion, a Provider may use an approved back-up person due to personal commitments that cannot be scheduled outside business hours. The back-up Provider must have a valid Standard First Aid certificate, a satisfactory Vulnerable Sector Check and a signed Back-up Provider Agreement on file. Parents and Community Home Child Care will be informed in advance to approve of this arrangement, should it be necessary. The Provider will review the policy checklist and children's files with the back-up Provider prior to caring for the children. If a back-up Provider is called on, CHCC will document the occurrence in the Provider's file.

Community Home Child Care's policy states that Providers may be unavailable for up to, but not more than three hours of care. If the Provider is unavailable for more than three hours of care, then the Provider will indicate "**Z**" on the attendance sheet, indicating that care was not available on that day.

VOLUNTEERS AND STUDENTS

Volunteers and students may participate in a child care opportunity by fulfilling the requirements of the Vulnerable Sector Check, participating in a policy and procedure review, and at the discretion of London Children's Connection. All volunteers and students participating in a child care opportunity will be under direct supervision of the Provider and will never be left alone with the children. All students and volunteers will participate in tasks and responsibilities that are directly related to their school curriculum / volunteer position.

ALTERNATE CARE GUIDELINES

Our program cannot guarantee that alternate care can be arranged therefore we recommend parents have a reliable person available, if possible.

If alternate care has been arranged and your situation suddenly changes, we ask that you advise your Coordinator or the alternate Provider of your change in plans as soon as possible.



PROHIBITED PRACTICES

Community Home Child Care's policy, in accordance with Section 48 of the Child Care and Early Years Act, Regulations 137/15, outlines the forms of child punishment that are not permitted:

1. Corporal punishment of the child;
2. Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. Locking the exits of the premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the program's emergency management policies and procedures;
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth;
5. Deprive a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. Inflict any bodily harm on children including making children eat or drink against their will.
7. Sexual abuse, sexual misconduct or engaging in prescribed sexual acts (as defined under the Early Childhood Educators Act, 2007. O. Reg. 137/15, s. 48; O. Reg. 126/16, s. 34; O. Reg. 197/26, s. 15).

SERIOUS OCCURRENCE NOTIFICATION

The safety and well-being of your child is our highest priority, however, in spite of all the best precautions, incidents can sometimes take place. A Serious Occurrence Notification Form will be posted in a visible area on site, for ten (10) business days, when an incident occurs that is deemed a serious occurrence, as per the Ministry of Education's definition. A serious occurrence does not mean that the Provider is out of compliance with licensing requirements or that the children are at risk at the Provider's home.

ADDRESSING MATTERS OF CONCERN – A Solution Focused Approach

We work in partnership with parents and community partners to meet the individual needs of children and their families. We value positive and responsive relationships and foster engagement and ongoing communication with parents about the children and the program.

Open communication with parents is essential to a quality child care experience. Your Provider will discuss your child's day with you and will ask for your feedback to ensure your child has a positive experience in our program. All issues and concerns brought forward are taken seriously, and every effort will be made to address the issues and concerns as quickly as possible. An initial response will be provided within two business days. A resolution or outcome will be provided to the parent(s)/guardian(s) who raised the issue/concern, as soon as reasonably possible.

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents, children, Provider, students and volunteers, except when information must be disclosed for legal reasons (i.e., CAS, Ministry of Education, College of Early Childhood Educators).

Depending upon the nature of the concern, please follow the steps below:

Nature of Issue/Concern	Steps to Report Issue/Concern
Program: i.e., Schedule, sleep arrangements, toilet training, programming activities, feeding arrangements, menu	1. Raise the issue/concern directly with your Provider 2. If the issue cannot be resolved, contact the Coordinator
General Operations Related: i.e., child care fees, waiting lists, your Provider, parent accounts	1. Raise the issue/concern directly with the Coordinator or Program Manager 2. Raise issue/concern related to your account with the Accounts Coordinator
Provider or Staff Related: i.e., conduct of Provider, Coordinator, other CHCC Team member, etc.	1. Raise the issue/concern to the individual directly or Coordinator All issues or concerns related to the conduct of the Provider or staff that puts a child's health, safety and wellbeing at risk should be reported to the CHCC main office as soon as parents/guardians become aware of the situation.
Related to Other Persons at the Home Premises	1. Raise the issue/concern to the Provider directly or the Coordinator All issues or concerns about the conduct of the Provider or staff that puts a child's health, safety and well-being at risk should be reported to the CHCC main office as soon as parents/guardians become aware of the situation.
Staff, Student, Volunteer	1. Raise the issue/concern directly with the individual If the issue cannot be resolved, contact the Coordinator All issues or concerns about the conduct of your Provider, students or volunteers that puts a child's health, safety and well-being at risk should be reported to the Program Coordinator, as soon as it becomes apparent.

DUTY TO REPORT

The duty to report is an ongoing obligation. If there is reasonable grounds to suspect that a child is or may be in need of protection, by law, a report must be made to the Children's Aid Society. The duty to report overrides the provision of any other provincial statute.

SMOKE-FREE HOMES

As a licensed home child care program, we must comply with the Smoke-Free Ontario Act, 2017 which states that no person may smoke or hold lighted tobacco, medical cannabis, a designed vapour inhaling product or substance, or an electronic cigarette, on an approved Provider's premise at any time, whether or not the children are in care. Parents or Providers who would like more information regarding this requirement can find it at www.ontario.ca/smokefree or by contacting their local Health Unit.

OFFICE CLOSURE

The closure of London Children's Connection's offices may occur due to severe weather conditions or other circumstances beyond our control. It would be unusual for a Provider to close under the same conditions. If a Provider's program does need to close unexpectedly, families will be notified as soon as possible. Parents will not be charged for days when the Provider is unable to offer child care.

PARENT COMMUNICATIONS

INFORMATION REQUIRING YOUR ATTENTION

Any information requiring your attention will be emailed to the email address you have provided under Parent/Guardian #1. This correspondence will help keep you aware of relevant information on our program and current child related topics. Please ensure that you identify lcc.on.ca emails as a safe sender, to avoid the email going to junk mail.

CHANGES IN REGISTRATION INFORMATION

Any changes to the contents of the registration package must be relayed immediately to the Coordinator. Your child's safety in the event of an emergency could depend on the accuracy of this information, for example emergency contact information, address etc.

YOUR CHILD'S ATTENDANCE

- The Provider will keep track of your child's attendance on an Attendance Register. A description of the attendance codes can be found on the legend on the Attendance Register.
- The Attendance Register is marked to indicate the actual child care used. Any day that your child is not contracted to be in care should be left blank.
- It is important that you ensure that your child(ren)'s attendance is accurately recorded on the Provider's Attendance Register, including time of arrival and time of departure.
- When you sign the Attendance Register you are verifying that you agree with the Provider's record and that you consent to cover the costs incurred.
- The calculation of your child care fees by the Community Home Child Care office is based on the information entered on the Attendance Register and the care that you have contracted.
- Requests for copies of Attendance Registers must be made by the requesting parent's legal counsel. There will be a fee charged by the ordering party.
- Attendance records will be made available to the Medical Officer of Health, or designate, upon request, as required in the *Child Care and Early Years Act*.



FEE INFORMATION

Payment Methods

Payment arrangements for your child's enrollment is due in advance of care.

1. A completed Pre-Authorized Debit (P.A.D.) form and a void cheque is required before child care begins.
2. Automatic withdrawals for your child's monthly child care fees will be processed the 6th business day of each month. Your PAD will be based on your child's contract. When a child care contract begins midmonth, payments will be transmitted on the 20th day of that first month. If a child starts after the 20th of the month, the part-month payment for the first month is included with the full month payment on the 6th business day of the following month.
3. If Pre-Authorized Debit is not possible, a series of post-dated cheques must be submitted prior to your child's start date. Cheques are to be made payable to *Community Home Child Care.*
4. You will not be issued an invoice for child care services. If you are paying by cheque, it is each parent's responsibility to calculate his or her monthly child care fees and ensure that cheques are received by the first of each month prior to receiving care.

    a. Calculate the number of days of child care contracted for the month.

    b. Multiply the number of days by your daily rate for each child.

    c. Remember that you are required to pay for contracted days including sick and absent and statutory holidays. You do not have to pay if your Provider is not available due to vacation or illness.

    Services may be terminated by Community Home Child Care if policies are not followed and fees are not paid.

5. Our office hours are 9am to 5pm, Monday to Friday.

STATUTORY HOLIDAYS

Community Home Child Care observes the following statutory holidays:

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

- If your child is contracted for a day of the week that a statutory holiday falls, you are required to pay for the statutory holiday. The Provider's Attendance Register will be marked "Stat". Payment for a statutory holiday is not required if your child is on vacation during a week that contains a statutory holiday. The statutory holiday would then count as one day of vacation.

- If your child is at an alternate Provider's for a week that includes a statutory holiday, your payment will be for the days that your child is actually in care.

CHANGING YOUR CHILD CARE CONTRACT

Any changes to the terms of your child care contract are subject to the agreement of the Provider. Changes to your agreement must be discussed with your Provider and if they are in agreement, parents must notify the Coordinator of the changes. The Coordinator will update the care contract to reflect any changes made. You are required to give a minimum of two weeks' notice before any changes to your child care contract can be made. A minimum of two weeks' advance notice must be given to your Provider and Program Coordinator if you are withdrawing your child from care. As long as withdrawal notice is given before 5:00 PM, that day counts as the first day of the required two weeks' notice.

FEE ADJUSTMENTS, OVERPAYMENTS AND REFUNDS

Adjustments to your account may be made for a variety of reasons (e.g. contract change, withdrawal from care, unexpected Provider closure day(s), subsidy approval or change, etc.). If the adjustment affects any days for which payment has already been received, a credit/overpayment may result. Depending on the situation, any credit/overpayment will either be held on your account and applied to fees for subsequent month(s), or a refund will be issued. Refunds are issued in the form of refund cheques and mailed to the Payor's current address on file, no later than the end of the following month.

VACATION

If your child is enrolled in Community Home Child Care for a consecutive period of 12 months, you will be entitled to take two weeks' vacation without charge each year following each full year in care. Vacation time must be taken in blocks of a week (Monday to Sunday) at a time. "Year" refers to the day your child care began, to the anniversary of that date. A minimum of two weeks' notice must be given to your Provider and the Coordinator when scheduling vacation, to avoid paying for your vacation period. Unused vacation does not carry over into the next year.
If your contract is part time, calculate your vacation entitlement as follows:

Multiply the number of days of child care that you have contracted per week by two (2), for example:

- 3 (days per week) x 2 = 6 days of vacation

It is our intent to encourage families to take advantage of some quality vacation time together each year.

WITHDRAWAL FROM THE PROGRAM

You are required to give a minimum of two weeks' notice to the Provider and to the Community Home Child Care office if you would like to end your child care contract. In a situation where two weeks' notice has not been given, you will be required to pay for the contracted days in lieu of the required notice.

If any refund is owing to you, you should expect to receive the refund by the end of the month following the month that your child care contract ends.

Child Care tax receipts will be issued in February.

WAITLIST POLICY

London Children's Connection supports the utilization of the London and Middlesex centralized on-line child care waitlist (OneHSN). To provide families with quick, easy access to the OneHSN waitlist (www.familyinfo.ca/waitlist), LCC provides a direct link on our website (lcc.on.ca). If parents require support to help them navigate through the waitlist site, LCC staff are available to assist them by contacting us at (519) 471-4300. Once parents have completed the on-line waitlist, Coordinators are notified of the request by email.

Coordinators review the OneHSN waitlist regularly and as opportunities to fulfill new applicants' needs become available, families are contacted in order of application submission date and the ability to meet requested child care needs. Parents are welcome to call if they have questions, or to enquire about their status on the waitlist. Confidentiality is maintained at all times.

Enrollment and registration of children in each home child care environment depend on a variety of factors, and the following criteria are considered and may influence a family's position on the waiting list such as, age of the available space, days and hours of care required, needs of the family, physical space and the dynamics of the program.

NEWSLETTERS

Our newsletter is prepared and distributed five times per year. This is an important method our program uses to communicate with families. The newsletter will provide relevant information on our program and current child related topics.

PROVIDER LEARNING OPPORTUNITIES

Our Providers have a variety of professional learning opportunities available to them. Individual support also occurs during the monthly home visits. Providers are encouraged to involve the children in activities offered in their community.

PARENT INVOLVEMENT

Feedback through our We Care Cards and regular communication with your Provider and your Coordinator are valuable methods of contributing to your child's care.



COMMUNITY HOME CHILD CARE FEES

Base Fee Schedule Effective January 1, 2025

	Half Day (0-6 hrs)	Full Day (6-10 hrs)	Extended (10-15 hrs)	Extended (15-19 hrs)	Before/ After (0-2 hrs)	Before/ After (2-4 hrs)
Infant, Toddler, Preschool	$15.12	$20.79	$22.00	$22.00	-	-
Kindergarten	$14.65	$20.32	$22.00	$22.00	$11.00	$12.00
School Age	$33.50	$46.50	$58.50	$71.50	$11.00	$21.00

Premium rate for shifts - $10.00 per day (up to 10 hours, arriving at 6:30 a.m. or earlier / picking up at 6:30 p.m. or later)

Premium rate for weekends - $10.00 per day

Non-base fees: An administrative fee of $25.00 will be charged for a request for each duplicate income tax receipt beyond the current calendar year. Requests from legal representatives for documentation such as attendance sheets will be charged $25.00 per child, per calendar year, per location.

Canada-Wide Early Learning and Child Care

We are pleased to announce that London Children's Connection has been approved to participate in the Canada-Wide Early Learning and Child Care (CWELCC) system, as per our agreement with the City of London, dated December 5, 2022. A key focus of the CWELCC system is to reduce child care fees for families with children under the age of six, through phased fee reductions. As we move forward, we will continue to provide updates as they become available.

NOTES

RESOURCE LINKS

Ministry of Education Information on Child Care: www.edu.gov.on.ca/childcare/
How Does Learning Happen? Document: www.edu'gov.on.ca/childcare/HowLearningHappens.pdf

Joint Statement on Safe Sleep: http://www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhoodenfance_0-2/sids/jsss-ecss-eng.php

Middlesex-London Health Unit: www.healthunit.com

Thank you for your interest in Community Home Child Care.
We hope our services will give you the assurance and peace of mind that comes with knowing that your child is receiving quality care in a licensed program.

Community Home Child Care (CHCC)
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